



## Agency Board Meeting 25 November 2014

Board Report Number: SEPA 45/14

### SEPA Quarter 2 Corporate Performance Report July to September 2014

**Summary:** This paper presents SEPA's Quarter 2 Corporate Performance Report for the Agency Board.

Of the 32 performance measures in SEPA's [Annual Operating Plan 2014–2015](#), 24 have green status, four have amber status, two have red status and two have failed for the year. The two reds retain a small chance of moving to green for the full year. [Section 2](#) and [Section 3](#) provide information about our progress towards delivery of these measures.

**Risks:** There are risks to SEPA's reputation associated with not achieving corporate targets within the time periods specified in our Annual Operating Plan 2014-2015. Performance measures included in this report which have red status or have failed at the end of Quarter Two are [Water Environment](#), [Bathing waters signage](#), [Buildings energy use](#) and [Development Plan consultations](#).

[Water Environment](#) has received a red status due to the growing likelihood that we will fail to achieve the target of 70% of water bodies at good status or better by 2015.

[Bathing water signage](#) has not been achieved as the signage was working on less than 95% of the days. This was due to SEPA wide problems with the BT phone lines connecting the Vodafone mobile network, which kept the signs out of action for 5 days.

[Buildings energy use](#) is red as despite a fall in energy use across the estate, a 10.6% rise in the electricity conversion factor has led to carbon dioxide equivalent emissions from all buildings rising by 0.9% during the first two quarters compared to same period last year, against a target of a 5% cut for the full year.

[Development Plan consultations](#) will not be achieved because in the first quarter we missed the timetable for responding to one formal development plan consultation by one day.

**Financial Implications:** The financial implications are as stated in the report.

<b>Staffing Implications:</b>	The staffing implications are as stated in the report.
<b>Environmental and Carbon Impact:</b>	The environmental implications are as stated in the report.
<b>Purpose of the report:</b>	For active discussion and comment
<b>Report Author:</b>	Philip Graves, Business Strategy Unit Dr David Pirie, Executive Director
<b>Appendices:</b>	SEPA Quarter 2 Corporate Performance Report – July to September 2014

<b>SEPA Quarter 2 Corporate Performance Report – July to September 2014</b>
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## 1. Introduction

- 1.1 This paper presents SEPA's Quarter 2 Corporate Performance Report for the Agency Board.
- 1.2 Of the 32 performance measures in SEPA's [Annual Operating Plan 2014–2015](#), 24 have green status, four have amber status, two are red and two have already failed for the year.

## 2. Background

- 2.1 SEPA's Quarter 2 Corporate Performance Report for July to September 2014 provides the Agency Board with information on SEPA's performance against the performance measures and targets identified in the [Annual Operating Plan 2014–2015](#).

## 3. The Issues

- 3.1 There are risks to SEPA's reputation associated with not achieving corporate targets within the time periods specified in our Annual Operating Plan 2014-2015. Performance measures included in this report which have red status or have failed at the end of Quarter 2 are [Water Environment](#), [Bathing waters signage](#), [Buildings energy use](#) and [Development Plan consultations](#).
- 3.2 [Water Environment](#) has received a red status due to the growing likelihood that we will fail to achieve the target of 70% of water bodies at good status or better by 2015.
- 3.3 [Bathing water signage](#) has not been achieved as the signage was working on less than 95% of the days. This was due to SEPA wide problems with the BT phone lines connecting the Vodafone mobile network, which kept the signs out of action for 5 days.
- 3.4 [Buildings energy use](#) is red as despite a fall in energy use across the estate, a 10.6% rise in the electricity conversion factor has led to carbon dioxide equivalent emissions from all buildings rising by 0.9% during the first two quarters compared to same period last year, against a target of a 5% cut for the full year.
- 3.5 [Development Plan consultations](#) will not be achieved because in the first quarter we missed the timetable for responding to one formal development plan consultation by one day.

## 4. Recommendations

- 4.1 The Agency Board is invited to **note** this report.

**Philip Graves, Business Strategy Team**  
**Dr David Pirie, Executive Director**

**11 November 2014**

# Scottish Environment Protection Agency

## Quarter 2 Performance Report

July to September 2014

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## Introduction

This report records our progress towards meeting the [2014-2015 Annual Operating Plan](#). For each of the outcomes within the Plan we have created a set of performance measures with specific targets. These will show whether or not we are on track to deliver the Plan. The [Annual Operating Plan Scorecard](#) details the 32 performance measures we are using this year and their RAG status for the present reporting period. For the second quarter of the year we have reports on all 32 measures. Of these, 24 are showing green RAG status, four are amber, two are red and two have already failed for the year.

[Water Environment](#) is red as it looks increasingly likely we will fail to achieve at least 70% of water bodies at good status or better by 2015, having only achieved 64% last year (though note changes to the classification methodology has made historic comparisons less meaningful). Virtually all the shortfall comprises water bodies affected by land use pressures (diffuse pollution and modifications to physical habitat conditions). Whilst we have successfully restored physical habitats in a number of water bodies, making all the improvements required has not proved possible.

[Bathing water signage](#) is red as the signage was working on less than 95% of the days. This was due to SEPA wide problems with the BT phone lines connecting the Vodafone mobile network. This caused all 23 (out of 25 beach signs) dependent on this connection to stop working from 29 June 2014 to 03 July 2014 inclusive. This issue was resolved, and performance excluding these days was ahead of the 95% target.

[Buildings energy use](#) is red as despite a fall in energy use across the estate, a 10.6% rise in the electricity conversion factor has led to carbon dioxide equivalent emissions from all buildings rising by 0.9% during the first two quarters compared to same period last year, against a target of a 5% cut for the full year. Gas usage has fallen significantly (by 57%) but a small fall in electricity usage of 0.3%, has been translated into a rise in electricity emissions of 10.3% as a result of the significant rise in the conversion factor.

[Development Plan consultations](#) has failed for the year because in the first quarter we missed responding to one formal development plan consultation within agreed timetables. In the first half 82 were completed on time and another 18 completed within agreed extended deadlines, but one was completed a day late. The target had been for 100% completion within agreed timescales.

The following measures are amber (the first three were amber in Quarter 1):

[Landfill Tax](#) – relatively slow progress in agreeing final transitional and operational memorandum of understandings.

[Flood Risk Management Strategies](#) – overall delays and uncertainties in the programme have seriously compressed timescales for consultation.

[Floodline Direct subscribers](#) – target of a 10% increase in subscribers looks demanding against a rise so far of only 1%.

[Radioactive Incident Monitoring Network](#) – although we have been fully operational in Perth, the measure has moved to amber as we are still operating off only the one site.

Measures	Q1 2014-2015	Q2 2014-2015	Q3 2014-2015	Q4 2014-2015
Not reported	2	0		
Target achieved	0	0		
Target not achieved	0	2		
Green	21	24		
Amber	5	4		
Red	4	2		

## Section 2: 2014–2015 Annual Operating Plan Scorecard – Quarter 2

		Target	RAG	Page
<b>Scotland is preparing for a sustainable future and is taking steps to limit climate change</b>				
01	<a href="#">Preparations for Landfill Tax</a>	31/03/2015	A	8
02	<a href="#">Landfill audits</a>	100%	G	9

<b>Scotland's environment is protected and improving</b>				
03	<a href="#">Improving Poor Performers</a>	10%	G	10
04	<a href="#">Decreasing Non-Compliance</a>	20%	G	11
05	<a href="#">Water environment</a>	31/03/2015	R	13
06	<a href="#">Public exposure to radiation</a>	1millisievert	G	14
07	<a href="#">Flood Risk Management Strategies</a>	31/12/2014	A	15
08	<a href="#">Increase Floodline Direct Warnings subscribers</a>	10%	A	16
	<b>Maintain operational readiness of our public warning and incident response systems:</b>			
09	• <a href="#">Radioactive Incident Monitoring Network</a>	100%	A	18
10	• <a href="#">Air Hazard Emergency Response Service</a>	100%	G	19
11	• <a href="#">Bathing waters signage</a>	95%	Target not achieved	20
12	• <a href="#">Flood forecasts</a>	100%	G	21
13	• <a href="#">Flood warning</a>	98%	G	22

<b>Scotland's environment is understood and SEPA is an influential and respected authority</b>				
14	<a href="#">Reporting requirements</a>	100%	G	23
	<b>Increase in the number of people engaged in citizen science:</b>			
15	• <a href="#">Citizen science – anglers</a>	31/03/2015	G	24
16	• <a href="#">Citizen science – air quality</a>	31/03/2015	G	26
	<b>Delivery of our environmental monitoring plan:</b>			
17	• <a href="#">Environmental monitoring plan</a>	95%	G	27
18	• <a href="#">Statutory monitoring plans</a>	100%	G	28
19	<a href="#">Serious waste crime</a>	31/03/2015	G	29
20	<a href="#">Diffuse pollution measures uptake</a>	70%	G	30

## Section 2: 2014–2015 Annual Operating Plan Scorecard – Quarter 2 (continued)

SEPA is a high performance organisation				
21	<a href="#">Buildings energy use</a>	5%	R	32
22	<a href="#">Zero waste targets</a>	65%	G	34
23	<a href="#">Organisational efficiencies</a>	3%	G	35
24	<a href="#">Cost recovery</a>	98%	G	36
	<b>Improve customer service:</b>			
25	• <a href="#">Licence determination</a>	96%	G	37
26	• <a href="#">Environmental incident reports</a>	96%	G	38
27	• <a href="#">PPC applications</a>	80%	G	39
	<b>Planning:</b>			
28	• <a href="#">Development Plan consultations</a>	100%	Target not achieved	40
29	• <a href="#">SEA consultations</a>	100%	G	41
30	• <a href="#">Planning consultations</a>	95%	G	42
	<b>Official enquiries:</b>			
31	• <a href="#">Official ministerial enquiries</a>	90%	G	43
32	• <a href="#">Third party enquiries</a>	90%	G	44

### Key

Status	Definition
Green	Performance meets or is beyond expectations
Amber	Performance is progressing towards expectations
Red	Performance is below expectations
	Information not available
✓	Target achieved
✘	Target not achieved

### Section 3: Performance measure reports

<b>1. Landfill tax</b>	<b>Landfill tax collection services will be ready to go live by 01 April 2015.</b>		
Outcome	Scotland is preparing for a sustainable future and is taking steps to limit climate change.		
<p>We are preparing to support Revenue Scotland in the collection of Scottish landfill tax when the tax is devolved to the Scottish Government on 01 April 2015. Revenue Scotland will collect the tax and SEPA will support the collection, primarily in relation to awareness raising, compliance, investigation and enforcement work to maximise collection of the tax at both licensed and unlicensed sites. The tax encourages waste prevention, reuse and recycling by taxing both waste sent to landfill and unauthorised landfill operations.</p> <p>The purpose of this measure is to show our progress in preparing for supporting the collection of the Scottish landfill tax by the deadline of 01 April 2015.</p>			
Quarter 1	Quarter 2	Quarter 3	Quarter 4
Amber	Amber		
<p><b>Performance explained:</b></p> <p>The Scottish Landfill Tax project continues to make good progress but this measure retains an amber status due to the relatively slow progress in agreeing final transitional and operational memorandum of understandings.</p> <p>A decision at the September Scottish Landfill Tax Project Board was made to split the project into separate Scottish Landfill Tax and Scottish Landfill Communities Fund projects. SEPA has formally responded and accepted Revenue Scotland's request that we become the regulator of the Scottish Landfill Communities Fund. There is still some remaining uncertainty over our role as regulator.</p> <p>Following agreement of the Scottish Landfill Tax team structure by SEPA's Agency Management Team, progress has been made to refine the roles required from 01 April 2015. We have provided draft Business Requirements to Revenue Scotland for the remaining areas of IT development. Revenue Scotland has agreed these in principle, but has yet to complete work on determining the transmission method required. We have also agreed on the data verification/ interpretation work which we can undertake on waste data returns for Revenue Scotland. Significant progress has been made and further detailed work has been undertaken on SEPA's Scottish Landfill Tax compliance role; a paper with detailed proposals on SEPA's compliance role has been passed to Revenue Scotland in October.</p> <p>A joint letter has been drafted, to be sent to landfill operators with an update from Revenue Scotland, HM Revenues and Customs and SEPA. This mailshot includes details of the Scottish Landfill rates of tax announced by the Cabinet Secretary for Finance and Sustainable Growth, John Swinney, on 09 October 2014.</p> <p>General Awareness training sessions on Scottish Landfill Tax will be delivered to SEPA staff in October and November 2014.</p>			
<b>Responsible director</b>	Calum MacDonald		

