

Scottish Water, Development Services Update

We would like to take this opportunity to continue our engagement with all our stakeholders during a year that has seen unprecedented times and the most challenging of circumstances for us all. 2020 has provided uncertainty and worry however as the Scottish Government continues to review restrictions, Scottish Water will adapt to continue to support, invest, and collaborate with you in order to return to a new 'normal'. We have selected a few key developments which we hope you find of interest.

Simply scroll down to find out more.

Scottish Water

Trusted to serve Scotland

Development Services: A function in it's own right

Scottish Water's Strategic Plan sets out the scale of transformation that we will undertake over the next 25 years to safeguard and enhance services to our customers.

To meet our strategic ambitions, over the next seven-year period we will see increasing investment in our assets – continuing to enhance service, deal with growth and repair, refurbish and replace existing assets. We will do this in line with our new investment frameworks and aspire to significantly reduce the whole life carbon of our investments. More and more we will need seamless delivery of asset investment – whether it is to repair or refurbish assets or build new ones fit for the future.

Mark McEwen previously Customer Service General Manager in the Customer Service Delivery directorate has joined Capital Investment to be part of the Capital Investment Leadership Team.

New Development Services Function

One of the aspirations of our Strategic plan is 'Enabling sustainable and inclusive

economic growth'.

To this end, on 3rd August, Development Services (both Strategic Development and Development Operations), previously a part of the Customer Service Function, became a new Function within CSD in its own right. This reflects the strategic importance of Development Services as we move forward with Scottish Water's Strategic Plan to build a sustainable future together. Mark Hunter previously Strategic Development Manager, has become General Manager of Development Services. Having worked for Scottish Water for nearly 22 years, Mark has held a number of roles across the business. He has led on the advancement of new ideas and approaches supporting Development both within the SR15 period and in our plans for the future. This is a great opportunity for Mark to build on the recent successful delivery of Project Astro and to work with his new team to deliver industry leading service to the Development community in Scotland.

Development Operations manager **Craig Lawson** has also moved on to a new role within the Transformation Team as Delivery Manager – Transformation. This

move recognises the superb job Craig has performed within Development Operations and the need to focus on transforming our business for the future.

Emma McAllister previously Snr Project Manager for Project Vesting has taken on the new role of Development Operations Manager and will be your new contact in place of Craig regards any operational aspects. Emma is entering a new chapter in her life and has welcomed a new baby boy in to the world in recent weeks. Whilst on maternity leave her secondment cover will be **Sean Anderson**, former Development Enablement Manager. Sean will be in this role for the next 12 months and should be your point of contact with immediate effect.

Steven Smith, former Development Engagement Manager will now head up Project Vesting and will be engaging with you in the coming weeks and months to push things forward.

Scottish Water & Development Services – Improving your Customer Experience



Development Services General Manager,
Mark Hunter

Having worked within Development Services for the last 4 years I recognise the importance of the vital role we play in enabling businesses to achieve their goals. The creation of Development Services as a function within Customer Services 4 years ago and the recent change to being a function in its own right demonstrates Scottish Waters commitment to supporting development across Scotland. I'm personally delighted to have been asked to lead this department and am aware how much of a challenge this will be. There is no doubt that we have made great strides forward in recent years and

the feedback from you the development community shows that we have made significant improvements. However, I am well aware that there is still much to do to ensure we are consistently getting it right and deliver the service levels we aspire to and you the development community expect.

There is a lot happening within Development Services and the development industry as a whole and I look forward to continuing to work with you in the coming days to deliver your goals and ours.



Development Operations Update

Development Operations transitioned to working from home on the 17th March as did all other Scottish Water office based teams, after the announcement the previous night from Scotland's First Minister. In Line with current Government Guidelines we still remain in this mode of working and will continue to do so until the guidelines change.

