



IMPROVING URBAN WATERS ROUTEMAP ANNUAL UPDATE



Scottish Water published its 'Improving Urban Waters Routemap' on 21st December 2021. The Routemap can be found [here](#) and it set out the action we will take to:

- Improve water quality (to support [Scotland's River Basin Management Plan](#))
- Increase monitoring and reporting to cover all Combined Sewer Overflows (CSOs) that discharge into the highest priority waters
- Significantly reduce sewer related debris in the environment
- Reduce overflow discharges from the sewer network

In this document we provide a summary of key activities to date and an assessment of progress against the routemap.

COMMITMENT	KEY ACTIONS 2022	KEY ACTIONS 2023	KEY ACTIONS 2024	PROGRESS
Water Quality and Sewage Related Debris	<ul style="list-style-type: none"> • Agreed with SEPA 108 high priority discharges impacting water quality and causing sewage related debris (SRD) problems and published here. • 54 projects initiated to develop solutions and support delivery of all 108 high priority discharges by 2027. 	<ul style="list-style-type: none"> • 4 high priority discharge projects have been delivered. • A further 61 projects are underway with solution development. • Several projects in the Water of Leith and Almond Valley due to start in early 2024. 	<ul style="list-style-type: none"> • 2 high priority discharges have been upgraded and construction has begun at another 3 discharges which includes the first location for a major upgrade for the Stewarton catchment. • Completed development of solutions for 12 discharges impacting water quality and 17 discharges causing sewage related debris (SRD) problems. • Determined that 22 discharges no longer require investment. • Development of solutions for the remaining 3 high priority discharges impacting water quality and 30 discharges causing SRD problems will be substantially delivered by December 2024. We remain on track to meet our plan for delivery before December 2027. • Development of solutions for 6 high priority discharges impacting water quality and 17 high priority discharges causing SRD problems have been partially delivered. Due to complexity they are being considered for phasing delivery beyond December 2027. 	On Track
Improving Monitoring	<ul style="list-style-type: none"> • Identified priority locations for 1,000 spill monitors with installation programmed over 2023 and 2024. • Wastewater Intelligent Network installed in 4 catchments and plan in place to extend to 12 further catchments by December 2023 covering 27.5% of Scotland's population. • Overflow spill data reported under licence published on our website with supporting narrative. 	<ul style="list-style-type: none"> • 30 overflow discharge monitors installed as part of the Improving Urban Waters Routemap - plan to deliver a total of 1,000 monitors by December 2024. • 229 further discharge monitors installed (53 on overflows) through Waste Water Intelligent Network transformation programme - plan to deliver a total of 1,500 monitors by December 2024. This will create improved monitoring across 180 catchment areas. • The installs will create improved monitoring across 180 catchment areas and has already proactively prevented 40 potential choke events in four catchment areas, reducing impact on customers and environment. • 2022 overflow discharge data published March 2023 per regulatory reporting and licence requirements. Data published December 2023 for a number of discharge locations where EDMs are required per licence, following data gathering and verification. Further review and assurance work is in progress to report for all. • Through our 'Pass Forward Flow' project we are studying those overflow discharge frequencies from our wastewater treatment works. This will allow us to identify and develop a programme of improvements. • Developing our live reporting tool ahead of publishing near time overflow data in December 2024. 	<ul style="list-style-type: none"> • Achieved our target of 1,000 new overflow discharge monitors installed by December 2024. • Our 'Near Real Time' overflow map was launched on our website on 16th December 2024, providing public access to overflow data for more than 1000 locations across Scotland. • The first release of the overflow map provides details of overflow events for a 48-hour window alongside an intuitive search functionality and 'context cards' to show additional information relating to the overflow. • 2023 overflow event data published in March 2024 per regulatory reporting and licence requirements and in June 2024 we published data for an additional 31 overflows with monitors. • In 2024 our Waste Water Intelligent Network capability contributed to proactive prevention of 7 Environmental Pollution Incidents and 9 flooding events. • We will install further EDMs in 2025 and add these to the Overflow Map. And we will continue to update annual overflow event data in March each year. 	Delivered
Reducing Sewage Related Debris	<ul style="list-style-type: none"> • Launched a Social Marketing campaign asking the people of Scotland to 'bin the wipes' to protect Scotland's natural environment. Nature Calls secured intent on a ban on wipes containing plastic from SG, liaison with UK Gov ongoing. • Developed a project in the River Almond catchment with representatives from Scottish Water, SEPA, Hydro Nation Chair, Local Authority, Rivers Trust and community groups. 	<ul style="list-style-type: none"> • Continued our national Nature Calls campaigns and have delivered early interventions in nine 'hot spot' areas. The impact has been evaluated by an independent YouGov survey and 71% say they will think more carefully about what they flush down the toilet (up 6% from 65% Oct 2022), 43% say they will stop buying wipes (600,000 adults in Scotland). • Continue to work with key stakeholders to deliver collective change on supporting Keep Scotland Beautiful's Upstream Battle campaign on the River Clyde. • Launched Generation H2O Sept 23 to engage future customers to protect Scotland's water network and be responsible water citizens. 6,000 students have received the learning through teaching modules in schools. • Progressing River Almond Lighthouse Project using data to support predictive water quality tools. 	<ul style="list-style-type: none"> • Continued our national Nature Calls activities with 11 localised campaigns delivered, targeting communities with the highest numbers of sewer chokes. Campaigns included community posters, geo-targeted social ads, manning stands at public events and education i.e. "only flush the 3Ps" (pee, poo and toilet paper). • Our sewer response team have new signage and livery to promote the campaign and street stencils leave a temporary reminder of the blockages cleared. • Continue to work with key stakeholders across the UK water industry to positively influence policy and legislation so that wet wipes are plastic free, meet a 'disintegration test' and that all items likely to be inappropriately flushed down the toilet are clearly labelled "dispose of in bin" and "do not flush". • Further progression of River Almond Lighthouse Project by engaging stakeholders to create 'dependency maps' to understand how river health, wastewater, farming and highways influence each other. This has enabled us to identify actions to progress towards our desired outcome of good water quality in the River Almond, including development of a 'digital tool' for predicting River Health. 	On Track