### Section 3: Performance measures reports (continued)

<b>2. Landfill audits</b>	<b>100% audits delivered against the plan by the end of March 2015.</b>										
Outcome	Scotland is preparing for a sustainable future and is taking steps to limit climate change.										
<p>Landfill sites have been audited on a rolling basis since 2009 with the aim of driving improvements in the standards of operation. Over time, further objectives have been added including reducing greenhouse gas emissions, developing standards for operation, improving consistency of regulation and preparing for the implementation of Zero Waste. The project is continuing this year and is likely to roll forward to future years especially with the developments in the landfill tax.</p> <p>The landfill sites to be audited were chosen by assessing where we can make the biggest impact. The process considered performance scores under the Compliance Assessment Scheme, potential risk, the length of time since a previous audit was carried out, and information from local teams. The purpose of this measure is to track the completion of at least four audits during the year.</p>											
<table border="1"> <thead> <tr> <th>Quarter 1</th> <th>Quarter 2</th> <th>Quarter 3</th> <th>Quarter 4</th> </tr> </thead> <tbody> <tr> <td>Green</td> <td>Green</td> <td></td> <td></td> </tr> </tbody> </table>				Quarter 1	Quarter 2	Quarter 3	Quarter 4	Green	Green		
Quarter 1	Quarter 2	Quarter 3	Quarter 4								
Green	Green										
<p><b>Performance explained:</b></p> <p>This measure is green as the landfill audits planned for this year are progressing to plan.</p> <p>The sites were identified using a matrix system incorporating weightings including financial provision risk, Compliance Assessment Scheme score, known enforcement issues, Zero Waste implications and landfill gas system weaknesses.</p> <p>At the mid-year point, half have been carried out with the most recent being Restenneth Landfill Site, Angus, in late September. Further audits have already been organised for October and November and confidence is high that the audits will be completed ahead of schedule.</p>											
<b>Responsible director</b>	Calum Macdonald										

### Section 3: Performance measures reports (continued)

<b>3. Improving Poor Performers</b>	<b>Improvement in performance at 20% of the sites which were identified as non-compliant during 2013.</b>		
Outcome	Scotland's environment is protected and improving.		
<p>SEPA works to minimise the impact on the environment, human health and local communities from operators and sites that we regulate. We do this by monitoring the compliance of operators and sites with the conditions included in their licences that we issue under environmental legislation. Our Compliance Assessment Scheme assesses compliance with the licences we have issued under Pollution Prevention and Control parts A and B, Waste Management Licences, <a href="#">Radioactive Substances Act</a> and The Water Environment (Controlled Activities) (Scotland) Regulations<sup>1</sup>.</p> <p>Our Compliance Assessment Scheme produces a rating based on the level of compliance with licence conditions. The ratings are Excellent, Good, Broadly Compliant, At Risk, Poor and Very Poor. The ratings At Risk, Poor and Very Poor are considered non-compliant levels of performance. We use a number of tools to improve operators' compliance with environmental regulation, from providing advice and guidance, to targeting specific harms, to taking enforcement action. In March 2014 395 licences' level of compliance were assessed as non-compliant. This measure is designed to assess whether or not compliance with licence conditions improves for 20% or more of those licences; this equates to an improvement in performance for at least 79 of these non-compliant licences over the year. Note an improvement in rating may not result in a non-compliant licence becoming fully compliant, but may simply reflect a move up the rating scale.</p>			
	Quarter 1	Quarter 2	Quarter 3
	Green	Green	
<b>Performance explained:</b>			
<p>We are currently reporting green at the end of Quarter 2 as well over 50% of initial assessments undertaken on last year's non-compliant licences are currently showing an improvement.</p> <p>The Compliance Assessment Scheme is showing that 254 of those licences identified as non-compliant in 2013 have had initial assessments undertaken in the year-to-date. So far, 206 are currently showing improvement in their status, a percentage of 81%.</p>			
	Status	Number of licences	
	Improvement shown	206	
	Deterioration shown	12	
	No change	36	
	Not assessed	141	
	Total	395	
<p>Of these 254 licences assessed this year, 192 are currently classified as compliant (Excellent, Good or Broadly Compliant). This represents 49% of the overall 395 non-compliant licences at the start of the year.</p>			
<b>Responsible director</b>	Calum Macdonald		

<sup>1</sup> excluding engineering and diffuse pollution



### Section 3: Performance measures reports (continued)

<b>5. Water environment</b>	<b>Progressively improve the chemical and ecological status of water to achieve at least 70% of water bodies at good status or better by 2015.</b>
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Outcome	Scotland's environment is protected and improving.
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SEPA helps protect and improve Scotland's wetlands, rivers, lochs, estuaries, coastal waters and groundwater through regulation, monitoring and planning. SEPA is the competent authority for the delivery of Scottish Ministers' objectives set out in the River Basin Management Plans for the Scotland and Solway-Tweed river basin districts.

The purpose of this performance measure is to monitor how well we are working to meet these targets in 2015. To do this, we have identified five areas of work which can be monitored throughout the year and contribute to meeting this target. These are Controlled Activity Regulations authorisations; full allocation of the Water Environment Fund; our work in partnership with Scottish Water to complete improvement works; farm visits and farmers workshops on diffuse pollution; and pilot catchment projects intended to provide restoration benefits.

Each year, SEPA publishes a retrospective classification of water quality. These results will indicate whether we are on track to achieve 70% of water bodies at good status or better by 2015. SEPA's annual water environment classification determines performance against this target, but this is not available until June 2015.

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Red	Red		

#### Performance explained:

This measure is likely to remain red all year as the 70% target looks unlikely to be met. The 2013 classification reported 64% of water bodies at good status or better. This is explained below.

Improvement objectives for the first River Basin Management Planning cycle (2009 – 2015) required 209 identified surface water bodies to be elevated to good status by 2015. It is anticipated that approximately 92 surface water bodies will have achieved this, representing approximately 1,000 km restored, in terms of water body length. These improvements have largely been secured by reviewing licences of authorised point discharges, and authorised abstraction and impoundments.

Virtually all the shortfall comprises water bodies affected by land use pressures (diffuse pollution and modifications to physical habitat conditions). Whilst we have successfully restored physical habitats in a number of water bodies, making all the improvements required has not proved possible. Our delivery mechanisms are not yet fully developed and engaging and encouraging land managers is taking time. We are putting considerable effort into diffuse pollution which is now operating as a strategic harms project, but any actions will take time for environmental improvement to come through and be reflected in the classification.

*Note: our year-on-year classifications since 2008 have been significantly affected by the inclusion of more and better environmental data and by changes to the environmental standards that underpin classification. Water body numbers have also changed as water bodies have been split and merged so that their classification better represents differences from place to place in the underlying quality of the environment. Environmental improvements secured by SEPA are obscured using this reporting method, and it has therefore become clear that the 2008 classification is not appropriate as a baseline for measuring SEPA's performance. This issue is not unique to Scotland. Other Member States are also struggling with how to demonstrate improvements. Scotland has been acknowledged by the European Commission as an exemplar in*

<b>5. Water environment</b>	<b>Progressively improve the chemical and ecological status of water to achieve at least 70% of water bodies at good status or better by 2015.</b>
<i>terms of its overall approach to River Basin Management Planning, and particularly our strategy in tackling diffuse pollution.</i>	
More detailed descriptions of progress in the five areas of work are provided below:	
Controlled Activities Regulation licence review – this process is largely on track and is predicted to deliver planned improvements in water bodies impacted by authorised discharges and abstractions.	
Water Environment Fund - spending is on track with 20 projects underway and due for payment this year. Four projects have been completed, four project applications are being considered for approval, and pre-application discussions are on-going for 14 further projects.	
Quality and Standards - during Quarter 2, Scottish Water has delivered four River Basin Management Plans' measures to meet Water Framework Directive water quality standards. However another four measures, which were due to be delivered this quarter in order to improve treatment at wastewater treatment works, have been delayed until 2015, due to land use planning and construction issues.	
Diffuse pollution - we are on track to meet the target for the completion of all initial one-to-one farm engagement visits in Scotland's 14 priority catchments by December 2014, as described under <a href="#">Diffuse Pollution</a> elsewhere.	
Pilot catchments – to test out physical restoration and natural flood management techniques we have identified and prioritised key restoration opportunities across each of the four catchments (South Esk, Dee, Nith and Glazert Water). A work plan has been established to take priority reaches (stretches of river) through a step-wise process of landowner engagement, followed by options appraisal, design and finally ground-works. At present options appraisal is either underway or has been completed in six reaches spread across all four catchments.	
Action required/taken	During this quarter this work area has been subject to detailed discussion and scrutiny at the National Environment Group, Operations Management Team, Agency Management Team, and the Agency Board. A SEPA View article has been published in October to communicate on this issue.
<b>Responsible director</b>	Calum Macdonald

### Section 3: Performance measures reports (continued)

<b>6. Radioactive waste disposals</b>	<b>Ensure that no member of the public receives a radiation dose exceeding the annual dose limit of 1 millisievert as a result of disposals of radioactive waste authorised by SEPA.</b>										
Outcome	Scotland's environment is protected and improving.										
<p>SEPA works to minimise the impact on human health and the environment from radioactive material and waste in Scotland. We do this by monitoring the compliance of nuclear, non-nuclear and equivalent Ministry of Defence sites with the conditions included in their registrations or authorisations that we issue under the <a href="#">Radioactive Substances Act 1993</a>.</p> <p>Through the <a href="#">Radioactive Substances (Basic Safety Standard) (Scotland) Direction 2000</a>, the Scottish Government requires us to ensure that discharges of radioactive waste from the sites that we regulate do not lead to any member of the public receiving a radiation dose exceeding the <a href="#">annual dose limit of 1 millisievert</a>. The purpose of this performance measure is to monitor how well we are working to ensure that.</p> <p>Each year, SEPA publishes a retrospective report on Radioactivity in Food and the Environment (RIFE). The most recent report, <a href="#">RIFE 18</a>, confirms that in 2012 no member of the public received a radiation dose exceeding the annual dose limit of 1 millisievert from disposals of radioactive waste authorised by SEPA. The next Radioactivity in Food and the Environment (RIFE 19) report is due to be published in October 2014 and will be available on our <a href="#">website</a><sup>2</sup>.</p>											
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Quarter 1	Quarter 2	Quarter 3	Quarter 4								
Green	Green										
<p><b>Performance explained:</b></p> <p>The status of this measure is green at the end of Quarter 2 because over the year to date, no site in Scotland, authorised under the Radioactive Substances Act 1993, has reported any incident involving radioactive substances that would lead to a member of the public receiving a radiation dose exceeding the annual dose limit of 1 millisievert.</p>											
<b>Responsible director</b>	Calum Macdonald										

<sup>2</sup> [http://www.sepa.org.uk/radioactive\\_substances/publications/rife\\_reports.aspx](http://www.sepa.org.uk/radioactive_substances/publications/rife_reports.aspx)

### Section 3: Performance measures reports (continued)

<b>7. Flood risk management</b>	<b>Work with Flood Risk Management partners to develop draft Flood Risk Management Strategies for public consultation.</b>		
Outcome	Scotland's environment is protected and improving.		
<p>SEPA is collaborating with responsible authorities designated under the Flood Risk Management (Scotland) Act 2009 to produce a risk-based and plan-led approach to managing flooding. SEPA will produce Scotland's first Flood Risk Management Strategies, underpinned by the best available information and data, which will set the direction of efforts to reduce flooding and inform future investment decisions.</p> <p>This work will be encapsulated in a set of 14 complementary Flood Risk Management Strategies by December 2015 and Local Flood Risk Management Plans by June 2016. We will use evidence based information to set objectives for the management of flooding and to identify the actions that will reduce the likelihood of floods occurring and the associated impacts. These objectives and actions will form the basis for a public consultation on SEPA's Flood Risk Management Strategies beginning in December 2014, which will inform the development of Local Flood Risk Management Plans by lead local authorities.</p> <p>The purpose of this measure is to monitor how well we are working with local authorities, Scottish Water and others in completing this year's key deliverables.</p>			
Quarter 1	Quarter 2	Quarter 3	Quarter 4
Amber	Amber		
<p><b>Performance explained:</b></p> <p>We are currently reporting amber as we will deliver on time but still face considerable challenges. Work has not concluded as planned on improvements to flood hazard maps which underpin the baseline appraisal and characterisation reports. This has resulted in some uncertainties being carried through to subsequent stages of the work and sign-off by Regional Steering Groups on the basis that elements will require up-dating later in 2014. Work is underway to review approximately 280 characterisation reports for consultation in December.</p> <p>A phased consultation has been agreed with characterisation reports for all areas being consulted on in December with objectives and shortlisted actions being consulted on in March 2015. Objectives and shortlisted actions have been agreed with Regional Steering Groups but overall delays and uncertainties in the programme have seriously compressed timescales for completion of the work and time available to secure local authority agreement.</p>			
Action required/taken	Weekly reporting on flood hazard map updates continues. Three areas are required for the December consultation and a number of others are being updated in time for incorporation in the final strategies. A high level resource plan already available through to December is being extended through to June 2015 to ensure all requirements for phase two of the consultation are delivered on time.		
<b>Responsible director</b>	Calum Macdonald		

