

Juniper House Laboratory, Edinburgh

29, 30 November & 1 December 2022

DWQR Staff Present

Moira Malcolm, Claire Henderson

Scottish Water Staff Present (& Titles)

Quality team: Louise Szymanski, Colin Bain, Kim Cooper, Caitlin Tumilty

Crypto/Micro: Harry Roe, David Jolley, John Wood, Martin Wilson, Nathan Francis, Leonnie Henn, Lisa Kompfner, Connor Mowa

Organics: Emma Fuller,

Inorganics: Paul Crow,

Sampling: Heidi Freeguard, Jolene Sinnott, Wendi Milne

Summary of Inspection

Overall Summary

Scottish Water's Scientific Services are based primarily at Juniper House, with all organic and radiochemistry analysis undertaken on this site. Extensive inorganic chemistry, microbiology, taste & odour and cryptosporidium analysis is also undertaken for Scottish Water and also for external clients. For this audit only DWTS drinking water methods and areas were examined, however the lab also undertakes waste water and environmental analysis.

The lab is well run with excellent housekeeping and facilities noted throughout. 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 (especially for micro shifts), and the 'proactive recruitment' policy is ensuring understaffing is kept to a minimum. 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.

Some minor issues were noted and recommendations have been given below.