

# DRAFT STATEMENT OF MINISTERIAL OBJECTIVES

## PRIORITY 1 (ESSENTIAL) OBJECTIVES FOR THE PERIOD 1 APRIL 2010 TO 31 MARCH 2014

### CAPITAL MAINTENANCE & SERVICE STANDARDS OBJECTIVES<sup>1</sup>

1. Scottish Water shall:-
  - (a) as a minimum ensure that standards of services provided to customers across all areas of Scotland are maintained at the levels required to be achieved at March 2010;
  - (b) improve services to customers year on year, such that by 2013-14, standards are as good as the median position of industry performance in England and Wales for 2007-08 as measured by the Overall Performance Assessment.
  - (c) in addition to the measures contained within the Overall Performance Assessment, ensure that the following standards are achieved:
    - A reduction in the total number of telephone contacts relating to drinking water quality relative to the position reported by the Drinking Water Quality Regulator in his 2007 annual report.
    - A reduction in the number of Unsatisfactory Intermittent Discharges on its network from the reported position in June 2008 and, notwithstanding the level of churn, maintain an underlying trend of overall reduction to the register.
    - Ensure that the numbers of non-compliant Wastewater Treatment Works does not exceed 45.
    - An improvement upon the Overall Satisfaction Level in 2013-14 as measured by the transactional survey (or its replacement) relative to those results reported in 2007/08.
    - A reduction in the number of “second-tier” complaints referred to Waterwatch Scotland relative to the position reported by Waterwatch Scotland in its 2007/08 Annual Report.
  
2. Scottish Water shall by 2014 reduce the leakage from its water distribution network to the agreed Long Run Economic Level of Leakage. Annual reduction milestones are to be agreed between Scottish Water, SEPA and the Commission.

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<sup>1</sup> See paragraphs 12, 13 and 14 of the Statement

## STRATEGIC CAPACITY FOR NEW DEVELOPMENT OBJECTIVES<sup>2</sup>-

3. To support the Government's purpose of increasing sustainable economic growth, Scottish Water shall -

- (a) maintain and improve a web-based facility to enable developers and licensed providers to check the available strategic capacity for any location in Scotland.
- (b) establish a plan, for the period 1 April 2010 to 31 March 2018, to provide new 'strategic' capacity to meet all new housing development and the domestic requirements of commercial and industrial customers.
- (c) Publish annual information (where available) outlining the capacity of the network and relevant network costs, including the nature and impact of current development plans, which allows developers and those wishing to engage in Section 29E consent activity to identify opportunities. The content of this information is to be agreed each year with the Commission.

In formulating the investment plan specified under paragraph 3(b) above, Scottish Water shall take account of: extant development plans and their associated action programmes, the General Register Office for Scotland's population projections<sup>3</sup> and the SEPA/Scottish Water *Memorandum of Understanding on the Impact of Proposed Development on the Public System*.<sup>4</sup> In addition, for the parts of the plan that relate to Glasgow, Scottish Water shall take account of the priorities arising from the Metropolitan Glasgow Strategic Drainage Partnership.

4. Scottish Water shall prioritise the delivery of that part of the investment plan specified under 3(b) in accordance with the spatial priorities identified in the National Planning Framework, development priorities identified by local authorities in their Structure Plans/Strategic Development Plans and Local Plans/ Local Development Plans as well as annual Strategic Housing Investment Plans and associated action programmes. In addition out with its quality programme, Scottish Water shall, so as to minimise the likelihood of redundant assets, act in a manner so as to ensure that such 'strategic assets' are delivered in support of committed development. This shall be ascertained in accordance with the developer confirming, as a minimum, the following:

- (a) Land ownership or control;
- (b) The development is supported by the local plan and has full planning permission;
- (c) The time remaining on the current planning permission;
- (d) That plans are in place to mitigate any network constraints that will be created by the development through a minute of agreement with Scottish Water; and
- (e) Reasonable proposals in terms of annual build rate within the approved development.