### Section 3: Performance measures reports (continued)

<b>8. Floodline subscribers</b>	<b>Increase the number of customers subscribing to Floodline Direct Warnings by 10%</b>											
Outcome	Scotland's environment is protected and improving.											
<p>The purpose of this measure is to demonstrate success in encouraging people to sign up for our <a href="#">Floodline service</a><sup>3</sup>. We are aiming for a 10% increase on the number of people registered for the service at 31 March 2014.</p> <p>We have a duty to reduce flood risk in Scotland and Floodline is one of the ways we achieve this. If customers receive information about likely floods before they occur, they can take steps to protect their property and reduce the risk of flooding damage. Floodline is our most effective service for contacting customers living or working in areas at risk of flooding, as it is a direct contact service, consisting of text message or recorded telephone message warnings sent directly to subscribers when there is a flood risk in their area. Other information we provide involves use of digital and traditional media, with customers having actively to seek this information. There is strong customer demand for receiving flood warnings in advance of and during flood events and we have good feedback from existing customers to our Floodline service.</p>												
	Quarter 1	Quarter 2	Quarter 3	Quarter 4								
	Amber	Amber										
<b>Performance explained:</b>												
<p>We are currently reporting amber for quarter 2 as fewer than expected customers (expectation based on a simple linear trend) have signed up to Floodline. During the second quarter, the number of subscribers increased in August due to flooding in the North East of Scotland. The number of customers then reduced slightly in September due to the annual reminder campaign (when we contact all customers and check if their details are still correct. If mail is returned and customers cannot be contacted by phone we are then obliged to remove their details from the system).</p> <p>In line with the Flood Unit business plan, the activities during the first two quarters have consisted of reviewing, consulting, consolidating, re-designing and producing marketing material and other resources in a digital, print or mobile form. These are designed to support a series of activities in the third and fourth quarters of the year, which are the traditional flooding months, and when our year's significant campaign activity runs.</p>												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Number of Registered Customers</b>	18,418	18,414	18,433	18,442	18,771	18,625						
<b>Difference from Baseline</b>	28	24	43	52	381	235						
<b>% Increase on baseline</b>	0.15%	0.13%	0.23%	0.28%	2.07%	1.28%						
<b>Status</b>	A	A	A	A	A	A						
Number of registered customers as of 31 March 2014 = 18,390												

<sup>3</sup> <http://www.floodlinescotland.org.uk/>

<b>8. Floodline subscribers</b>	<b>Increase the number of customers subscribing to Floodline Direct Warnings by 10%</b>
<p>It is worth noting that the increase in Floodline registration may well be negatively affected by our investment in mobile and other digital services. This reflects the public's desire to have our flooding information in different and more accessible formats and allows people to choose to access our messages directly without formal registration.</p>	
<b>Action</b>	<p>The following actions are designed to increase the number of Floodline subscribers;</p> <ul style="list-style-type: none"> <li>• During the launch of the Moray Firth Flood Warning Scheme, a direct mail campaign targeting in excess of 9,000 properties will be undertaken (October 2014).</li> <li>• The launch of the new Floodline Scotland website will be promoted both internally and externally. The site will encourage sign up to Flood Alerts and Flood Warnings (October 2014).</li> <li>• Ongoing campaigns include the use of social media to deliver infographics and the new Floodline number and encourage sign up to services especially during live flood events (on-going).</li> <li>• The launch of Facebook Flood Alert in conjunction with the Environment Agency and National Resources Wales (October 2014).</li> <li>• A key message included in the 2014 Scottish Government "Ready Winter" campaign is SEPA Floodline. It will be part of television adverts and daily roadshows (October – December 2014).</li> <li>• The first national flooding newsletter is being developed by SEPA and will provide a platform to raise flood awareness and promote the benefits of Floodline sign-up (December 2014).</li> </ul>
<b>Responsible director</b>	David Pirie

### Section 3: Performance measures reports (continued)

<b>9. Radioactive monitoring network</b>	<b>Maintain operational readiness of our public warning and incident response systems: 100% Radioactive Incident Monitoring Network.</b>										
Outcome	Scotland's environment is protected and improving.										
<p>The Radioactive Incident Monitoring Network (RIMNET) forms a key part of the UK's National Response Plan to oversee nuclear incidents and is run by the Met Office. It comprises a series of 94 gamma dose rate monitors located throughout the UK, 27 of which are in Scotland. The monitors are linked to a central database facility from which information can be obtained via terminals which are located in various government bodies and agencies including four in SEPA and one in the Scottish Government. The Met Office is responsible for the provision and maintenance of the monitors, central database facility, terminals and response to elevated readings. SEPA has four RIMNET terminals located in two locations.</p> <p>The purpose of this measure is to record our completion of monthly checks on the reliability of our four terminals and that we have continuous access to the network from a least one of the SEPA sites at any one time. Thus in the event of an incident involving the release of radioactive material we can obtain information and data held on RIMNET, and input data that can be used by others.</p>											
<table border="1" data-bbox="150 887 764 987"> <thead> <tr> <th data-bbox="150 887 304 936">Quarter 1</th> <th data-bbox="304 887 459 936">Quarter 2</th> <th data-bbox="459 887 614 936">Quarter 3</th> <th data-bbox="614 887 764 936">Quarter 4</th> </tr> </thead> <tbody> <tr> <td data-bbox="150 936 304 987">Green</td> <td data-bbox="304 936 459 987">Amber</td> <td data-bbox="459 936 614 987"></td> <td data-bbox="614 936 764 987"></td> </tr> </tbody> </table>				Quarter 1	Quarter 2	Quarter 3	Quarter 4	Green	Amber		
Quarter 1	Quarter 2	Quarter 3	Quarter 4								
Green	Amber										
<p><b>Performance explained:</b></p>											
<p>The RIMNET terminal in Perth is fully operational and regularly checked but we have moved the measure to amber as we are still operating off only the one site.</p>											
<p>Until early 2014-2015 RIMNET terminals were located at our Perth and Stirling offices. One system was earmarked for removal to the Angus Smith Building. From early this year we have been working with only one site at Perth, due to the Stirling move. This forced the removal of the Stirling system to the Angus Smith Building, where it has been in storage awaiting instructions from DEFRA and their managed service provider and the installation of the telecoms lines. As we have been operating off only the Perth site for six months, the status has moved to amber.</p>											
<p>Meanwhile we have obtained and activated web portal access for RIMNET in order to provide extra cover during this period. The other RIMNET terminal in Perth is fully operational and regularly checked.</p>											
<b>Responsible director</b>	Calum MacDonald										

### Section 3: Performance measures reports (continued)

<b>10. Air Hazard Emergency Response Service</b>	<b>Maintain operational readiness of our public warning and incident response systems – 100% Air Hazard Emergency Response Service.</b>										
Outcome	Scotland's environment is protected and improving.										
<p>SEPA's Air Hazard Emergency Response Service needs to be in a state of readiness to respond to an airborne hazard emergency within the terms of the service 24 hours a day throughout the year. There is one Airborne Hazard Advisor on call nationally, and two field response teams on the rota at any time, one in the north and the other in the south. The agreed response time is within 3 hours between 0900 and 1700, Monday to Friday and 4 hours out with these times for an incident that requires monitoring.</p> <p>The purpose of this measure is to ensure that we can meet our response times and protect human health and the environment during an airborne hazard emergency, as part of our responsibilities under the Civil Contingencies Act. The Civil Contingencies Act includes within its definition of an emergency "an event or situation which threatens serious damage to the environment."</p>											
<table border="1" data-bbox="150 819 766 922"> <thead> <tr> <th data-bbox="150 819 304 869">Quarter 1</th> <th data-bbox="304 819 459 869">Quarter 2</th> <th data-bbox="459 819 614 869">Quarter 3</th> <th data-bbox="614 819 766 869">Quarter 4</th> </tr> </thead> <tbody> <tr> <td data-bbox="150 869 304 922">Green</td> <td data-bbox="304 869 459 922">Green</td> <td data-bbox="459 869 614 922"></td> <td data-bbox="614 869 766 922"></td> </tr> </tbody> </table> <p><b>Performance explained:</b></p> <p>The service was green for the quarter as the AHER service was fully available throughout the second quarter of 2014. There were no call outs of the service during July to September 2014. The Airborne Hazards Advisor and Field Response Teams were fully staffed and available.</p>				Quarter 1	Quarter 2	Quarter 3	Quarter 4	Green	Green		
Quarter 1	Quarter 2	Quarter 3	Quarter 4								
Green	Green										
<b>Responsible director</b>	David Pirie										

### Section 3: Performance measures reports (continued)

<b>11. Bathing water signage</b>	<b>Maintain operational readiness of our public warning and incident response systems – 95% of bathing water signage operational.</b>				
Outcome	Scotland's environment is protected and improving.				
<p>SEPA has a statutory duty to provide daily predictions of water quality and health risk advice at SEPA beach signage sites (23 locations) during the official bathing season to bathers and beach users, as required by the Bathing Waters (Scotland) Regulations 2008 and the new Bathing Waters Directive (2006/07/EC).</p> <p>The purpose of this measure is to ensure we are providing all elements of the bathing water public warning service. This involves daily, real-time predictions of bathing water quality at 23 beach signage locations by electronic beach signage, including smartphone app notifications and information posted on SEPA's website, and the availability of a beachline digital phone service.</p>					
<table border="1"> <thead> <tr> <th>Quarter 1</th> <th>Quarter 2</th> </tr> </thead> <tbody> <tr> <td>Red</td> <td>✘ Not achieved</td> </tr> </tbody> </table> <p><b>Performance explained:</b></p> <p>In 2014, for the period 15 May to 15 September inclusive, there was a bathing water prediction available at a bathing water location on 92.7% days.</p> <p>The slippage in performance was due to SEPA-wide problems with the telecoms network which caused all 23 (out of 25 beach signs) dependent on this connection to stop working from 29 June to 03 July 2014 inclusive. If this period is excluded there was a bathing water prediction available at a bathing water location on 96.2% days.</p> <p>Note that there are two reasons why a bathing water prediction is not available: sign infrastructure failure, or our hydrology team failing to produce a prediction. At the moment overall performance is based on both these rolled into one. Sometimes they are linked (i.e. central IT failure) but one-off events are often separate. As these are two completely different sets of data, especially as one is internal and one relies on external contractors, this performance measure will be reviewed for next year.</p> <p>We will be discussing with the Scottish Government and local authorities, as part of the annual strategic review, how we will respond in future to a repeat of the failure of the telecoms links across the whole signage network. Whilst manual notification may be possible at some sites, it is presently impractical across the whole network, especially at the more isolated sites.</p>		Quarter 1	Quarter 2	Red	✘ Not achieved
Quarter 1	Quarter 2				
Red	✘ Not achieved				
<b>Responsible director</b>	David Pirie				

### Section 3: Performance measures reports (continued)

<b>12. 100% flood forecasting</b>	<b>Maintain 100% operational readiness of our flood forecasting service.</b>																																																																												
Outcome	Scotland's environment is protected and improving.																																																																												
<p>Working in partnership with the Met Office we deliver the <a href="#">Scottish Flood Forecasting Service</a><sup>4</sup>. The main output from this service is a 5-day outlook Flood Guidance Statement which is currently sent to over 480 emergency responders from 177 organisations, 365 days of the year at least once per day. It provides an overview of the expected flood risk across Scotland for the next five days. The guidance highlights the risk for the main types of flooding – river, coastal and surface water. By providing an early “heads up” notification each morning, the impacts from flooding on people and the economy can be minimised. It is a high profile, vital service that SEPA provides and any disruption to this service is likely to result in reputational damage, for SEPA and the Met Office, especially with Scottish Government and emergency responders.</p> <p>The purpose of this measure is to ensure that we are sending out 100% of Flood Guidance Statements every morning, 365 days of the year.</p>																																																																													
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Green	Green																																																																												
<b>Performance explained:</b>																																																																													
<p>We are currently reporting green as all flood guidance statements were issued as planned during this quarter. There was one system issue on the 13 September 2014 which delayed the issuing time but this did not result in a breach of the noon target. The flood forecasting service was issued using back-up procedures to emergency partners by email with no major implications.</p>																																																																													
<table border="1"> <thead> <tr> <th></th> <th>Apr</th> <th>May</th> <th>Jun</th> <th>Jul</th> <th>Aug</th> <th>Sep</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> <th>Jan</th> <th>Feb</th> <th>Mar</th> </tr> </thead> <tbody> <tr> <td>Number of Flood Guidance Statements Issued by 12 noon</td> <td>30</td> <td>31</td> <td>30</td> <td>31</td> <td>31</td> <td>30</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Number of Flood Guidance Statements issued after 12 noon</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>% of Flood Guidance Statements issued by noon</td> <td>100</td> <td>100</td> <td>100</td> <td>100</td> <td>100</td> <td>100</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Status</td> <td>G</td> <td>G</td> <td>G</td> <td>G</td> <td>G</td> <td>G</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>														Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Number of Flood Guidance Statements Issued by 12 noon	30	31	30	31	31	30							Number of Flood Guidance Statements issued after 12 noon	0	0	0	0	0	0							% of Flood Guidance Statements issued by noon	100	100	100	100	100	100							Status	G	G	G	G	G	G						
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Status	G	G	G	G	G	G																																																																							
Action required/taken	Follow up investigations into the reason for the system problem is ongoing.																																																																												
<b>Responsible director</b>	David Pirie																																																																												

<sup>4</sup> [http://www.sepa.org.uk/flooding/flood\\_forecasting\\_service.aspx](http://www.sepa.org.uk/flooding/flood_forecasting_service.aspx)

### Section 3: Performance measures reports (continued)

<b>13. 98% flood warning</b>	<b>Maintain operational readiness of our public warning and incident response systems – 98% flood warning.</b>											
Outcome	Scotland's environment is protected and improving.											
<p>Issuing Flood Alerts and Warnings is an essential public service that SEPA provides and we have a duty to undertake this activity at least in a passive way (e.g. via our website). In 2011 we launched a new Floodline service allowing registered customers to receive flood messages directly via their chosen method of communication. To deliver this service, SEPA purchased a Flood Warning Message Dissemination System capable of sending out messages to registered customers via text messages, voice messages, email, fax or pager.</p> <p>We issue Alerts and Warnings when we think members of the public or emergency partners need to remain vigilant to potential flooding or when we think flooding is imminent and there is a known risk to land, property, infrastructure, essential services or to life. The purpose of this measure is to monitor our ability to issue Alerts and Warnings 24 hours a day, every day of the year, and to display related information on our website.</p>												
	Quarter 1	Quarter 2	Quarter 3	Quarter 4								
	Green	Green										
<b>Performance explained:</b>												
<p>We are currently reporting green, as the systems have been available throughout the quarter. There was system interruption on the 13 September 2014, which impacted on Flood Guidance Statement distribution timescales. The overall status remains green because the availability did not drop below 98%, which is the Service Level Agreement we have with HTK<sup>5</sup>.</p>												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Flood Warning User Interface Availability	99.98	99.97	100.00	100.00	99.97	99.07						
Website Availability	99.89	99.85	100.00	99.97	99.46	98.98						
Minimum value	99.89	99.85	100.00	99.97	99.90	98.98						
Status	G	G	G	G	G	G						
Action required/taken	<ul style="list-style-type: none"> <li>Flooding Unit Manager and Head of Resilience have investigated this disruption to service.</li> <li>A paper has been prepared and accepted by Agency Management Team.</li> <li>The Director of Science and Strategy has written to the suppliers regarding the quality of service provided.</li> </ul>											
Responsible director	David Pirie											

<sup>5</sup> HTK Horizon is the external supplier of the flood warning message dissemination system

### Section 3: Performance measures reports (continued)

<b>14. Reporting requirements</b>	<b>Deliver 100% of SEPA's reporting obligations, with 90% delivered within agreed timescales.</b>
Outcome	Scotland's environment is understood and SEPA is an influential and respected authority

SEPA aims to be an influential and respected authority. To achieve this we must turn our data into useful information and produce high quality reports on time. Some of these reports are required by legislation or under agreements with the UK and Scottish Governments. We have identified 11 important reports that we need to deliver this year.

