

Overview & Scrutiny Committee **2**

HOUSING AND ENVIRONMENT



Contaminated Water

TASK AND FINISH GROUP



NORTHAMPTON
BOROUGH COUNCIL

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Foreword

The Contaminated Water Task and Finish Group was established by Overview and Scrutiny Committee 2 - "Housing and Environment" in order to perform a short, focused review to hear from the public and local businesses of how they felt Anglian Water Limited responded to the recent situation of contaminated water supply in Northamptonshire. The findings of the review will be forwarded to the Drinking Water Inspectorate to help inform its report.

Phase two of the review will be scoped following the production of the Drinking Water Inspectorate's report.

Daventry District Council, Wellingborough Borough Council and Northamptonshire County Council all expressed an interest to be involved in the review and Councillors from these three authorities helped to promote the review by displaying posters and circulating copies of the questionnaires and attended the public sessions and participated in the two public meetings.

The Task and Finish Group consisted of Councillors Christopher Malpas (Chair), Dennis Meredith, Tess Scott, Pam and Paul Varnsberry who considered both written and verbal evidence.

Public meetings were held on one day over two sessions to ensure the widest possible attendance. The public meetings were widely publicised and followed by the press with regular updates in local papers and on the radio.

The work of the Task and Finish Group took place during July 2008.

The result is a piece of work, which identifies the need for a comprehensive register of vulnerable residents.



Councillor Christopher Malpas

Chair of the Contaminated Water Task and Finish Group

Acknowledgements to all those who took part in the Review: -

- Councillors Dennis Meredith, Tess Scott, Pam and Paul Varnsberry, who sat with me on the Task and Finish Group
- Councillors Jim Bass (Wellingborough Borough Council), Chris Long (Daventry District Council) and Robin Brown (Northamptonshire County Council) for attending the public meetings and helping to publicise the review
- Peter Simpson (Chief Operating Officer), Andrew Mackintosh (Head of Group Communications), Martyn Oakley (Head of Communications), Anglian Water Limited for attending the public meetings and providing evidence

- Sue Pennison (Principal Inspector), Drinking Water Inspectorate for attending the public meetings and providing details of the review being carried out by the Drinking Water Inspectorate
- Steve Grebby (Policy Manager), Water Consumer Council for attending the public meetings and providing evidence
- Dave Green (Environmental Health Officer) and Adrian House (Emergency Planning Officer) for giving evidence essential to the group achieving its objectives

EXECUTIVE SUMMARY

This Task and Finish Group was set up to investigate the early summer 2008 contaminated water incident in Northampton and some surrounding areas.

The review was split into two phases:-

Phase One - The Task and Finish Group heard from the public and local businesses how they felt Anglian Water Ltd responded to the recent situation of contaminated water supply. The findings of the review will be forwarded to the Drinking Water Inspectorate to help inform its report. A copy will also be forwarded to Northamptonshire County Council and the Water Consumer Council.

Phase Two – The Task and Finish Group will scope the second stage of the review following the publication of the Drinking Water Inspectorate's report and Anglian Water Ltd's report into the situation.

The review received evidence over a short space of time, details of which are contained in the report. After gathering evidence the Task and Finish Group established that: -

- From the data collated from the completed questionnaires it was apparent that the majority of respondees felt that Anglian Water Ltd notified its customers as soon as possible after the contaminated water incident was noted.
- The majority of respondees felt that overall Anglian Water Ltd had handled the situation in a satisfactory manner.
- Respondees indicated that Anglian Water Ltd could have done more to notify vulnerable groups of people of the incident. Comments made at the public meeting reiterated this view. It was suggested at the meeting that there needed to be a wide publicity campaign promoting the WaterCare Register and the importance of vulnerable people being included onto it.
- The Task and Finish Group noted that through the Council's internal processes a register of vulnerable people is in existence but from the comments received in the questionnaires it highlights the need to further develop and expand this register. There is a need to liaise with relevant Council departments and agencies regarding the production of an improved register.
- The Task and Finish Group concluded that the limited attendance at the public meetings suggested that the majority of the public did not have any major issues with the way that Anglian Water Ltd had responded to the contaminated water incident.