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<sup>2</sup> See paragraphs 32, 33, 34, 35, 36 and 37 of the Statement.

<sup>3</sup> Projected Population of Scotland (2006-based), published by GROS 23 October 2007

<sup>4</sup> [http://www.sepa.org.uk/pdf/policies/mou\\_sepa\\_scottishwater.pdf](http://www.sepa.org.uk/pdf/policies/mou_sepa_scottishwater.pdf)

## DRINKING WATER QUALITY AND WATER RESOURCES OBJECTIVES<sup>5</sup>-

5. To support the Government's objective of a **Healthier** Scotland, Scottish Water shall as regards **drinking water quality**:-

- In line with the Cryptosporidium (Scottish Water) Directions 2003 and regulation 4 of the Water Supply (Water Quality) (Scotland) Regulations 2001, seek to ensure that public drinking water supplies do not contain any micro-organism, parasite, or substance at a concentration or value that would constitute a potential danger to human health;
- Improve the taste and odour of public drinking water supplies in Scotland by ensuring that all water supplies achieve a Disinfection Index score of less than 60 as specified by the Drinking Water Quality Regulator;
- Undertake studies to determine to the extent possible the location and number of lead communication pipes in Scottish Water's ownership and establish a long term plan for the removal of these pipes;
- Undertake the opportunistic removal of lead pipes associated with other quality and maintenance programmes and carry out customer requested removal of lead communication pipes and replacements associated with future sample fails in accordance with regulations.
- Fulfil its duties as a "Relevant Person" under regulation 4 of the Private Water Supplies (Scotland) Regulations 2006 in respect of those properties currently supplied from Scottish Water's raw water mains;
- Undertake studies in water supply zone to determine, as far as possible, the extent of water mains rehabilitation required to reduce the number of discolouration events and customer contacts; and
- Commence a programme of water mains rehabilitation, to be agreed with the Drinking Water Quality Regulator, that will reduce the risk of water quality being degraded by the condition of the distribution system when in steady state flow conditions.

7. As regards **water quality protection**, Scottish Water shall-

- Install backflow prevention devices at waste water treatment works to comply with water Byelaws. The number and location of these devices are to be agreed with Drinking Water Quality Regulator; and
- Establish a Water Safety Plan, as promoted by the World Health Organisation, for all public drinking water supplies in Scotland.

8. As regards **security of supply**, Scottish Water shall-

- Provide an appropriate level of physical security to Security Service standards and improve provision in the event of an emergency to take account of the requirement of the local response plan as agreed with the Scottish Government and the Drinking Water Quality Regulator;.
- Ensure compliance with the duty imposed by Section 6 of the Water (Scotland) Act 1980 to provide a supply of wholesome water, by providing a level of service in water supply zones to be agreed with the Drinking Water Quality Regulator, such that Drought Orders in these zones are no more frequent than once in every 40 years.

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<sup>5</sup> See paragraphs 26, 27, 28 and 29 of the Statement.

## ENVIRONMENTAL PROTECTION OBJECTIVES<sup>6</sup>-

9. To support the Government's objective of a greener Scotland, Scottish Water shall as regards the **quality of the water environment**:-

