

Henderson Drive Laboratory, Inverness

Date 5th - 6th December 2022

DWQR Staff Present

Moira Malcolm, Claire Henderson

Scottish Water Staff Present (& Titles)

Angela Dignan, David McMullen, Harry Roe, Kim Cooper, Peter Whyte, Kerry Wallace, Jack Scholes, Amy Reynolds, Isla Jones

Summary of Inspection

Overall Summary

An excellent audit. Staff are knowledgeable in the analytical methods they perform and are motivated to maintain high quality of data throughout. The lab is clean and well organised. Staff are well trained and competent, with good staff relations and progression scheme in place. Changes to working patterns first necessitated by covid protocols have been adapted with input from staff and the 'proactive recruitment' policy is ensuring understaffing is kept to a minimum. Equipment and reagents are all stored and maintained appropriately and record keeping was excellent. Supervision of staff is appropriate. All methods witnessed were appropriate and demonstrated competently. Vertical audits showed no issues with sampling, transportation, analysis or communication with PHT. Quality control procedures are comprehensive.

