



Scottish Environment  
Protection Agency

## Agency Board Meeting 26 May 2015

Board Report Number: <unique number set by Board Administrator>

### Annual Review of Performance 2014-2015

- Summary:** This paper presents SEPA's Annual Review of Performance towards the targets set in the [Annual Operating Plan 2014-2015](#) for the Agency Board. We have achieved 27 of the 32 targets.
- The information in this review is the basis of the performance section of the Annual Report and Accounts which will be published in the autumn.
- 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.
- Financial Implications:** The financial implications are as stated in the report.
- Staffing Implications:** The staffing implications are as stated in the report.
- Environmental and Carbon Impact:** The environmental implications are as stated in the report. Provisional figures suggest emissions from transport fell 1.3% during the year, more than offset by a rise in buildings energy emissions of 4.4%. Total emissions across SEPA were consequently up 2.7% over the year.
- Purpose of the report:** For active discussion and comment.
- Report Author:** Philip Graves, Business Strategy Unit  
Dr David Pirie, Executive Director
- Appendices:** Annual Review of Performance 2014-2015.

## 1. Introduction

- 1.1 This is the Annual Review of SEPA's performance towards the targets set in the [Annual Operating Plan 2014–2015](#). Progress towards achieving these targets has been reviewed throughout the year in the quarterly corporate performance reports. This annual review is in place of a Quarter Four report.
- 1.2 The information contained in this report is the basis of the performance section of the Annual Report and Accounts which will be published later in the autumn.

## 2. What does the review tell us?

2.1 The review shows that we met 27 of the 32 the performance targets set last year. Our successes include:

- determined 98.5% of all [licence applications](#) within the relevant statutory timescale, against a target of 96%;
- met our target for [key reporting requirements](#), producing all 9 important reports on time against a target of 90%;
- exceeded our target to deliver at least 95% of our [Environmental Monitoring Plan](#), collecting 30,043 samplings against the planned 29,271 in the 2014 environmental monitoring plan<sup>1</sup>, a 100% record;
- increased the numbers of [Floodline subscribers](#) by 14% by the end of the year to 20,997 subscribers against a target of 10%;
- exceeded our target for responding to 96% of [environmental incident reports](#) within 24 hours by responding to 6,439 (98%) of the 6,576 reports on time;
- achieved an 88% uptake of required measures to alleviate [diffuse pollution](#) after first revisits to non-compliant farms against a target of 70%;
- completed all planned samples and analysis set by the [statutory monitoring requirements](#) of the Urban Waste Waters Treatment Directive and the Bathing Water Directive.

2.2 Measures we failed to meet this year were:

[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.

[Water Environment](#) failed due to the likelihood we will not achieve the target of 70% of water bodies at good status or better by 2015.

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

[Buildings energy use](#) failed as, despite flat electricity consumption and falling gas use, overall emissions from all buildings have risen by 112 tonnes of carbon dioxide equivalent, or 4.4%

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<sup>1</sup> Actual samplings can exceed planned samplings for a number of reasons, including some needing a repeat sampling on instructions from our laboratory.

against a target of a 5% cut for the full year. We have had to use an electricity conversion factor almost 11% higher than last year. Unchanged conversion factors would have given a 4.3% fall in emissions, narrowly missing the 5% target.

[Decreasing non-compliance](#) was not achieved as we failed to reduce the percentage of non-compliant sites by the required 10%. The level of non-compliance remained similar to the previous year.

### 3. Annual Report and Accounts

- 3.1 The performance information contained in this report will be reported officially in the Annual Report and Accounts. The Agency Board will be asked to approve the Annual Report and Accounts in July. The report is usually presented in a magazine style format. It includes this performance information, as well as key achievements and facts and figures which would not be covered by simply reporting the performance measures.
- 3.2 The Annual Report and Accounts is usually published in September. Before it can be published it must be laid before Parliament.
- 3.3 The Board are asked to consider any gaps in our coverage and to make suggestions on topics they feel could be included in the Annual Report and Accounts. This might include adding further detail to the commentary provided for specific performance measures, or covering subjects missing from the list of proposed articles.
- 3.4 Intended articles include:
  - Delivering Our Climate Challenge
  - VIBES annual awards
  - Flood forecast modelling
  - Floods forecasted (summer floods in North Scotland)
  - Strathclyde Loch and the Commonwealth Games
  - Reservoirs – SEPA takes on new regulatory role
  - Making the Case for the Environment – soils
  - Scotland’s Environment Web (LIFE+) Project
  - Innovation within SEPA – river flows, waste crime sites
  - Strategic environmental harms projects – Air Quality
  - Better Environmental Regulation – statutory purpose, enforcement powers, new charging scheme
  - Continuous improvement in working practices – SEPA Contact Centre, ecosystem services project
  - Stirling office moves
  - Healthy Working Lives Silver award

### 4. Recommendations

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

#### Author and Date

Philip Graves, Business Strategy Team  
Dr David Pirie, Executive Director  
15 May 2015



# Annual Review of Performance 2014 – 2015

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## Introduction

Our [2012-2017 Corporate Plan](#) and [2014-2015 Annual Operating Plan](#) described our priorities for the year and the 32 performance measures we would use to monitor our success. During another year of extensive change we met 27 of the 32 targets.

This review of our performance explains each of the performance measures and summarises our performance over the year. As well as showing if we met the target this year, where relevant we also indicate whether the target was achieved in previous years. These performance measure summaries will be included within the 2014-2015 Annual Report and Accounts which is usually laid before the Scottish Parliament in September.

The Access to Information Annual Review can be found in [Appendix 1](#).

## Section 1: Summary

We met 27 of our 32 performance measure targets included in the [2014-2015 Annual Operating Plan](#).

Some of the highlights of the year were:

- determined 98.5% of all [licence applications](#) within the relevant statutory timescale, against a target of 96%;
- met our target for [key reporting requirements](#), producing all 9 important reports on time against a target of 90%;
- exceeded our target to deliver at least 95% of our [Environmental Monitoring Plan](#), collecting 30,043 samplings against the planned 29,271 in the 2014 environmental monitoring plan<sup>2</sup>, a 100% record;
- increased the numbers of [Floodline subscribers](#) by 14% by the end of the year to 20,997 subscribers against a target of 10%;
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- completed all planned samples and analysis set by the [statutory monitoring requirements](#) of the Urban Waste Waters Treatment Directive and the Bathing Water Directive.

Measures we failed to meet this year were:

[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.

[Water Environment](#) failed due to the likelihood we will not achieve the target of 70% of water bodies at good status or better by 2015.

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

[Buildings energy use](#) is red as, despite flat electricity consumption and falling gas use, overall emissions from all buildings have risen by 112 tonnes of carbon dioxide equivalent, or 4.4% against a target of a 5% cut for the full year. We have had to use an electricity conversion factor almost 11% higher than last year. Unchanged conversion factors would have given a 4.3% fall in emissions, narrowly missing the 5% target.

[Decreasing non-compliance](#) was not achieved as we failed to reduce the percentage of non-compliant sites by the required 10%. The level of non-compliance remained similar to the previous year.

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

	Outcomes and Measures	Target	RAG status	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	G	9
02	<a href="#">Landfill audits</a>	100%	G	11
<b>Scotland's environment is protected and improving</b>				
03	<a href="#">Improving poor performers</a>	20%	G	12
04	<a href="#">Decreasing non-compliance</a>	10%	R	13
05	<a href="#">Water environment</a>	31/03/2015	R	15
06	<a href="#">Public exposure to radiation</a>	1millisievert	G	18
07	<a href="#">Flood Risk Management Strategies</a>	31/12/2014	G	19
08	<a href="#">Increase Floodline Direct Warnings subscribers</a>	10%	G	21
	<b><i>Maintain operational readiness of our public warning and incident response systems:</i></b>			
09	• <a href="#">Radioactive Incident Monitoring Network</a>	100%	G	23
10	• <a href="#">Air Hazard Emergency Response Service</a>	100%	G	24
11	• <a href="#">Bathing waters signage</a>	95%	R	25
12	• <a href="#">Flood forecasts</a>	100%	G	26
13	• <a href="#">Flood warning</a>	98%	G	27
<b>Scotland's environment is understood and SEPA is an influential and respected authority</b>				
14	<a href="#">Reporting requirements</a>	100%	G	28
	<b><i>Increase in the number of people engaged in citizen science:</i></b>			
15	• <a href="#">Citizen science – anglers</a>	31/03/2015	G	29
16	• <a href="#">Citizen science – air quality</a>	31/03/2015	G	31
	<b><i>Delivery of our environmental monitoring plan:</i></b>			
17	• <a href="#">Environmental monitoring plan</a>	95%	G	33
18	• <a href="#">Statutory monitoring plans</a>	100%	G	34
19	<a href="#">Serious waste crime</a>	31/03/2015	G	35
20	<a href="#">Diffuse pollution measures uptake</a>	70%	G	37

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

SEPA is a high performance organisation				
21	<a href="#">Buildings energy use</a>	5%	R	40
22	<a href="#">Zero waste targets</a>	65%	G	41
23	<a href="#">Organisational efficiencies</a>	3%	G	42
24	<a href="#">Cost recovery</a>	98%	G	43
	<b>Improve customer service:</b>			
25	• <a href="#">Licence determination</a>	96%	G	44
26	• <a href="#">Environmental incident reports</a>	96%	G	45
27	• <a href="#">PPC applications</a>	80%	G	46
	<b>Planning:</b>			
28	• <a href="#">Development Plan consultations</a>	100%	R	47
29	• <a href="#">SEA consultations</a>	100%	G	48
30	• <a href="#">Planning consultations</a>	95%	G	49
	<b>Official enquiries:</b>			
31	• <a href="#">Official ministerial enquiries</a>	90%	G	50
32	• <a href="#">Third party enquiries</a>	90%	G	52

### Key

Status	Definition
Green	Performance meets or is beyond expectations
Red	Performance is below expectations

### Section 3: Performance measure reports

1. <a href="#">Landfill tax</a>	<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 was to show our progress in preparing for supporting the collection of the Scottish Landfill Tax by the deadline of 01 April 2015.</p>	
<b>2014-2015</b>	
<b>Target achieved</b>	
<p><b>Performance explained:</b></p> <p>The SEPA Project Board effectively identified and managed project risks and issues over the course of the year, and as a result this project was duly delivered successfully. Over the year the scope of our role in supporting Revenue Scotland in the collection of Scottish Landfill Tax has changed. Originally, SEPA was to receive the tax returns and tax payments as well as undertake compliance work. Revenue Scotland has retained the responsibility for the former, whilst we were left to focus on compliance activity relating to the Scottish Landfill Tax.</p> <p>We supported the Revenue Scotland programme with representation on Revenue Scotland's Tax Administration Programme Board, as well as on a number of Revenue Scotland project boards which reported to the Tax Administration Programme Board.</p> <p>Throughout the year we were represented at both the Parliamentary Finance Committee and Public Audit Committee through the SEPA Project Executive. We have worked with Revenue Scotland at a number of stakeholder events for landfill operators and subsequently contributed to the development of Revenue Scotland's guidance documents designed for taxpayers and waste producers.</p> <p>We agreed detailed funding requirements for 2015-2016 with Revenue Scotland, resulting in the creation of a new SEPA Scottish Landfill Tax Team within our Operations portfolio. A number of other supporting posts have been funded by Revenue Scotland and will sit outwith the core Scottish Landfill Tax Team. The Scottish Landfill Tax Team and supporting posts in our Intelligence Unit and Data Unit will be key to allowing us to implement an intelligence-led approach to compliance work at both authorised and unauthorised landfill sites. Our compliance work will also extend to high risk waste types 'upstream' of landfill sites. We have also agreed to a request by Revenue Scotland to manage intelligence relating to Scottish Landfill Tax on its behalf, subject to the provision of resources.</p> <p>Our interaction with Revenue Scotland, including detail of compliance roles and responsibilities, has been set out in a Memorandum of Understanding which has been approved by the Revenue Scotland Board. Revenue Scotland formally delegated legal powers to us to undertake Scottish Landfill Tax duties as of 01 April 2015.</p>	

1. <a href="#">Landfill tax</a>	<b>Landfill tax collection services will be ready to go live by 01 April 2015.</b>
<p>Awareness training on the new tax was delivered to more than 100 of our staff based all over Scotland via InterCall webinars.</p> <p><b>Scottish Landfill Communities Fund</b></p> <p>Separate to our role in assisting in the collection of Landfill Tax, we have agreed to regulate the Scottish Landfill Communities Fund on a cost neutral basis. Our performance in this role does not contribute to the overall status of this performance measure.</p> <p>We have worked with the Scottish Government and Revenue Scotland to ensure that there is greater certainty over the role of the regulator and the appropriate operating model. We have assisted Revenue Scotland in developing the relevant guidance and to agree a funding model which is acceptable to the Scottish Government. We have also led in developing application forms, guidance and processes for those applying to register to distribute these funds.</p>	
<b>Responsible director</b>	Calum MacDonald

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

2. <a href="#">Landfill audits</a>	100% audits delivered against the plan by the end of March 2015.
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 continued this year and is likely to roll forward to future years especially with the developments in the Scottish Landfill Tax. 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>	
<p style="text-align: center;"><b>2014-2015</b></p>	
<p><b>Target achieved</b></p>	
<p><b>Performance explained:</b></p>	
<p>The status of this measure is green at the end of the year as the four scheduled landfill audits have been completed.</p>	
<p>The audits carried out were divided equally between the East and North Regions. Analysis of the findings of the audits shows that there were common themes uncovered such as monitoring breaches requiring investigation, financial provision which required updating or verification and management plan issues. Most of the sites showed decreasing waste inputs and this can lead to infrastructure issues due to increased completion times for phases or cells, which are then left open to the elements for longer. The reducing volumes of waste appear to be due to increased recycling rates, preparation for the impact of landfill bans and the Waste (Scotland) Regulations 2012 beginning to take effect with more waste being pre-treated and diverted from landfill.</p>	
<p>The individual sites addressed these changes in a variety of different ways but special mention should go to Resource Efficient Solutions LLP (Fife Council) for their Lochhead site where a “standard” landfill facility has been transformed over time to encompass a household recycling centre, a materials recovery facility, a composting operation and an anaerobic digestion plant. This diversification showcases an understanding and acceptance of the changing nature of waste management and a willingness to adapt accordingly.</p>	
<p>Two additional audits were carried out at inert landfill sites. These have not traditionally formed part of the landfill audit process due to the reduced environmental risks from the limited range of wastes accepted at these sites. However, enforcement action has been and continues to be taken at a number of such sites that have been accepting non-inert wastes and so shorter audits were carried out at these sites focussing on waste acceptance criteria.</p>	
<p>The audits will continue on a similar basis next year.</p>	
<b>Responsible director</b>	Calum Macdonald