The purpose of this performance measure is to monitor that 100% of important reports are completed and ensure that we deliver at least 90% of these reports to agreed timescales by 31 March 2015.

Quarter 1	Quarter 2	Quarter 3	Quarter 4
No report due	Green		

#### Performance explained:

We have completed all of the reports due by the end of Quarter 2 with the exception of the report "Data for freshwater sites located in Scotland to the Centre for Ecology and Hydrology". The reporting templates were not provided to SEPA; this will now be completed by the end of December.

Title of submission	Reporting deadline	Department
Emissions data required by the Large Combustion Plant Directive Data to Department of Environment, Food and Rural Affairs (DEFRA)	August 2014	Data Unit
Water quality data for the Harmonised Monitoring Scheme to the Environment Agency	August 2014	Data Unit
Data relating to Riverine Inputs and Direct Discharges under the Strategy for Joint Assessment and Monitoring Programme (OSPAR, 1998)	September 2014	Data Unit
Data for freshwater sites located in Scotland to the Centre for Ecology and Hydrology	<del>September 2014</del> December 2014	Data Unit
Compliance data for the Bathing Water Directive for designated bathing waters throughout Scotland	October 2014	Data Unit
Water quality data (hazardous substances and nutrients) for groundwater, lakes, and rivers to the European Environment Agency	October 2014	Data Unit
Radioactivity in Food and the Environment (RIFE 19)	October 2014	Radioactive Substances Unit
Scottish Pollutant Release Inventory 2013	October 2014	Data Unit
Report Local Authority 2013 waste data as Official Statistics	October 2014	Data Unit
Provision of the Scottish Pollutant Release Inventory 2013 for DEFRA	November 2014	Data Unit
Provision of the Scottish Pollutant Release Inventory 2013 for the European Pollutant Release Inventory to DEFRA	March 2015	Data Unit

Note: Water quality data as required for the Nitrates Directive Article 10 is reported on a 4-year cycle and is next due in June 2016.

Action required/taken	SEPA has negotiated a new deadline with the Centre for Ecology and Hydrology for reporting freshwater sites located in Scotland data.
<b>Responsible director</b>	David Pirie

### Section 3: Performance measures reports (continued)

<b>15. Citizen science - anglers</b>	<b>Increase the quantity of data collected from the Anglers' Monitor Initiative</b>
Outcome	Scotland's environment is understood and SEPA is an influential and respected authority

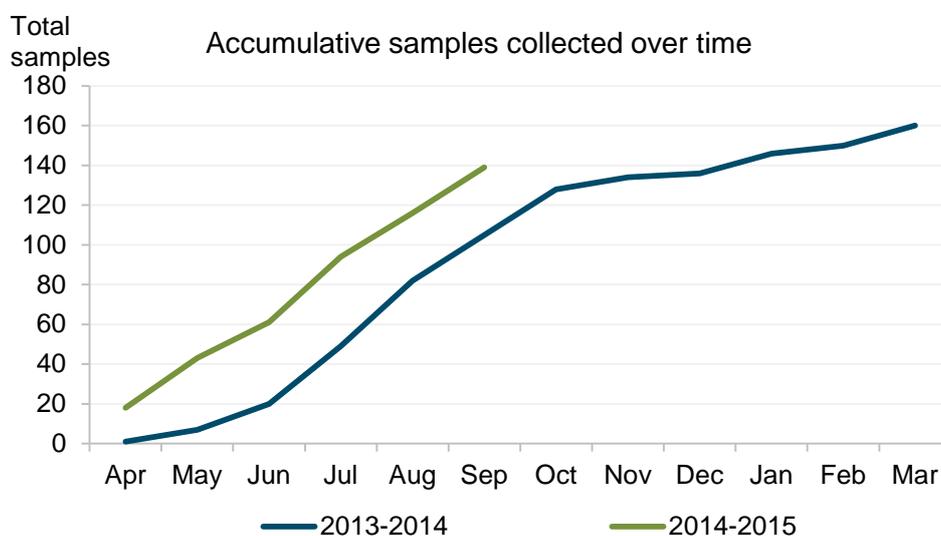
By participating in citizen science SEPA aims to develop local understanding of environmental issues and stewardship and a sense of ownership of the environment amongst those taking part. SEPA also wants to promote the collection of long-term datasets to improve our understanding of Scotland's environment.

The purpose of this performance measure is to increase the amount of data collected by trained volunteers. This can be assisted by increasing the number of trained volunteers in Scotland who are engaged in the Anglers Riverfly Monitoring Initiative, an established citizen science project. We wish to encourage continued participation and to increase the number of trained volunteers in the [Anglers Riverfly Monitoring Initiative](#)<sup>6</sup> through targeted employee engagement.

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Green	Green		

#### Performance explained:

We are currently reporting green as we have increased the amount of data from The Clyde River Foundation volunteers. This information is available from the Clyde Catchment Riverfly Data [website](#)<sup>7</sup>.



The [launch](#)<sup>8</sup> for the national online database for the Anglers' Riverfly Monitoring Initiative took place in July. The database, developed for the [Riverfly Partnership](#)<sup>9</sup> by the Freshwater Biological Association, represents a significant development for the Initiative, incorporating GIS (geographic information system) mapping and enabling registered monitors to view their own monitoring time series data, as well as that of other registered monitors.

<sup>6</sup> <http://www.riverflies.org/rp-riverfly-monitoring-initiative>

<sup>7</sup> <https://opendata.shinyapps.io/Riverfly/>

<sup>8</sup> <http://www.riverflies.org/riverfly-partnership-launches-online-database-ami>

<sup>9</sup> <http://www.riverflies.org/>

<b>15. Citizen science - anglers</b>	<b>Increase the quantity of data collected from the Anglers' Monitor Initiative</b>
<p>A meeting took place on 28 August 2014 between The Riverfly Partnership Anglers' Riverfly Monitoring Initiative co-ordinator, and two members of SEPA. The co-ordinator hopes to establish part time co-ordinators in Scotland, Wales and Northern Ireland. Funding for these part-time posts has yet to be obtained. He also would like to see the establishment of regional hubs to co-ordinate the Initiative's activities. In Scotland these would probably be co-located with Fisheries Trusts, with The Clyde River Foundation being the front runner for the first Scottish Hub, if funding can be established.</p> <p>The Anglers' Riverfly Monitoring Initiative database developed by the Freshwater Biological Association is now available and can be located via The Riverfly Partnership website, although users have to be registered to be able to use the database. It is intended to upload the data received from the Clyde River Foundation onto this site.</p> <p>The number of sites sampled has increased by one compared to the beginning of August whereas the number of samples collected has increased by 34, year-to-date compared to last year.</p>	
<b>Responsible director</b>	David Pirie

### Section 3: Performance measures reports (continued)

<b>16. Citizen science - Air Quality</b>	<b>Develop a citizen science project to assess urban air quality</b>										
Outcome	Scotland's environment is understood and SEPA is an influential and respected authority										
<p>By participating in citizen science SEPA aims to develop local understanding of environmental issues. A teaching package will be developed to teach schoolchildren about air quality issues. The package intends to engage pupils and raise awareness of these issues through both theoretical and practical sessions which fit in with "Experiences and Outcomes" under the Curriculum for Excellence.</p> <p>The purpose of this project is to raise awareness of air quality issues around schools and how travel choices can impact air quality. Progress will be evaluated during the initial trials and post-launch. Raising awareness of air quality issues in Scottish primary and secondary schools will be measured through monitoring uptake on the project's and SEWeb's websites, through use of the Spotfire tool displaying data upload levels (e.g. submission of monitoring results) onto the website, and through feedback forms.</p>											
<table border="1" data-bbox="153 857 767 958"> <thead> <tr> <th data-bbox="153 857 304 909">Quarter 1</th> <th data-bbox="304 857 456 909">Quarter 2</th> <th data-bbox="456 857 608 909">Quarter 3</th> <th data-bbox="608 857 767 909">Quarter 4</th> </tr> </thead> <tbody> <tr> <td data-bbox="153 909 304 958">Green</td> <td data-bbox="304 909 456 958">Green</td> <td data-bbox="456 909 608 958"></td> <td data-bbox="608 909 767 958"></td> </tr> </tbody> </table>				Quarter 1	Quarter 2	Quarter 3	Quarter 4	Green	Green		
Quarter 1	Quarter 2	Quarter 3	Quarter 4								
Green	Green										
<p><b>Performance explained:</b></p> <p>This measure retains its green status, because, despite initial delays, we are on track to complete the initial design stages of the project by March 2015.</p> <p>We produced a detailed Statement of Requirements for North Lanarkshire Council's 'The Learning Centre' in August on which to base their tender for the air quality teaching package. On 27 August we then met with The Learning Centre, teachers at Bellshill Academy (who will be providing educational input), North Lanarkshire Council's Environmental Health, SEPA's Spotfire developers and Education Scotland to discuss these requirements. The Learning Centre sent their quote on 11 September, thereby meeting our revised deadline of 12 September. The tender includes a project delivery plan to complete the teaching package by the end of March 2015. The package will then be trialled at schools in North Lanarkshire and then refined so that it can be launched at the Learning Festival in September 2015 and rolled out nationally. The tender is now awaiting final sign-off by the Scottish Government.</p> <p>Internally, a Spotfire team has been created for the project. This team will develop tools for the primary and secondary school packages so that the data collected by the pupils can be visualised. SEPA are part funding Edinburgh University (alongside Transport Scotland and the Centre for Ecology and Hydrology) to build portable air quality sensors for the teaching package. These sensors will be tested as part of the package between April and September 2015. Once the teaching package is rolled out nationally in September, these sensors will be lent out to those schools which register for them.</p>											
<b>Responsible director</b>	David Pirie										

### Section 3: Performance measures reports (continued)

<b>17. Environmental monitoring plan</b>	<b>Complete 95% of our environmental monitoring plan</b>
Outcome	Scotland's environment is understood and SEPA is an influential and respected authority

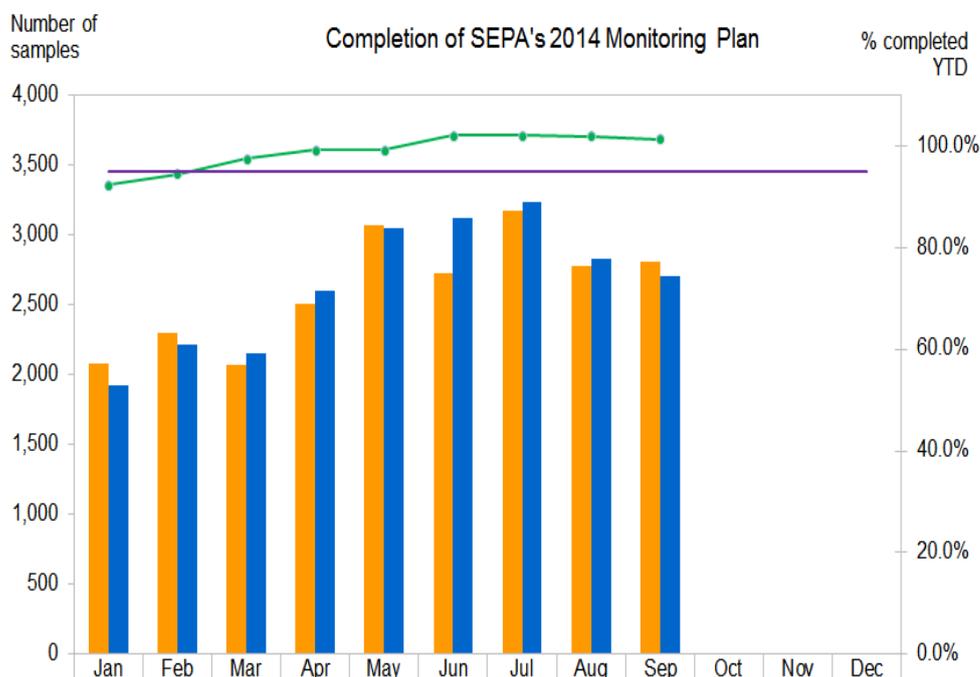
SEPA has a duty to monitor and report on the state of Scotland's environment and to use that scientific understanding to inform our independent regulation of activities that may affect its quality. Our environmental monitoring plan is designed to ensure that we collect the right samples at the right locations at the right time. We need to do this in order to meet our statutory monitoring obligations under European Union, UK and Scottish environmental law and to ensure that we gather enough data to help us understand Scotland's environment.