RECOMMENDATIONS

The Task and Finish Group recommends to Cabinet that: -

- 5.1 Officers, together with ward Councillors, Registered Social Landlords (RSLs) and any other interested groups and agencies, develop a register of vulnerable residents. The register should be based at Northampton Borough Council's offices and be used in circumstances such as the recent contaminated water incident.**
- 5.2 The register of vulnerable residents should be regularly reviewed and updated.**

Northampton Borough Council

Overview and Scrutiny

Report of the Contaminated Water Task and Finish Group

1. Purpose

- 1.1 Overview and Scrutiny Committee 2 (Housing and Environment) set up a Task and Finish Group to investigate the early summer contaminated water incident in Northampton and some surrounding areas.
- 1.2 The Task and Finish Group agreed that the following areas needed to be investigated and linked to the realisation of the council's corporate priorities:
- 1.3 **Phase One** - The Task and Finish Group heard from the public and local businesses how they felt Anglian Water Ltd responded to the recent situation of contaminated water supply. The findings of the review will be forwarded to the Drinking Water Inspectorate to help inform its report. A copy will also be forwarded to Northamptonshire County Council and the Water Consumer Council.
- 1.4 **Phase Two** – The Task and Finish Group will scope the second stage of the review following the publication of the Drinking Water Inspectorate's report and Anglian Water Ltd's report into the situation.
- 1.5 A copy of the Scope of the Review is attached at Appendix A.

2. Context and Background

- 2.1 Northampton Borough Council's Overview and Scrutiny Committee 2 (Housing and Environment) set up a Task and Finish Group to review how Anglian Water Ltd handled the recent cryptosporidium contamination. The findings of the review will be presented to Anglian Water Ltd, the Drinking Water Inspectorate, the Water Consumer Council and Northamptonshire County Council.
- 2.2 On 20 June 2008 tests found cryptosporidium in a sample from water supplies to Northampton, Daventry and surrounding villages. The parasite causes stomach upsets and the most common symptom is diarrhoea.
- 2.3 Cryptosporidium is usually spread through consumption of contaminated food or drink, or contact with infected faeces. The parasite has an incubation period of two to five days and symptoms to look out for include watery diarrhoea, stomach pain, dehydration and fever and while they usually last several days, they can continue for weeks. Elderly people or young children are at particular risk of illness,

and those with immune problems may also have a more prolonged recovery time.

- 2.4 Over 80,000 households, as well as thousands of businesses, were affected in Northampton alone. Approximately 250,000 individuals were affected overall.
- 2.5 This review provided a good medium for citizens to have their say and provide valuable information about their experience. Two public meetings were held for anyone who wanted to join the discussion, and a questionnaire was produced for those unable to attend the meetings.

2.6 Northamptonshire County Council's review

- 2.6.1 Northamptonshire County Council's Scrutiny Management Committee is also carrying out a review into a different aspect of the situation. This review will scrutinise the effectiveness of the systems designed to minimise the effect of the outbreak on the county, and the co-operation and communication between the County Council and other organisations involved. Both councils will co-ordinate their work and share the information gathered from their reviews.

2.7 Neighbouring Local Authorities

- 2.71 The Chair of the Task and Finish Group made contact with the neighbouring local authorities affected by the incident asking if they would find it beneficial to be part of the review. Daventry District Council, Wellingborough Borough Council and Northamptonshire County Council all expressed an interest to be involved. Councillors from these three authorities helped to promote the review by displaying posters and circulating copies of the questionnaires and attended the public sessions.
- 2.72 Councillors from the three authorities participated in the two public meetings.

2.8 Council's Corporate Priorities

- 2.8.1 This review links to the Council's corporate priorities as it demonstrates further working with the community, partnership working and being citizen focussed.

3. Evidence Collection

3.1. In scoping this review it was decided that evidence would be collected from a variety of sources:

3.2 Northampton Borough Council's Environmental Health Officer

3.2.1 The Environmental Health Officer provided information: -

- The contaminated water had come from Pitsford Reservoir. The water quality is of a high standard.
- River water enters the reservoir and tests are taken from both untreated and treated water. From the untreated water, 376 samples were taken, of which 270 were clear. 590 consecutive negative samples were taken from the treated water over a five-week period.
- The Drinking Water Inspectorate is undertaking a review into the situation. The investigation will cover all the issues, such as what caused the situation and what was the reaction of Anglian Water Ltd.
- On 25 June 2008 notification of the incident was reported to Northampton Borough Council's Environmental Health's Control Centre. With immediate effect an incident was called.
- A radio interview with Environmental Health Officers took place, which offered advice such as that if ice was used it was made from cooled boiled water.
- On 25 June 2008, the number of calls to Environmental Health doubled.
- Environmental Health was actively involved in countywide meetings regarding the incident, the Council's website had been regularly updated and regular updates had been forwarded to the Council's press office.
- The Environmental Health Officer was part of the Incident Control Team that was initiated at the start of the outbreak and took part in nine meetings that included issues such as the decision to remove the boil water notice and to call the incident closed after the cases of Cryptosporidium died down.
- All affected homes and businesses received a card from Anglian Water Ltd the day after the situation was noticed.
- As of 23 July 2008 in Northampton there had been thirty-six suspected cases of cryptosporidium infection and seventeen confirmed cases, ten of which had tested positive to the contaminated water incident.
- Countywide there had been twenty-five confirmed cases of cryptosporidium infection, thirteen of which had tested positive to the contaminated water incident.
- Anyone who had visited his or her General Practitioner (GP) with suspected symptoms would have been asked to provide a faecal sample for cryptosporidium testing.