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

<a href="#">3. Improving poor performers</a>	<b>Improvement in performance at 20% of the sites which were identified as non-compliant during 2013.</b>												
<b>Outcome</b>	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>3</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 was designed to assess whether or not compliance with licence conditions improved 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>													
<b>2014-2015</b> <b>Target achieved</b>													
<b>Performance explained:</b>													
<p>This target has been achieved as well over 50% of the overall 395 non-compliant licences at the start of the year have become compliant.</p>													
<p>The Compliance Assessment Scheme is showing that 373 of those licences identified as non-compliant in 2013 have had initial assessments undertaken during the year. By the end of April, 241 were showing an improvement in their status, a percentage of 61%.</p>													
<table border="1"> <thead> <tr> <th>Status</th> <th>Number of licences</th> </tr> </thead> <tbody> <tr> <td>Improvement shown</td> <td>241</td> </tr> <tr> <td>Deterioration shown</td> <td>26</td> </tr> <tr> <td>No change</td> <td>106</td> </tr> <tr> <td>Not assessed</td> <td>22</td> </tr> <tr> <td>Total</td> <td>395</td> </tr> </tbody> </table>	Status	Number of licences	Improvement shown	241	Deterioration shown	26	No change	106	Not assessed	22	Total	395	
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Total	395												
Source: CAS as at 27 April 2015													
<p>Of these 373 licences assessed this year, 219 are currently classified as compliant (Excellent, Good or Broadly Compliant). This represents 55% of the overall 395 non-compliant licences at the start of the year.</p>													
<p>Note these numbers are subject to review and the final Compliance Assessment Scheme report is not published until the autumn.</p>													
<b>Responsible director</b>	Calum Macdonald												

<sup>3</sup> excluding engineering and diffuse pollution

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

4. <a href="#">Decreasing non-compliance</a>	A 10% decrease in the percentage of sites which are identified as non-compliant in 2014 compared to 2013.		
Outcome	Scotland's environment is protected and improving.		
<p>The purpose of this compliance measure is to show whether the steps we are taking to improve compliance are having the desired effect on the longer-term levels of non-compliance. The target was to reduce the non-compliance rate by 10% (or by a tenth) for the compliance year to December 2014. The non-compliance rate in 2013-2014 was 9.9% (395 non-compliant licences, 4,001 assessments) and the target for 2014-2015 is 8.9% (9.9% reduced by a tenth). Inspections are allocated using a risk-based approach, which is designed to capture the inherent hazard/environmental impact associated with a licensed activity. This approach allows us to concentrate our efforts on sites of higher risk and non-compliant/failing sites.</p>			
<table border="1"> <tr> <td><b>2014-2015</b></td> </tr> <tr> <td style="background-color: #f28b82;"><b>Target not achieved</b></td> </tr> </table>		<b>2014-2015</b>	<b>Target not achieved</b>
<b>2014-2015</b>			
<b>Target not achieved</b>			
<p><b>Performance explained:</b></p> <p>The status of this measure is red as the non-compliance rate at the end of the year is worse, at 9.9% than the target of 8.9%. The target was also missed in 2013, though by only a narrow margin. The current figures are still classed as interim as the assessment of data returns will continue to the end of May 2015 (as the teams assess the compliance of several thousand permits).</p> <p>SEPA has a formal Compliance Assessment Scheme (CAS) that assesses a combination of factors against every condition within an authorised permit. These factors are:</p> <ul style="list-style-type: none"> <li>• the results of site inspections;</li> <li>• operator data returns;</li> <li>• desk based assessments and;</li> <li>• information concerning environmental incidents.</li> </ul> <p>These factors provide evidence to identify whether an operator has complied with the permit's conditions. The annual measurement of compliance is carried out on a calendar basis running from January to December.</p> <p>Some information, such as operator data returns, does not need to be submitted under the permit conditions until the end of March the following year. It is the assessment of these data returns that often changes the compliance rating of a permit from satisfactory to unsatisfactory.</p> <p>Even after this assessment has been completed the operator still has an opportunity to challenge our assessment as part of a transparent appeals process. However, it is anticipated that this indicator will remain on red. We will make the data publically available towards the end of summer, and will (for the first time) produce a report on compliance that will be published in the autumn.</p> <p>We are committed to the adoption of challenging targets. Despite failing last year, we continued to tighten the target to a maximum non-compliance rate of 8.9% of total permit assessments, an improvement of 10% on the previous year's non-compliance rate. To achieve this target requires that about 450 or more of the 5,000 or so licences fail to comply with one or more conditions detailed in their permit. These conditions can range from air emission levels, waste storage volumes or levels of substances discharged to water courses, through to management conditions which can</p>			

**4. Decreasing non-compliance**

**A 10% decrease in the percentage of sites which are identified as non-compliant in 2014 compared to 2013.**

include the need to have copies of permits on site or documented training records etc. The range of conditions included within permits is often diverse.

In previous years, we have not included the assessment of water resources permits within this target. These permits included a range of water abstractions and impoundments including public water supplies, industrial and agricultural abstractions. The failure rate for these sites was assessed separately late in 2013 with a non-compliance rate of 27%. This was largely due to non-supply of data returns which are required under the conditions of a permit. In 2014, we combined all permit assessments into the same non-compliance rate target of 8.9%.

Not every unsatisfactory compliance assessment will have a negative impact on the environment and SEPA uses a risk based approach to inspections on that basis. This allows us to target higher risk sites for more frequent inspections – subsequently, low risk sites are not necessarily assessed every year. To that end, we use a percentage failure rate for the target as the number of assessments changes each year.

Combining water resources permits has raised the number of permits assessed within the target by more than 1,300 between 2013 and 2014. At least 10% (>50) of this year's failing sites are due to water resource operators not returning their annual data returns as stipulated by the permit.

Status @ 27 April 2015	Number of permits	Percentage
Compliant	4,716	90.1%
Failing	519	9.9%
TOTAL	5,235	100%

The number of failing sites still remains disappointing despite considerable efforts to drive down the level of non-compliance. This has included focused campaigns on persistently failing sites or working with partners such as the Scottish Government's Rural Payments and Inspections Directorate to target specific sectors. We also develop and deploy specific initiatives to target poor performing sectors, and to ensure compliance in those sectors improve. This can often increase the number of non-compliant assessments in these sectors as more issues are identified, but in the longer term it should deliver environmental improvements.

We will continue to work on achieving high levels of compliance during 2015.

We are aiming to make a considerable revision to the compliance assessment scheme ready for launch in January 2016. One of the benefits of the changes will be a rolling assessment process that will give real time compliance data, rather than the current reliance on end-of-year assessment. This data will be available on the website within four months of assessment, using publicity as a driver towards gaining improved levels of compliance.

The new compliance assessment scheme will also be linked to the charging scheme in 2018, thereby using financial penalties as a potential disincentive. We will also use our new enforcement powers gained under the Regulatory Reform Act to target persistent non-compliant sites and sites that fail to submit data returns. At the same time we will continue to work with our partners to continue to drive down levels of non-compliance.

**Responsible director** Calum Macdonald

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

<p><b>5. <a href="#">Water environment</a></b></p>	<p><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></p>
<p>Outcome</p>	<p>Scotland's environment is protected and improving.</p>
<p>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.</p> <p>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 via the Quality and Standards programme; farm visits and farmers workshops on diffuse pollution; and pilot catchment projects intended to provide restoration benefits.</p> <p>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.</p>	
<p><b>2014-2015</b></p> <p><b>Target not achieved</b></p>	
<p><b>Performance explained:</b></p> <p>This measure is red 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. The 2014 classification report is due in the summer of 2015.</p> <p>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.</p> <p>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.</p> <p><i>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. However Scotland has been acknowledged by the European Commission as an exemplar in terms of its overall approach to River Basin Management Planning, and particularly</i></p>	

## 5. [Water environment](#)

**Progressively improve the chemical and ecological status of water to achieve at least 70% of water bodies at good status or better by 2015.**

*our strategy in tackling diffuse pollution.*

More detailed descriptions of progress in the five areas of work are provided below:

### **Controlled Activities Regulations licence reviews**

With the exception of planned reviews associated with SSE's hydro schemes, this process has delivered the planned improvements in water bodies impacted by authorised discharges and abstractions. However the withdrawal by SSE of the application to undertake environmental improvements to the Garry-Tummel hydro scheme has been a setback, and SSE's Conon and Ness scheme applications have also fallen. Discussions continue on the regulatory approach to take these improvements forward, but it is unlikely that planned improvement from these schemes will be secured within the first River Basin Management Plan cycle (2009-2015).

### **Water Environment Fund Unit**

The Water Environment Fund unit is currently supporting 27 morphology and fish barrier projects throughout the country, in various stages of development. Four Water Environment Fund projects have completed ground works improving the physical condition of 28.7km of rivers for fish passage. £2.5m of Scottish Government's Water Environment Fund was spent in 2014-2015 on scoping, design and ground works to achieve environmental improvements to the physical water environment. Scoping studies have been completed to assess potential for easing fish passage over barriers on the Rivers Fiddich, Almond, Forth, North Esk, Avon, Midlothian Esk and the Avon Water and to investigate improvements to the physical condition of Rivers Forth, Lunan, Bervie, Aberarder and Insh Marshes. The fund has also contributed to Scotland's invasive non-native species programme which has successfully completed another year of eradication and control, managed by the Rivers and Fisheries Trusts Scotland.

### **Quality and Standards**

During the year, Scottish Water completed nine of the twelve planned upgrades to wastewater treatment works which were included in the first River Basin Management Plan to improve water bodies at less than Good status. At two of the outstanding works, temporary treatment is however in place to ensure that the required discharge standards are met. Ongoing delays to the upgrade at the other outstanding works (Catrineholm) will prevent the River Ayr (downstream of Greenock Water) from meeting its water quality objective during 2015.

In addition, Scottish Water has completed a large number of other River Basin Management Plan measures in order to meet European Directive requirements, prevent water quality deterioration or contribute to the second River Basin Management Plan objectives. These include four wastewater treatments works upgraded to meet Urban Wastewater Treatment Directive requirements and improvements at 43 previously unsatisfactory intermittent discharges across the Clyde catchment. Scottish Water has removed a number of cross-connections to the surface water drainage system which were affecting bathing water quality at Saltcoats and Ardrossan. It has also completed a study at Dunbar bathing water which concluded that urban diffuse pollution could affect compliance with the revised Bathing Water Directive from 2015, and completed surface water action plans to reduce diffuse pollution at three industrial estates.

### **Diffuse pollution**

Since the diffuse pollution farm work began in summer 2011 over 3,000 one-to-one visits have been completed. Over 1,000 of these visits were completed last year. We achieved our target of ensuring all initial visits or engagement with land managers in priority catchments had been undertaken by the end of December 2014. Of the 501 farms revisited 88% are now compliant with general binding rules or regulations, or have started remedial work. This compares with an initial compliance rate average of 26%. Further details are presented under [Diffuse Pollution](#) on page 34.

<b>5. <a href="#">Water environment</a></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>
<p><b>Pilot catchments</b></p> <p>The agreed work plan for the South Esk, Dee, Nith and Glazert Water pilot catchments continues to be delivered with the aim of achieving improvements to their physical condition and enhance their natural flood management capacity. Priority reaches (stretches of river) are progressing through a step-by-step process of landowner engagement, options appraisal, design, and ground-works on 12 water bodies across these four catchments. At present, two are at landowner engagement stage and four are at options appraisal stage. Landowner approval has been obtained to proceed to design on four water bodies. Two others are at the point where third parties have been engaged to lead on the design.</p> <p>For some water bodies, there are no third parties with the capacity, capability or willingness to lead on the design and ground-works, and for these projects we will directly commission external contractors for the design and ground-works. Design will be undertaken in 2015, with the intention of starting ground-works in April 2016.</p> <p>We were also successful in obtaining Life+ funding through our role as a project partner in the <a href="#">Scottish Natural Heritage EcoCo Life+</a> bid. This enables us to employ a part-time project officer up to 2018 to co-ordinate restoration works along the Glazert Water.</p>	
<b>Responsible director</b>	Calum Macdonald

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

6. <a href="#">Radioactive waste disposals</a>	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.		
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 19</a>, confirms that in 2013 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 20) report is due to be published in December 2015 and will be available on our <a href="#">website</a><sup>4</sup>.</p>			
<table border="1" style="width: 100%; text-align: center;"> <tr> <td data-bbox="153 1003 1420 1055"><b>2014-2015</b></td> </tr> <tr> <td data-bbox="153 1059 1420 1111" style="background-color: #d9ead3;"><b>Target achieved</b></td> </tr> </table> <p><b>Performance explained:</b></p> <p>The status of this measure is green at the end of the year because over the year, 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>2014-2015</b>	<b>Target achieved</b>
<b>2014-2015</b>			
<b>Target achieved</b>			
<b>Responsible director</b>	Calum Macdonald		

<sup>4</sup> <http://www.sepa.org.uk/environment/radioactive-substances/environmental-monitoring-and-assessment/reports/>