- Improve the water and aesthetic quality of surface waters currently affected by sewage and debris discharges from sewer networks to support the 2014 Glasgow Commonwealth Games.
- Improve the quality of wastewater treatment works discharges to ensure compliance with the environmental standards required under the Freshwater Fish Directive<sup>7</sup> to some 439 km of designated waters or as specified by the regulator.
- Reduce nutrients in wastewater treatment works discharges to meet the Urban Waste Water Treatment Directive requirements in 371 km of waters or as specified by the regulator.
- Improve the quality of wastewater treatment works discharges to meet discharge licence standards for Biological Oxygen Demand (BOD) and/or ammonia as specified by the regulator to enable 339 km of waters to meet the water quality standards specified in the Water Framework Directive.
- Improve the quality of surface waters by reducing discharges of oils and other chemicals from contaminated surface water drains to meet the requirements of Article 1 of the Dangerous Substances Directive<sup>8</sup> and the Water Framework Directive in 8 km of waters;
- Improve sewer networks and wastewater treatment works discharges to ensure compliance with Regulation 6 of The Surface Waters (Shellfish) (Classification) (Scotland) Regulations 1997 to move towards, and where possible meet the guideline standard specified in Schedule 1 of the same, that affect 43 km of shellfish harvesting and production areas as specified by the regulator.
- Improve water and aesthetic quality to ensure compliance with the Urban Waste Water Treatment Directive for 8 km of surface waters currently affected by sewage and debris discharges from sewer networks as specified by the regulator.
- Improve water and aesthetic quality to ensure compliance with the Freshwater Fish Directive<sup>9</sup> of 91km of surface waters currently affected by sewage and debris discharges from sewer networks as specified by the regulator. Regarding sewer networks affecting the quality of the River Clyde and Clyde Estuary, these improvements should only be undertaken where they do not prejudice the long term strategic treatment and network solution referred to in 10 below but should, in any case, ensure that adequate performance is maintained within the existing infrastructure.

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<sup>6</sup> See paragraphs 15, 16, 17, 18, 19 and 20 of the Statement

<sup>7</sup> Council Directive 78/659/EEC on the quality of fresh waters needing protection or improvement in order to support fish life.

<sup>8</sup> Council Directive 76/464/EEC on pollution caused by certain dangerous substance discharged into the aquatic environment of the Community.

<sup>9</sup> Council Directive 78/659/EEC on the quality of fresh waters needing protection or improvement in order to support fish life.

- Improve sewer networks to ensure compliance with the Water Framework Directive for 36km of surface waters currently affected by sewage and debris discharges from sewer networks as specified by the regulator. Regarding sewer networks affecting the quality of the River Clyde and the Clyde Estuary, these improvements should only be undertaken where they do not prejudice the long term strategic treatment and network solution referred to in 10 below but should in any case ensure that adequate performance is maintained within the existing infrastructure.
- Reduce the risk of discharge compliance failures at existing wastewater treatment works, pumping stations and other network assets where the physical assets are not capable of reliably meeting the terms of existing discharge licence conditions as issued by the regulator under the Water Environment (Controlled Activities)(Scotland) Regulations 2005<sup>10</sup>.
- Ensure compliance with the regulator's requirements for flow monitoring and event recording at specified assets as required in licences under the Water Environment (Controlled Activities)(Scotland) Regulations 2005<sup>11</sup>.

10. As regards the effective preparation for future investment periods, Scottish Water shall by the end of 2012-13:-

- Undertake a strategic study to understand future investment requirements for an integrated network and treatment solution for discharges currently affecting water quality in the River Clyde and Clyde estuary and its tributaries to ensure compliance with the Freshwater Fish Directive<sup>12</sup>, the Urban Waste Water Treatment (Scotland) Regulations 1994 and the Water Framework Directive.
- Undertake studies of bathing waters specified by the regulator that do not meet sufficient status to understand future investment requirements arising from the implementation of the new Bathing Waters Directive in order to achieve sufficient status by 2015 and good status by 2020.
- Undertake a strategic study to understand the improvements required to the quality of discharges from treatment works and the sewer networks to the River Almond catchment to comply with the Freshwater Fish Directive<sup>13</sup>, the Urban Waste Water Treatment (Scotland) Regulations 1994 and the Water Framework Directive.

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<sup>10</sup> SSI 348/2005.

<sup>11</sup> SSI 348/2005.

<sup>12</sup> Council Directive 78/659/EEC on the quality of fresh waters needing protection or improvement in order to support fish life.

<sup>13</sup> Council Directive 78/659/EEC on the quality of fresh waters needing protection or improvement in order to support fish life.