* This specific commitment remains ongoing and subject to engagement with the Scottish Environmental Protection Agency (SEPA) on future recording and reporting requirements.

NATURE CALLS



COMMITMENT	KEY ACTIONS 2022	KEY ACTIONS 2023	KEY ACTIONS 2024	PROGRESS
Reducing Spills	<ul style="list-style-type: none"> • All sewer network improvement projects considering surface water management with technical and planning guidance under ongoing development. • Surface Water Management Policy position showcased at Developer and Consultants Forums. • Creating Water Resilient Places summit held bringing together senior leaders from SEPA, Scottish Water and Government and from Scotland's eight cities. Agreement to include a Water Resilient Places theme under the Scottish Cities Alliance climate change work. • City-scale planning of surface water has been developed under a Sustainable Growth Agreement between Scottish Water and SEPA and in partnership with Aberdeen City Council. Collaboration with local authority partners in key areas of Edinburgh and Dundee, with a view to scaling over the next 2 years. • Scottish Water, SEPA and NatureScot working to develop a green finance framework to support urban blue-green programmes of work. 	<ul style="list-style-type: none"> • Continuing partnership catchment surface water management approaches in Glasgow, Edinburgh, Dundee and Aberdeen, including: • Craighleith – the Edinburgh and Lothians Drainage Partnership is supporting the planning and design for 5 priority blue-green infrastructure projects. • Dundee - delivery of Craighie Street pocket park & rain gardens. • Aberdeen - Agreement to continue partnership working on Aberdeen city-wide surface water management initiatives. • Surface Water separation or disconnection is now included in the option appraisal for all Scottish Water sewer network and flooding improvement projects. • Supporting the development of policy proposals to build a framework appropriate for future of the water industry in Scotland in response to the climate emergency. • Community focus on blockage hotspots such as Shotts and Helenburgh. 	<ul style="list-style-type: none"> • Continuing partnership catchment surface water management approaches in: • Edinburgh and Metropolitan Glasgow areas – continued Strategic Drainage partnerships. Activity includes a project in Edinburgh to remove surface water from the combined sewer using Blue-Green infrastructure. • Dundee - Water Resilient Dundee Partnership has been formalised, with plans progressing to manage flood risk throughout the city. • Craighleith – property level disconnection of surface water from the combined sewer planned, using water butts and SUDS planters. • Prestwick – disconnection of surface water from combined sewer is ongoing at properties across the catchment. • Developing a policy where surface water management opportunities would be considered for all UID and flooding projects. 	On Track