

Online Intelligent Control Centre (ICC) Audit

14th & 20th January 2021 & 10th & 31st March 2021

DWQR Staff Present

Colette Robertson-Kellie

Scottish Water Staff Present

Sharon Hamilton (ICC Manager), Richard Purves (ICC Team Manager), Stephen Griffin (ICC Duty Manager), James McSeveney (ICC Modern Apprentice), Alistair Brown (ICC Control Engineer), Joanne Smith (Operator, Turriff and Forehill WTW), Jon Moses (Water Operations Team Manager), Darren Smith (Water Operations, Team Leader), Iain Ogilvie (Water Regulation)

Summary of Inspection

Overall Summary

The Intelligent Control Centre (ICC) was selected for audit because of a number of recommendations from water quality incidents for improvements at the ICC. Comprehensive information was provided by Scottish Water in advance of the audit, and full co-operation was given by ICC and Operations staff at all times. This audit was carried out remotely due to COVID-19 restrictions.

A trial had recently been completed in the East area, in which the ICC had been given a greater role and added responsibility to support Operators on standby out of hours, and ICC and Operations staff were interviewed to gain their experiences on this initiative.

I make five recommendations, and set out my findings in the following report.

Observations