



19 May 2020

## DWQR Inspection of WQ Event Response

### Scope of inspection

DWQR set out to inspect the event and incident reporting process in order to verify that information was being provided in a timely and accurate manner in fulfilment of Part 6 of The Public Water Supplies (Scotland) Regulations 2014 and to enable DWQR to undertake its regulatory duties. The inspection was undertaken by all four members of the DWQR Operations Team, with a different member of the team auditing a selection of events from each of the four Public Health Team (PHT) areas. The audits took place in January and February 2020.

The inspections were intended to assess Scottish Water's whole process for resolving and reporting water quality failures and issues within the scope of Part 6 of the Regulations. They were not an audit of the PHT specifically, although this team has much of the responsibility for this area.

### Summary of Findings

In general the process was found to be working well, with the significant exception of the timeliness of event outcomes to DWQR which were often significantly, and unnecessarily, delayed. PHT decisions in response to reported issues and failures were sound, and, in the main, appropriate actions were taken and requested of others. It was especially pleasing to note that sampling in response to failures and treatment issues appeared to sufficient, an area that has been unsatisfactory in the past.

A number of findings were noted; many of these relate to the main theme of delayed outcome notifications. There were some common themes among the findings and these are listed in the table below:

Theme	No. of Findings on Theme
Clarity of Reporting	3
Information management	1
Information recording	1
Internal Communications	2
Process clarity	1
Staff Competence	1
Staff Welfare	1
Timeliness of reporting	7
Timeliness of reporting / Internal Communications	2
<b>Grand Total</b>	<b>19</b>