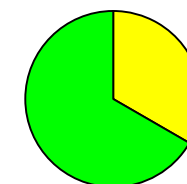


# Meeting Action Log



<b>Area/Project:</b>	<b>Nigg WwTW Liaison Group</b>	<b>Colour</b>	<b>Status</b>	<b>Count</b>
<b>Meetings:</b>	Meeting #6		Due	0
			Open	1
			Done	2
<b>Attendees:</b>	Chair - Maureen Watt MSP TCC - Ian Wright, David Fryer ACC - Cllr Allard ACC - Hazel Stevenson SEPA - James Smith Kelda - Simon Wrigglesworth Scottish Water - Craig Carr Community - David Fryer Apologies - Cllr Allan, Cllr Mackenzie, Al Galloway (SEPA), Ben Raistrick (AES), Gavin Steel (Scottish Water)	<b>Date Minuted:</b>	24-Apr-18	
<b>Date of Meeting</b>	23/04/2018			



Performance against actions

Ref	Issue	Action	Resp.	Due	Status	Comment
<b>Actions From Previous Meeting</b>						
1						
<b>Actions From This Meeting</b>						
1	Complaint update	HS confirmed that Emma Haynes is no longer with ACC. Since the last meeting in December 2017, 5 complaints received have been passed to Nigg for investigation (zero January, 2 in February, zero in March and 3 to date in April). Three complainants.	Note	-	-	
2	Complaint update	It was agreed that complainants will receive a response to complaints, in writing if contact details are provided, as soon as is practicable (considering staff availability).	ACC	Ongoing	Done	Kelda generally target the end of a shift for a complaint investigation. It was agreed that a response should be provided within a week.
2	Complaint update	ACC Countryside Rangers have been asked to feedback any observations to EH officers. Outwith complaints, ACC will continue to undertake any spot monitoring as workload allows.	Note	-	-	
3	Scottish Water update	CC explained that Prof Jackson's involvement had come to a natural conclusion following his Independent Report, implementation of recommendations and then his extended role to oversee the TORO project and subsequent recommendations. All recommendations have been followed through and embedded and will continue to be monitored through the Liaison Group. The Group acknowledges Rob's input to the process and the improvements arising from his work.	Note	-	-	MW will thank Rob on behalf of the Group.
4	Scottish Water update	Scottish Water are continuing to look at means of improving communication with local residents. In addition to SW Website, Updates to TCC (for posting to local Facebook Groups), SW will also trial "Firetext" as a means of instant messages to those who register for updates. It is hoped this will speed up the sharing of key messages. Subject to Data Protection, etc, it is hoped this can be trialled ahead of the next meeting.	SW	Aug-18	Open	

Ref	Issue	Action	Resp.	Due	Status	Comment
5	Kelda update	Review of 2017 delivered projects and improvements and a lookahead to 2018. Focus remains on odour minimisation, odour risk assessments and operating in a more planned environment. Simon confirmed that any odour complaint investigations can be cross referred to planned maintenance tasks and projects.	Note	-	-	Kelda slides will be posted to the Scottish Water website.
6	Kelda update	In response to a question on power outage, Simon outlined a recent review and activity, driven by SSE's need to shut down part of the network for planned work. Individual generator requirements are understood and arrangements/mitigations can be put in place in order to meet the SEPA licence and odour management conditions - key information being recorded and available.	Note	-	-	
7	SEPA update	No detailed update on investigation as yet. Will follow due process and be advised once available.	Note	-	-	
8	Community update	Odour remains a TCC issue with new members in attendance. Scottish Water will continue to update via the Secretary email address and continue to invite previous attendees to meetings and visits.	Note	-	-	
9	Next Meeting	Scottish Water to issue invitation for meeting and site visit (post main summer holiday period).	SW	-	Done	Invitation issued for 4pm, Monday 27th August 2018.
10						
		END - insert new lines <b>above</b> here				