11. As regards the **management of waste products** associated with drinking water and sewage treatment, Scottish Water shall-

- Develop and maintain a strategy for the sustainable and cost-effective disposal of waste products.
- Improve sludge management facilities to meet the requirements of the Safe Sludge Matrix at three sludge treatment centres.

#### **FLOOD RISK MANAGEMENT BILL**

12. Scottish Water shall take all necessary steps to fulfil its duties and obligations required for the period 2010-2014 as set out in the Flood Risk Management Bill.

Draft Statement of Objectives

## **PRIORITY 2 (DESIRABLE) OBJECTIVES FOR THE PERIOD 1 APRIL 2010 TO 31 MARCH 2014**

### **CAPITAL MAINTENANCE & SERVICE STANDARDS OBJECTIVES -**

1. To further improve the quality of services provided to customers Scottish Water shall:
  - a. Improve services to customers year on year, such that by 2013-14, standards are as good as the upper quartile of industry performance in England and Wales for 2007-08 as measured by the Overall Performance Assessment.
  - b. in respect of **internal sewer flooding**<sup>14</sup>, Scottish Water shall ensure that by the end of 2013-14, they establish a general position whereby customers should not remain on the internal sewer flooding register for a period longer than the minimum necessary to resolve the internal sewer flooding problem. In establishing such plans for the achievement of this objective, Scottish Water shall consider the costs associated with relief measures for any given number of properties and the level of risk of predicted flooding.
  - c. in respect of **inadequate water pressure**, Scottish Water shall establish plans to ensure that by 2013-14, they establish a general position whereby customers should not remain on the inadequate pressure register for a period longer than the minimum necessary to resolve the problem.
  - d. in respect of **external sewer flooding**<sup>15</sup>, Scottish Water shall:-
    - o create and maintain a register of all properties affected by external sewer flooding; and
    - o minimise external sewer flooding, where it is cost-effective to do so, at identified high priority sites such as school playing grounds as specified by the Scottish Government.

### **ENVIRONMENTAL PROTECTION OBJECTIVES<sup>16</sup>**

2. To further support the Government's objective of a greener Scotland, Scottish Water shall as regards the quality of the water environment:-
  - a. Improve the quality of discharges to meet discharge standards as specified by the regulator to enable a further 458 km of waters to meet the water quality standards specified in the Water Framework Directive.
  - b. Improve the quality of surface waters by reducing discharges of oils and other chemicals from contaminated surface water drains to meet the requirements of Article 1 of the Dangerous Substances Directive<sup>17</sup> and the Water Framework Directive in 26 km of waters
  - c. Ensure compliance with the regulator's specified additional requirements at existing assets as required in licences under the Water Environment (Controlled Activities) (Scotland) Regulations 2005<sup>18</sup>.

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<sup>14</sup> See paragraphs 46 and 47 of the Statement

<sup>15</sup> See paragraphs 48, 49, 50 and 51 of the Statement.

<sup>16</sup> See paragraphs 23 and 24 of the Statement.

<sup>17</sup> Council Directive 76/464/EEC on pollution caused by certain dangerous substance discharged into the aquatic environment of the Community.

- d. As regards the effective preparation for future investment periods, Scottish Water shall by the end of 2012-13:-
- o Undertake studies to understand future investment requirements arising from the implementation of the new Bathing Waters Directive in order to achieve good status as specified by the regulator.
  - o Undertake a strategic study to understand the improvements required to the quality of discharges from sewer networks to the Water of Leith, Loch Ryan and Fairlie to comply with the Freshwater Fish Directive<sup>19</sup> and Shellfish Directive respectively.
  - o Undertake a study to understand the improvements required to improve the quality of discharges from sewer networks to Loch Leven and Castle Loch to comply with the Birds<sup>20</sup>. and Habitats s<sup>21</sup>. Directives.
  - o Conduct 20 studies to determine a prioritised list of First Time Sewerage projects which take account of environmental need, whole life costs and customer willingness to connect to a public system, with a view to progressing such projects in future investment periods.
3. As regards the **management of water resources**, Scottish Water shall-
- a. Carry out flow studies in 36 identified water resource zones to understand the potential future investment requirements to reduce abstraction and provide increased compensation flows in order to comply with the Water Framework Directive.
  - b. Construct fish passes at 1 site currently causing obstruction to migratory fish and, in addition, carry out studies at a further 24 sites to understand the potential requirements for the provision of fish passes of freshet releases to improve the passage of migratory fish in order to comply with the Water Framework Directive.
  - c. Carry out restoration works at 2 abandoned engineering works as determined by the Water Framework Directive.