3.2.2 The Environmental Health Officer attended the public meetings providing an update.

3.3 Emergency Planning Officer

3.3.1 The Emergency Planning Officer (EPO) provided information on Northampton Borough Council's response to the situation. He was in attendance at the public meetings providing information to attendees.

- On 25 June 2008 the EPO received an official notification of the situation, in accordance with existing emergency planning alerting Protocols. Warning and informing priority was given to Northampton Borough Council's vulnerable groups, such as those in sheltered accommodation. Importance was given in ensuring that advice and guidance was consistent to that provided by Anglian Water Ltd.
- In this event the role of Northampton Borough Council, in liaison with the Northamptonshire Resilience Forum (NRF) was to support Anglian Water Ltd and the Health Protection Agency.
- During the reporting period of 25th June to 4th July 2008, there were no reported concerns from the Council's vulnerable groups.
- Through Northamptonshire County Council's Community Access Language Service (CALs), Northamptonshire Resilience Forum translated Anglian Water Ltd/Health Protection Agency's advice and guidance into languages common to Northampton - Bengali, Polish, Chinese, Lithuanian, Somali and Russian
- CALs provides specialist support to Emergency Planning in the translation of 'warning and informing' messages and the engagement with those communities who's English is a second language.
- Through emergency planning this was forwarded to Northampton Borough Council's Communications Unit.

3.4.1 Anglian Water Limited

3.4.2 The Chief Operating Officer, Head of Group Communications, Customer Services Director and the Head of Communications from Anglian Water Ltd attended the public sessions on 23 July 2008 and provided information on how the organisation had reacted to the situation.

- The contamination was found at Pitsford Water Treatment Works, which is a low risk site for cryptosporidium. The treatment process at the site is very effective.
- Proactive monitoring was and still is being carried out at Pitsford reservoir. Continuous monitoring takes places at the site, on water in the reservoir and final water supply. Other water companies may not monitor sites of such a low risk category.
- A very small sample of cryptosporidium was found in fourteen litres of water.
- Cryptosporidium is a protozoan parasite and is resistant to disinfectant.

- The root cause was identified and the area isolated. Effective treatment was brought in. Three ultraviolet lights were installed. Ultraviolet (UV) lights were used as they are considered as a disinfectant by the water industry because they appear to be very effective for controlling potential waterborne pathogens, including *Cryptosporidium parvum*.
- Around a thousand miles of mains water supply was flushed through.
- The organisation worked very closely with the Incident Support Team.
- Proactive media coverage of the contaminated water incident was instigated by the organisation at 5.30am on 25 June 2008.
- Cards were sent to households and businesses, first class on 25 June 2008, notifying individuals of the incident.
- Anglian Water's website was continually updated and the facility of a postcode checker was installed. Residents could use this to ascertain whether they lived in an affected area.
- The organisation helped vulnerable individuals as much as it could, around 610,000 litres of bottled water was delivered to vulnerable people daily.
- On 4 July 2008 the boil notice affecting residents and businesses in Northamptonshire was lifted.
- All customers affected will receive compensation.
- Individuals who have contracted cryptosporidium and it is proven that it was contracted through this contaminated water incident are invited to contact Anglian Water Ltd and discussions will take place regarding compensation.

3.5 Drinking Water Inspectorate

3.5.1 The Principal Inspector from the Drinking Water Inspectorate also attended the public sessions and informed attendees of the statutory investigation that it was currently carrying out in response to the contaminated water situation in Northampton and some surrounding areas.

3.5.2 The Drinking Water Inspectorate (DWI) was formed in 1990 to provide public confidence in tap water following the privatisation of the water industry. It is the independent technical regulator of public water supplies in England and Wales.

3.5.3 DWI Inspectors are technical experts in their field who carry out the following duties: -

- **Assessment of data** – Water companies carry out a statutory programme of water sampling, the results of which are submitted to the DWI on a monthly basis. Any failure to meet the legal standards must be investigated by the company and action taken to correct any problems. Inspectors will assess every failure and may take enforcement action if the actions taken are not appropriate.
- **Audit of water company assets, operations and procedures** – Inspectors visit company premises and audit assets, operations and

procedures to ensure compliance with statutory requirements and best practice.