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

<b>7. <a href="#">Flood risk management</a></b>	<b>Work with Flood Risk Management partners to develop draft Flood Risk Management Strategies for public consultation.</b>
<b>Outcome</b>	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 Scotland's first risk-based and plan-led approach to managing flooding. Together we are aiming to produce the best available information and data to assist Scotland's efforts in tackling flooding in the most vulnerable areas, and where the benefit of investment is greatest.</p> <p>This 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 associated likelihood and impact. These objectives and actions would form the basis for a public consultation on SEPA's Flood Risk Management Strategies beginning in December 2014, which would 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 worked with local authorities, Scottish Water and others in completing this year's key deliverables that contribute to the above programme.</p>	
<p style="text-align: center;"><b>2014-2015</b></p>	
<p style="text-align: center;"><b>Target achieved</b></p>	
<p><b>Performance explained:</b></p>	
<p>This measure is green as we have completed all key deliverables scheduled for this year which contribute to developing Flood Risk Management Strategies for public consultation.</p>	
<p><b>Understanding flood risk</b></p>	
<p>The understanding of flood risk in Scotland was significantly advanced during 2014-2015. This was due to the considerable focus placed on improving our strategic level mapping and modelling. In addition, local authorities, ourselves and other stakeholders worked closely together to improve this nationally-produced information with more detailed local knowledge and understanding. The strong partnerships and willingness of organisations to work together represents a major step towards developing an integrated approach to flood risk management, where those organisations and individuals responsible for managing floods are coordinating their efforts.</p>	
<p>This improved and shared evidence base on flood risk allows the impacts of future flooding to be better understood and anticipated. During 2014 the knowledge of the risk of river, coastal and surface water flooding was improved, allowing us to describe and compare the damage flooding could cause to the built and natural environment. For example, the main impacts of flooding are now summarised for all priority areas, with information available on the number of homes and businesses at risk, as well as the risk to community facilities, agricultural land, infrastructure, and important environmental sites. Working together, organisations have supplemented this assessment of flood risk by cross-checking the information with the local history of flooding. As a result of the progress in 2014, we collectively have the most advanced understanding of flooding at the national and local level ever held in Scotland.</p>	
<p><b>Setting objectives and identifying actions to manage flooding</b></p>	
<p>Local authorities and ourselves have developed this new understanding to set draft objectives for the potentially vulnerable areas designated by the Scottish Government in 2011. These objectives determine how flooding will be managed in the future. They do this by linking the source of</p>	

<b>7. <a href="#">Flood risk management</a></b>	<b>Work with Flood Risk Management partners to develop draft Flood Risk Management Strategies for public consultation.</b>
<p>flooding directly to its impacts and by establishing indicators by which to measure how risk is to be managed or reduced over time. Actions that can be taken between 2016 and 2022 to deliver the objectives were discussed between ourselves, local authorities and other stakeholders in 2014, and have been drafted for wider consultation and feedback.</p> <p><b>Consulting the public</b>  Drawing together the information developed over 2014, in December the lead local authorities and ourselves launched a coordinated consultation on the information to be published in the Flood Risk Management Strategies and Local Flood Risk Management Plans in December 2015 and June 2016 respectively. The consultation was set to close in June 2015.</p>	
<b>Responsible director</b>	Calum Macdonald

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

<b>8. <a href="#">Floodline subscribers</a></b>	<b>Increase the number of customers subscribing to Floodline Direct Warnings by 10%</b>
Outcome	Scotland's environment is protected and improving.

The purpose of this measure is to demonstrate success in encouraging people to sign up for our [Floodline service](#)<sup>5</sup>. We were aiming for a 10% increase on the number of people registered for the service at 31 March 2014.

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.

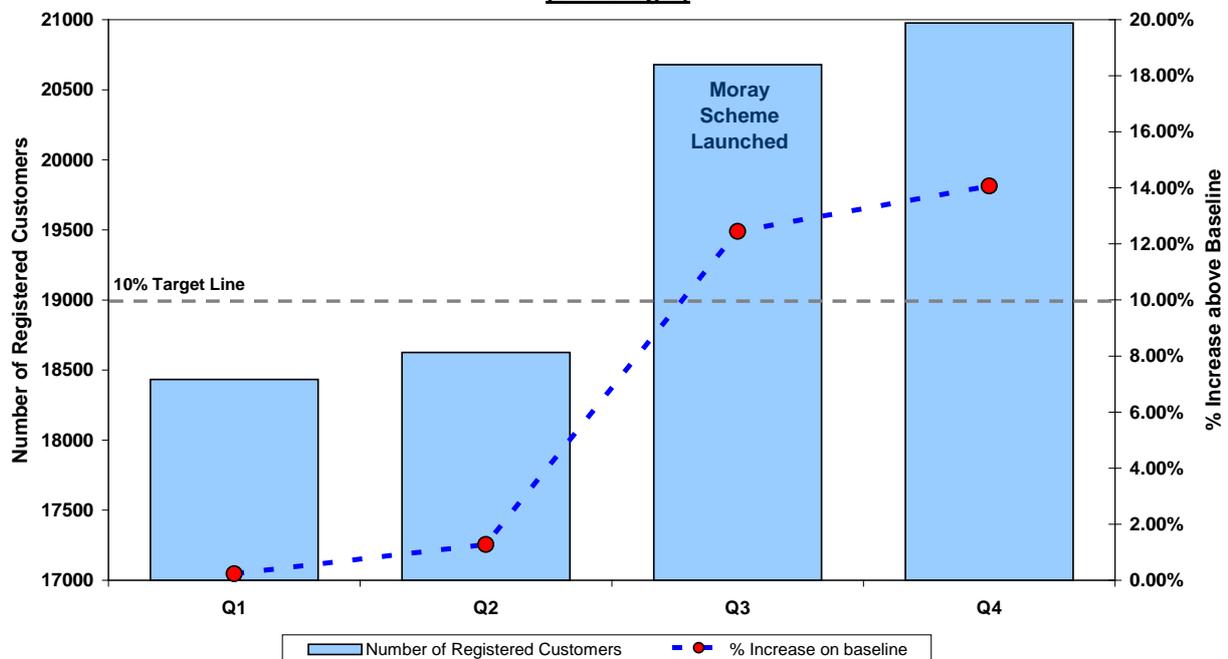
**2014-2015**

**Target achieved**

**Performance explained:**

This measure was achieved as the number of new subscribers has risen by over 14% since the start of the year. By the end of March there were 20,997 subscribers to the service.

**Changes in Floodline Customer Numbers during 2014-15**  
**(10% Target)**



<sup>5</sup> <http://www.floodlinescotland.org.uk/>

<b>8. <a href="#">Floodline subscribers</a></b>	<b>Increase the number of customers subscribing to Floodline Direct Warnings by 10%</b>
<p>Progress towards achieving this target was dominated by the launch of the Moray Firth Coastal Flood Warning Scheme. During the October launch around 1,400 new customers signed up. Spells of inclement weather during August and through the winter months also helped increase the profile of the service with resultant moderate increases in customer numbers.</p> <p>Activities during the first two quarters consisted of reviewing, consulting, consolidating, re-designing and producing marketing material and other resources in a digital, print or mobile form. These were designed to support activities in the third and fourth quarters of the year, which are the traditional flooding months, and when our year's significant campaign activity usually takes place. Various other marketing campaigns were run through the autumn and winter including:</p> <ul style="list-style-type: none"> <li>• The launch of a new Floodline Scotland website which was promoted both internally and externally. The site will have assisted sign up to Flood Alerts and Flood Warnings since going live during October.</li> <li>• Supporting and contributing to the 2014 Scottish Government "Ready Winter" campaign, signing up for Floodline was a key message.</li> <li>• Ongoing targeted campaigns which include: the use of social media to deliver infographics; the new Floodline number; and to encourage sign-up to Floodline especially during live flood events.</li> </ul> <p>It is worth noting that longer term, the increase in Floodline registrations may well be tempered 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> <p>At the end of the year we are starting to make preparations for new schemes during 2015-2016. The Solway Firth Scheme will be a major addition and a successful sign-up campaign should ensure that customer numbers show another step change in numbers during the autumn of 2015.</p>	
<b>Responsible director</b>	David Pirie

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

<b>9. <a href="#">Radioactive monitoring network</a></b>	<b>Maintain operational readiness of our public warning and incident response systems: 100% Radioactive Incident Monitoring Network.</b>
<b>Outcome</b>	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 had 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 could obtain information and data held on RIMNET, and input data that could be used by others.</p>	
<b>2014-2015</b>	
<b>Target achieved</b>	
<p><b>Performance explained:</b></p> <p>This measure is green as the RIMNET terminal in Perth was fully operational throughout the year and was regularly checked. We are working to connect a second set of RIMNET terminals in our office at the Angus Smith Building. Earlier in the year we successfully introduced web portal access as a back-up. This has been tested and proven robust.</p>	
<b>Responsible director</b>	Calum MacDonald

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

<b>10. <a href="#">Air Hazard Emergency Response Service</a></b>	<b>Maintain operational readiness of our public warning and incident response systems – 100% Air Hazard Emergency Response Service.</b>		
<b>Outcome</b>	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 outside these times for an incident that requires monitoring.</p> <p>The purpose of this measure is to ensure that we could have met our response times and protected 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" style="width: 100%;"> <tr> <td style="background-color: #e0e0e0;"><b>2014-2015</b></td> </tr> <tr> <td style="background-color: #c0c0c0;"><b>Target achieved</b></td> </tr> </table>		<b>2014-2015</b>	<b>Target achieved</b>
<b>2014-2015</b>			
<b>Target achieved</b>			
<p><b>Performance explained:</b></p> <p>Over the year, the Air Hazard Emergency Response Service has been fully staffed and available to respond to an incident. Following the delivery of Field Response Team training in 2014, the rota has increased from 48 rota staff to 56, improving our resilience. The Field Response Team rota in the North now comprises 16 fully trained staff with further staff already identified for training in 2015.</p> <p>The service has responded to eight incidents over the year, and deployed the Field Response Team to two of them. The incidents that required deployment of the Field Response Team included <a href="#">Jessie Street warehouse fire</a> in Glasgow and <a href="#">Bargeddie waste fire</a>, North Lanarkshire. On both occasions the agreed response time was met. The operator at the latter site, Viridor, praised us and the other emergency responders for their professional response to the incident.</p> <p>The service also provided monitoring of the Bardarbunga volcano during the period August 2014 - February 2015. Particulate and sulphur dioxide analysers were deployed at four locations across the Highlands and Islands to monitor air quality and provide early warning of any impact from volcanic pollution if it arose. Data from these analysers was regularly reviewed and reported as part of SEPA's response to the volcanic activity at Bardarbunga. A number of short-lived pollution episodes were identified but these did not breach any air quality standards.</p>			
<b>Responsible director</b>	David Pirie		

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

<b>11. <a href="#">Bathing water signage</a></b>	<b>Maintain operational readiness of our public warning and incident response systems – 95% of bathing water signage operational.</b>
<b>Outcome</b>	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 was to ensure we provided 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>	
<p style="text-align: center;"><b>2014-2015</b></p>	
<p style="text-align: center;"><b>Target not achieved</b></p>	
<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>	
<b>Responsible director</b>	David Pirie

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

<b>12. <a href="#">100% flood forecasting</a></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>6</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.</p> <p>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 was to ensure that we sent out 100% of Flood Guidance Statements every morning, 365 days of the year.</p>																													
<b>2014-2015</b>																													
<b>Target achieved</b>																													
<b>Performance explained:</b>																													
<p>All Flood Guidance Statements have been produced and issued before 12 noon for the 12 month reporting period. Some slight delays are evident during particularly complex flooding situations but generally the target has comfortably been met.</p>																													
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Number of Flood Guidance Statements Issued by 12 noon</td> <td>91</td> <td>92</td> <td>92</td> <td>90</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> </tr> <tr> <td>% of Flood Guidance Statements issued by noon</td> <td>100</td> <td>100</td> <td>100</td> <td>100</td> </tr> <tr> <td style="text-align: right;">Status</td> <td>G</td> <td>G</td> <td>G</td> <td>G</td> </tr> </tbody> </table>		Q1	Q2	Q3	Q4	Number of Flood Guidance Statements Issued by 12 noon	91	92	92	90	Number of Flood Guidance Statements issued after 12 noon	0	0	0	0	% of Flood Guidance Statements issued by noon	100	100	100	100	Status	G	G	G	G				
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Status	G	G	G	G																									
<b>Responsible director</b>	David Pirie																												

<sup>6</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)

13. <a href="#">98% flood warning</a>	<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 was 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>	
<b>2014-2015</b>	
<b>Target achieved</b>	
<p><b>Performance explained:</b></p> <p>For the year as a whole the Flood Warning messaging system has performed very well and the system has always been available for more than 98% of the time.</p> <p>September saw a brief period of downtime which impacted on our ability to send out the daily Flood Guidance Statement to emergency partners. The statement was issued using backup arrangements while the system was brought back on line.</p> <p>In October, the system environment was changed over by the suppliers. Following testing and detailed checks, this did not result in any interruption to the availability of the system. A new fault reporting process has now been launched which should enable more effective management of any serious faults by minimising potential delays in the fault reporting process.</p> <p>We are currently planning for a further upgrade to the system environment used by staff, this will make the process of issuing messages simpler for staff later in 2015-2016.</p>	
<b>Responsible director</b>	David Pirie

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

<b>14. <a href="#">Reporting requirements</a></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 identified eleven important reports that we needed to deliver this year. The purpose of this performance measure is to monitor that 100% of important reports were completed and ensure that we delivered at least 90% of these reports to agreed timescales by 31 March 2015.

**2014-2015**

**Target achieved**

#### Performance explained:

We are reporting green as we have completed all of the reports due by the end of the year. We did not produce the ECN report by the year end. The deadline was extended to April 2015 due to external factors (the recipient organisation was not yet in a position to receive the data). The State of the Environment report was also postponed after it was cancelled by the European Environment Agency. The October 2015 report will now combine two years of data.

