

Water Services Training Group

19th Annual Conference

Optimising Services Delivery in the Water Industry

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Comhshaol, Pobal agus Rialtas Áitiúil
Environment, Community and Local Government

Optimising Services Delivery in the Water Industry

Integrated Incident Management

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Integrated Incident Management.

1: Key Legislation Drivers

2: Integrated Incident Management

National Statistics

Incident Definition and Examples

3: Essential elements of integrated incident management

4: Lessons Learned.



Quote

“The easiest period in an incident is actually the incident itself. The most difficult is the period of indecision – what to do . And the most dangerous period is the aftermath. It is then, with all the resources spent and the guard is down, that one must watch out for dulled reactions and faulty judgment. “

Richard Nixon

Key Legislative Drivers.

Wastewater.

Urban Wastewater Treatment Regulations 2001-2010

Waste Water Discharge Authorisation Regulations 2007-2010

Drinking Water.

E.U. Drinking Water Regulations 2014

Preventative Measures

Circular L13/02 - Action Plan for the Protection of Drinking Water Supplies

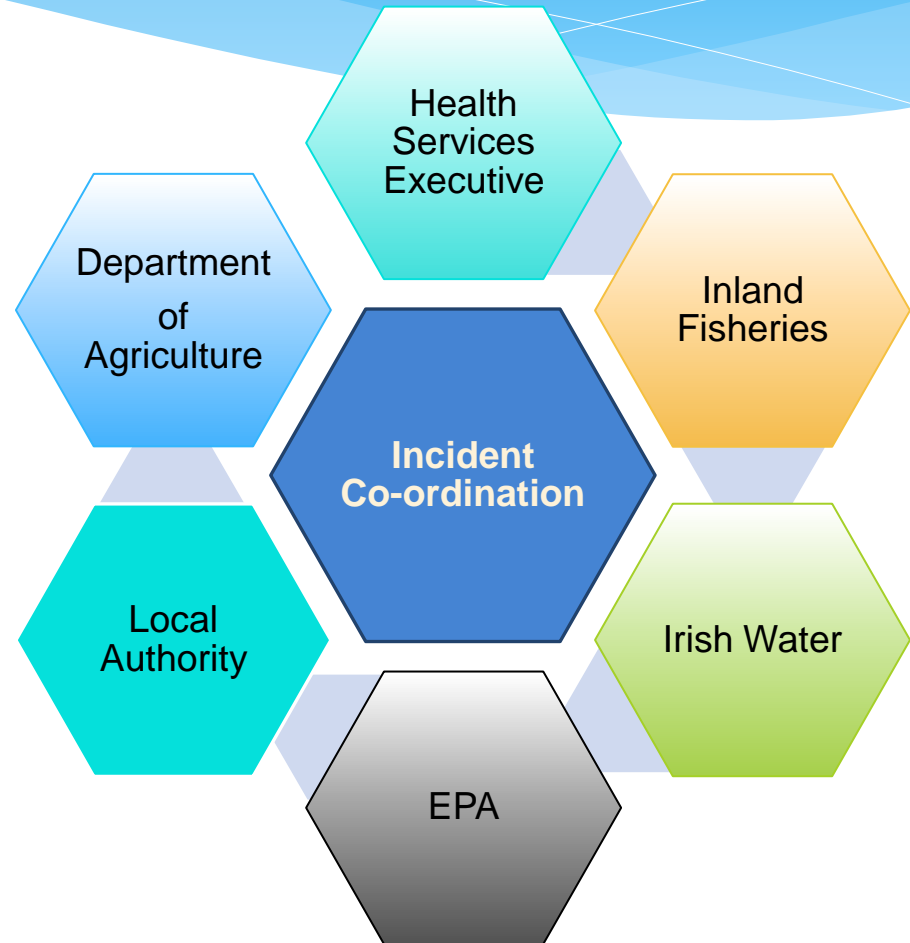
- Irish Water Protocols on incident management
- Water and wastewater safety plan
- DWIRP and WIRP

Integrated Incident Management

Integrated Incident Management

Is a multi agency approach where they all work together to reduce the duration and severity of an incident through the sharing of information between the field and centre.