The purpose of this performance measure is to monitor the percentage of samplings completed against the 2014 environmental monitoring plan (for the calendar year 2014) on a year-to-date basis, to ensure that at least 95% of planned samplings are completed by 31 December 2014.

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Green	Green		

#### Performance explained:

We are currently reporting green as we have collected 23,821 samples compared to the planned 23,515 at this stage of the 2014 environmental monitoring plan, leaving us well on the way to complete at least 95% of the plan by the end of the year.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
No of planned samplings in month (baseline plan)	2,077	2,302	2,068	2,507	3,071	2,727	3,177	2,779	2,807			
No of planned samplings completed (in month)	1,919	2,218	2,148	2,603	3,048	3,122	3,231	2,829	2,703			
Percentage of baseline plan completed year to date	92.4%	94.5%	97.5%	99.3%	99.3%	102.1%	102%	102%	101%			
Target (%)	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%

<b>Responsible director</b>	David Pirie
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### Section 3: Performance measures reports (continued)

<b>18. Statutory monitoring</b>	<b>Meet 100% of statutory monitoring requirements.</b>										
Outcome	Scotland's environment is understood and SEPA is an influential and respected authority										
<p>The purpose of this performance measure is to monitor SEPA's ability to collect and report Scotland's statutory monitoring requirements for the Urban Waste Waters Treatment Directive (UWWTD) and the Bathing Water Directive. The parameters and sampling frequencies are set by the Directives and these are incorporated into our National Monitoring Plan which generates monthly sampling schedules for the year.</p> <p>The main objective of the Urban Waste Water Treatment Directive is to ensure that all significant discharges of sewage are treated before they are discharged either to inland surface waters, ground waters, estuaries or coastal waters. These waters are generally those where the potentially impacted population is greater than 2,000 and the waste water thus requires secondary treatment. The Directive sets tight sampling and analysis standards for these discharges.</p> <p>The Bathing Waters Directive sets limits on indicator bacteria concentrations in seawater at identified bathing waters in Scotland. SEPA monitors Scotland's designated bathing waters throughout the bathing water season from 01 June to 15 September. The results of this monitoring are posted on our website and released as an annual report.</p>											
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Quarter 1	Quarter 2	Quarter 3	Quarter 4								
Green	Green										
<p><b>Performance explained:</b></p> <p>We are reporting green in Quarter 2 as a combination of scheduled and contingency sampling has ensured we have met the 100% target for the Urban Waste Water Treatment Directive (UWWTD). We have also achieved 100% for our sampling under the Bathing Water Directive.</p> <p>97% of the UWWTD sites which were scheduled to be surveyed in the second quarter have been carried out. Of these 98% have been analysed and reported. 99% of contingency samples have been taken and 99.5% of contingency samples received have been analysed.</p> <p>Seven sites had samples cancelled due to contaminated bottles. All these surveys have been rescheduled and the cause of the contaminated bottles traced and duly addressed. Two of these samplings have already taken place.</p> <p>Although this measure does not cover the state of the discharges being analysed, it is worth noting that at present, on a rolling 12 months basis, provisionally 96% of sites are compliant.</p>											
<b>Responsible director</b>	David Pirie										

### Section 3: Performance measures reports (continued)

<b>19. Serious waste crime</b>	<b>Reduce the scale and impact of serious waste crime in Scotland. This year we will identify the scale and impact to set a baseline for future reporting.</b>											
Outcome	Scotland's environment is understood and SEPA is an influential and respected authority											
<p>This is the initial stage of a three to four year project to identify and tackle serious waste crime. During 2014-2015 this project will measure the scale and impact of serious waste crime in Scotland; and in parallel, make progress towards building capacity and capability to tackle waste offending through the delivery of key activities. This is summed up under the following work streams as listed in the 2014-2015 Annual Operating Plan: improving intelligence collection, analysis and assessment about waste crime and its impact upon the environment and legitimate business; detecting waste crime; disrupting existing criminal activity; and deter and divert individuals and groups from taking part in serious waste crime.</p> <p>The purpose of this performance measure this year is to produce a strategic report which assesses the scale of serious waste crime, and which will be used by management, partners and government to tackle this activity.</p>												
<table border="1"> <thead> <tr> <th data-bbox="153 824 300 869">Quarter 1</th> <th data-bbox="300 824 459 869">Quarter 2</th> <th data-bbox="459 824 612 869">Quarter 3</th> <th data-bbox="612 824 762 869">Quarter 4</th> </tr> </thead> <tbody> <tr> <td data-bbox="153 869 300 920">Green</td> <td data-bbox="300 869 459 920">Green</td> <td data-bbox="459 869 612 920"></td> <td data-bbox="612 869 762 920"></td> </tr> </tbody> </table>					Quarter 1	Quarter 2	Quarter 3	Quarter 4	Green	Green		
Quarter 1	Quarter 2	Quarter 3	Quarter 4									
Green	Green											
<p><b>Performance explained:</b></p> <p>This measure is green as progress is on track and we have met all Quarter 2 milestones planned under the three work-streams of Threat Assessment, Intelligence and Waste Crime Investigations.</p> <p>Under Threat Assessment, we have completed collecting information describing industry experience and perceptions of waste crime. This will be analysed to provide a qualitative assessment of waste crime. Collection of associated quantitative data has also been completed and will be used to provide an analysis and critique of current measures of waste crime in Scotland.</p> <p>Under Intelligence, training for 40 nominated team “champions” across SEPA has been completed in association with the Police Scotland Training College, giving them a basic understanding of the role of intelligence. As “champions” they are now supporting intelligence collection and submission within local teams. We invited partner colleagues at Revenue Scotland to the training and so far one person has participated. The outcome of intelligence submission and analysis is intelligence products which can recommend waste offenders for investigation by the dedicated Waste Crime Team. These products have been submitted to the Waste Crime Governance Group for consideration.</p> <p>Under Waste Crime Investigations, so far this year the Waste Crime Team has initiated six intelligence-led operations on known or suspected waste offenders, as well as supporting a number of local teams’ regulatory investigations. The Team is complemented by a dedicated financial investigation which identifies any criminal benefit obtained from waste offending.</p>												
<b>Responsible director</b>	Calum MacDonald											

### Section 3: Performance measures reports (continued)

<b>20. Diffuse pollution measures uptake</b>	<b>Achieve a greater than 70% uptake of required measures to alleviate diffuse pollution after first revisits to non-compliant farms.</b>
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Outcome	Scotland's environment is understood and SEPA is an influential and respected authority
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Diffuse pollution must be mitigated to improve the quality of Scotland's water environments in line with the objectives set in the River Basin Management Plans. Traditional regulatory approaches are not successful for tackling diffuse pollution, so the Diffuse Pollution Management Advisory Group was created, and is chaired by SEPA, in order to oversee delivery of the Rural Diffuse Pollution Plan for Scotland. The plan aims to ensure the key stakeholders in Scotland work in a coordinated way to reduce diffuse pollution from rural sources. Members are currently working together to oversee SEPA's diffuse pollution work, promoting good practice, investigate other mechanisms to tackle diffuse pollution and review effectiveness of the current strategy.

This measure will show how effective farm visits have been in encouraging landowners and land managers in tackling diffuse pollution. The target is for more than 70% of non-compliant farms to have shown evidence of introducing required measures by the time of the next visit.

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Green	Green		

#### Performance explained:

The status of the measure is green at the end of Quarter 2 as 88% of farms revisited are now compliant or have started remedial work. We should also complete our target of completing all one-to-one visits in each of the six remaining priority catchments by end of December 2014, given current resourcing and good weather.

The tables record progress to date in each of the [14 priority catchments](#)<sup>10</sup> and compliance rates for each catchment after the initial farm visit. The first table on the next page shows the six that have received revisits, and the second table the eight yet to be revisited.

These revisits were undertaken at farms identified as non-compliant at the time of the initial one-to-one visit. Of these 501 revisits, 262 have become compliant due the mitigation work carried out, a further 180 had started, but not completed, remedial mitigation, and only 59 had not initiated any remedial mitigation so far.

An initial compliance rate for the agricultural sector of just 26% (with SSAFO<sup>11</sup> and diffuse pollution General Binding Rules) in these six priority catchments, as recorded at the initial farm visit, is extremely low for any industry or business sector and illustrates the enormity of the task facing SEPA. After less than half of the farms have been revisited, the compliance rate in these six catchments has already risen to 51%.

Note that achieving full compliance can take considerable time. Application for, and receipt of grants can take many months and some measures, such as the erection of slurry storage facilities will need planning permission and building warrants.

<sup>10</sup> [http://www.sepa.org.uk/water/river\\_basin\\_planning/dp\\_priority\\_catchments.aspx](http://www.sepa.org.uk/water/river_basin_planning/dp_priority_catchments.aspx)

<sup>11</sup> Silage, Slurry and Agricultural Fuel Oil

<b>20. Diffuse pollution measures uptake</b>	<b>Achieve a greater than 70% uptake of required measures to alleviate diffuse pollution after first revisits to non-compliant farms.</b>
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<b>Farms that have received revisits</b>					
<b>Priority catchments received 2nd visit</b>	<b>Initial visits completed</b>	<b>% visited sites compliant (1st visit)</b>	<b>Number sites revisited</b>	<b>% revisits compliant or working towards compliance</b>	<b>% catchment compliant after 1st revisit</b>
River Ayr	250	13 %	157	92%	33%
River Doon	103	12%	3	100%	13%
North Ayr Coast	97	10%	2	100%	10%
Eye Water	57	28%	33	97%	63%
River South Esk	161	29%	91	89%	55%
River Ugie	363	41%	215	83%	82%
<b>Totals</b>	<b>1,031</b>	<b>26%</b>	<b>501</b>	<b>88%</b>	<b>51%</b>

<b>Farms yet to be revisited</b>			
<b>Priority catchments not received a 2nd visit</b>	<b>Initial 1st visits completed</b>	<b>Sites awaiting a 1st visit</b>	<b>% visited sites compliant (at 1st visit)</b>
River Garnock	108	0	33%
Galloway Coastal	317	0	3%
River Tay	246	~140	47%
Stewarty Coastal	77	~80	1%
River Dee	232	~64	3%
Deveron	300	~81	5%
Buchan Coastal	222	~90	13%
Irvine	41	~155	5%
<b>Totals</b>	<b>1,543</b>	<b>~610</b>	<b>14%</b>

Notes : ~ is approximate. These figures are as at mid-September 2014.