- **Incidents** – Water companies notify the Inspectorate of events that take place that affect, or may affect drinking water quality or sufficiency. Inspectors assess all events and classify some as incidents requiring further investigation. During an incident, the Water Company concerned is responsible for rectifying the situation and managing its own operations. The Inspectorate will independently investigate and assess the company's findings and actions.
- **Prosecutions** - The DWI is able to take forward prosecutions in the name of the Chief Inspector of Drinking Water for a number of criminal offences relating to the supply of drinking water. The DWI also has powers of enforcement, which can be used to commit Water Companies to legally binding actions to address drinking water quality issues.

3.5.4 The DWI is carrying out an investigation into the cryptosporidium outbreak in Northampton. At the conclusion of the investigation (and if appropriate, following the conclusion of any court proceedings) the DWI will produce an Incident Assessment Letter detailing the circumstances of the incident and its recommendations to the company.

3.6 Water Consumer Council

3.6.2 The Policy Manager from the Water Consumer Council addressed the public sessions and gave a brief précis on the purpose of the organisation and the type of investigations it undertakes.

3.6.3 The Water Consumer Council was set up in 2005 and operates on both a national and local level. The organisation listens to consumers' views and undertakes research.

3.6.4 The Water Consumer Council has commissioned some focus group research to find out what consumers' think about Anglian Water Ltd's response to the incident and whether they feel that there is more Anglian Water Ltd could have done. The research will also ask about compensation and whether peoples' perception of their tap water has been changed by their experience of having to temporarily boil their drinking water.

3.7 Public Meetings

3.7.2 Public meetings were held on one day over two sessions to ensure the widest possible attendance.

3.7.2 The public meetings were widely publicised and followed by the press with regular updates in local papers and on the radio.

3.7.3 The afternoon session attracted around seven members of the public and the evening session was abandoned due to the fact that there were no attendees.

3.7.4 Feedback from the session was varied and the results are attached at Appendix B.

3.7.5 The main comments from the public meetings were:

- The treatment process at Pitsford Reservoir is very effective and is low risk. A rabbit entered the treatment centre via a remote tank at the site. This route of entry has now been blocked.
- All customers affected will receive compensation. There is a need to promote and more widely publicise the Water Care Register. There is a need for people to see the benefits of being included onto this Register.
- Anglian Water Ltd recognised from the outset that not everyone would be included in the mail shots and has to use every communication channel available to get information out into the public domain
- Due to patient confidentiality, Anglian Water Ltd is not privy to the information detailing who contracted cryptosporidium through the contaminated water incident. However, individuals who have contracted cryptosporidium and it is proven that it was contracted through this contaminated water incident are invited to contact Anglian Water Ltd and discussions will take place regarding compensation.

3.8 Questionnaires

3.8.3 The questionnaire was published on the Borough Council's website inviting individuals to complete it and sent to a wide distribution list. Northamptonshire County Council, Wellingborough Borough Council and Daventry District Council promoted the events and widely distributed the questionnaires. All completed questionnaires were analysed. It was apparent from the questionnaires that the majority of individuals realised the purpose of the Council consulting with them.

3.8.4 A copy of the questionnaire is attached at Appendix C.

3.8.5 As of 4 August 2008 thirty-four completed questionnaires had been returned to the Overview and Scrutiny Team.

3.8.6 Three main questions were asked: -

Do you feel Anglian Water notified its customers as soon as possible after it was realised that there was a problem with the water supply?

23 answered yes
9 answered no
2 did not know

Do you feel that Anglian Water did all it could to ensure that vulnerable groups of people were notified of the situation?

14 answered yes

12 answered no

8 did not know

Overall, were you satisfied with the way that Anglian Water handled the situation?

22 answered yes

10 answered no

2 did not know

The other three questions asked for comments, the main responses are detailed below: -

What are your suggestions of how customers could have been notified sooner?

- Leaflet drops should have taken place through the night as many people do not put the radio or television on first thing in the morning
- There should have been constant updates on the radio and television, not just in every news bulletin
- There should have been more vehicles equipped with loudspeakers informing the public of the situation
- Roadside billboards should have been put up
- Customers should have been informed by telephone of the situation

What are your suggestions of how Anglian Water could improve the way it notified vulnerable groups of the situation?

- Free bottled water should have been made available to those who may not have been able to follow instructions, were not in a financial position to buy water or were unable to store it
- As many different forms of media as possible should have been used to inform everyone
- Personal visits to vulnerable groups emphasising the importance of not drinking the water should have taken place
- Posters displayed in shops may have reached more people
- Many nursing homes and individuals may not have realised that you have to be included on the Water Care Register to be recognised as a vulnerable group/person by Anglian Water.
- The Water Care Register should be promoted
- A ring round (similar to that used by the Police to inform of scams) should have taken place

- Many canal boaters were unaware of the situation. If this ever happened again, British Waterways should be made aware so they can post notices/advise Boaters along the canal, and perhaps have an officer on watch at various sets of locks to make everyone aware.