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<sup>18</sup> SSI 348/2005.

<sup>19</sup> Council Directive 78/659/EEC on the quality of fresh waters needing protection or improvement in order to support fish life.

<sup>20</sup> Council Directive 79/409/EEC on the conservation of wild birds, transposed into UK legislation through the Wildlife & Countryside Act 1981 (as amended), the Conservation (Natural Habitats & C.) Regulations and Nature Conservation (Scotland) Act 2004.

<sup>21</sup> Council Directive 92/43/EEC on the conservation of natural habitats and of wild fauna and flora, transposed into UK legislation through the Conservation (Natural Habitats & C.) Regulations 1994 and the Nature Conservation (Scotland) Act 2004

## DRINKING WATER QUALITY OBJECTIVES

4. To further support the Government's objective of a healthier Scotland, Scottish Water shall as regards drinking water quality:
- a. Minimise the risk of future non-compliance with the Cryptosporidium (Scottish Water) Directions 2003 and regulation 4 of the Water Supply (Water Quality) (Scotland) Regulations 2001;
  - b. Improve the taste and odour of public drinking water supplies in Scotland by ensuring that all water supplies achieve a Disinfection Index score of less than 20 as specified by the DWQR;
  - c. Based on the studies to determine the location and number of lead communication pipes in Scottish Water's ownership and the long term plan for the removal of these pipes, commence a targeted lead pipe replacement programme, to be agreed with DWQR and the Scottish Government;
  - d. Reduce the risk of contamination of the public water supply by removing all remaining known cross connections between the sewerage network and the water distribution system;
  - e. Commence a programme of water mains rehabilitation, to be agreed with the Drinking Water Quality Regulator, that will reduce the risk of water quality being degraded by the condition of the distribution system when in non-steady stage flow conditions;
  - f. As regards **security of supply**, Scottish Water shall ensure compliance with the duty imposed by Section 6 of the Water (Scotland) Act 1980 to provide a supply of wholesome water by providing a level of service to all customer such that Drought Orders in any water resource zone are no more frequent than once in every 40 years.

## CLIMATE CHANGE & ADAPTATION

5. To support the Government's aim of reducing carbon emissions by 80% by 2050, Scottish Water shall seek to understand both the impact of climate change on the delivery of its core functions and services, and its contribution to Scotland's carbon emissions. In particular it shall:
- a. Take steps to mitigate its carbon emissions by seeking opportunities to reduce energy demand, investing in energy efficiency and increasing, where it is cost effective to do so, its renewable generation capacity.
  - b. Conduct studies and pilot work to understand how it should, in future investment periods, adapt its future and existing assets and operations to the effects of climate change.
  - c. Investigate and improve, where necessary, an integrated approach to catchment modelling including the improved monitoring of rainfall, river and surface water flows in partnership with other agencies.

## **MALODOUR OBJECTIVES<sup>22</sup>-**

6. Scottish Water shall take all necessary measures to minimise odour nuisance at 21 wastewater treatment works - taking into account the principle of best practicable means. The 21 sites and required works are to be decided by the Scottish Odour Control Steering Group, a forum comprising representatives from the Scottish Government, Scottish Water, local authorities and Waterwatch Scotland, by reference to those causing the greatest impact and on which agreement exists on the required remedial action.

Draft Statement of Objectives

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<sup>22</sup> See paragraphs 41, 42, 43, 44 and 45 of the Statement