

Scottish Water Investment Project, Lochgoilhead WwTW - FAQs

What works are planned for the treatment works?

The improvements being made will include changes to the scientific process with upgraded modern technology and replacement of end of life plant.

A new access gate and internal will be constructed as there will be requirements to access and maintain the new process plant.

Ultimately, these essential works will help improve our ability to reduce the carbon footprint of the treatment works and help improve resilience on the local waste water network.

What is the investment figure?

This is a multi-million pound project. The investment is essential to ensure Scottish water complies with Environmental Legislation, and that customers continue to enjoy great Scottish Water service.

What are the timescales of the project?

The project is scheduled to begin with enabling works on Monday 22nd April 2024. The main works at the Treatment Works will start around early May. The entire project is expected to take around 13 months for completion. This means demobilisation is expected around May / June 2025.

As with all works of this nature we are at the mercy of inclement weather and any unforeseen issues which may arise that could affect the programme. We will keep the landowners, key stakeholders and the Lochgoilhead community updated as the project unfolds.

Why has it taken so long to get the works to site?

The level of planning required means that it has taken a great deal of time to get the project to site. Following consultation with local stakeholders a decision was taken by the project team that no HGVs would access the construction site via the narrow streets of Lochgoilhead town and this required extensive third party negotiations with land owners prior to any works starting. Those vehicles will take access through the north forestry road. The project's start date was pushed out until these discussions had been completed.

Furthermore, we took onboard concerns raised at a stakeholder briefing earlier this year. We have worked to find solutions to those concerns and the start date for the project was moved to the end of April.

Will there be compensation?

There is no obligation for Scottish Water to consider compensation for essential need projects such as this one. However, where we have had to serve a notice to take access to property, the recipient is entitled to make a claim for losses they may feel are attributable to our work.

Since planning first began, we have regularly engaged with land owners and worked with them to find solutions to any issues they have raised. We continue to have open lines of communication with land owners and, respectfully, their individual circumstances is not something we can discuss in a public forum.

Have appropriate permissions been gained from the land owners?

Appropriate permissions to use the north forestry road have been agreed with Forestry and Land Scotland, as they own this road.

What's being done to minimise any impact along the access route?

Throughout the planning of this project, members of the project team and Scottish Water's Estates Team have been working closely with the Forestry and Land's Agent. We have shared our traffic management plans to help land owners understand our contingency methods to mitigate potential harm.

What's being done to minimise any impact on the local community?

When delivering any project, we always try to do so with as little impact on local communities as possible. We have carefully explored all options regarding works traffic, deliveries and contractors accessing the location.

Due to restrictions around infrastructure structures in Lochgoilhead Town and the volume of HGV traffic required to complete this project, the north forestry road route has been selected for HGV traffic. No HGVs will travel through Lochgoilhead Town. Lochgoilhead Town's residents may notice an increased vehicle presence (light vans and cars) with our teams lodging in the vicinity. They will, of course, drive according to the road and weather conditions and adhere to the speed limit.

What has been done to help minimise any wider environmental impact of these works?

We have undertaken a suite of ecological surveys since 2023, checking for protected species and invasive non-native species and we will ensure appropriate mitigations are in place during construction. The most recent pre-construction ecological surveys were carried out in February of this year (2024).

What action will be taken if the north forestry road surface is damaged?

Prior to our works beginning, we will have carried out a condition survey of the road. We will maintain the roadway during our construction works and make good any wear and tear our vehicles cause on completion of the project. We will work hard to avoid impacting any live operations of local residents, forestry and farming operations.

What happens if a vehicle breaks down on the forestry road route?

Should any emergency recovery be required, Site Management will be informed and action recovery.

What has been done to raise awareness of these investment works?

In advance of the works taking place, letters have been sent to residents explaining the need for the project and inviting them along to this drop-in community information event.

Paid-for advertising on social media has also helped raise awareness of the project and information event.

We have liaised with key stakeholders and land owners throughout the planning process, with a mixture of communications in person and in digital format (emails, online briefing for stakeholders). This will continue for the duration of the project.

How do you intend to keep everyone updated on the works as they unfold?

Letters will be issued as and when deemed appropriate and regular updates will be provided for stakeholders and land owners when required.

Updates will also be posted on our digital channels – via social media and the Scottish Water website. A dedicated web page will be published online – www.scottishwater.co.uk/camps.

ENDS