

<b>Report to:</b>	<b>AUDIT COMMITTEE</b>
<b>Relevant Officer:</b>	Tracy Greenhalgh, Chief Internal Auditor
<b>Date:</b>	7 April 2016

## UNITED UTILITIES CRYPTOSPORIDIUM INCIDENT – DEBRIEF RECOMMENDATIONS

### 1.0 Purpose of the report:

- 1.1 The report was requested by the Committee at its meeting of 26 November 2015 to provide information on the findings and recommendations of the structured internal debrief that took place relating to the incident of traces of Cryptosporidium being found in the water supply to areas of Lancashire including Blackpool.

### 2.0 Recommendation(s):

- 2.1 To consider the recommendations made in the internal debrief which are relevant to Blackpool Council.

### 3.0 Reasons for recommendation(s):

- 3.1 To ensure that the Council can effectively respond to a major incident.

- 3.2a Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

- 3.2b Is the recommendation in accordance with the Council's approved budget? Yes

- 3.3 Other alternative options to be considered:  
N/a

### 4.0 Council Priority:

- 4.1 The relevant Council Priorities are

- "The economy: Maximising growth and opportunity across Blackpool"
- "Communities: Creating stronger communities and increasing resilience"

## 5.0 Background Information

- 5.1 Between the 6 August and 6 September 2015 traces of *Cryptosporidium* were found in the water supply to areas of Lancashire including Blackpool.
- 5.2 In the main, the recommendations required escalation into the wider external Lancashire Resilience Forum multi-agency debrief which was held on 6 November 2015.
- 5.3 The findings from the Lancashire Resilience Forum debrief have been submitted to the Lancashire Resilience Forum training and development sub-group who will consider how the areas for improvement and good practise will be actioned.
- 5.4 The Water Debrief Structured Report contained twenty-eight recommendations, the majority of which have been referred to the Lancashire Resilience Forum for a multi-agency response. There are however a number of recommendations specific to Blackpool Council which need to be addressed and these are detailed in the below table:

Issue	Owner	Actions
Improve knowledge of emergencies and call out arrangements at the 24/7 call centre.	Manager - Urgent Care, Rapid Response and Re-ablement	<ul style="list-style-type: none"><li>• Provision of additional training.</li><li>• Review the templates that are used in emergency situations.</li></ul>
Improved Internal Communications	Risk and Resilience Officer	<ul style="list-style-type: none"><li>• Ensure that relevant Council staff can access Resilience Direct.</li></ul>
Internal Business Continuity Arrangements	Risk and Resilience Officer	<ul style="list-style-type: none"><li>• The need to review business continuity arrangements for prolonged incidents will be considered in the new business continuity plan template which is being developed.</li><li>• This needs to ensure that staff involved in managing the incident have support from their management as there is likely to be an impact upon their normal day to day duties.</li></ul>
Loggist Arrangements	Corporate Leadership Team	<ul style="list-style-type: none"><li>• CLT to identify staff that could be called upon to be a loggist in a major incident and approve the provision of training for these.</li></ul>

Does the information submitted include any exempt information?

No

**List of Appendices:**

None.

**6.0 Legal considerations:**

6.1 This report relates to the Civil Contingencies Act.

**7.0 Human Resources considerations:**

7.1 To ensure that staff dealing with a major incident are skilled to do so.

**8.0 Equalities considerations:**

8.1 Not applicable.

**9.0 Financial considerations:**

9.1 There is a cost for the loggist training which will need to be met from existing budget.

**10.0 Risk management considerations:**

10.1 If an employee is asked to attend a debrief/enquiry/court proceeding they will be better placed, having received the appropriate training, in justifying the decisions they made at the time of an emergency and under pressure. This will also protect the reputation of the Council.

**11.0 Ethical considerations:**

11.1 Not applicable.

**12.0 Internal/ External Consultation undertaken:**

12.1 Employees who were involved in managing the incident participated in the debrief exercise.

**13.0 Background papers:**

13.1 None.