3.8.7 Comprehensive results of the questionnaires are attached at Appendix B.

4. Conclusions

After all of the evidence was collated the following conclusions were drawn: -

- 4.1 From the data collated from the completed questionnaires it was apparent that the majority of respondees felt that Anglian Water notified its customers as soon as possible after the contaminated water incident was noted.
- 4.2 The majority of respondees felt that overall Anglian Water Ltd had handled the situation in a satisfactory manner.
- 4.3 Respondees indicated that Anglian Water Ltd could have done more to notify vulnerable groups of people of the incident. Comments made at the public meeting reiterated this view. It was suggested at the meeting that there needed to be a wide publicity campaign promoting the WaterCare Register and the importance of vulnerable people being included onto it.
- 4.4 The Task and Finish Group noted that through the Council's internal processes a register of vulnerable people is in existence but from the comments received in the questionnaires it highlights the need to further develop and expand this register. There is a need to liaise with relevant Council departments and agencies regarding the production of an improved register.
- 4.5 The Task and Finish Group concluded that the limited attendance at the public meetings suggested that the majority of the public did not have any major issues with the way that Anglian Water Ltd had responded to the contaminated water incident.

5 Recommendations

The Task and Finish Group recommends to Cabinet that: -

- 5.1 Officers, together with ward Councillors, Registered Social Landlords (RSLs) and any other interested groups and agencies, develop a register of vulnerable residents. The register should be based at Northampton Borough Council's offices and be used in circumstances such as the recent contaminated water incident.
- 5.2 The register of vulnerable residents should be regularly reviewed and updated.

Appendices

Northampton Borough Council Overview and Scrutiny

Appendix A



Overview and Scrutiny Task and Finish Group Project Proposal

1. Proposal by: **Overview and Scrutiny Committee 2 (Housing and Environment)**
2. Proposed name of Task and Finish Group: **Contaminate Water Task and Finish Group**
3. Parent Scrutiny Committee: **Overview and Scrutiny Committee 2 (Housing and Environment)**
4. Description of proposed project:
 - **Phase 1 - Opportunity for the public to provide details of how they felt Anglian Water responded to the situation**
 - **Phase 2 – To be scoped following production of the Drinking Water Inspectorate’s report and Anglian Water’s investigation report into the situation**
5. Proposed outcomes of project:
 - **Should the Drinking Water Inspectorate/Anglian Water undertake a public inquiry into the situation, Overview and Scrutiny’s evidence will inform that inquiry**
6. External organisation involvement:
 - **Other neighbouring Local Authorities**
 - **Drinking Water Inspectorate**
 - **Anglian Water Limited**
7. Departmental Officer support:
 - **Environmental Health Officer**
 - **Health and Safety Officer**
 - **Emergency Planning Officer**

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E-mail: scrutiny@northampton.gov.uk

Northampton Borough Council Overview and Scrutiny

8. Overview and Scrutiny Advisor:

- **Tracy Tiff, Overview and Scrutiny Officer**

Proposal checklist

Why review this issue?

Council viewpoint

Criteria	Response
The Council views the issue as a priority	Yes
The item is in the Councils forward plan	No
At least one councillor regards the issue as a key issue	Yes
The matter has been raised with councillors and is considered worth investigating	Yes
A high level of funding is committed by the council to the subject	No
There is a pattern of overspending in the area	N/A
There is a pattern of under spending in the area	N/A
The issue has been referred for further investigation by a Council Committee	No

Community Viewpoint

Criteria	Response
The issue has been raised in a meeting with the community	Yes
There have been high levels of complaint	Concerns have been raised rather than complaints
There has been high levels of praise	Yes
Media attention has highlighted an of public interest or concern	Yes

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Performance

Criteria	Response
The performance indicators show poor performance	N/A
The performance indicators show strong performance	N/A
The area will be the subject of a major performance review and members would like to have an early input	N/A
External Auditors or inspectors have raised the issue (adversely or otherwise)	N/A

Relevant National Issues

Criteria	Response
Central Government is planning to address the issue	Yes
The issue has been subject to recent Government guidance or legislation	No
Members may wish to know if the authority is able to deal with a national issue which is receiving national media attention	Yes

What would the review involve?