The key reporting requirements and agreed timescales are shown below for 2014–2015.

Title of submission	Reporting deadline	Status	Department
Emissions data required by the Large Combustion Plant Directive Data to Department of Environment, Food and Rural Affairs (DEFRA)	August 2014	Complete	Data Unit
Water quality data for the Harmonised Monitoring Scheme to the Environment Agency	August 2014	Complete	Data Unit
Data relating to Riverine Inputs and Direct Discharges under the Strategy for Joint Assessment and Monitoring Programme (OSPAR, 1998)	September 2014	Complete	Data Unit
Data for freshwater sites located in Scotland to the Centre for Ecology and Hydrology (ECN report)	April 2015 (Previously December 2014)	Extension agreed	Data Unit
Compliance data for the Bathing Water Directive for designated bathing waters throughout Scotland	October 2014	Complete	Data Unit
Water quality data (hazardous substances and nutrients) for groundwater, lakes, and rivers to the European Environment Agency (State of the Environment report)	October 2015	Extension agreed	Data Unit
Radioactivity in Food and the Environment (RIFE 19)	October 2014	Complete	Radioactive Substances Unit
Scottish Pollutant Release Inventory 2013	October 2014	Complete	Data Unit
Report Local Authority 2013 waste data as Official Statistics	October 2014	Complete	Data Unit
Provision of the Scottish Pollutant Release Inventory 2012 for DEFRA	November 2014	Complete	Data Unit
Provision of the Scottish Pollutant Release Inventory 2013 for the European Pollutant Release Inventory to DEFRA	March 2015	Complete	Data Unit

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

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

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

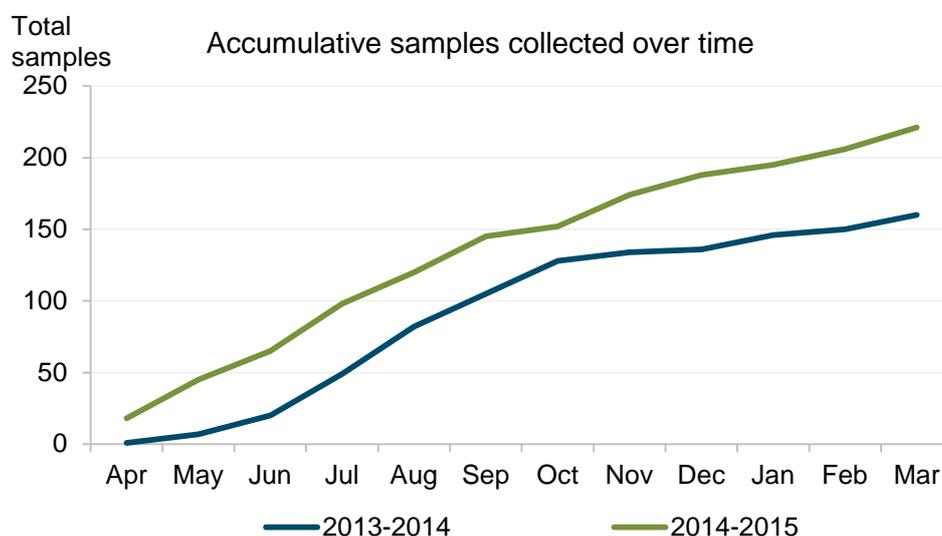
By participating in citizen science SEPA aims to develop local understanding of environmental issues and stewardship and a sense of ownership of the environment amongst those taking part. SEPA also wants to promote the collection of long-term datasets to improve our understanding of Scotland's environment.

The purpose of this performance measure was 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>7</sup> through targeted employee engagement.

<b>2014-2015</b>
<b>Target achieved</b>

#### Performance explained:

This measure is green as we have increased the amount of data from The Clyde River Foundation volunteers compared with last year, as shown in the chart below. This information is available from the Clyde Catchment Riverfly Data [website](#)<sup>8</sup>.



The [launch](#)<sup>9</sup> for the national online database for the Anglers' Riverfly Monitoring Initiative took place in July 2014. The database, developed for the Riverfly Partnership by the Freshwater Biological Association, represents a significant development for the Initiative, incorporating GIS mapping and enabling registered monitors to view their own monitoring time series data, as well as that of other registered monitors.

<sup>7</sup> <http://www.riverflies.org/rp-riverfly-monitoring-initiative>

<sup>8</sup> <https://opendata.shinyapps.io/Riverfly/>

<sup>9</sup> <http://www.riverflies.org/riverfly-partnership-launches-online-database-ami>

<p><b>15. <a href="#">Citizen science - anglers</a></b></p>	<p><b>Increase the quantity of data collected from the Anglers' Monitor Initiative</b></p>
<p><b>The Anglers' Riverfly Monitoring Initiative and SEPA's involvement</b></p>	
<p>The new Anglers' Riverfly Monitoring Initiative database is being populated with site data from around the country. Volunteers can enter their sampling data and groups will also be able to upload any historical data that they have. The Initiative is well established in England and Wales but currently to a lesser extent in Scotland.</p>	
<p>Over the last two years the Clyde River Foundation has trained over one hundred new volunteers with the last three training workshops taking place in 2014. These workshops received support from SEPA ecologists based in the Angus Smith Building. There are as yet an un-quantified number of trained volunteers in Scotland that collect riverfly data. These include the Annan Fisheries Trust and the Tweed Foundation, who have retained their results due to the poor performance of the old Riverfly Partnership database. The new database has had seven hundred sites registered on it, and will shortly be joined by those of the Clyde River Foundations groups. Those Scottish groups that have retained their own data will be encouraged in time to register their sites on the new Riverfly Partnership database and copy their results onto it. This would bring about an increase in the number of contributing Scottish volunteers and sites and with all of their results being available in one location. The new interactive database is seen as key to maintaining and promoting interest in this citizen science project.</p>	
<p>Two further training workshops are to be hosted by the Galloway Fisheries Trust at the end of May 2015 with the intention of training a further 24 volunteers. Accredited trainers from the Clyde River Foundation will deliver the training and ecologists from our Dumfries office will assist. We now have a representative on the Riverfly Partnership Board which is intending to organise a meeting in Scotland to promote the Anglers' Riverfly Monitoring Initiative.</p>	
<p>Our ecology staff attended the latest <a href="#">Caring for the Clyde citizen science meeting</a><sup>10</sup> in early March 2015. There were presentations from two very different Anglers' Riverfly Monitoring Initiative groups about their experiences using the method. John Blair of the Bridge of Weir angling club was full of praise for the response that he has received from us when dealing with environmental incidents that his group had detected, and also with easing fish passage past a barrier. The second presentation came from Graham Munro, a science teacher at Hollybrook Academy, who educates children with additional learning needs. He reported his pupils' positive experience of citizen science and how they had taken up the Anglers' Riverfly Monitoring Initiative with great enthusiasm.</p>	
<p><b>Responsible director</b></p>	<p>David Pirie</p>

<sup>10</sup> <http://www.clydeandavonvalley.org/events/caring-clyde-3rd-citizen-science-meeting>

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

<p><b>16. <a href="#">Citizen science - Air Quality</a></b></p>	<p><b>Develop a citizen science project to assess urban air quality</b></p>
<p>Outcome</p>	<p>Scotland's environment is understood and SEPA is an influential and respected authority</p>
<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 Scotland's environment 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>	
<p><b>2014-2015</b></p> <p><b>Target achieved</b></p>	
<p><b>Performance explained:</b></p>	
<p>This measure is green, because, despite initial delays, we completed the initial design stages of the project by the end of the year.</p>	
<p>We decided towards the beginning of the project that the most appropriate time to launch the project was at the Scottish Learning Festival in September 2015, rather than the original deadline of the end of March. The initial design stages of the project, including draft versions of the website containing the teaching materials, draft Spotfire tools and the low cost sensors, were all completed by 31 March 2015. The Air Quality Teaching Package containing these deliverables will be trialled in the summer term at selected schools in North Lanarkshire and Glasgow, starting at St. Rochs Secondary School on 20 May. Feedback from these schools will allow us to refine the package before the launch at the Scottish Learning Festival in September 2015, which coincides with the start of the new school year.</p>	
<p>The package was developed in collaboration with North Lanarkshire Council and Education Scotland. Development of the teaching material was led by teachers at Bellshill Academy and Carnbroe Primary School, in order to build a package that teachers want to use and learners find engaging and enjoyable. All material meets the prescribed 'Experiences and Outcomes' in the Curriculum for Excellence and encourages behavioural change, by challenging learners to relate findings to their everyday experiences, and the choices they make. It has also been created in recognised areas of deprivation (Bellshill and Royston) where the language of science is not typically spoken in the home. Areas of deprivation also tend to coincide with areas of poor air quality.</p>	
<p>The website contains separate packages for primary and secondary schools and encourages progression of skills between them. The Secondary School package contains six geography lessons and six science lessons. The geography lessons focus on fieldwork (citizen science) whereby the pupils monitor air quality around their school (using low cost sensors) and conduct traffic and travel-to-school surveys. The results of these surveys are uploaded and the learners use the designed Spotfire tools to guide them through the effect that traffic around their school can have on air quality. In the final lessons the learners think about solutions to poor air quality and play a Spotfire game which allows them to see the impact of different traffic mixes and fuel types</p>	

<b>16. <a href="#">Citizen science - Air Quality</a></b>	<b>Develop a citizen science project to assess urban air quality</b>
<p>on air quality. The science lessons cover topics such as fuels, combustion, health and environment and include science experiments designed with assistance from the Scottish Schools Education Research Centre, so that they can be carried out in the school science lab. Light-hearted video demonstrations accompany these experiments as do method statements and risk assessments. The Primary School package contains fieldwork aspects similar to the geography lessons but designed for Primary 5-7 pupils.</p> <p>Some issues caused temporary delays in the project timetable. The filming of the science experiments could not go ahead on schedule as the refurbished science labs at Bellshill Academy were awaiting fume cupboards. Health problems with one of the teachers also led to delays in the production of the teaching material.</p> <p>The package has been promoted by presentations at the Sustrans School Travel seminars, Scottish Government's Scottish Air Quality Database annual conference and the Citizen Science Urban Air Quality Advisory Group.</p>	
<b>Responsible director</b>	David Pirie

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

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

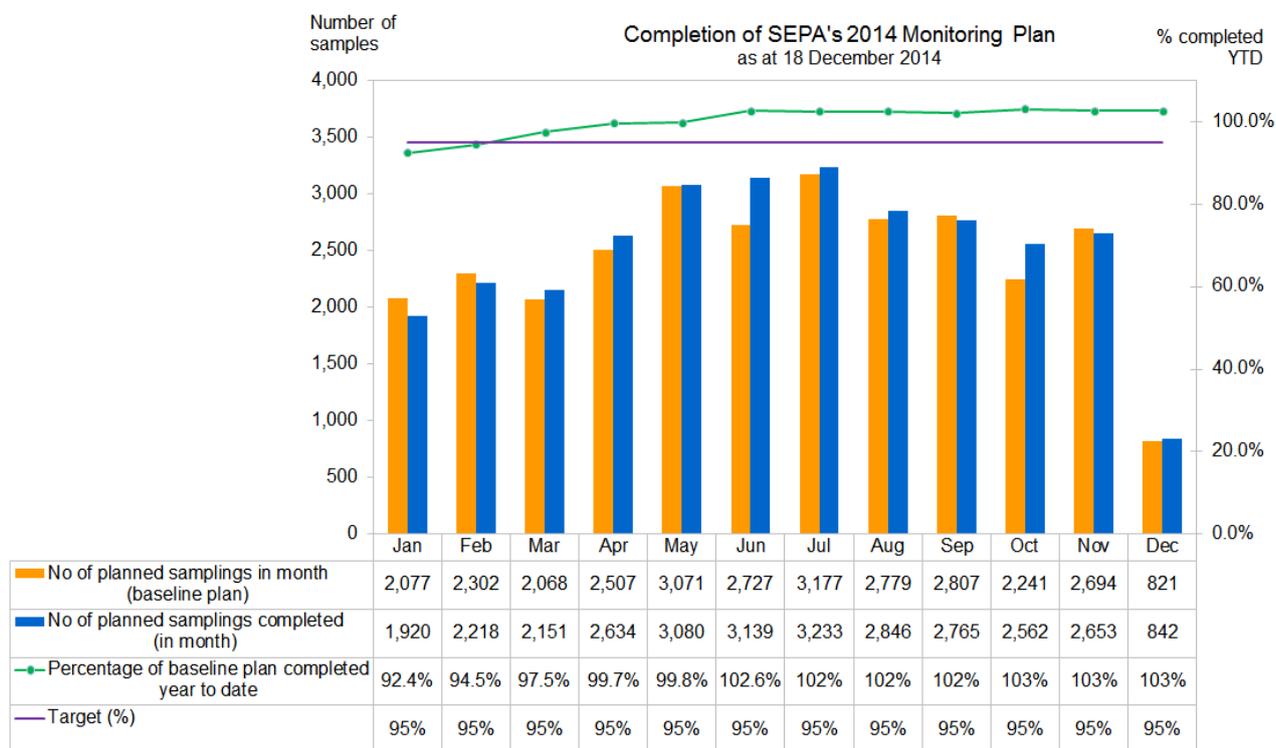
SEPA has a duty to monitor and report on the state of Scotland's environment and to use that scientific understanding to inform our independent regulation of activities that may affect its quality. Our environmental monitoring plan is designed to ensure that we collect the right samples at the right 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.

<b>2014-2015</b>
<b>Target achieved</b>

#### Performance explained:

This target for completion of the environmental monitoring plan has been achieved. Provisional results show that we have collected 30,043 samples compared to the planned 29,271 in the 2014 environmental monitoring plan<sup>11</sup>.



<b>Responsible director</b>	David Pirie
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<sup>11</sup> Actual samplings can exceed planned samplings for a number of reasons, including some needing a repeat sampling on instructions from our laboratory.

