

Water Health Partnership for Wales

'The Story So Far'

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The Beginning

Public Health & Water Workshop

(9th November 2006)

Purpose: 'to launch an initiative to ensure joined-up responses to public health issues that arise from drinking water'

Objectives:

- 1. Be proactive in developing informed, professional relationships between stakeholders at all levels*
- 2. Improve the flow of information*
- 3. Work towards a seamless approach and enhanced customer focus*
- 4. Commit to an ongoing programme of actions to take this initiative forward*

The Stakeholders

- Dwr Cymru Welsh Water
- United Utilities Operational Services
- Local Authorities (17)
- Welsh Assembly Government
- DWI
- NPHS
- Consumer Council for Water

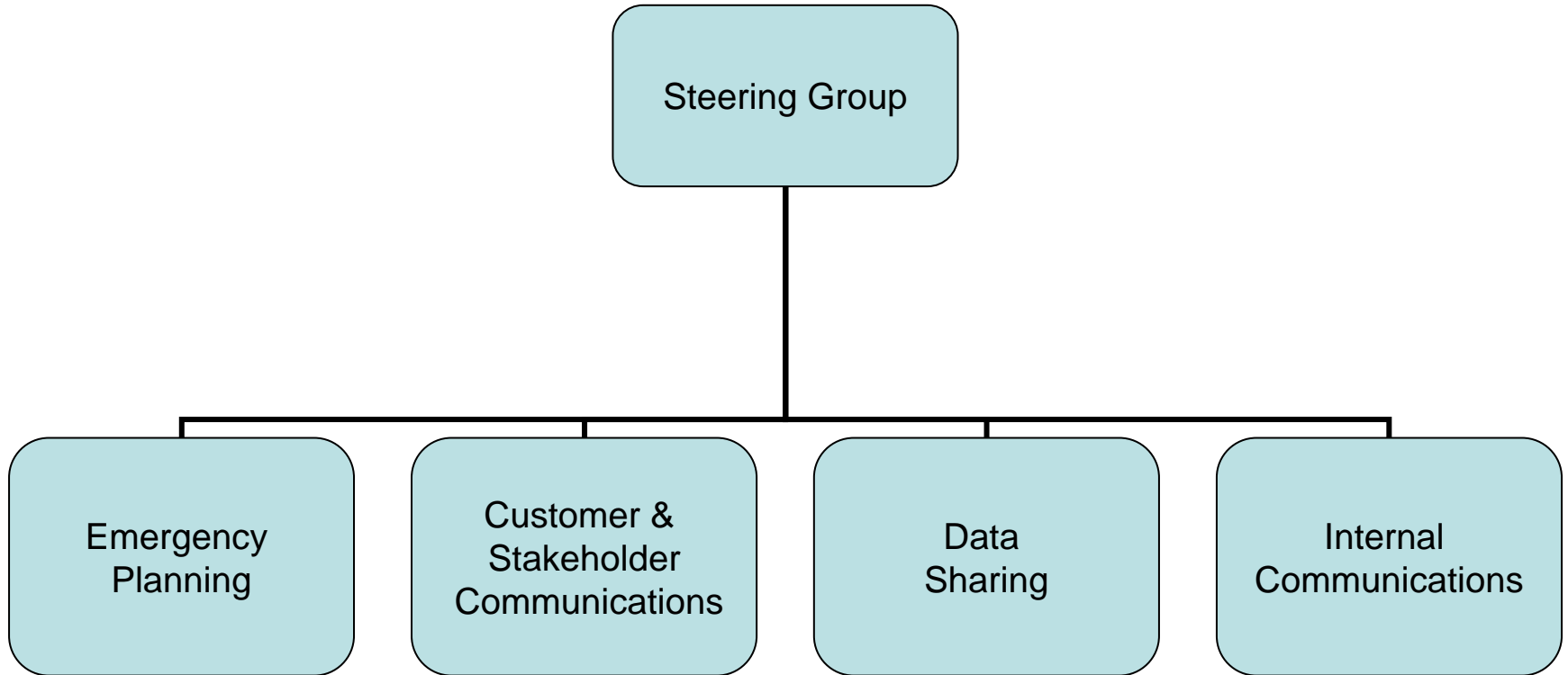
Working Well

- Good local level communication between LA's and CCDC
- Good relationship between LA's and UUOS
- Notification of Exceedences
- 24 hour NPHS availability
- Water Quality generally of a very high standard

Not Working Well

- Inconsistent out of hours communication/service provision
- Disconnection Notifications
- Lack of Strategic lines of communication during an 'event'
- Not routinely practicing 'outbreak' and 'incident' procedures
- LA and NPHS involvement in public water supplies
- Annual Liaison Meetings (relevance and poor attendance)
- Confusion over stakeholder responsibilities
- Water Company too remote on day to day issues
- Inconsistent Investment throughout Wales
- Inconsistent messages to customers
- Regulatory agendas/priorities misaligned
- DCWW website
- Data review and sharing very poor
- Tend to manage failures rather than success

Task & Finish Groups



Steering Group Objectives

- To facilitate communication between PH practitioners
- To provide clear leadership for the partnership and set the strategic direction
- To initiate events, training and raise awareness
- To oversee the performance of the task and finish groups
- To assign a sponsor to each TaF Group

Emergency Planning

- To agree with all stakeholders an integrated approach for health-related outbreaks caused by contaminated drinking water
- To develop plans, procedures and learning mechanisms

Customer & Stakeholder Communications

- To communicate correct, accurate, concise and timely information
- To be proactive in communications
- Build on better relationships to ensure common messages in relation to specific enquiries

Data Sharing

- To encourage the sharing and integration of data so that it is relevant, current and appropriate for all users

Internal Communications

- To put in place a clear communication path that is immediate, quick, effective and current with ongoing ownership
- To identify the most appropriate methods of communicating information to stakeholders

Quick Wins

- Improved quality of information on WQ notifications
- Early notifications of WQ failures (*standardised letters*)
- Review of DCWW fact sheets (*inc. 10 new ones*)
- Updated DCWW website (*FAQ's*)
- Restore Customer confidence
- Updated 'key contacts' list (*inc. out of hours*)
- Sharing and integration of data (*GIS*)
- Better understanding of LHB/NPHS role

Key Outcomes

- Clarification of Roles and Responsibilities
- Clarification of Terms (*Event – Incident – Outbreak*)
- Identified need for further training
- Identified need for ‘test’ exercises
- Integrated Incident Plan

Guidance Document

- Water Emergency Framework Guidance

'Emergency Framework for health-related incidents and outbreaks in Wales & Herefordshire potentially caused by contaminated drinking water'

- Written by the Emergency Planning Task & Finish Team
(endorsed by the WHPW Steering Group)
- Issued to Local Authorities in February 2008
- Replaces Cryptosporidium outbreak plans
- Requires consistent implementation throughout Wales
- Does not override national/regional resilience plans

Purpose of Guidance Document

- Sets out a multi-agency emergency process for potential health-related incidents and outbreaks which involve public drinking supplies
- Designed to guide those involved, encouraging collaboration between agencies and bringing clarity of process and responsibility
- Inform the detailed procedures of the numerous organisations involved
- Its implementation will facilitate rapid and effective responses to emergency situations

The Future

- Strategic Policy Document
- New Training Group to identify training needs
- Regular Training Events (*focus on IMT and OCT*)
- Annual testing of Emergency Framework Plan
(*cryptosporidium and chemical contamination*)
- Technical Panels to take ownership