There is currently no single point of responsibility in integrated incident management

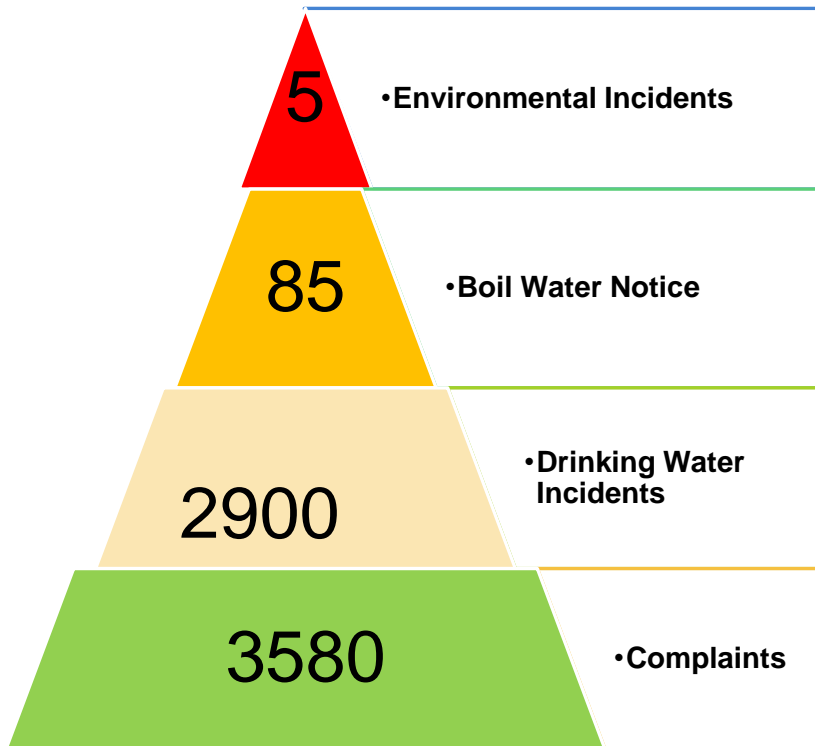


The Essential Elements of Integrated Incident Management

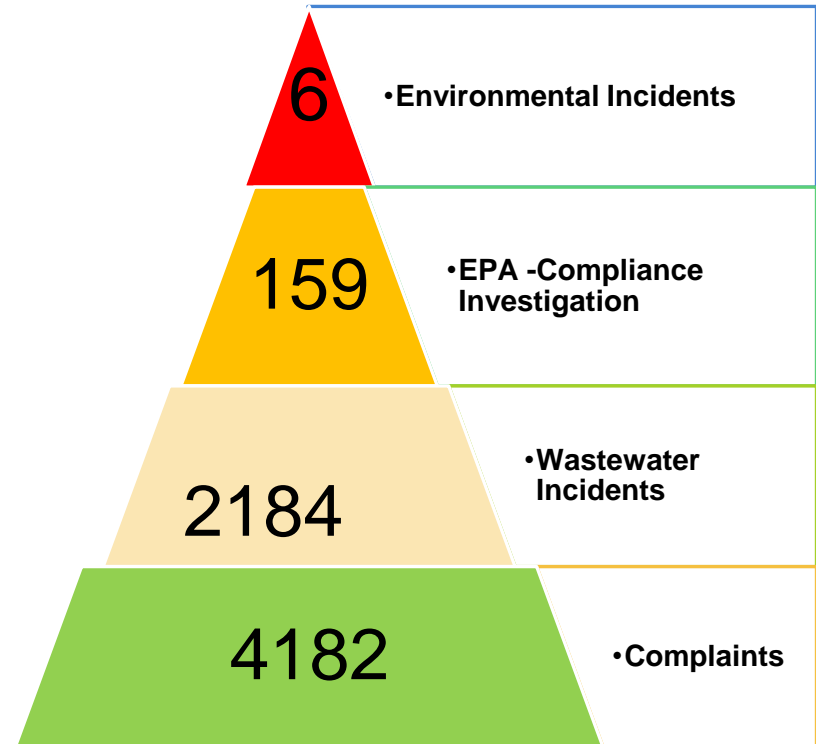
- Providing safe and secure drinking water and protect the environment.
- Multi-agency and multi disciplinary approach.
- Importance of effective communication.
- Building working relationships.
- Preparedness.
- Sharing resources and lessons learned.

Irish Water National Statistics.

Drinking Water Statistics Jan 2014 – Aug 2015.



Wastewater Statistics Jan 2014– Aug 2015.



Incidents.

What are incidents:

- Incidents are sudden they can be Chemical , Microbiological, Environmental, Weather, Health and Safety.
- Stretch resources.
- Break continuity/confidence in service
- Need different levels of response as they vary in size and complexity.
- Can involve a large number of stakeholders.

Examples of Incidents .

Incident Description	Incident Action	Multi Agency Incident Team
Kerosene Contamination of residential estate drinking water supply	Water Restriction	IW, LA, HSE and EPA
Wastewater incident discharge to river attributed to section 16 licence	Environmental Incident	IW, LA and NI-Lough Agency and IFI
Discharge to Bathing Water	Bathing Water Closure	IW, HSE, LA and EPA
Alum discharge to river attributed poor bund integrity	Environmental Incident	IW ,LA ,EPA, DBO and Fisheries
Cryptosporidium Outbreak	Boil Water Notice	IW, LA, HSE and EPA
Discharge of Sodium hypochloride to surface water	Environmental Incident	IW, LA, Fisheries and EPA

Providing safe, secure drinking water and protect the environment.

