

## SCRUTINY REVIEW OF WATER SUPPLY OUTAGE

### TERMS OF REFERENCE

#### **Purpose of Review:**

On the weekend of Friday 15 December through to Sunday 17 December, 10,000 households within Tewkesbury Borough suffered a significant water outage. In light of this, and two previous water outages in Tewkesbury and Churchdown, the Overview and Scrutiny Committee has expressed a wish to carry out a review of this significant event in order to more fully appreciate the incident, its causes and what lessons can be learnt to prevent or mitigate future water supply outages.

#### **Method of Review:**

The whole Committee will be involved, and the relevant Lead Member(s) of the Executive Committee will be invited to participate.

The following partners will be invited to participate:

- Severn Trent Water
- Gloucestershire Fire and Rescue Service
- Gloucestershire Constabulary
- Gloucestershire County Council Emergency Planning
- Town and Parish Councils

The Committee will meet as a Working Group on up to four occasions to consider the Terms of Reference, receive detailed briefings and prepare questions.

The Scrutiny Hearing will take place at a Special Meeting of the Overview and Scrutiny Committee which will be open to the public.

#### **Scope of Review:**

- To understand the impact on the community and local businesses, including agriculture, during one of the busiest weekends of the trading year.
- To collate and review relevant information from various partners, including the Council, relating to the incident.
- To establish the cause of the incident.
- To establish how well the response to the incident was managed, including internal communications between agencies and communications with the community.
- To consider how well the provision of alternative water supplies, including bottled water, was managed.
- To establish whether the incident could have been avoided.
- To establish lessons (if any) that can be learned from the incident and communicate these via the Gloucestershire Local Resilience Forum to the other agencies across Gloucestershire for consideration.

**Internal Resources:**

- Chief Executive
- Deputy Chief Executive
- Head of Community Services / Community Services Team
- Head of Corporate Services / Corporate Services Team
- Democratic Services

**Evidence Sources:**

- Emergency events logs and associated records.
- Local Resilience Forum Review report and findings.

**Desired Outcome:**

To establish learning points for the Council and make recommendations to partners that would mitigate the impact of any reoccurrence.

**Scrutiny Period Ending:**

April 2018