

Notes of Meeting



TITLE: 28th September 2018, 10am

LOCATION: Norton Park

**SCOTTISH WATER
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Present:

Deirdre Brock	MP (Edinburgh North and Leith): Chair
Rob Munn	Constituency & Casework Manager, Ben Macpherson's Office
Steve Williamson	City of Edinburgh Council: Environmental Health
Jim Scanlon	Leith Links Community Council
Eileen Simpson	Leith Links Community Council
Rob Kirkwood	Leith Links Residents Association
Professor Robert Jackson	Jackson Consulting
Jon Rathjen	Scottish Government
Alun McIntyre	Wood Group
John Telfer	Scottish Water
Elise Cartmell	Scottish Water
Bill Elliot	Scottish Water
Susan Rowe	Scottish Water
Craig Carr	Scottish Water
Natalie Walker	Scottish Water
Richard Anderson	Stirling Water Seafield Limited
Mark Keast	Veolia
Mark Wilson	Veolia
Stuart Marsden	Veolia
Iain McMenemy	Figure 11 Communications Limited
Chas Booth	City of Edinburgh Council – Councillor
Shona McConnell	SEPA
Leanne Menzies	Ash Denham MSP's Office
Danny Aston	Tommy Sheppard MP's Office

Apologies:

Gordon Munro	City of Edinburgh Council – Councillor
Adam McVey	City of Edinburgh Council – Councillor
Ben Macpherson	MSP (Edinburgh Northern and Leith)

ACTION LOG:

Item	Description	Owner	Timescale
1	SEPA to provide a summary of complaints linked with burning rubber April to Sept 2018 (Cllr Booth request).	S McConnell	Oct 2018
2	CEC to continue development of streamlined odour complaint process. Report back at next meeting.	S Williamson	Spring 2019
3	Share all presentation materials, including Explain report, on SW website.	B Elliot	Oct 2018
4	Invite members of the stakeholder group to offsite dosing trials at Bo'ness	B Elliot	Oct 2018
5	Ensure participation in 2019 Doors Open Day	M Wilson	Sept 2018

Item	Discussion	Action/ Timescale
1	<p>Welcome & Introduction</p> <p>Attendees welcomed by the Chair and introductions made.</p> <p>Notes of 23/03/18 agreed. Note that there was no development of action #5 although Prof Jackson may wish to take this forward with Ben Macpherson if required.</p>	
2	<p>Community Feedback</p> <p>Mr Kirkwood and Mr Scanlon presented views on behalf of LLRA and LLCC respectively. There is recognition of the recent reference to Seafield and wider Edinburgh Strategy within the Scottish Government's Programme as published in early September 2018. Community seeking recognition of issues experienced in summer of 2018 and that contingency measures are implemented for foreseeable weather conditions. In July, LLCC set up an online complaint form with CEC receiving an overall 213 complaints for the month (80 via the LLCC online form with the remainder through usual routes). Mark Wilson, on behalf of Veolia, reiterated the apology made by Scottish Water in late July. Both community groups expressed a desire to be involved in future consultation.</p> <p>Key points:</p> <p>In the Q&A session, it was made clear that the Strategic Review as published earlier in the year is directing the investment decision making through existing Scottish Water business planning processes, separate from the Odour CoP approach as followed in 2008. Scottish Water will ensure that customer and Stakeholder consultation forms part of the process going forward.</p> <p>SEPA confirmed that they have continued to respond to complaints by visiting the community and treatment plant. Site currently rated Excellent under SEPA's Compliance Assessment Scheme. During July CEC visited to the Leith Links area 30 times in response to complaints. During 2 visits, offsite odour was detected which resulted in an inspection of the plant. Complaints currently being received via the LLCC complaint form and telephone system. CEC acknowledge, despite changes made so far, further improvements to the complaint system are being sought.</p>	
3	<p>Operational Update</p> <p>Veolia presented data showing the low flows experienced over the summer period. Despite suggestions to the contrary, sludge levels in the primary settlement tanks were under control during the dry conditions (at a level representing around 5% of the overall volume in the PSTs). The data showed that levels had been drawn down in readiness for the dry weather. In parallel to this, offsite chemical dosing had been implemented in May 2018 (in accordance with the Strategic Report recommendations).</p> <p>Other operational focus areas have included more communications for planned tasks, reprogramming of certain activities to avoid events/weekends/specific weather conditions. Since the last meeting, there have been no one-off</p>	

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	<p>operational incidents but it recognised that the low flow has delivered higher odour potential wastewater to the Works.</p> <p>In the Q&A, the reference to Thames Water and mobile centrifuges would not have been applicable to the Summer 2018 scenario as the overall sludge inventory on the site was in control, and being processed through the Works.</p>	
4	<p>Regulation</p> <p>It is recognised that there are two Regulators and that close liaison is required for hand-across of issues where appropriate. It was acknowledged that there was an unprecedented number of complaints in July but in terms of the CoP, minimisation was achieved.</p> <p>CEC are considering revising their assessment protocols. SEPA confirmed that they would be happy for members of the stakeholder group to accompany officers during community and/or Works assessments. Veolia also confirmed that members of the stakeholder group are welcome to get in touch for a visit of the Works.</p> <p>SEPA indicated that during April to September there were 16 odour complaints received attributed to “burning rubber”. Cllr Booth requested summary details.</p>	
5	<p>Strategic Review</p> <p>The Wood Group (formerly Amec Foster Wheeler) had been asked to assess progress on implementation of the Strategic Report recommendations. Overall, good progress is being made. Of 28 recommendations: 5 completed, 17 progressing and 6 commenced (albeit 4 of these are dependent on the outcome of the various feasibility studies).</p> <p>Based on a review of conditions during the Summer it was agreed that there should be a focus on dry weather mitigations. As part of this a work, Wood Group will oversee offsite trials of potassium permanganate dosing to determine odour under a range of wastewater conditions and dosing rates. This is being done in acknowledgement of the concerns raised by LLRA in May 2018. The trials will be undertaken with oversight from SW’s Chief Scientist with outputs peer reviewed prior to publication. Members of the stakeholder group will be welcome at the offsite trial location (Bo’ness Wastewater Treatment Works).</p>	
6	<p>Market Research</p> <p>During July, Explain undertook a telephone and face to face survey to glean additional data on community perceptions of awareness, complaint process, impacts and other issues and to compare with a similar exercise in 2006. The full findings will be posted on SW’s website around mid-October. For a number of reasons, the research was not able to replicate the survey headcount (c285 v 500) of 2006 was still deemed statistically relevant. The presentation gave an overview of the findings without particular focus on any one locality or demographic.</p>	

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7	<p>Communications</p> <p>Since publication of the Strategic Review, there has been an expansion in focus of the regular odour review meetings between SW/Veolia/CEC/SEPA. Members of the SW and Veolia communications teams are now part of the group that reviews complaints, has awareness of planned works and assists in the continuous improvement approach of the meeting. Stakeholders will have seen an increased in notification of planned activities – not that more activities are taking place than in the past, just that the group has elected to demonstrate that planned works are risk assessed and mitigated. As discussed during the meeting, a stakeholder update will be issued for commencement of statutory inspection works within the sludge treatment process (low odour risk).</p> <p>Veolia will welcome the opportunity to be part of Doors Open Day 2019.</p>	
8	<p>AOB</p> <p>Mark Keast is moving on from Veolia. Thanks for input to this and previous meetings.</p>	
9	<p>Next Meeting</p> <p>Date to be confirmed but Spring 2019 agreed. Venue to remain at Norton Park.</p>	