

Scottish Water Operational Risk Assessment and Method Statement Processes

September 2025

The purpose of this audit was to conduct a critical review of the planning and approval process along with the delivery and supervision of planned works.

Whilst several recommendations have been made, Scottish Water is commended for the progress made in improving the process for the approval of planned activities. The high level of team engagement from operator to manager level as well as that from contractors was clear to see. This gave DWQR confidence that up to date systems and controls were in place to reduce the risk of planned activities at water treatment works having a detrimental impact on water quality.

DWQR identified eight findings. Proposed interventions to address DWQR's findings, along with completion dates and any interim mitigations that will be put in place have been agreed with Scottish Water.

DWQR will monitor completion of agreed interventions, and may request evidence of completion or re-visit the site.