

SCRUTINY REVIEW OF WATER SUPPLY OUTAGE ACTION PLAN

	Recommendation / Action	Responsible Authority	Target Date	Status	Progress to Date
1	To proceed as quickly as possible with the replacement or re-lining of two of the three pipes running across the Severn Ham.	Severn Trent Water	08/2020		
2	Check electronic and paper network records to ensure they are accurate and up-to-date.	Severn Trent Water			
3	Consider introducing a real-time communication system for emergency incidents.	Gloucestershire Local Resilience Forum	04/2019		Options paper to be taken to Strategic meeting in December.
4	Ensure that the needs of agriculture, distribution sites, vehicle access, traffic impact etc. are included in the Gloucestershire Local Resilience Forum's review of its water distribution plan.	Gloucestershire Local Resilience Forum	02/2019		Joint review is taking place.
5	Produce a local water distribution plan for events not classed as major incidents.	Tewkesbury Borough Council	09/2018		
6	Ensure that Gloucestershire Highways is included as a Category 1 responder in respect of emergency events.	Gloucestershire Local Resilience Forum / Gloucestershire County Council	Complete		Already in place.

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7	Reiterate to all partners the need for directives from the Tactical Co-Ordinating Group to be responded to in a timely manner.	Gloucestershire Local Resilience Forum	Complete		In place. Part of the Tactical training package.
8	Ensure that robust handover procedures are in place during incidents.	Severn Trent Water			
9	Ensure that water distribution plans include consideration of the type of vehicles used to deliver water to distribution sites, access routes to those sites and how those sites are to be manned.	Tewkesbury Borough Council / Severn Trent Water / Gloucestershire Local Resilience Forum	09/2018		
10	Ensure that water distribution plans include consideration of how to help communities to self-serve.	Tewkesbury Borough Council / Severn Trent Water / Gloucestershire Local Resilience Forum			
11	Explore the potential for the Gloucestershire Fire and Rescue Service to supply water to farms in an emergency.	Gloucestershire Fire and Rescue Service			Will consider any request for humanitarian aid including livestock.
12	Consider whether the Tewkesbury Borough Public Services Centre should be classed as a sensitive building and, if so, put a contingency plan in place for the future.	Tewkesbury Borough Council / Severn Trent Water			

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13	Review how data on vulnerable people is shared between agencies and consider the role that Town and Parish Councils could play in identifying vulnerable people.	Gloucestershire County Council / Tewkesbury Borough Council			
14	Support the planned meeting between Severn Trent Water and the National Farmers' Union to enable a better understanding of the needs of farmers and consider what, if any, arrangements could be put in place to improve joint working in future.	Severn Trent Water			
15	Encourage and assist businesses to put contingency plans in place for emergencies.	Gloucestershire Local Resilience Forum / Tewkesbury Borough Council			Promotion of Business Continuity is a requirement of Local Authorities under the Civil Contingencies Act.
16	Work with Town and Parish Councils to develop emergency plans.	Tewkesbury Borough Council	04/2019		
17	Consider and establish a clear communication procedure addressing the need for a joint communication cell led by a Category 1 responder and seamless handovers between teams.	Gloucestershire Local Resilience Forum	Complete		Incorporated into multi-agency contact cascade.

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18	Consider how to improve communications with business customers, including clarification of the relationship between the retailer and the wholesaler, and review information on the website to cover the business community in the event of a water outage.	Severn Trent Water			
19	Work with businesses to ensure they are aware of how to protect against loss of business e.g. insurance.	Tewkesbury Borough Council	09/2019		
20	Review the water outages in 2017 to assess the cumulative impact to ensure that sufficient resilience arrangements are in place.	Severn Trent Water			

STATUS KEY

☺	Action is progressing well and on target to achieve completion date/within agreed budget (if applicable) etc.
☹	Action has some issues or delays but is likely to achieve completion date/within agreed budget (if applicable) etc.
☹	Significant risk to not achieving the action or there has been significant slippage in the timetable.
✓	Action is complete.
	Action not yet commenced. (may not yet be programmed for action)