<b>Responsible director</b>	Calum MacDonald
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### Section 3: Performance measures reports (continued)

<b>21. Buildings energy use</b>	<b>5% reduction from our 2013-2014 baseline in carbon emissions from energy usage at SEPA buildings</b>										
Outcome	SEPA is a high performance organisation.										
<p>This target is aimed at reducing SEPA's consumption of fossil fuel energy with consequent financial savings and reductions in greenhouse gas emissions. It is intended to raise awareness of our environmental responsibility, to reduce our environmental impact in line with our Corporate Plan commitments and to comply with duties under the Climate Change (Scotland) Act 2009.</p>											
<p>The purpose of this performance measure is to monitor our progress this year in reducing our buildings emissions by 5%, and thus to contribute to delivering the long term target of cutting SEPA's carbon emissions by 42% by 2020, based on the 2006-2007 baseline.</p>											
<table border="1" data-bbox="151 656 766 757"> <thead> <tr> <th data-bbox="151 656 304 705">Quarter 1</th> <th data-bbox="304 656 458 705">Quarter 2</th> <th data-bbox="458 656 611 705">Quarter 3</th> <th data-bbox="611 656 766 705">Quarter 4</th> </tr> </thead> <tbody> <tr> <td data-bbox="151 705 304 757">Red</td> <td data-bbox="304 705 458 757">Red</td> <td data-bbox="458 705 611 757"></td> <td data-bbox="611 705 766 757"></td> </tr> </tbody> </table>				Quarter 1	Quarter 2	Quarter 3	Quarter 4	Red	Red		
Quarter 1	Quarter 2	Quarter 3	Quarter 4								
Red	Red										
<p><b>Performance explained:</b></p>											
<p>We are currently reporting red for Quarter 2 as despite substantial reductions in our energy usage, for technical reasons outside our control, our carbon dioxide equivalent (CO<sub>2</sub>e) emissions have moved in the opposite direction.</p>											
<p>Electricity consumption has fallen by 0.3% during the first two quarters compared to same period last year and gas consumption has fallen by 56% over the same period. In order to convert consumption to CO<sub>2</sub>e emissions, we are required to use a UK conversion factor set by DEFRA. As from August 2014, the UK conversion factor for electricity was increased significantly, by some 10.6%, as a result of increased fossil fuels, mainly coal, in the overall UK energy mix. We believe this is because the expansion of US shale gas has led to a glut of cheap coal in Europe, encouraging power companies to increase the proportion of coal burnt.</p>											
<p>Therefore although there has been a small overall reduction in electricity use, this translates into an increase in CO<sub>2</sub>e emissions of 98 tonnes, or 10.3%. Combining these with a fall in gas emissions of 64 tonnes, or -57%, and a small reduction in fuel oil emissions (3 tonnes) there has been an overall increase in CO<sub>2</sub>e emissions from SEPA buildings of 10.1 tonnes or 0.9% over the period.</p>											
<p>If the conversion factor had remained unchanged then our combined gas and electricity emissions would have fallen by 8%. We believe that the most sustainable long term strategy is to heat our buildings by electricity, using power drawn from a Scottish grid that is substantially provided by renewable sources. Scotland is well on the way to greening its grid and we believe that the Scottish carbon conversion factor is a better reflection of our real world impacts. However we are presently directed to use a UK grid conversion factor for our reporting.</p>											
<p>Of the top eight sites identified as making up some 91% of our electricity usage last year, six have shown significant reductions in electricity usage. The only exceptions are Bremner House, which has been used as temporary decant accommodation with a consequent increase in staff numbers, and the Angus Smith Building. Figures here are not comparable as we only took initial occupation in July 2013 with full occupation not being completed until October 2013.</p>											
<p>Under our recently launched Buildings Energy Management Policy we have established local buildings energy management groups in our major buildings to analyse energy data, identify</p>											

21. Buildings energy use	5% reduction from our 2013-2014 baseline in carbon emissions from energy usage at SEPA buildings			
savings and promote behavioural change. At present groups exist at the Angus Smith Building, Inverdee, Edinburgh and Dingwall. The group for Strathallan House will be convened following full occupation in January 2015.				
<b>Energy use in estate</b>	2013-2014	2014-2015	Change kWh	% change
	Q1 & Q2	Q1 & Q2		
Electricity (kWh)	1,692,954	1,688,049	-4,905	-0.3
Gas (kWh)	702,209	305,766	-396,443	-56.5
<b>Emissions from energy use</b>	2013-2014	2014-2015	Change CO <sub>2</sub> e (tonnes)	% change
	Q1 & Q2	Q1 & Q2		
Overall emissions tonnes of CO <sub>2</sub> e	1,104	1,114	10.1	<b>0.9</b>
<b>Note:</b> The conversion factor for carbon dioxide equivalent emissions per kWh for 2014-2015 was updated in August 2014 and is 10.6% higher for electricity and 1.1% lower for gas this year compared to last year.				
<b>Responsible chief officer</b>	Fiona Martin			

### Section 3: Performance measures reports (continued)

<b>22. Zero Waste Plan landfill</b>	<b>No more than 5% of all waste to be consigned to landfill by 2025.</b>										
Outcome	SEPA is a high performance organisation.										
<p>This target is aimed at reducing our environmental impact, and meeting the Scottish Government's Zero Waste targets of no more than 5% of all waste being consigned to landfill by 2025. SEPA wishes to continue its upward trajectory of waste material recycled, and to meet or exceed the Zero Waste targets. This performance indicator is thus dependent on improving the performance of another element of the Zero Waste Plan "reuse or recycle 50% of waste materials by 2020" and alternatives to disposing our residual waste to landfill being developed. We cannot control where our residual waste is disposed, but we will meet this measure by continually segregating and recycling our waste. Last year about 73% of waste was recycled.</p>											
<table border="1" data-bbox="151 645 766 750"> <thead> <tr> <th data-bbox="151 645 304 696">Quarter 1</th> <th data-bbox="304 645 458 696">Quarter 2</th> <th data-bbox="458 645 611 696">Quarter 3</th> <th data-bbox="611 645 766 696">Quarter 4</th> </tr> </thead> <tbody> <tr> <td data-bbox="151 696 304 750">Green</td> <td data-bbox="304 696 458 750">Green</td> <td data-bbox="458 696 611 750"></td> <td data-bbox="611 696 766 750"></td> </tr> </tbody> </table> <p data-bbox="151 795 486 833"><b>Performance explained:</b></p> <p data-bbox="151 884 1428 1052">We remain ahead of internal targets on the latest available figures and thus retain a green rating. We are currently reporting that the average recycling rate for the year to the end of September is 75%, similar to the 77% recorded in Quarter 1. The rate for diversion from landfill is 90%, against 92% in Quarter 1 and well in excess of our current internal target of maintaining recycling levels above 65% and landfill diversion of over 80% for the full year.</p>				Quarter 1	Quarter 2	Quarter 3	Quarter 4	Green	Green		
Quarter 1	Quarter 2	Quarter 3	Quarter 4								
Green	Green										
<b>Responsible chief officer</b>	Fiona Martin										

### Section 3: Performance measures reports (continued)

<b>23. Organisational efficiencies</b>	<b>Target and deliver organisational efficiencies of 3%</b>										
Outcome	SEPA is a high performance organisation.										
<p>The Scottish Government sets efficiency savings targets for public bodies each year. SEPA must identify how to make the efficiency savings in order to achieve a balanced budget in future years. The purpose of this performance measure is to monitor how well we are working to reduce our operating costs in order to achieve the required efficiency savings set by the Scottish Government.</p>											
<table border="1"> <thead> <tr> <th data-bbox="145 521 352 571">Quarter 1</th> <th data-bbox="352 521 512 571">Quarter 2</th> <th data-bbox="512 521 667 571">Quarter 3</th> <th data-bbox="667 521 821 571">Quarter 4</th> </tr> </thead> <tbody> <tr> <td data-bbox="145 571 352 620">No report due</td> <td data-bbox="352 571 512 620">Green</td> <td data-bbox="512 571 667 620"></td> <td data-bbox="667 571 821 620"></td> </tr> </tbody> </table>	Quarter 1	Quarter 2	Quarter 3	Quarter 4	No report due	Green					
Quarter 1	Quarter 2	Quarter 3	Quarter 4								
No report due	Green										
<p><b>Performance explained:</b></p> <p>This measure is green as an Agency Management Team meeting held on 01 October agreed the level of efficiency savings required and how much each portfolio is expected to identify. The process is now underway within the portfolios and a deadline of the end of November has been set for the first returns. The timetable has been set so as to ensure efficiencies identified can be incorporated into the 2015-2016 budget-setting process.</p>											
<b>Responsible chief officer</b>	Stuart McGregor										

### Section 3: Performance measures reports (continued)

<b>24. Cost recovery</b>	<b>Achieve at least 98% cost recovery on our charging schemes.</b>		
Outcome	SEPA is a high performance organisation.		
This indicator measures SEPA's ability to recover costs through charging schemes, against costs incurred in regulatory monitoring. SEPA has a responsibility to ensure that all relevant costs of regulatory activities are recovered through charges.			
Quarter 1	Quarter 2	Quarter 3	Quarter 4
Amber	Green		
<p><b>Performance explained:</b></p> <p>This is green at the end of the second quarter as we have met our cost recovery target on the latest available figures.</p> <p>The budgeted trading accounts, which are based on 2013-2014 activity time recording data supplied by the portfolios and amended for known changes in 2014-2015, produced a cost recovery rate of 98%, which is in line with SEPA's target for the year. The current forecast cost recovery for the year is in line with the target of 98%, based on activity time recording data as at the end of August 2014, and an income forecast as at September 2014.</p>			
<b>Responsible chief officer</b>	Stuart McGregor		

### Section 3: Performance measures reports (continued)

<b>25. Licence determination</b>	<b>Work with operators to determine 96% of applications within statutory timescales.</b>
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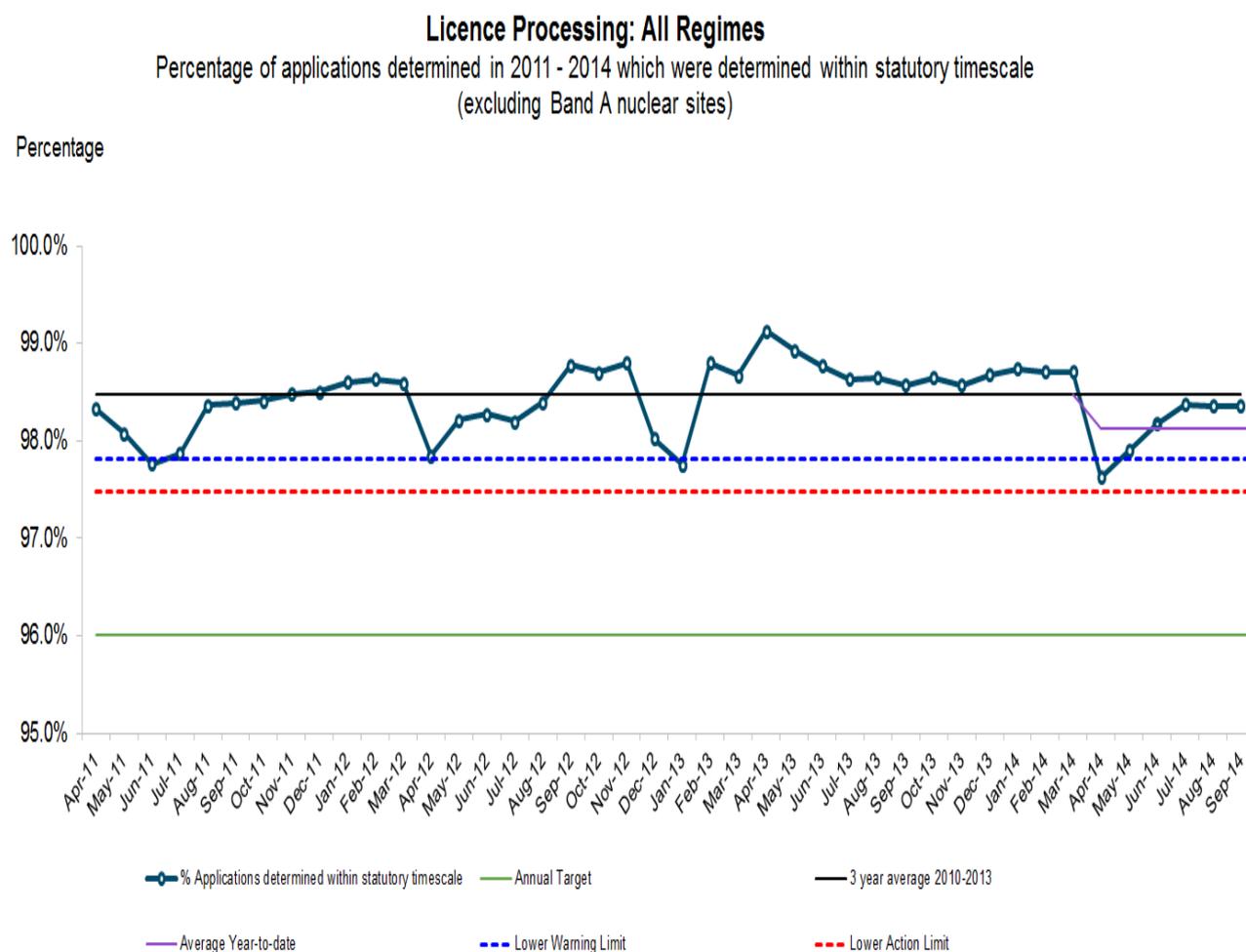
Outcome	SEPA is a high performance organisation.
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SEPA wants to ensure that it determines applications within the statutory timescales so that businesses can comply with environmental legislation. The statutory timescales for determining Waste Exemptions is 21 days, Controlled Activity Regulations (Registrations) is 30 days, Pollution Prevention and Control Part B (Deemed Applications) is 12 months. For all others reported here, the statutory timescale for determining an application is four months.

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Green	Green		

#### Performance explained:

We are currently reporting green as the target is being met with 98% (4,741 of 4,821) of applications determined since 01 April 2014 completed within the relevant statutory timescale, against the target of 96%.



