

### Glendevon 'A' Regulation Zone, East Region

20-Dec-16

**DWQR Staff Present**

Bill Byers, Colette Robertson-Kellie

**Scottish Water Staff Present**

Ewan Milne, Tom Purdie, Naomi Dixon, Kirsten Helms, Ewan Band,  
Colin Napier, Kes Juskowiak, David Hill

### Summary of Inspection

#### Overall Summary

This inspection was carried out to audit Operational approaches to the management and response to distribution system issues in the Glendevon 'A' Regulation Supply Zone. Water quality in the zone is good with only minor instances of failures of WQ standards. The level of consumer contacts from within the zone is significantly below the average received by Scottish Water. The inspection found that there was a very good level of adherence to the key processes and procedures in place to safeguard water quality. A significant area of concern however was in the hygiene arrangements in the repair squad vehicle and the approach to safeguarding water quality during interventions on live water mains.

**Number of Findings: 6**

#### Quality of Water

There have been only minor issues in the zone regarding water quality samples with 1 regulatory failure of the Coliform standard in 2015 and also 1 in the year to date in 2016. In total, a further 6 failures of the standards for Coliforms, Iron or Lead have occurred in operational or consumer enquiry samples in 2016. Consumer contacts from the zone regarding water quality, amounting to 15.98 per 10,00 population in 2015, are substantially below the average rate of contact from all RSZs. These have generally been spread evenly throughout the supply zone indicating there are no real hotspots of water quality issues. Indications are that a similar level of contact will be recorded for 2016.

#### Asset Robustness

One third of the network of water mains is of cast, spun or unlined ductile iron material. Evidence is that the possible associated issues arising from the material are being managed. Orthophosphate dosing to minimise plumbosolvency is demonstrated to be being maintained at the optimised levels.

#### Operational Practices

Currently the controls, monitoring and management of the levels of chlorine in the distribution system ensure effective disinfection in the system and limited adverse impact on consumers. IAF & NAN procedures for the control of interventions on the water mains for repair and maintenance work were shown to be effective.

The requirements for the maintenance of a clean and tidy environment for the storage of materials and tools within the repair squad vehicles and for employment of hygienic practice during the repair were not satisfactory and it is disappointing to see the standards of this crucial aspect of SW activity to have slipped.

#### Management of Risk

The emergency plan for dealing with a loss of supply at Queen Margaret Hospital was easily obtained although details in the DWSP are not fully aligned with current access arrangements. Arrangements for Byelaws inspections and signing off on any contraventions were demonstrated to be effective. Boundary Valve Management arrangements were similarly shown to be effective with the practice of internal audit being particularly valuable in policing the status and reinforcing the importance of BVM. There was no IAF available to the repair team carrying out the mains repair activity witnessed.

#### Recording Information

Disinfection setpoints are noted and displayed on EAL sheet at the treatment works.

#### Water Safety Plan

The DWSP identifies appropriate risks for this Distribution system although there are elements which require to be brought up to date e.g. EAL sheet; arrangements for obtaining hospital emergency plans.