Factor	Comments
What are the resources likely to be required?	Venue, Departmental Officers, Overview and Scrutiny Officer, consultation and publicity
What time scale is likely to be required for the review?	Initially two meetings, then held in abeyance until the publication of the Drinking Water Inspectorate's report
What are the main risks and uncertainties involved in the resourcing and timescale factors?	Size of venue required for the event. Resourcing issues, in particular

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	other urgent issues that may come forward for Overview and Scrutiny to investigate
Which research methods are most appropriate?	Facility for on-line comments, questionnaire, written evidence, public meeting
Who are the stakeholders that we need to engage?	General public and local businesses
What input will be needed from experts or professional advisors?	Environmental Health Officer Emergency Planning Officer Health and Safety Team Leader
What equality and community cohesion issues do we need to initially consider?	Engagement with 'hard to reach' and vulnerable groups. Questionnaire to be translated in the 6-7 languages common to Northampton. Questionnaire to be sent to the voluntary sector and disabled people's forum members
Task and Finish Group membership	Councillor Christopher Malpas (Chair) Councillors Pam Varnsberry, Tess Scott, Dennis Meredith and either David Garlick or Paul Varnsberry

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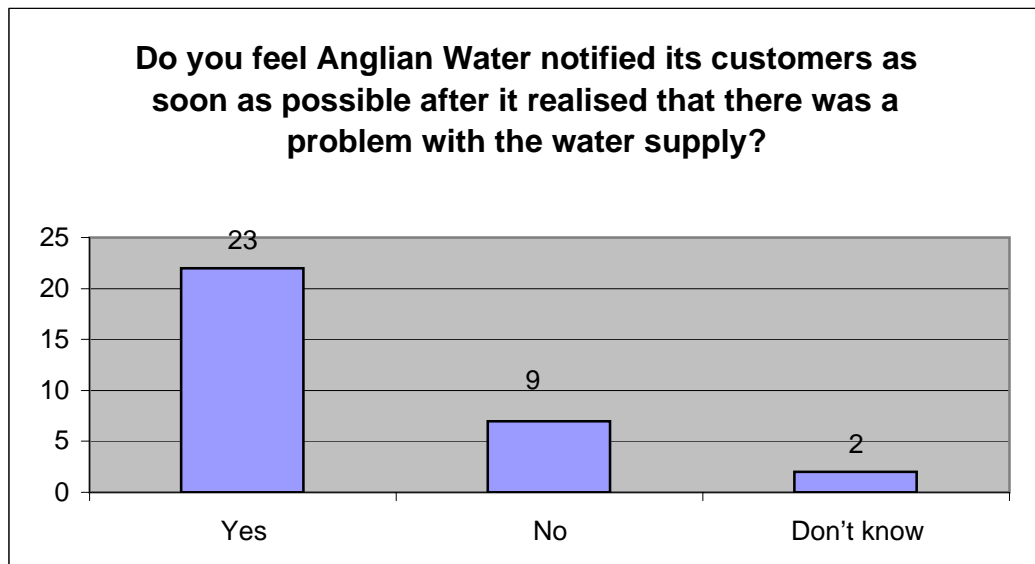
E-mail: scrutiny@northampton.gov.uk

As of 3pm on Monday 4 August 2008, thirty four completed questionnaires have been returned to the Overview and Scrutiny Team at Northampton Borough Council

Appendix B

Do you feel Anglian Water Notified its customers as soon as possible after it was realised there was a problem with the water supply?

Yes	23
No	9
Don't know	2



Suggestions made by the public of how this could have been done sooner

Some residents whose water supply comes from Ravensthorpe reservoir were initially told their water was affected, which was incorrect - the correct information should have been given out sooner

Leaflet drops should have taken place through the night as many people do not put the radio or television on first thing in the morning

There should have been constant updates on the radio and television, not just in every news bulletin

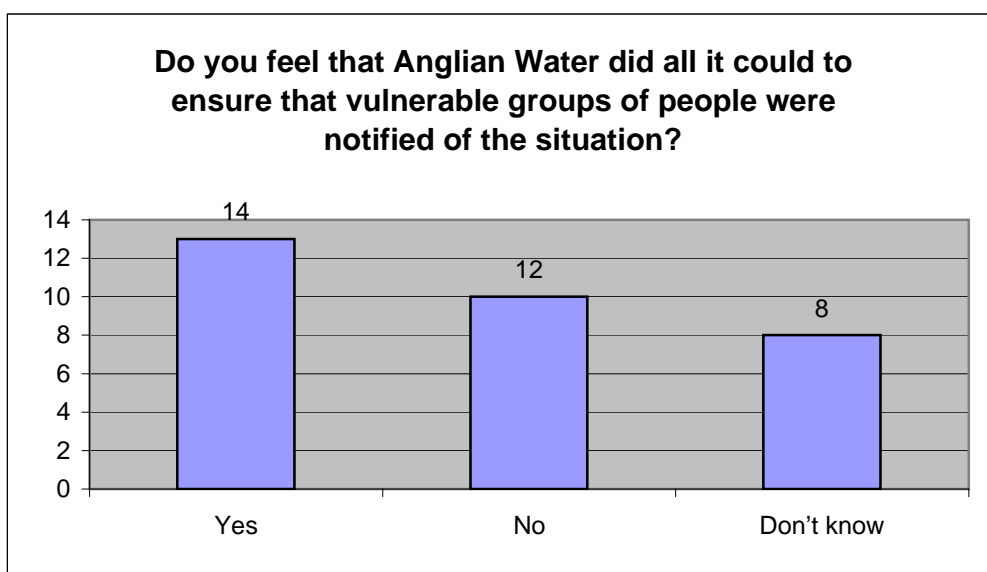
There should have been more Vehicles equipped with loudspeakers informing the public of the situation