<b>Responsible director</b>	Calum MacDonald
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### Section 3: Performance measures reports (continued)

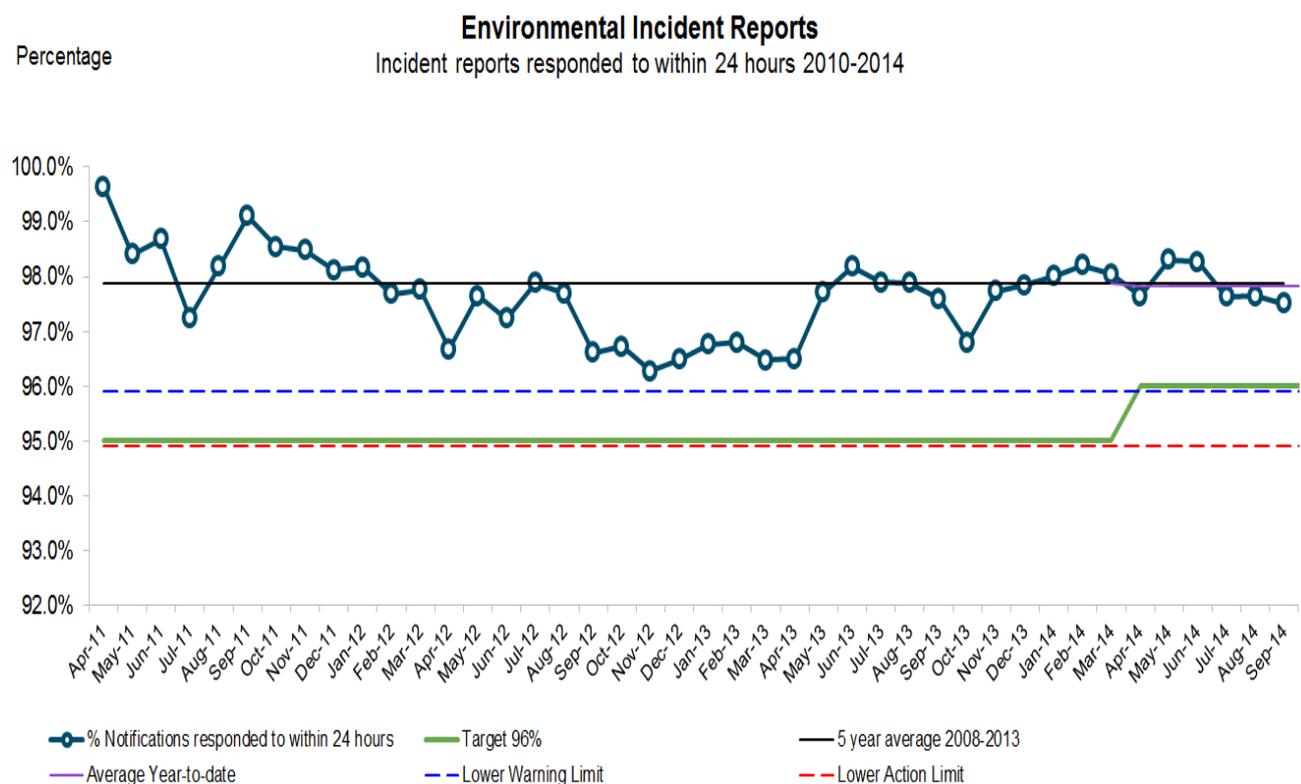
<b>26. Environmental incident reports</b>	<b>Respond to 96% of environmental incidents and pollution reports within 24 hours.</b>
Outcome	SEPA is a high performance organisation.

When members of the public are helping us in our work, we want to respond promptly to them. This includes responding quickly to the people who report environmental incidents and pollution to us. When a call is received at our Contact Centre, it is allocated to an appropriate team and a member of that team responds to the person who contacted us, usually with a phone call. The purpose of this measure is to monitor how quickly we respond to people who notify us of environmental incidents and pollution.

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Green	Green		

#### Performance explained:

We are reporting green as the target is currently being met. In the year to date SEPA has received 4,057 reports relating to 3,186 environmental incidents and responded to 3,956 (97%) within 24 hours, against the target of 96%.



Of the 3,186 events recorded in the year to date, 9 were major and 59 were significant. All major and significant events received were responded to within 24 hours.

<b>Responsible director</b>	Calum MacDonald
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### Section 3: Performance measures reports (continued)

<b>27. PPC Applications</b>	<b>80% of new Pollution Prevention and Control applications will be determined by the end March 2015.</b>										
Outcome	SEPA is a high performance organisation.										
<p>This performance indicator monitors the effectiveness of our determination of applications for those activities which have not been previously regulated under the Part A regime of the Pollution Prevention and Control regulations received by SEPA over the period 07 January 2014 to 07 October 2014. Whilst this measure will show how effectively we have implemented the new regulations, it will also reflect the quality of applications received.</p>											
<table border="1" data-bbox="151 555 766 660"> <thead> <tr> <th data-bbox="151 555 303 607">Quarter 1</th> <th data-bbox="303 555 459 607">Quarter 2</th> <th data-bbox="459 555 612 607">Quarter 3</th> <th data-bbox="612 555 766 607">Quarter 4</th> </tr> </thead> <tbody> <tr> <td data-bbox="151 607 303 660">Amber</td> <td data-bbox="303 607 459 660">Green</td> <td data-bbox="459 607 612 660"></td> <td data-bbox="612 607 766 660"></td> </tr> </tbody> </table>				Quarter 1	Quarter 2	Quarter 3	Quarter 4	Amber	Green		
Quarter 1	Quarter 2	Quarter 3	Quarter 4								
Amber	Green										
<p><b>Performance explained:</b></p>											
<p>This measure is green at the end of Quarter 2 as we are confident we will process the majority of applications received by the appropriate closing dates before the end of March.</p> <p>Applications for newly prescribed activities under the Pollution Prevention and Control (Scotland) Regulations 2012 follow a timetable laid down in the Regulations. Applications are split into four application blocks with varying opening and closing dates. The first two blocks had closing dates of April and June 2014, whilst blocks 3 and 4 have closure dates of August and October.</p> <p>Five applications were received under Block 1, all of which are currently being processed. Five applications were received within the application window for Block 2, three of which were rejected for not being complete, one of which has been re-submitted and accepted. Around five more applications are expected from Block 2 activities although these will not count towards this performance measure. No applications were received within the application window for Block 3 activities but around 10 are expected to be submitted late. Finally, the Block 4 window has just closed and an update will be provided with the next report.</p> <p>The issue of non-applicants has been discussed with the Executive Director of Operations and a plan of action put in place to deal with such operators.</p>											
<b>Responsible director</b>		Calum MacDonald									

### Section 3: Performance measures reports (continued)

<b>28. Development Plans</b>	<b>Respond to 100% of formal development plan consultations within agreed timescales.</b>		
Outcome	SEPA is a high performance organisation.		
<p>The Scottish Government has clearly indicated the importance of the planning system to support economic growth and the importance of the development plan in this process <a href="#">Planning Reform: The Next Steps, March 2012</a><sup>12</sup>.</p> <p>SEPA is a key agency under the Planning etc. (Scotland) Act 2006 and is a statutory consultee within the land use planning system. Land use planning in Scotland is a "plan-led" system. Therefore, our engagement in development plans is one of our key planning priorities. We engage with planning authorities at the following stages: the compilation of the main issues report; the preparation of the proposed plan; and the preparation of action programmes.</p> <p>The full development plan process can take a number of years. However, consultation on parts of a plan can require assessing hundreds of individual sites in a very short timescale. We receive around 200 consultations on development plans per year. By involvement at an early stage, we can ensure protection of the environment is given adequate consideration in the development plan, saving unnecessary delays to planning applications later on.</p>			
Quarter 1	Quarter 2	Quarter 3	Quarter 4
Red	✘ Not achieved		
<p><b>Performance explained:</b></p> <p>The status of this measure is red at the end of Quarter 2 because in Quarter 1 we missed responding to a single formal development plan consultation by one day. There have been no further missed consultations in Quarter 2.</p> <p>During the second quarter 46 were completed on time and another 8 completed within agreed extended deadlines.</p>			
<b>Number on time year to date (% in brackets)</b>		<b>Number within extension year to date (% in brackets)</b>	
83 (82%)		100 (99%)	
		<b>Number late Year to date</b>	
		1 (1%)	
<b>Responsible director</b>	Calum MacDonald		

<sup>12</sup> <http://www.scotland.gov.uk/Publications/2012/03/3467>

### Section 3: Performance measures reports (continued)

<b>29. SEA consultation</b>	<b>Respond to 100% of Strategic Environmental Assessment consultations within agreed timescales</b>
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Outcome SEPA is a high performance organisation.

Strategic environmental assessment (SEA) is a systematic process for identifying, reporting, mitigating and monitoring environmental effects of plans, programmes and strategies. It aims to ensure that environmental issues are taken into account at every stage in their preparation, implementation, monitoring and review.

Under the Environmental Assessment (Scotland) Act 2005, SEPA has statutory duties, both as a Consultation Authority (where SEPA must provide advice to those undertaking strategic environmental assessment) and as a Responsible Authority (where SEPA must undertake strategic environmental assessment for its own plans, programmes and strategies).

SEPA responds to approximately 300 strategic environmental assessment consultations each year. The purpose of this performance measure is to monitor how well we meet agreed timescales.

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Green	Green		

#### Performance explained:

The status of this measure is green at the end of Quarter 2 because we have responded to all strategic environmental assessment consultations within agreed timetables during the quarter. We have completed 55 in time during the quarter with none requiring agreed extensions.

Number on time year to date (% in brackets)	Number within extension year to date (% in brackets)	Number late Year to date
100 (100%)	No extensions for strategic environmental assessments	0

<b>Responsible director</b>	Calum MacDonald
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### Section 3: Performance measures reports (continued)

<b>30. Planning consultations</b>	<b>Respond to 95% of planning consultations within agreed timescales</b>		
Outcome	SEPA is a high performance organisation.		
<p>Local Authorities consult us about planning applications when they believe there are environmental issues that need to be considered. We provide standing advice, which Local Authorities can use when a development has a low level of risk, but we encourage consultation where the issues are more complex. We receive approximately 3,000 planning consultations a year.</p> <p>We provide advice on environmental issues such as flooding, air quality (particularly near sites we regulate), issues with sustainable waste management or the water environment. The standard consultation timescale is 10 working days, but when complex proposals are received, we will request an extension to allow us to provide a full response. Sometimes this will include holding a meeting with the developer to gain a better understanding of the proposal. The purpose of this performance measure is to monitor how well we meet agreed timescales for responding to planning consultations.</p>			
Quarter 1	Quarter 2	Quarter 3	Quarter 4
Green	Green		
<p><b>Performance explained:</b></p> <p>The status of this measure is green at the end of Quarter 2 because over the year to date we have responded to 98% of planning consultations within agreed timescales (including extensions), against the target of 95%. Over the second quarter 1,068 consultations were completed on time, another 102 completed on time after agreed extensions, and 17 were late.</p>			
<b>Number on time year to date (% in brackets)</b>	<b>Number within extension year to date (% in brackets)</b>	<b>Number late Year to date</b>	
2,025 (88%)	2,242 (98%)	53 (2%)	
<b>Responsible director</b>		Calum MacDonald	

### Section 3: Performance measures reports (continued)

<b>31. Official &amp; Ministerial Enquiries</b>	<b>Respond to 90% of Official &amp; Ministerial Enquiries (OMEs) within agreed timescales</b>
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Outcome	SEPA is a high performance organisation.
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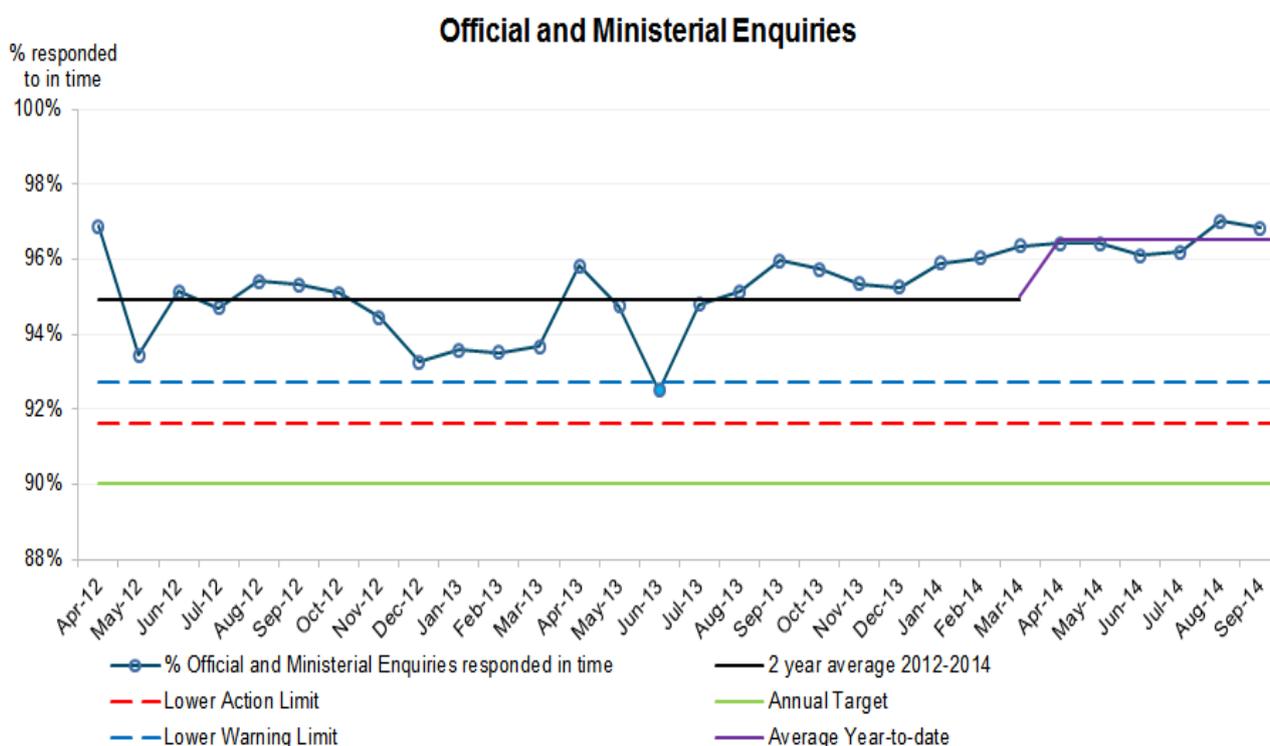
Official & Ministerial Enquiries are interactions with: Government seeking information for Ministers; direct enquiries from Ministers; members of the Scottish, UK or European Parliaments (including individual politicians or their staff); leaders or chief executives of Local Authorities; and staff from the Scottish or UK Parliaments, for example members of SPICe (the Scottish Parliament Information Centre) or committee clerks.

