



The Coal  
Authority

# Delivering for the communities we serve in Scotland

We are delighted to be supporting this year's Scottish Paralegal Autumn Conference, following a very busy and strange few years. A huge thank you to the Scottish Paralegal Association for inviting us to play a part in the event.

Our team are here to highlight the importance of who we are and what we do. We have some big plans to share with you (such as our mission to be net zero by 2032), while bringing more value than ever before to the customers and communities we serve.

## Our team supporting the Scottish Paralegal Association

Lisa Conway  
*(Development Manager)*

James White  
*(Assistant Development Manager)*

Megan Phillips  
*(Assistant Project Manager)*

Alice Gregory  
*(Customer Service Team Leader)*

## About us

We are a non-departmental public body and partner organisation of the Department for Business, Energy and Industrial Strategy (BEIS). Our mission is to make a better future for communities and the environment in mining areas. Our purpose is to keep people safe and

provide peace of mind. We protect and enhance the environment and use our information and expertise to help people make informed decisions – all while creating value and minimising cost to the taxpayer.

## Our contributions to the conference

Our presentation provides a high level overview of our 3-year plan, which focuses on delivering value to the communities we serve in Scotland, England and Wales. We have many interesting updates to share in relation to the work we have been doing in Scotland while also bringing to life some of the general work of the Coal Authority.

As a non-departmental public body set up in 1994, we provide solutions and advice to manage public safety issues from historical coal mining throughout the coalfields. As well as managing public safety risks and damage to property caused by coal mining subsidence, we also have over 20 years' experience in designing, building and operating 76 mine water treatment schemes.

The Coal Authority's official Conveyancing reports will be well-known to you and have been designed to provide confidence and trust to those looking to buy a house or piece of land for development. Megan Phillips, our Assistant Project Manager for Scotland, will be running through a recent case study, which took

place in Saltcoats, North Ayrshire on the 21 September 2021 to highlight the importance of relevant information. **To report a coal mining hazard you can do so 24/7 by calling 0800 288 4242.**

Our customers provide a huge amount of value to the products and services we provide and customer feedback is always welcome. We have some great customer updates to share with you regarding our ordering platform, website, delivery times and additional training tutorials that are all now live and available to view on our website.

## Our work in Scotland

We have a strong relationship with the Scottish Paralegal Association, and we are proud to work alongside them to deliver support for their members throughout Scotland.

Some of our other work in Scotland looks at regularly reviewing and refurbishing our existing mine water treatment schemes to make sure they continue to protect drinking water aquifers, rivers and streams from pollution and enhance the environment and biodiversity of the local area.

Over the past year, we have refurbished our mine water treatment scheme on the site of the former Polkemmet Colliery, near Whitburn in West Lothian. The scheme was originally built in 1997 and is a semi-passive scheme which means that the mine water is pumped to the surface and then flows by gravity through the scheme which consists of 3 lagoons and a reed bed. A small amount of hydrogen peroxide is then added to help settle out the iron solids before the water discharges into Cultrig Burn, the local watercourse and we have a few slides to talk you through that.

## Why we are great to work with

We work closely with conveyancers, geotechnical engineers, environmental consultants, search providers and home owners to ensure they receive the best experience. Our dedicated customer service team is passionate about supporting both our customers and our mission in making a better future for people and the environment in mining areas.

We value customers' feedback, which is why we have worked together over the years to ensure our coal mining reports are customer-friendly and easy to navigate. Any mining terms are fully explained for the reader as clarity is key when it comes to mining reports.

We offer a range of webinars, presentations and can deliver tailored product training on our wide range of mining reports, including our further action Interpretive Report and additional information on subsidence claims from the original claim file. Our dedicated team is on hand to support you and answer any queries you may have, and you might be interested to know that 99% of our reports are delivered within 1 hour of the order being placed.



## Get in touch

If you would like to get in touch with us directly with any questions, you can call us on **0845 762 6848** or email **customerservice@coal.gov.uk**. You can also scan this QR code to take you straight through to further information about all of the discussion points touched on during the conference.