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

18. <a href="#">Statutory monitoring</a>	Meet 100% of statutory monitoring requirements.		
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>			
<table border="1" style="width: 100%;"> <tr> <td style="background-color: #e0e0e0;"><b>2014-2015</b></td> </tr> <tr> <td style="background-color: #c0c0c0;"><b>Target achieved</b></td> </tr> </table>		<b>2014-2015</b>	<b>Target achieved</b>
<b>2014-2015</b>			
<b>Target achieved</b>			
<p><b>Performance explained:</b></p> <p>We are able to report that this measure has been achieved for the year to December 2014. All planned samples have been taken and analyses completed for all the parameters required under the Urban Waste Waters Treatment Directive (UWWTD). The extra contingency samples were 98% completed and analysed. It was decided not to take the last contingency samples at four sites as we were well over the numbers required by the UWWTD. Because we achieved 100% of planned samples, contingency samples will not be required for reporting final UWWTD compliance.</p> <p>Although this measure does not cover the state of the discharges being analysed, it is worth noting that at the end of 2014, on a rolling 12 months basis, provisionally 95% of sites were compliant.</p> <p>We reported the achievement of 100% of our sampling under the Bathing Water Directive at end of Quarter 2.</p>			
<b>Responsible director</b>	David Pirie		

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

<b>19. <a href="#">Serious waste crime</a></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>		
<b>Outcome</b>	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 would 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 was 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 was 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" style="width: 100%;"> <tr> <td style="background-color: #e0e0e0;"><b>2014-2015</b></td> </tr> <tr> <td style="background-color: #c0c0c0;"><b>Target achieved</b></td> </tr> </table>		<b>2014-2015</b>	<b>Target achieved</b>
<b>2014-2015</b>			
<b>Target achieved</b>			
<p><b>Performance explained:</b></p> <p>The key deliverable of this project for 2014-2015 has been achieved. This was to produce a waste crime threat assessment that assesses the scale and impact of waste crime in Scotland and which offers a baseline for future reporting. Our completed internal report outlines significant methodological and conceptual problems in assessing the issue of waste crime, and offers a series of recommendations for consideration by us and our industry partners to develop further our understanding and response to waste crime. The report deals with the absence of waste crime data by conducting, for the first time, a waste crime perceptions questionnaire involving waste sector participants that gives us a baseline of victims' experiences and perceptions of waste crime. The effectiveness of future prevention and enforcement strategies will be measured against this baseline.</p> <p>Other key deliverables in the first year of the project included the development and implementation of intelligence, investigative and partnership activities to improve our capacity and capability to detect, deter, disrupt and divert waste crime. Significant results have been delivered in each of these areas and we have met all required deliverables for the year.</p> <p>We have improved our intelligence capacity and capability by delivering accredited intelligence training, in association with the Police Service of Scotland, to 39 SEPA officers who now act as points of contact within their own regulatory or portfolio teams. We have signed Information Sharing Protocols with HMRC and the Police Service of Scotland which now permit access by our authorised staff to intelligence relevant to waste crime enquiries held by these agencies. The agreement with Police Scotland also provides our authorised staff with access rights to the Scottish Crime Campus and to participate in a multi-agency approach to tackling organised serious waste crime in Scotland. The project also initiated the development of prioritised tasking and co-ordination models to identify serious waste crime offenders. This work has now been devolved to east and west regional operations for specific development in response to local needs.</p> <p>The project has improved our investigatory skills. Waste crime team officers have received dedicated surveillance training, enhanced interview skills and crime scene management skills. To</p>			

<b>19. <a href="#">Serious waste crime</a></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>
<p>date, the waste crime team has initiated eight dedicated operations against waste crime activities and has begun to use advanced investigative techniques such as forensic capture from waste materials including DNA analysis and fingerprint examination to trace suspects; virtual ID parades; a pilot study of the use of Unmanned Aerial Vehicles to map waste crime scenes and, importantly, the use of static 3G CCTV monitoring for sites under notice for remediation. This latter innovation has allowed us for the first time to engage in 24/7 monitoring of sites.</p> <p>Finally, in support of improved investigatory skills and partnership working, the Waste and Enforcement Manager is now a participant in the Multi-Agency Collaborative Coordinating Group that meets monthly at the Scottish Crime Campus. The purpose of this group is to provide a co-operative approach to tackling serious organised crime, including when appropriate, serious waste crime. We have made submissions to this group and have received support from our partners in progressing subsequent investigations.</p>	
<b>Responsible director</b>	Calum MacDonald

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

<p><b>20. <a href="#">Diffuse pollution measures uptake</a></b></p>	<p><b>Achieve a greater than 70% uptake of required measures to alleviate diffuse pollution after first revisits to non-compliant farms.</b></p>
<p>Outcome</p>	<p>Scotland's environment is understood and SEPA is an influential and respected authority</p>
<p>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.</p> <p>This measure showed how effective farm visits have been in encouraging landowners and land managers in tackling diffuse pollution. The target was for more than 70% of non-compliant farms to have shown evidence of introducing required measures by the time of the next visit.</p>	
<p><b>2014-2015</b></p> <p><b>Target achieved</b></p>	
<p><b>Performance explained:</b></p> <p>The status of the measure is green at the end of the year as 88% of farms revisited are now compliant or have started remedial work. Since the diffuse pollution farm work began in summer 2011 over 3,000 one-to-one visits have been completed. Over 1,000 of these visits were completed last year. We achieved our target of ensuring all initial visits or engagement with land managers in priority catchments had been undertaken by the end of December 2014.</p> <p>Throughout the year we have continued to work well with our partners to deliver the rural diffuse pollution plan. Two well attended Diffuse Pollution Management Advisory Group meetings were held (in October 2014 and March 2015). SEPA staff engaged directly with land managers by manning stands and answering questions at major agricultural shows (Scotsheep, Royal Highland Show and the Kelso Show, all in June 2014).</p> <p>The tables record progress to date in each of the <a href="#">14 priority catchments</a> 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.</p> <p>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 (52%) have become compliant due the mitigation work carried out, a further 180 (36%) had started, but not completed, remedial mitigation (which combined give the 88% quoted above). Only 59 (12%) had not initiated any remedial mitigation so far.</p> <p>An initial compliance rate for the agricultural sector of just 26% (with SSAFO<sup>12</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 fewer than half of the farms have been revisited, the compliance rate in these six catchments has already risen to 51%. Interestingly the initial compliance rate for the eight catchments where inspection were completed at the end of 2014 for the agricultural sector was a little higher than the first six catchments completed (at 35% against 26%) which might be an</p>	

<sup>12</sup> Silage, Slurry and Agricultural Fuel Oil.

**20. [Diffuse pollution measures uptake](#)**

**Achieve a greater than 70% uptake of required measures to alleviate diffuse pollution after first revisits to non-compliant farms.**

indication that rural land managers are becoming more aware of their regulatory requirements in terms of General Binding Rules.

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.

<b>Farms that have received revisits</b>					
<b>Six 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>Resulting % 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 visits completed in 2014 (yet to be re-visited)</b>		
<b>Eight priority catchments not yet received a 2nd visit</b>	<b>Initial 1st visits completed</b>	<b>% visited sites compliant (at 1st visit)</b>
River Garnock	131	33%
Galloway Coastal	317	19%
River Tay	502	49%
Stewarty Coastal	152	27%
River Dee	296	28%
Deveron	380	37%
Buchan Coastal	302	43%
Irvine	195	26%
<b>Totals</b>	<b>2,275</b>	<b>33%</b>

**Responsible director** Calum MacDonald

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

21. <a href="#">Buildings energy use</a>	<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. The purpose of this performance measure was to monitor our progress over the 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>				
<b>2014-2015</b> <b>Target not achieved</b>				
<b>Performance explained:</b>				
<p>This measure is red as, despite almost flat electricity consumption and falling gas use, overall emissions from all buildings have risen by 112 tonnes of carbon dioxide equivalent, or 4.4% against a target of a 5% cut for the full year. It is important to note, however, that while emissions have risen, this is due entirely to a significant increase in the electricity conversion factor we are required to use. The electricity conversion factor is almost 11% higher than last year. Unchanged conversion factors would have given a 4.3% fall in emissions, narrowly missing the 5% target.</p>				
<p>Electricity consumption has actually risen marginally by 0.4% during the year. Gas consumption has fallen by 28% over the same period. Using the same conversion factors as last year would have given a fall in CO<sub>2</sub>e emissions of 108 tonnes and a fall of 4.3% on the previous year.</p>				
<p>In order to convert consumption to CO<sub>2</sub>e emissions, we are required to use a UK conversion factor set by DEFRA. The UK conversion factor for electricity has increased significantly, by some 10.6% (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). As a result, a small rise in electricity use translates into an increase in CO<sub>2</sub>e emissions of 231 tonnes, or 11%. Combining these with a fall in gas emissions of 118 tonnes, or -28%, and a small reduction in fuel oil emissions (1 tonne) there has been an overall increase in CO<sub>2</sub>e emissions from SEPA buildings of 112 tonnes or 4.4% over the period.</p>				
<b>Energy use in estate</b> Electricity (kWh) Gas (kWh)	2013-2014 Q1 – Q4	2014-2015 Q1 – Q4	Change kWh	% change
	3,744,319	3,757,860	13,541	0.4
	1,961,971	1,421,106	-540,865	-27.6
<b>Emissions from energy use</b> <b>Overall emissions tonnes CO<sub>2</sub>e</b> Latest conversion factor Last year's conversion factor	2013-2014 Q1 – Q4	2014-2015 Q1 – Q4	Change CO <sub>2</sub> e (tonnes)	% change
	2,530	2,642	<b>112.1</b>	<b>4.4</b>
	2,530	2,422	<b>-107.9</b>	<b>-4.3</b>
<p><b>Note:</b> The conversion factor for carbon dioxide equivalent emissions per kWh for 2014-2015 was updated in August 2014 and the electricity factor has risen by 10.6% while the gas conversion factor hardly changed.</p>				

<b>21. <a href="#">Buildings energy use</a></b>	<b>5% reduction from our 2013-2014 baseline in carbon emissions from energy usage at SEPA buildings</b>
<p>Of the top eight sites identified for particular focus (making up some 91% of our electricity usage last year), seven have reduced their electricity usage over the year, two by more than 10%. Within this year's top seven electricity users, the only sites where electricity usage has risen are Strathallan House and the Angus Smith Building. The former has been occupied in stages through the year, with full occupation in February 2015. The latter's figures are not comparable either, as we only took initial occupation in July 2013, with full occupation in October 2013. Particular effort is being made to manage emissions from this building as it presently represents 55% of our electricity consumption and 50% of our total CO<sub>2</sub>e emissions.</p> <p>We have completed the establishment of Buildings Energy Management Groups in the four largest buildings in the estate, namely Edinburgh, Dingwall Graesser, the Angus Smith Building and Inverdee. A similar group will be established at Strathallan House following the occupation of the remaining space in the building by Scottish Natural Heritage at the end of April.</p> <p>This performance highlights very clearly the current dilemma we have with our emissions targets. With such a high electricity component in our emissions profile, any significant change to the carbon intensity of the UK grid will be reflected in our reporting. A review of the emissions target will be considered by the Agency Management Team and the Agency Board in 2015-2016.</p>	
<b>Responsible chief officer</b>	Fiona Martin

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

22. <a href="#">Zero Waste Plan landfill</a>	No more than 5% of all waste to be consigned to landfill by 2025.		
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"> <tr> <td data-bbox="150 645 1445 696"><b>2014-2015</b></td> </tr> <tr> <td data-bbox="150 696 1445 748"><b>Target achieved</b></td> </tr> </table>		<b>2014-2015</b>	<b>Target achieved</b>
<b>2014-2015</b>			
<b>Target achieved</b>			
<p><b>Performance explained:</b></p> <p>The recycling rate has averaged 75% over the year with little fluctuation around this level for the last nine months or so, finishing the year at 74% in March. The rate for diversion from landfill averaged 90% over the year, again a figure that has remained steady over the last nine to twelve months. It finished the year on 89% averaged over the last quarter. These numbers are well in excess of our internal target of maintaining recycling levels above 65%, and landfill diversion of over 80% for the full year.</p>			
<b>Responsible chief officer</b>	Fiona Martin		

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

23. <a href="#">Organisational efficiencies</a>	Target and deliver organisational efficiencies of 3%
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>	
<p><b>2014-2015</b></p>	
<p><b>Target achieved</b></p>	
<p><b>Performance explained:</b></p> <p>This measure is green as after a series of meetings with the Agency Management Team and portfolio senior managers, enough efficiencies have been found for us to balance the 2015-2016 budget. Sufficient savings have now been identified to close the gap between projected income and spending.</p>	
Responsible chief officer	Stuart McGregor

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

24. <a href="#">Cost recovery</a>	Achieve at least 98% cost recovery on our charging schemes.
Outcome	SEPA is a high performance organisation.
<p>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.</p>	
<p style="text-align: center;"><b>2014-2015</b></p>	
<p style="text-align: center;"><b>Target achieved</b></p>	
<p><b>Performance explained:</b>            This measure is green as provisional figures for the financial year to March 2015 show we are achieving 98% cost recovery on charging schemes.</p>	
<b>Responsible chief officer</b>	Stuart McGregor