Roadside billboards should have been put up

Customers should have been informed by telephone of the situation

Do you feel that Anglian Water did all it could to ensure vulnerable groups of people were notified of the situation?

Yes	14
No	12
Don't know	8



What are your suggestions of how this could have been improved?

Free bottled water should have been made available to those who may not have been able to follow instructions, were not in a financial position to buy water or were unable to store it

As many different forms of media as possible should have been used to inform everyone of the incident

Personal visits to vulnerable groups emphasising the importance of not drinking the water

Posters displayed in shops may have reached more people

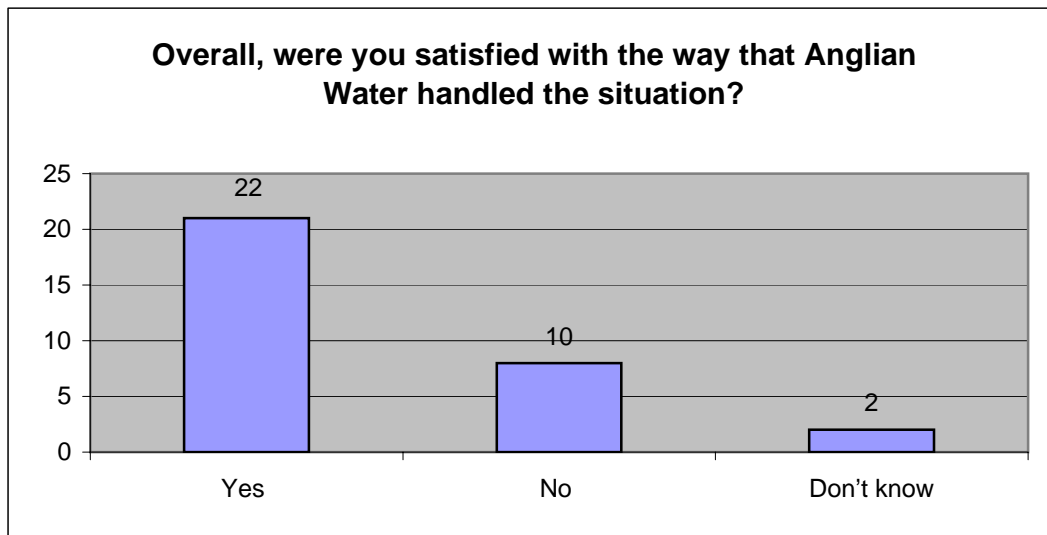
Many nursing homes and individuals may not have realised that you have to be included on the Water Care Register to be recognised as a vulnerable group/person by Anglian Water. The Water Care Register should be promoted

Hospitals should have been informed as a priority

A telephone ring around (similar to that used by the Police to inform of scams) should have taken place

Overall were you satisfied with the way that Anglian Water handled the situation?

Yes	22
No	10
Don't know	2



How could this have been improved?

In the first few hours of the news breaking it is important to get the message to as many people as possible. More could have been done at the early stages

A dedicated free helpline for people affected would have been useful rather than having to call Anglian Water's main number. A recording of information available on the website would also have been useful on Conflicting messages about what residents should do were given. For example initially residents were told that it was safe to use the water to wash up and then the information changed to boil water for washing up.

Direct contact with elderly residents should have been made

From the outset the affected villages should have been identified so that the correct information was given out Information supplied could have contained a fuller technical explanation and included a frequently asked quest Bottled water should have been more readily available for the elderly

Other Comments Included:

Anglian Water handled the situation very well and did its best at a difficult time and should be commended on t

The water supply was back to normal quicker than the organisation anticipated

The public was informed after the first positive sample

The Environment Minister gave out a confusing message during the contaminated water incident that there was nothing wrong with the water and never had been. He should have followed the scientists line until

Nobody was without water at all, and most people had the facility to boil.

Questions raised and comments made held at the public meeting on 23 July 2008

To Anglian Water

QU: Please explain the compensation levels for those individuals who contracted cryptosporidium through the contaminated water incident?

