

Scottish Water: Glencorse WTW E:letter 11

Introduction

Another brief update - our 3 planning applications submitted in March continue to be reviewed by the Planning Officers in Midlothian Council and City of Edinburgh Council.

Project Feedback

No reporting in the Midlothian & Edinburgh press during April. We received a small number of contacts in April; as last month these have been simple queries and clarifications, though some items have been passed to our agents for resolution on land matters.

Planning Applications

The outcome of our Planning Applications are still to be determined, and we are presently awaiting the decisions of Midlothian Council and City of Edinburgh Council. During these months any issues regarding planning must be taken up with the Councils directly. To date we understand a small number of Objections have been lodged with respect of the Water Treatment Works, and limited Objection relating to the proposed pipelines. It is for Council Planning Officers to determine how the issues raised through objections will influence their decision and recommendations.

Liaison with Local Residents & Community

Whilst the outcome of our Planning Applications is still to be determined, we held another 'Meet the Team' event at Flotterstone on April 23rd. Scottish Water were able answer queries & clarify matters raised as a result of our planning applications. Local residents were directed to make contact with Council Planners regarding any issues raised as a result of our applications.

A 1:500 scale model of the area surrounding the Works was on view. This allowed discussions on the ground-level views of the new Works from the local area, and helped understanding of the landscaping and tree planting that has been designed to mitigate impact within the area.

A computer generated 'fly-by' was on display. At a virtual height of a few hundred feet above ground level, this provides a view of the proposed Works from the Pentlands and gives a 360 degree tour of the Works when viewed from the distance. A short version can now be viewed on our website.

Our most recent set of poster exhibitions boards were also on display. It is planned to have a further "Meet the Team" meeting in the Flotterstone Inn in Autumn, when assuming we have obtained all necessary permissions, we will be able to provide more details of the construction programme.

Public Exhibitions

Our poster exhibition boards and scale model have been on display in seven different public venues during March – May in support of our Planning Applications. Feedback from library managers has been very positive, with over 5000 visitors having had the opportunity to view our information boards and scale model as well our updated information panel at the Pentland Hills Ranger Station at Flotterstone.

The posters and model are now on display at Dalkeith Library until 12th May 2008.

Website Update

At the same time as we submitted our planning applications, our project website had a makeover. Figures sent to the Glencorse project team have shown that we have seen the number of visitors gradually rise from an average of 300 unique visitors a month to over 400 visitors in February and just under 1000 visitors a month in March and April.

We have added a number of updates to our website this week including our computerised 'fly-by' and a Summary from our most recent Meet the Team session.

Customer Focus Award

The Glencorse Project Team was delighted to receive an internal award for the delivery of Customer & Stakeholder Management as part of the Glencorse Water Project. Scottish Water Solutions - a delivery partnership of Scottish Water, presented the Award at its annual Awards Ceremony on 24th April 2008 in Livingston.

The Customer Focus Award was given in recognition of the huge amount of effort given to working with customers affected by our Works. The Team are delighted to have their efforts recognised

Scottish Water Solutions present Awards in 7 categories each year to those teams delivering part of the £multi million investment programme for Scottish Water.

Making Contact

Updates will always be posted on our project website when available. If you would like to contact Scottish Water about the new Glencorse Water Treatment Works or the associated pipelines, you can:

- Phone: Customer Helpline: 0845 601 8855
- E-mail: glencorse@scottishwater.co.uk
- Write to: Project Manager, Glencorse WTW Project, Watermark House, Alba Campus,
Livingston, EH54 7HH
- Or visit our website: www.scottishwater.co.uk/glencorse

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