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

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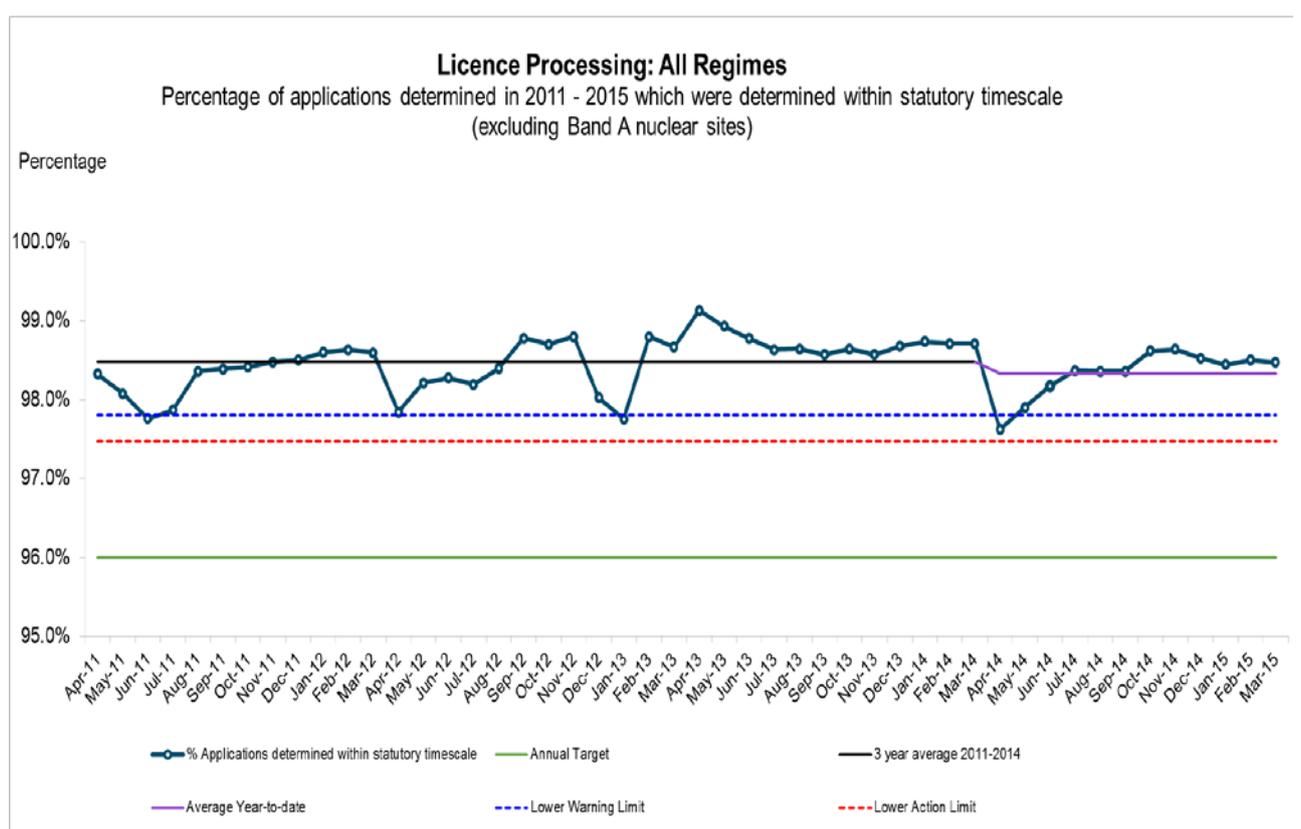
SEPA wants to ensure that it determines applications within the statutory timescales so that businesses can comply with environmental legislation. The statutory timescales for determining Waste Exemptions is 21 days, Controlled Activity Regulations (Registrations) is 30 days, Pollution Prevention and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

**2014-2015**

**Target achieved**

**Performance explained:**

We are able to report this measure green as the target was met with 98.5% (9,534 of 9,682) 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)

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

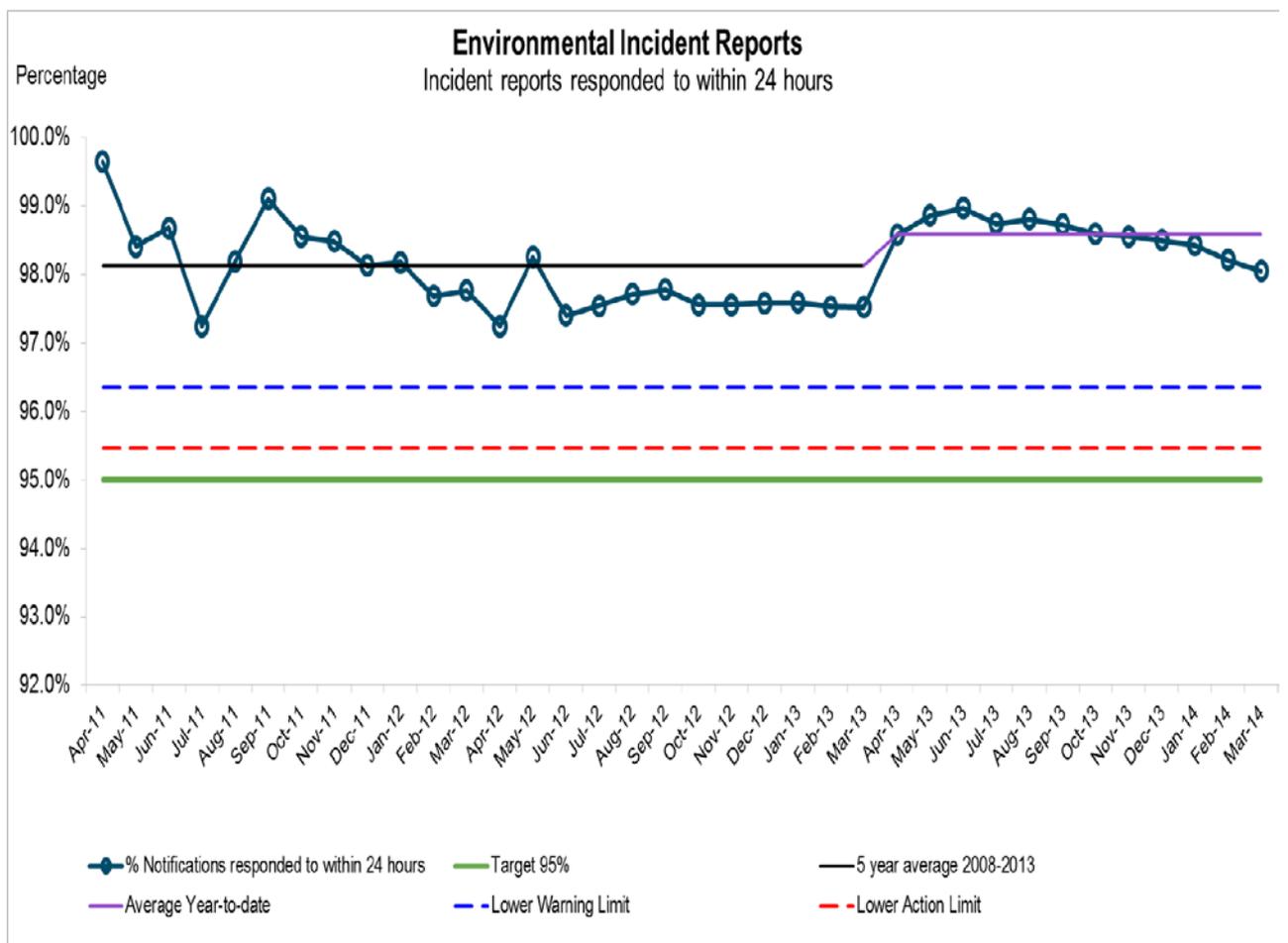
When members of the public are helping us in our work, we want to respond promptly to them. This includes responding quickly to the people who report environmental incidents and pollution to us. When a call is received at our Contact Centre, it is allocated to an appropriate team and a member of that 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.

**2014-2015**

**Target achieved**

**Performance explained:**

This measure has been achieved as we have met the 96% target for the year. Over the year SEPA received 6,576 reports relating to 5,482 environmental incidents and responded to 6,439 (98%) within 24 hours, against the target of 96%.



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

27. <a href="#">PPC Applications</a>	80% of new Pollution Prevention and Control applications will be determined by the end March 2015.		
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 showed how effectively we have implemented the new regulations, it also reflected the quality of applications received.</p>			
<table border="1" style="width: 100%;"> <tr> <td style="text-align: center;"><b>2014-2015</b></td> </tr> <tr> <td style="text-align: center;"><b>Target achieved</b></td> </tr> </table>		<b>2014-2015</b>	<b>Target achieved</b>
<b>2014-2015</b>			
<b>Target achieved</b>			
<p><b>Performance explained:</b></p> <p>This measure was achieved as we have determined seven of the eight applications for PPC 2015 installations received in the legal application windows; a success rate of 87.5% against a target of 80%. Applications for newly prescribed activities under the Pollution Prevention and Control (Scotland) Regulations 2012 followed a timetable laid down in the Regulations. Applications were split into four application blocks with varying opening and closing dates. The blocks had closing dates of April, June, August and October 2014. These application windows were provided to allow SEPA sufficient time to determine the applications before a legal deadline of 07 July 2015 (to comply with the requirements of the Industrial Emissions Directive).</p> <p>Five applications were received under Block 1 (food and drink sector sites), four of which have been determined, consulted and granted. The fifth application could not be determined until further critical information was received. This information was received in March 2015 and the completion of the determination is underway with the determination expected to be complete prior to the legal deadline of 07 July 2015.</p> <p>Two fully completed applications were received within the application window for Block 2 (waste sector sites). A further application was late and missed the legal application window. A further two Block 2 applications were also received in the legal application window but returned as “not duly made”. Re-submission of at least one application is expected; the other no longer requires to be made due to a clarification of guidance. The determination of the two “duly made” Block 2 applications has been completed and the draft permits are now at the Public Participation Directive consultation stage.</p> <p>A single Block 3 application (organic compounds) was received and has been granted.</p> <p>No Block 4 (timber treatment) applications were received during the legal application window. This sector has since applied via an alternate agreed deadline and some 19 applications have been received as of 31 March 2015. None of the Block 4 applications are subject to the above Annual Operating Plan target as they were not made during the legal application window.</p> <p>Work on completing the determination of applications received outside the legal application window continues with the aim of determining as many as possible by the legal deadline of 07 July 2015.</p>			
<b>Responsible director</b>	Calum MacDonald		

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

28. <a href="#">Development Plans</a>	<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>13</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>								
<b>2014-2015</b>								
<b>Target not achieved</b>								
<b>Performance explained:</b>								
<p>This measure was not achieved because in Quarter 1 we missed responding to a single formal development plan, out of a total of 221 processed during the year. This related to a consultation on a housing masterplan which was part of a development plan. This occurred at a time of particularly high workload, with the local planning team working on 187 planning consultations alone during June, and officers dealing with a quarter more consultations than would normally be expected. Whilst an exemption could have been requested to extend the timescale, this was not done.</p> <p>It should be noted that a development plan can comprise consultations on 400 or more individual sites as well as policies and a range of supplementary guidance. The impact of the late response was minimal with the response being received by the consulting authority the morning after the deadline, and SEPA's response was still considered.</p>								
<table border="1"> <thead> <tr> <th>Number on time year to date (% in brackets)</th> </tr> </thead> <tbody> <tr> <td>195 (88.2%)</td> </tr> </tbody> </table>	Number on time year to date (% in brackets)	195 (88.2%)	<table border="1"> <thead> <tr> <th>Number within extension year to date (% in brackets)</th> </tr> </thead> <tbody> <tr> <td>220 (99.6%)</td> </tr> </tbody> </table>	Number within extension year to date (% in brackets)	220 (99.6%)	<table border="1"> <thead> <tr> <th>Number late Year to date</th> </tr> </thead> <tbody> <tr> <td>1 (0.5%)</td> </tr> </tbody> </table>	Number late Year to date	1 (0.5%)
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<b>Responsible director</b>	Calum MacDonald							

<sup>13</sup> <http://www.scotland.gov.uk/Publications/2012/03/3467>

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

29. <a href="#">SEA consultation</a>	<b>Respond to 100% of Strategic Environmental Assessment consultations within agreed timescales</b>	
Outcome	SEPA is a high performance organisation.	
<p>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.</p> <p>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.</p>		
<b>2014-2015</b>		
<b>Target achieved</b>		
<b>Performance explained:</b>		
<p>The status of this measure is green at the end the year because we have responded to all strategic environmental assessment consultations within agreed timetables during 2014-2015.</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>
214 (100%)	No extensions for strategic environmental assessments	0
<b>Responsible director</b>	Calum MacDonald	

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

30. <a href="#">Planning consultations</a>	<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>		
<b>2014-2015</b>		
<b>Target achieved</b>		
<b>Performance explained:</b>		
<p>The status of this measure is green at the end of the year because over the year we have responded to 97% of planning consultations within agreed timescales (including extensions), against the target of 95%.</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>
3,867 (88%)	4,267 (97%)	147 (3%)
<b>Responsible director</b>	Calum MacDonald	

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

<b>31. <a href="#">Official &amp; Ministerial Enquiries</a></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 and Ministerial Enquiries. Our internal procedures set a response within 10 working days unless requested or agreed otherwise.