Due to patient confidentiality, Anglian Water is not privy to the information detailing who contracted cryptosporidium through the contaminated water incident. However, individuals who have contracted cryptosporidium and it is proven that it was contracted through this contaminated water incident are invited to contact Anglian Water and discussions will take place regarding

QU: Would compensation be available to the residents of Long Buckby. The residents were initially informed that the village was affected by the incident and told to boil water, buy bottled water etc., it was then identified that Long

Anglian Water's message was very clear that it was safe for the residents of Long Buckby to drink the water as this village was unaffected by the incident

COMMENT: Anglian Water advised the public that those residing in Long Buckby could drink the water but Daventry District Council had a contradictory message that water must be boiled

This is a point of learning for Anglian Water

QU: Elderly residents often cannot lift kettles and some did not receive bottled water

All customers affected will receive compensation. There is a need to promote and more widely publicise the Water Care Register. There is a need for people to see the benefits of being included onto this Register.

QU: What is Anglian Water going to do to improve its communication mechanisms?

Anglian Water recognised from the outset that not everyone would be included in the mail shots and has to use every communication channel available to get information out into the public domain

QU: What caused the problem, what action has been taken to prevent it happening again and what monitoring systems are in place?

The treatment process at Pitsford Reservoir is very effective and is low risk. A rabbit entered the treatment centre via a remote tank at the site. This route of entry has now been blocked.

COMMENT: Is it not a too high target of proactive monitoring of the site, should it not be reactive monitoring?

Proactive monitoring is being carried out at Pitsford which is a very low risk site. Other water companies may not monitor sites of such a low risk category

TO: Water Consumer Council

QU: What is your involvement in emergency planning of such incidents?

The Water Consumer Council does not have any involvement, this is the responsibility of the Drinking Water Inspectorate. The Water Consumer Council does engage with Anglian Water on a customer services level

TO: Environmental Health, Northampton Borough Council

QU: How do you liaise with Emergency Planning at NCC?

Environmental Health and other officers, such as Emergency Planning Officers, attend the Emergency Planning Meetings. A meeting was held at 12 noon on 25 June 2008 regarding the contaminated water incident

QU: What was your message regarding residents in Long Buckby and the safety of the water?

As soon as Northampton Borough Council was aware of the problem officers notified Anglian Water, who acted immediately notifying that the water was safe to drink

Northampton Borough Council Overview and Scrutiny

Appendix C



Overview and Scrutiny

Contaminated Water Incident Task and Finish Group

Questionnaire

The Council's Overview and Scrutiny Committee (Housing and Environment) is carrying out a review into the recent Cryptosporidial oocysts outbreak in the town's and some surrounding areas water supply.

The first phase of the review will hear from local residents and businesses about how they feel Anglian Water Limited responded to the situation. A questionnaire has been put together to collect those views and a public meeting will be held on Wednesday 23 July 2008 at the Guildhall for the people to further comment. There will be two sessions, the earlier one from 3pm to 5pm and an evening session starting at 6pm until 8pm.

Northamptonshire County Council's Scrutiny Management Committee is also carrying out a review into a different aspect of the situation. This review will scrutinise the effectiveness of the systems designed to minimise the effect of the outbreak on the county, and the co-operation and communication between the County Council and other organisations involved. Both councils will co-ordinate their work and share the information gathered from their reviews.

Please complete the questions detailed overleaf and return to the Council's Overview and Scrutiny section, located at the Guildhall, St Giles Square, Northampton, NN1 1DE, by email scrutiny@northampton.gov.uk, by post, or by leaving your copy at the Council's one stop shop.

For further information please contact Tracy Tiff, Overview and Scrutiny Officer, on telephone 01604 837408

www.northampton.gov.uk/scrutiny
Call 01604 837046 or 01604 837408
E-mail: scrutiny@northampton.gov.uk

Northampton Borough Council Overview and Scrutiny

Questions	Response
<p>1 Do you feel Anglian Water notified its customers as soon as possible after it was realised that there was a problem with the water supply?</p> <p>If no, please go to question 2, if yes please go to question 3</p>	
<p>2 If no, why, and what are your suggestions of how this could have been done sooner?</p>	
<p>3 Do you feel that Anglian Water did all it could to ensure that vulnerable groups of people were notified of the situation?</p> <p>If no, please go to question 4, if yes please go to question 5</p>	
<p>4 If no, why, and what are your suggestions of how this could have been improved</p>	
<p>5 Overall, were you satisfied with the way that Anglian Water handled the situation?</p> <p>If no, please go to question 6, if yes please go to the other comments section</p>	

www.northampton.gov.uk/scrutiny

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Northampton Borough Council Overview and Scrutiny

6 If no, why, and what are your suggestions on how this could be improved?	
Any other comments	