The purpose of this performance measure is to monitor how well we meet agreed timescales for responding to Official & Ministerial Enquiries.

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Green	Green		

#### Performance explained:

The status of this measure is green at the end of September 2014. Year-to-date SEPA has responded to 158 Official and Ministerial Enquiries, with 153 (97%) within agreed timescales, against the target of 90%. We currently have none outstanding.



Responsible chief officer	Allan Reid
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### Section 3: Performance measures reports (continued)

<b>32. Third party consultations</b>	<b>Respond to 90% of formal third party consultations within agreed timescales</b>
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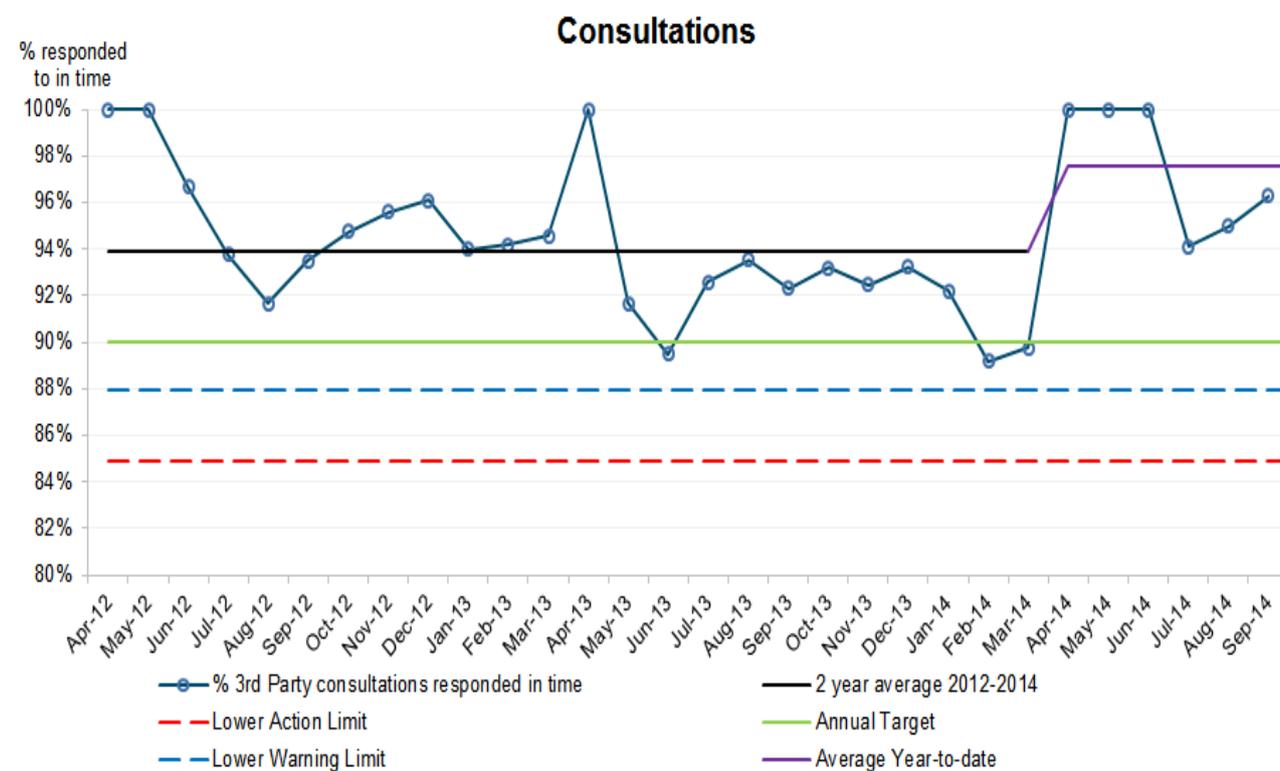
Outcome	SEPA is a high performance organisation.
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SEPA is regularly asked to comment on a formal basis on a wide range of issues and publications by external organisations. These can range from commenting on draft reports, to providing input to proposals for legislation and regulations. Whilst it is difficult to describe explicitly all possible types and sources of consultation requests, the business procedure and this associated performance measure seek to provide a coordinated/consistency of approach for the organisation. The purpose of this performance measure is to monitor how well we meet agreed timescales for responding to third party consultations.

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Green	Green		

#### Performance explained:

The status of this measure is green at the end of September 2014. Year-to-date SEPA has responded to 27 third party consultations, with 26 (96%) consultations within agreed timescales, against the target of 90%. We currently have 7 consultations outstanding.



<b>Responsible chief officer</b>	Allan Reid
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## Appendix 1: Greening SEPA performance measures reports

<b>Greening SEPA: procurement</b>	<b>By March 2015 sustainability to represent a minimum of 15% of the scored assessment criteria used to select eligible targeted goods and services.</b>																								
Outcome	SEPA is a high performance organisation.																								
<p>In 2009 SEPA signed up to the <a href="#">Scottish Government's Sustainable Procurement Action Plan</a> for Scotland. This includes a 10-Step Plan to assist public sector organisations to meet their needs for procuring sustainably. The Sustainable Procurement Action Plan includes a toolkit called the Flexible Framework, designed to measure an organisation's progress towards sustainable purchasing. SEPA committed itself to examine ways of reducing the impact of its procurement of goods and services and to work with the Government to influence public sector procurement policy. This was explained in the <a href="#">2011-2012 Greening SEPA annual report</a> in which we also gave an interim target of: "25% increase by 2017 in the number of targeted goods and services whose procurement is controlled against sustainability criteria. Annual targets will be set to ensure that we achieve this target".</p> <p>This measure is intended to track progress towards the introduction of sustainability criteria within purchasing. Already 100% of relevant procurement contains sustainability as a required element of the technical assessment criteria. By 2017 we intend sustainability criteria to reach 25% of the assessment criteria used in any tendering decision for these goods or services. By the end of this year we intend this proportion to have reached 15%.</p>																									
Quarter 1	Quarter 2	Quarter 3	Quarter 4																						
Green	Green																								
<p><b>Performance explained:</b></p> <p>The status of this measure is green as we are making progress in reaching the target of raising sustainability to 15% of the assessment criteria for procurement. Currently sustainability represents 10% of the Technical Assessment Criteria for all tenders issued by procurement and the intention is that this will be increased to 15% by the end of the year. Following the passing of the <a href="#">Procurement Reform Bill</a><sup>13</sup> in May of this year, a list of sustainability criteria that can be used through the Procurement Process has been developed by SEPA's Procurement section and is available on our internal website. These address the three strands of sustainability contained within the Bill, namely, Social, Financial and Environmental sustainability.</p>																									
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<b>Responsible chief officer</b>	Fiona Martin																								

<sup>13</sup> <http://www.scotland.gov.uk/Topics/Government/Procurement/policy/ProcurementReform/usefulinfo>

## Appendix 1: Greening SEPA performance measures reports (continued)

<b>Greening SEPA: biodiversity</b>	<b>100% of SEPA buildings grounds to have Biodiversity Action Plans implemented by 2017</b>										
Outcome	SEPA is a high performance organisation.										
<p>To demonstrate its own environmental performance commitment SEPA has agreed to enhance the biodiversity of its SEPA offices with grounds under our control. SEPA has a responsibility to improve the biodiversity in SEPA grounds under the Nature Conservation (Scotland) Act (2004), which states that all public bodies have a duty to promote biodiversity. SEPA's Green Network is key to the success of this target as the network (with the cooperation of Facilities staff) will be responsible for delivering actions to enhance biodiversity in SEPA grounds. The office Biodiversity Action Plans have been formulated in conjunction with Ecology and include suitable actions to enhance biodiversity, agreed by Facilities. Ecology contacts for each office location have been nominated to provide advice to Green co-ordinators (who may be from any function). The overall objective for this year is to implement each office Biodiversity Action Plan and update as necessary.</p>											
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<p><b>Performance explained:</b></p> <p>We are currently reporting green status as performance meets expectations in the implementation of biodiversity action plans at the offices with grounds.</p> <p>Existing biodiversity features are being maintained at all sites. Most offices have bird feeders which have been kept topped up except when demand was low. At Fort William, their three bird boxes and all bird feeders have been taken down, maintained, cleaned and put back up, ready for winter feeding; Elgin have added a further bird feeder to their feeding station. At Glenrothes, the first pair of goldcrests were seen by the feeding station in early September.</p> <p>Planting activities taking place in the second quarter include the addition of pollinator-friendly plants (heather, lavender and rosemary) in Aberdeen, crocus bulbs in Dingwall, home-grown wildflower plug plants added in Galashiels and hardy perennials planted in entrance beds in Lochgilphead. Planters from Erskine Court in Stirling have been moved to the grounds of Strathallan House. However, uncertainty over what is possible at the new office is constraining biodiversity improvements at Stirling. Similarly, uncertainty surrounding the lease break at Riccarton is also having an impact on biodiversity action plan progress.</p> <p>Progress has been made in communication with grounds contractors in Glenrothes and at Strathearn House in Perth, reducing the risk of accidental destruction of Biodiversity Action Plan plants due to pruning (Glenrothes) or weedkiller use (Strathearn).</p> <p>Examples of outreach activities with neighbouring organisations this quarter include a combined SEPA, Scottish Natural Heritage and Joint Nature Conservation Committee lunchtime Garden Club and beach clean-up activities at Inverdee House in Aberdeen; continuing development of links with The Children's Reporter who are SEPA's neighbours in Lochgilphead; and initial contact made with the neighbouring landlord to identify opportunities for extending planting beyond SEPA's grounds in Glenrothes.</p>											
<b>Responsible director</b>	David Pirie										

## Appendix 2: 2014-2015 Strategic performance reporting framework

### Introduction

Each month a performance report will be produced for the Agency Management Team, explaining the agency's progress towards achieving the 32 performance measures set in the [Annual Operating Plan 2014–2015](#). A performance record table has been completed for each of these measures.

The three quarterly reports will record progress on all 32 measures over the previous three months. The final report of the year is the Annual Review of Performance, which will summarise our performance against targets over the whole year.

### Frequency of reporting

Monthly reports will provide an update on an exception reporting basis.

An exception report will be triggered for those performance measures where:

- measured percentage performance falls below expected levels or greatly exceeds expected levels;
- key milestones are missed in project led measures; or
- time allowed has been exceeded.

Each quarterly Agency Management Team report and Agency Board report will provide commentary on all 32 measures and will also include an appendix summarising progress towards those Greening SEPA performance measures not included in the Annual Operating Plan. These measures are reported annually in the Greening SEPA report and the quarterly updates will ensure the Agency Management Team and Agency Board have regular feedback on performance.

The Annual Report and Accounts is usually published in September after the Scottish Parliament returns from the summer recess. The Annual Report and Accounts must be approved by the Minister for Environment and Climate Change and laid before the Scottish Parliament before being officially published on SEPA's website.

### Audience

Once approved by the Agency Management Team, the quarterly performance report will be sent to the Scottish Government and reviewed and noted by the Agency Board. The quarterly reports will then be made public on the [Quarterly Performance Update](#)<sup>14</sup> section of the SEPA Performs page on SEPA's website.

The Internal Portfolio Scorecard and the Programme Management Office Monthly Report are intended for internal use only so will be removed from the quarterly reports before these are submitted to the Agency Board, and will not be sent to the Scottish Government or published on SEPA's website.

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<sup>14</sup> [http://www.sepa.org.uk/about\\_us/sepa\\_performs/quarterly\\_performance.aspx](http://www.sepa.org.uk/about_us/sepa_performs/quarterly_performance.aspx)

### **Appendix 3: Using Control Charts to monitor and improve performance**

The primary purpose of a control chart is to give early warning that a process being measured is failing to hit its target. This could be due to both over-performance, as well under-performance. The charts allow trends in performance to be observed and give adequate time to make appropriate adjustment to working practices.

Each month's performance data is plotted. The average, warning\* and action lines are constructed based on the statistical characteristics of the observed performance over time.

The chart indicates that performance is statistically "out of control" when:

- one performance result exceeds the action limit; or
- two consecutive performance results are found to exceed the warning limit.

In these cases, performance is "unsatisfactory" compared to the typical performance of the process. The cause of this unsatisfactory performance should be investigated and action taken to return performance to a satisfactory level. It should be noted that for processes that typically perform above target, performance might be statistically "unsatisfactory" even if the results continue to come in above target levels.

Statistically significant trends should also be monitored as they represent potential beneficial or detrimental changes in process performance. They can be observed when there are:

- nine consecutive points on one side of the average line;
- six consecutive points rising or falling;
- any unusual, non-random visible patterns.

Significant trends should be investigated to determine what may have caused the trend and to prevent deterioration in performance. Again, it should be noted that for processes that typically perform above target, performance trends might be statistically significant while continuing to achieve above target performance.

(\* In these reports we have used 2 standard deviations for the warning line, and 3 standard deviations for the action line, based on the 5 year moving average).