<b>2014-2015</b>
<b>Target achieved</b>

**Performance explained:**

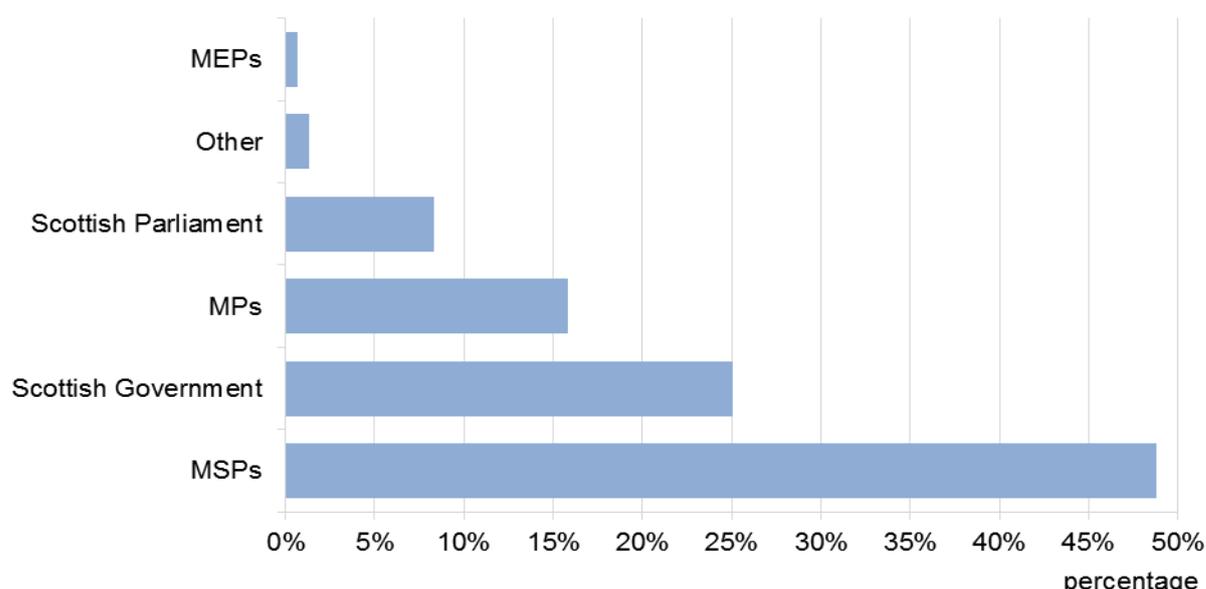
The status of this measure is green at the end of the year. Over the year SEPA received 300 Official and Ministerial Enquiries and responded to 295 within agreed timescales, equivalent to 98% against the target of 90%.

The charts below show breakdowns of enquiries by source and category. Notable points from analysis of the results include:

- nearly half of enquiries came from MSPs in 2014-2015;
- compared with 2013-2014, we saw an increased proportion of enquiries from both MSPs and MPs;
- Waste and Water (including flooding) are the most significant categories, similar to previous years.

It is also notable that the total number of enquiries received this year was lower than in previous years, by about 10%; the latest 4-year average is about 340 enquiries received each year.

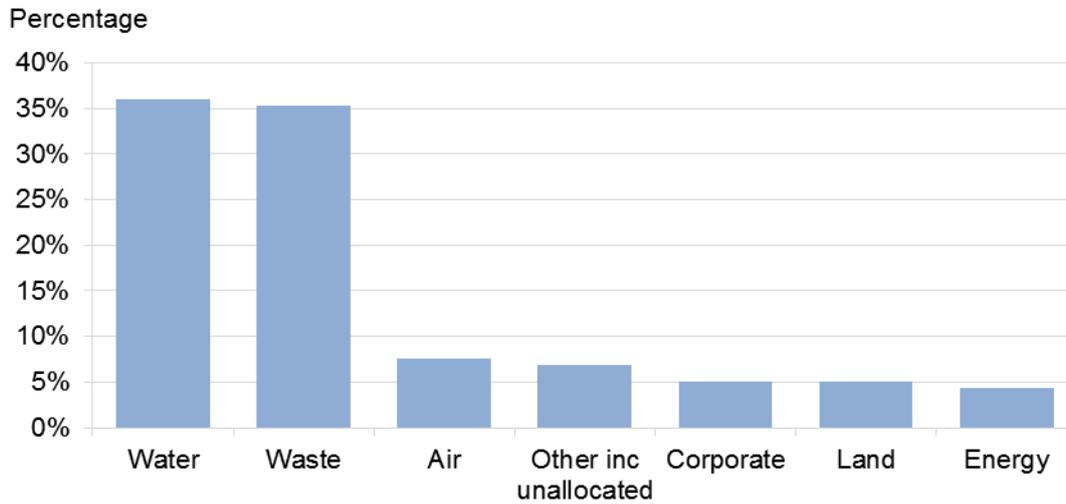
**Source of Official and Ministerial Enquiries**



**31. Official & Ministerial Enquiries**

**Respond to 90% of Official & Ministerial Enquiries (OMEs) within agreed timescales**

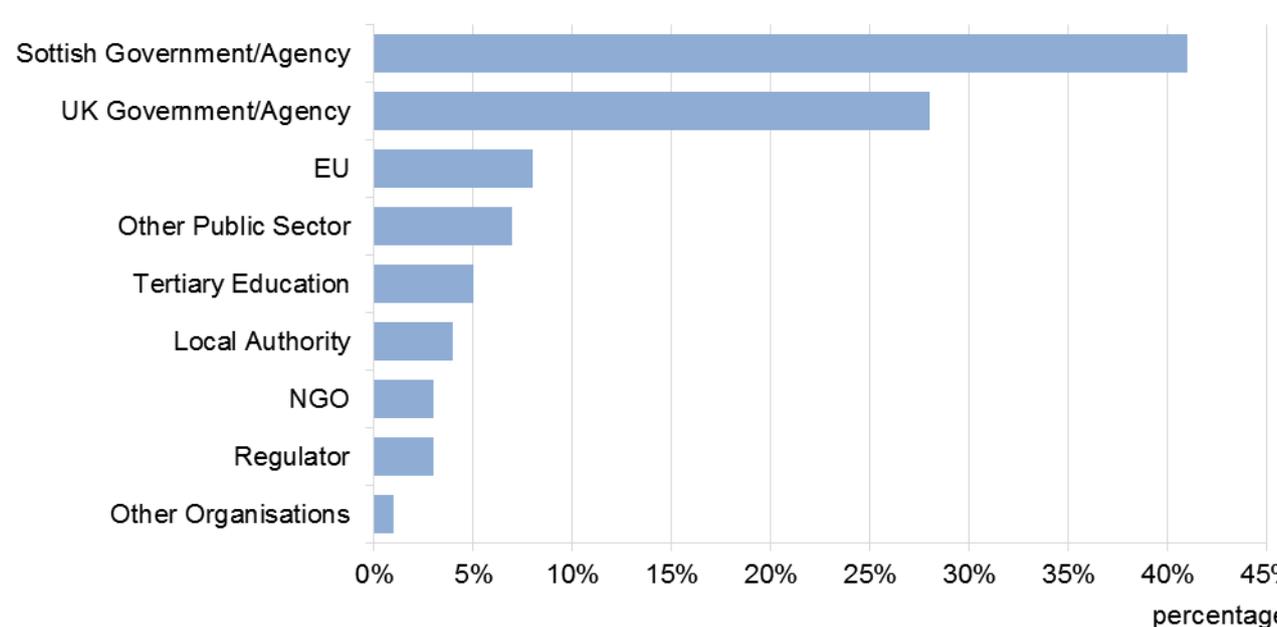
**Official and Ministerial Enquiries by category**



**Responsible chief officer**

Allan Reid

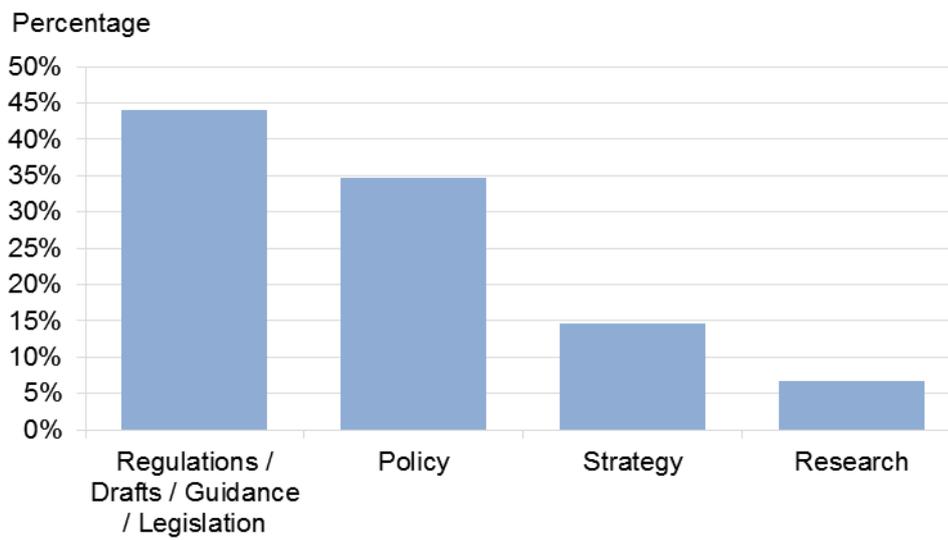
### Section 3: Performance measures reports (continued)

32. <a href="#">Third party consultations</a>	Respond to 90% of formal third party consultations within agreed timescales																				
Outcome	SEPA is a high performance organisation.																				
<p>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.</p>																					
<p><b>2014-2015</b></p> <p><b>Target achieved</b></p>																					
<p><b>Performance explained:</b></p> <p>The status of this measure is green at the end of the year. During the year we have responded to 63 Third Party Consultations and 60 (95%) were responded to within agreed timescales, against the target of 90%.</p>																					
<p>These consultations were issued by a diverse range of organisations - from EU bodies, UK and Scottish Governments and their Agencies, other regulators, local authorities, other public sector organisations, tertiary education establishments and non-governmental organisations (NGOs). However, most consultations came from the Scottish Government and its Agencies.</p>																					
<p>The nature of consultations can broadly be categorised as research, strategy, policy and legislation/guidance/regulation. The largest proportion relate to this last category of legislation, guidance and regulations (including drafts). Consultations are received throughout the year, with no pattern for when consultations are issued, although a peak in the numbers logged was seen in August. The charts below give an indication of the source of consultations and their broad categories.</p>																					
<p><b>Source of Third Party Consultations</b></p>  <table border="1"> <caption>Source of Third Party Consultations</caption> <thead> <tr> <th>Source</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Scottish Government/Agency</td> <td>42%</td> </tr> <tr> <td>UK Government/Agency</td> <td>28%</td> </tr> <tr> <td>EU</td> <td>8%</td> </tr> <tr> <td>Other Public Sector</td> <td>7%</td> </tr> <tr> <td>Tertiary Education</td> <td>5%</td> </tr> <tr> <td>Local Authority</td> <td>4%</td> </tr> <tr> <td>NGO</td> <td>3%</td> </tr> <tr> <td>Regulator</td> <td>3%</td> </tr> <tr> <td>Other Organisations</td> <td>1%</td> </tr> </tbody> </table>		Source	Percentage	Scottish Government/Agency	42%	UK Government/Agency	28%	EU	8%	Other Public Sector	7%	Tertiary Education	5%	Local Authority	4%	NGO	3%	Regulator	3%	Other Organisations	1%
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**32. Third party consultations**

**Respond to 90% of formal third party consultations within agreed timescales**

**Broad category of Third Party Consultations**



**Responsible chief officer**

Allan Reid

## Appendix 1: Access to Information Annual Review 2014-2015

### 1. Introduction

The requirement to actively disseminate environmental information is explicitly laid down in regulation 4(1) of the Environmental Information (Scotland) Regulations 2004. The requirement is derived from the 'access to information' pillar of the Aarhus Convention and applies to a wide range of types of environmental information.

The proactive publication of data and information on the SEPA website and SEWeb demonstrates SEPA's ongoing commitment to this requirement. SEPA also maintains a Disclosure Log on the website, providing a searchable database of FOISA and EIRs requests received and publishes the information released into the public domain. The Disclosure Log can be found at <http://apps.sepa.org.uk/disclosurelog/#>

This review contains a brief overview of activities relating to SEPA's duties to handle formal requests made under the Freedom of Information (Scotland) Act 2002 (FOISA), Environmental Information (Scotland) Regulations 2004 (EIR) or Data Protection Act 1998 (DPA), for the period 1 April 2014 to 31 March 2015.

### 2. Overview of activity 2014-2015

#### 2.1 Requests logged

Requests for information are formally logged, where the requested information cannot be provided as part of the normal day-to-day duties of a member of staff, or where the requestor formally cites the relevant legislation in their request. Where a requestor is dissatisfied with the content of a FOISA or EIR response, e.g. where information has been withheld, they may request a Formal Review. Thereafter the requestor can appeal to the Scottish Information Commissioner.

Requests from individuals seeking access to their personal data are handled under the terms of the DPA.