Like many of our customers we have had to adapt to this new way of working and the challenges that it can bring such as internet connections dropping or being interrupted by the dog barking or doorbell going with another Amazon delivery!
We made the most of the quieter than

normal workload at the beginning of lockdown and launched Project Astro which delivered our new Customer Portal, Customer Relationship Management System and more recently Phase 2 of the Remote Inspection App as well as continuing with the day job.

The team have been incredibly busy ensuring that they maintain delivery of essential services whilst adapting to the new ways of working and transitioning to the new I.T. system. They have successfully managed to deliver great customer service throughout.

Many of you have been providing feedback on the Portal and the App which has overall been well received and we have even been

able to deliver further improvements based on your feedback. Since the relaxation of lockdown we have seen an increase again in the volume of applications being submitted but significantly an increase compared to normal levels for on-site activities such as inspections and connections. As the housing industry starts to build up momentum again and adopts new ways of working on sites, this creates additional pressures and priorities in terms of applications and connections. We would ask that you engage with us as early as possible to understand how we can work closely with you to meet your requirements.

Please contact **Sean Anderson** sean.anderson@scottishwater.co.uk if you wish to discuss this in more detail.



Project Vesting Cycle – We Need Your Continued Focus

Scottish Water made a commitment in collaboration with Homes for Scotland to work with the development community to conclude vesting of legacy assets. This includes water mains, sewers, pumping stations, sustainable urban drainage systems and all other elements of 'self-lay' infrastructure delivered by developers and their partners. Scottish Water launched a project, 'Project Vesting Cycle', in July 2015 with dedicated resource to address this challenge with a team of 60 now working directly with developers. This now represents a major commitment by Scottish Water to move a significant amount of private infrastructure into public ownership.

The project is at a critical stage of delivery and developer-driven activity must increase in order to achieve the project deadline. A key milestone for delivery is December 2020 when percentage criteria must be met and the majority of legacy assets are vested in Scottish Water. This goal must be achieved by individual developers to allow our vesting team to continue working in the same way with them from December 2020 to May 2022. Where developers do not achieve

this, the approach will change and may include a contract of agreement.

Assets not yet vested in Scottish Water are the responsibility and liability of the developer. Maintenance, repair and capital costs will not be borne by Scottish Water. Scottish Water will not attend in the event of an asset failure such as a burst water main, choked sewer, or failure at a wastewater pumping station. To improve delivery, we share a league table on a quarterly basis showing vesting progress for a number of organisations engaged with the vesting team. This is delivered to most of our customers on a quarterly basis. If you would like to discuss this in more detail please contact our vesting team and we will be happy to work with you.

Scottish Water is committed to the delivery of this project and requests your support and influence with your teams to ensure they are fully committed and resourced in order to achieve the successful vesting of all legacy assets. This is a critical project for Scottish Water and key to delivering an excellent service to all our customers.

Please contact **Steven Smith** steven.smith2@scottishwater.co.uk if you wish to discuss this in more detail.

Section 7 Progress Update

Since our last official update it has been a busy period on the Section 7 front with Development Services working together with Local Authorities to get agreement, by adopting the Memorandum of Understanding (MoU) to work with Scottish Water on shared maintenance as per Section 7 of the Sewerage (Scotland) Act 1968.

As agreed through SCOTS Roads and Flooding working groups this amounts to a rough above and below ground split. Above ground maintenance, grass cutting and litter picking, will be Local Authority responsibility whereas below ground activities including pond desilting, inlet/outlet inspections and end of life asset replacement will lie with Scottish Water. This divide over assets whole life results in a fair and equitable split allowing two public agencies to share maintenance of one single integrated surface water system, removing the requirement for costly separated roads drainage systems on new housing developments.

Current Status of S7 MoU and Agreements Significant progress has been made in securing confirmation of Local Authorities status and the following applies as of September 2020:

- 16 Local Authorities Accepted
- 1 Local Authority Declined (Comhairle nan Eilean Siar)
- 15 Local Authorities Awaiting Confirmation

- 9 Pending Committee Approval
- 6 In Progress

16 Local Authorities that have accepted the MoU are:

1. Aberdeenshire
2. Angus
3. Clackmannanshire
4. Dumfries & Galloway
5. East Ayrshire
6. Edinburgh City
7. Glasgow City
8. Highland
9. Moray
10. North Ayrshire
11. North Lanarkshire
12. Perth & Kinross
13. Renfrewshire
14. South Ayrshire
15. South Lanarkshire
16. West Dunbartonshire



MoU adoptions - Scotland (Sept 2020)

Western Isles has chosen not to adopt the MoU due to their often rural single house led developments not being applicable for Section 7. Scottish Water actively work with Western Isles council on

Local Development Plan preparation and will look to review this position should any development come forward where joint maintenance would be applicable.

Next Steps

Unfortunately the impact of the Covid-19 pandemic has led to an unavoidable temporary delay on MoU adoptions as Local Authority Committees have had to respond to the pandemic.

Work is already ongoing between Scottish Water and SCOTS Roads and Flooding working groups to determine a strategy to secure the remaining agreements as soon as possible.

Scottish Water has successfully launched ASTRO earlier this year, our flagship CRM system and customer portal, which provides the ability to record Section 7 agreement requirements on specific sites.

A process has been created to detail all critical interaction points between Scottish Water, Roads Authority and the customer in agreeing a Section 7 agreement and feedback is ongoing from Local Authorities to finalise this, roll out training to Scottish Water, Roads and Planning authority employees then work towards bringing joint maintenance agreements in as business as usual practice.

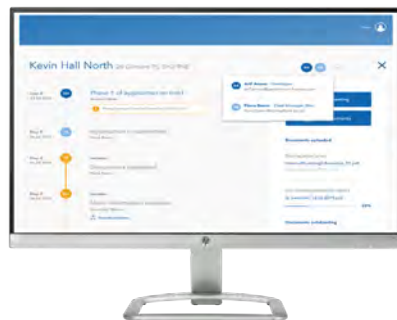
For any Section 7 related queries you may have, please contact us on jointmaintenanceagreements@scottishwater.co.uk

Project ASTRO has launched – what's next?

You will hopefully be aware that in April this year Development Services continued their digital transformation journey under project ASTRO, with the introduction of a new Customer Applications Portal, allowing customers to submit, track and update all aspects of their applications to connect to our network, via our on line portal. Under ASTRO, this transformation continued with the launch of Phase 2 of our Remote Inspections App, building on the benefits of the first phase, and allows all customers to submit, track and update inspections related requests remotely, benefits include – time saving, increasing security, enhanced Health & Safety on site and reduces travel for all – all very appropriate/relevant during this period of concern around COVID.

Our customers have reported the benefits already, self-serving, immediate receipt, great tracking ability, clear visibility of key contact in Scottish Water, increased ownership. We recognise that these changes are bringing benefits for most, while understanding that others might

need some additional support to help them get the best from our 'Applications Portal & Remote Inspections App' we are happy to provide support where it is required, If you would like to discuss additional support needs, please let us know.



What's Next We know that as good as new systems and processes are, they can always be better, so we will continue to look at how we can enhance and improve these further. As such we have introduced a new dedicated "Improvement Hub Team", so if you have any suggestions, that you feel would further enhance the service we provide, please get in touch with us. We hope that you'll find the systems simple to use, however if you need additional support, would like to suggest and improvement of need general advise please contact our Development Operations Team by phone on **0800 389 0379** or via e-mail on developmentoperations@scottishwater.co.uk.

HEALTH & SAFETY CORNER

The safety of our colleagues, our customers and their customers, is always at the forefront of our decision making, all of which is supported by our guidance documents and policies. The introduction of the "Remote Inspections App", is now allowing us to better monitor the levels of compliance with our installation guidance, identifying

areas of 'best practice' and also areas requiring improvement.

Coming Soon...

We are increasing our focus in this area, including the introduction of a focused 'Health & Safety Newsletter', where we will highlight trends, share areas of concern and of course share good practice.