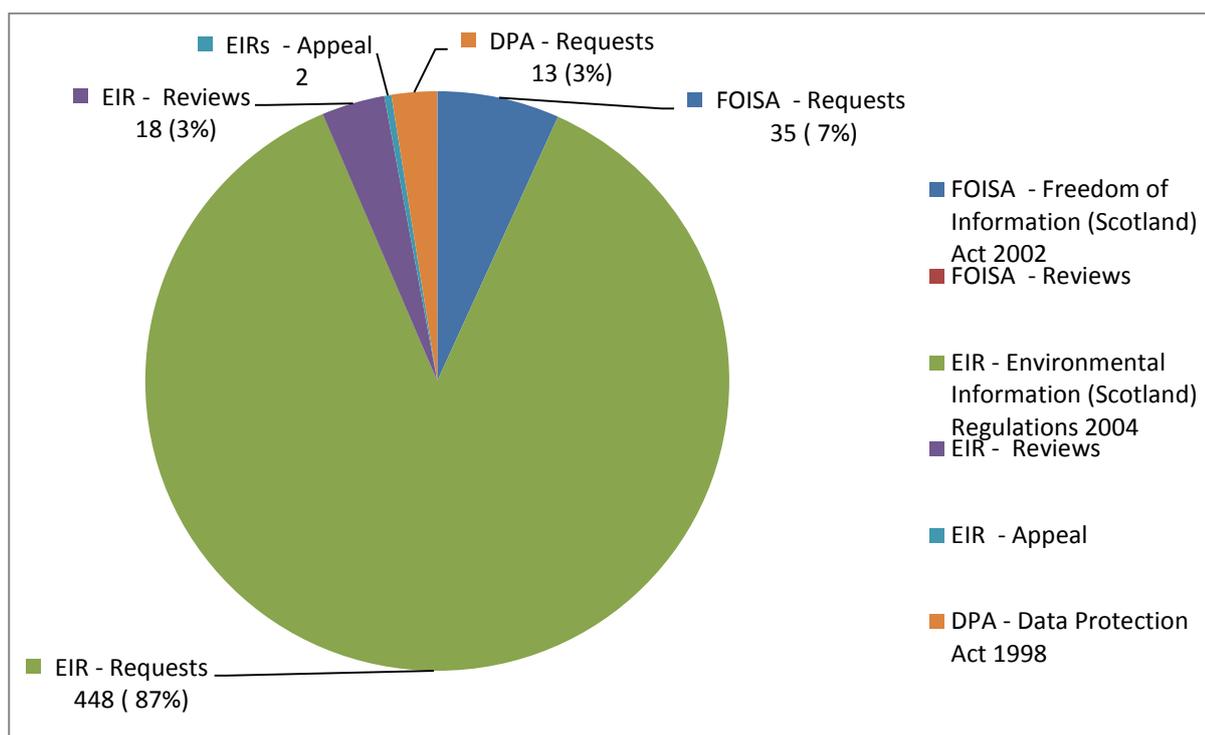


Figure 1 Access to Information requests logged in 2014-15

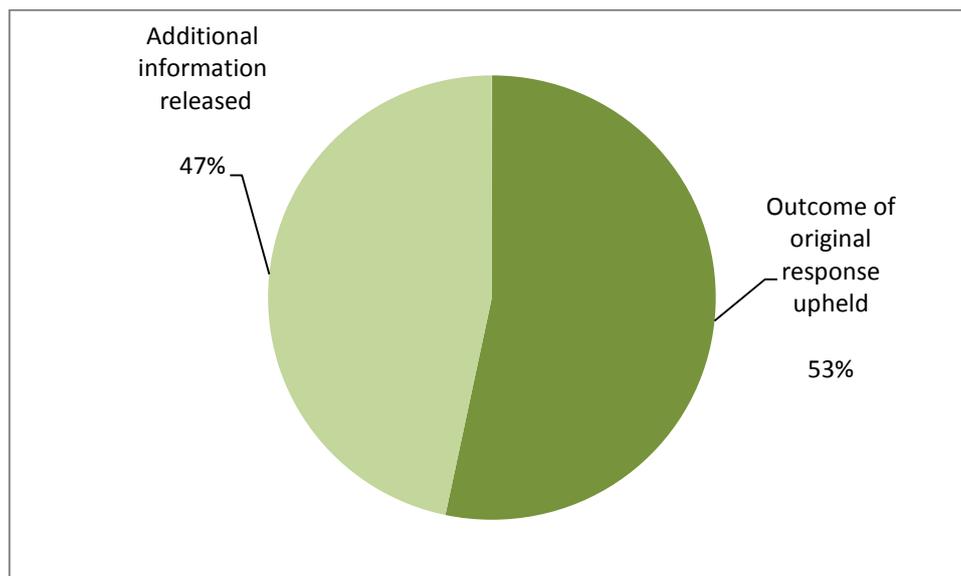
**SEPA formally logged 496 information requests and 18 Formal Reviews in 2014-2015. This is the largest number of requests logged in any Financial Year since the Access to Information legislation came into force on 1 January 2005. Responses were made to 512 information requests and 15 Formal Reviews.**

The most common topic in requests received by SEPA continues to be environmental information and consequently the majority of requests are handled under the terms of the Environmental Information (Scotland) Regulations 2004 (EIRs).

Requests for personal data, handled under the DPA, have decreased by 38% in comparison to 2013-14. These requests are Subject Access Requests, where individuals seek their own personal data held by SEPA. Requests are also received from external authorities seeking the personal data of named individuals. The personal data is generally sought as part of a regulatory or legal investigation. In these instances, SEPA must be satisfied that the reasons given for the supply of such data meets the requirements of the Act, before any such release can be made.

**In the review period, 97% of all logged requests were responded to within the statutory timescales. The performance target for responses is 85%.**

Where there has been a failure to meet the statutory deadline, this has been due to delays in retrieving information from SEPA sources and the finalisation of complex responses. Requestors are notified of any possible delay and where possible, SEPA will seek to provide all releasable SEPA information within the required timescales.



**Figure 2 Outcomes of Formal Reviews in 2014-15**

**Fifteen Formal Reviews were completed during 2014-2015. Reviews were carried out for 3% of Environmental Information (Scotland) Regulations 2004 (EIR) requests. No Formal Reviews were carried out in 2014-2015 in relation to Freedom of Information (Scotland) Act 2002 (FOISA) requests.**

Requestors generally sought a Formal Review when information had been withheld. In some cases, information was released at the Formal Review stage because an underlying regulatory process had progressed to the point where information could be released. Wherever possible, information was released at the Formal Review, but information such as legal advice continued to be withheld. Where information relates to an ongoing prosecution, some of the information will be

considered for release after the completion of formal legal proceedings. If a requestor is still unsatisfied, they can appeal to the Scottish Information Commissioner.

**During 2014-15, two appeals were lodged with the Office of the Scottish Information Commissioner; meaning that appeals were made in respect of 0.4% of requests.**

A Decision Notice was issued in July 2014 in respect of an appeal lodged in 2013-14. The Scottish Information Commissioner upheld SEPA's decision to withhold the Field Development Plan Addendum Report for unconventional gas development at Airth.

A Decision Notice was issued on 13 April 2014 in respect of an appeal lodged in 2014-15. The Scottish Information Commissioner accepted that SEPA did not hold any further information that fell within the terms of the request, and that that SEPA identified and provided all information covered by the request.

The remaining appeal is still under investigation.

## 2.2 Categories of requests received during 2014-2015

When a request is logged, it is categorised by the regime and, in the case of Environmental Information (Scotland) Regulations requests, by the media type.

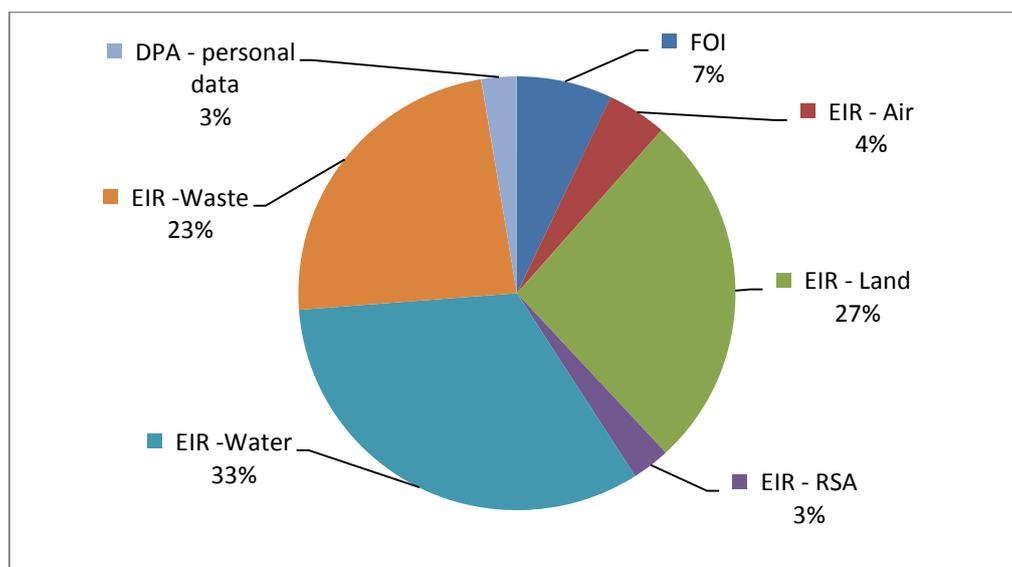


Figure 3 Access to Information requests by category 2014-15

**The requests for environmental information relating to water issues remain the largest subject category, accounting for over a third of all EIRs requests.**

The subject matter of EIR requests related to a variety of issues including enforcement action, Paragraph 19 Applications, Scotland's Zero Waste Plan, site specific enquiries and enquiries relating to Refuse Derived Fuel. Requests relating to fish farms continue to account for the most popular water-related topic during the reporting period.

Requests on non-environmental issues, which account for 7% of logged requests, a decrease compared to the previous year. FOISA requests related to issues including harassment of SEPA staff, SEPA's use of RIPSAs and staff receiving remuneration.

### 2.3 Profile of Requesters

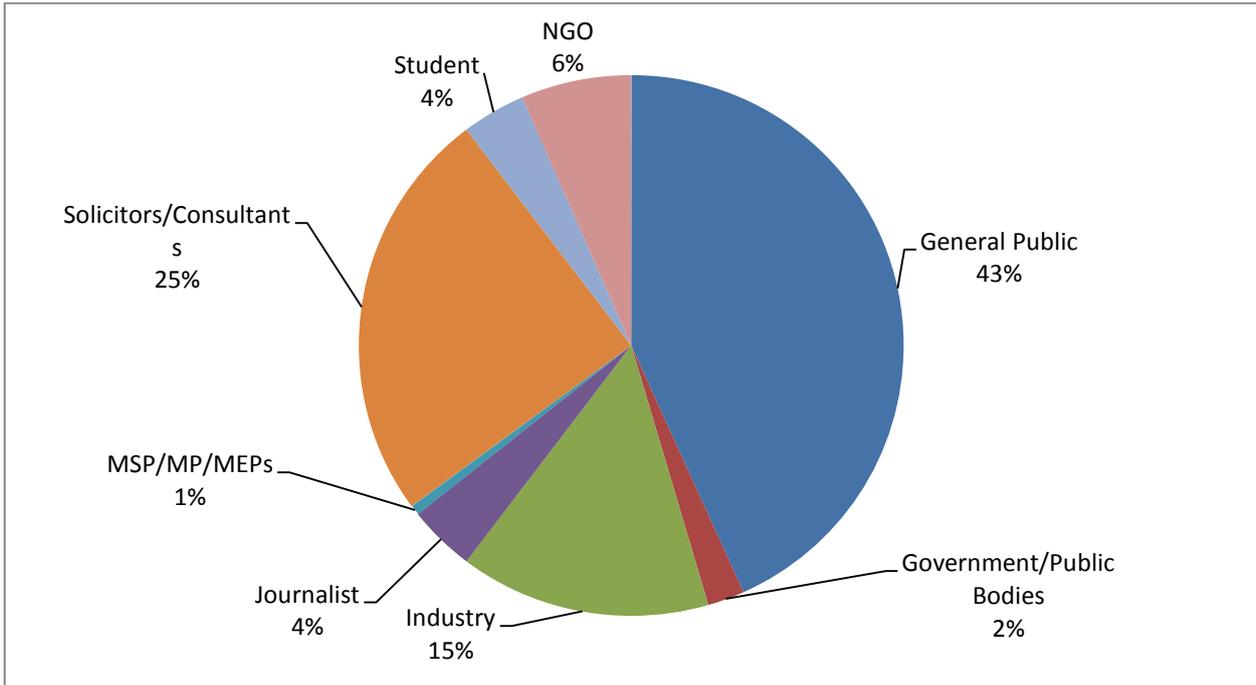


Figure 4 Profile of requesters 2014-15

**SEPA continues to receive the majority of information requests from the general public. For the second year in a row, the percentage of enquiries from the general public was less than 50%.**

There have been a number of serial requesters in the reporting period. Three requesters have made nine or more requests in the reporting period, with at least one request leading to a Formal Review. In addition one requestor has made 17 requests in the reporting period.

### 3. Analysis of logged requests

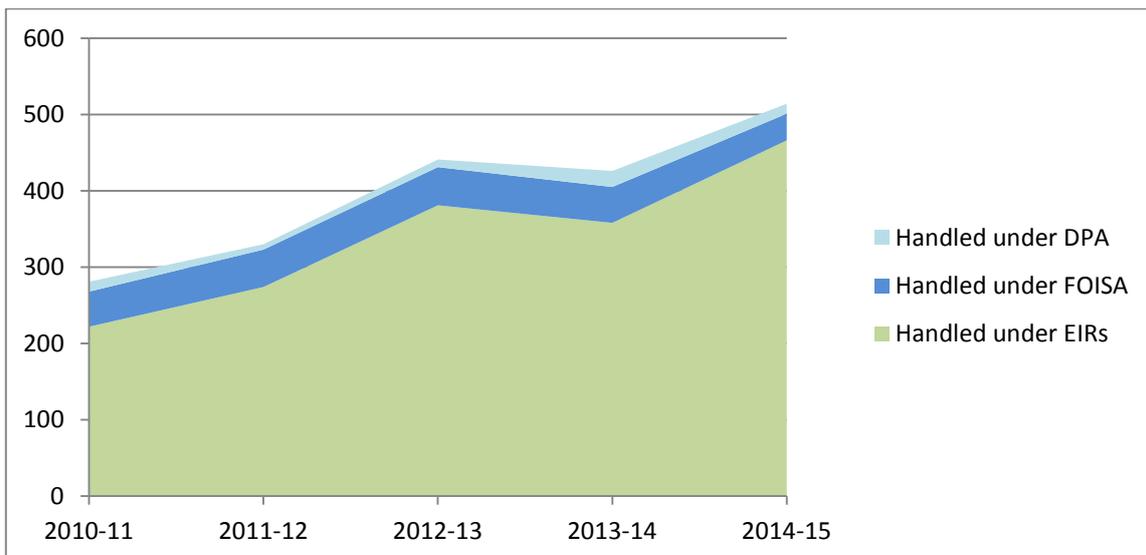


Figure 5 Logged requests for last five years

**There was a 20% increase in the number of logged requests in 2014-2015, when compared to 2013-2014. This continues the upwards trend in the last five years. There were 83% more requests logged in 2014-15 when compared to 2010-11.**

There is no clear correlation between the number of logged requests and the workload and resource required to handle them. Where complex and voluminous requests are handled this necessitates significant involvement of SEPA staff in the location and retrieval of information.

SEPA continued to submit quarterly data returns on request handling to the Scottish Information Commissioner during the reporting period. Data can be accessed from the OSIC website at <https://stats.itspublicknowledge.info/>