Preventative Measures

- Water and Wastewater Safety Plans Developed and Implement at scheme and agglomeration Level
- Source to Tap approach
- Establish Performance Specifications , Standard Operating Procedures including alarms and set-points at plants to prevent incident
- Monitor Operations through access to SCADA systems , online systems, site records and effective communications.

Reactive Measures

- Incident Management

Importance of effective communication.

Establish The Incident Management Team

Responsible for

- Defining scale of incident - clarity ,
- Establish the ground rules - clarity who, when and what is critical.

And Agree

- The core incident management team consist of the following: An Incident Manager: Regional Manager; Director of Services; H.S.E.; Incident Liaison Officer (I.L.O.), Incident Management Team and a Incident Communications Team.
- Incident actions plan review and updates circulate to the incident team .

Communications to public

Public need to know what is happening.

HOW.

- Call centres - ABTRAN
- Communications - local radio stations /newspapers/websites/ twitter.

WHAT.

- Incident progress, advice ,notices
- Alternative supplies – tankers/standpipes
- Clear information – No jargon, What happened; Why it has happened; When will it be sorted
- Who is in charge

Building Working Relationships

Regular Meetings with stakeholders to review drinking water and wastewater incident scenarios

- Review response to any Incidents
- Co-operation in dealing with Incidents in accordance with Plans and Protocols and procedures.

Agree Procedures

- Notifying HSE, EPA , Fisheries, Department of Agriculture
- Issuing and remove Boil Notices
- Contacts , specialist crews , clean up crews
- Share resources system,

Example River Fane, Monaghan and Louth - Diesel Laundering

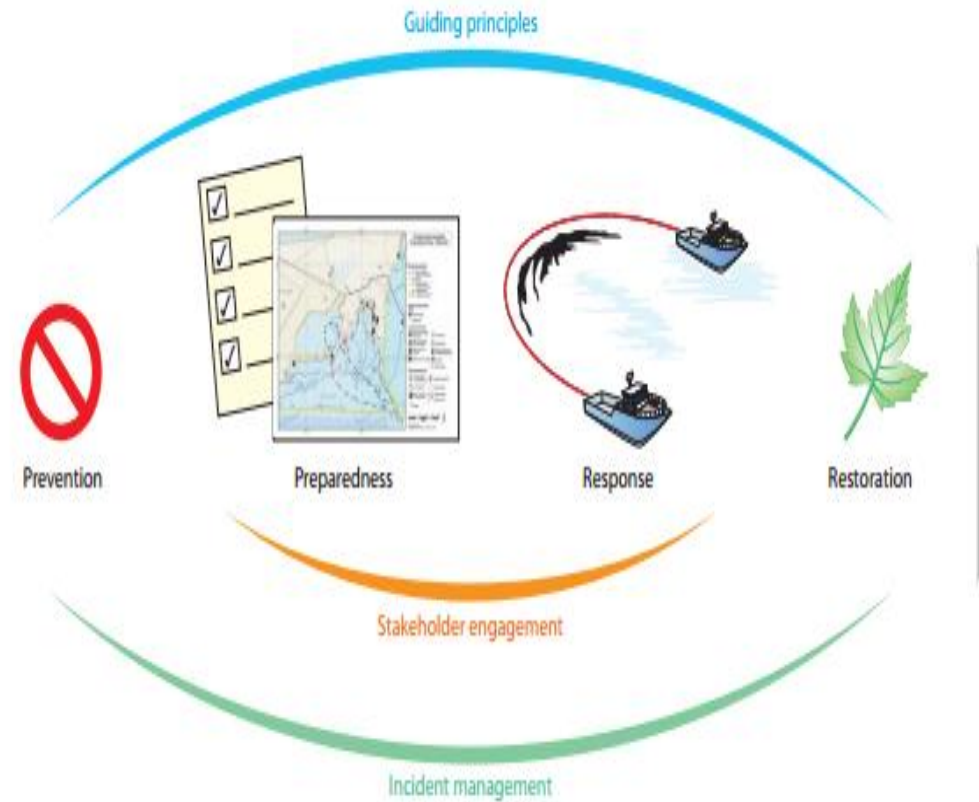
Set up group NIW, several Local Authorities, Loughs Agency, DBO contractor

Preparedness

Be prepared

HOW:

- 1: Identifying potential incidents and events
- 2: Develop plan scenarios that encompass the full range of impact and response challenges.
- 3: Allocate resources
- 4: Agree response strategies and communication protocols with stakeholders
- 5: Conduct incident scenarios.



Incident Management Exercises.

As part of the Irish Water incident the following incident management exercise were carried out .

Trial Incident type	Date	Incident team
Weather and Health & Safety related scenario	December 2014	IW, Kerry, Galway and Dublin City Councils
Environmental Pollution and Health & Safety	May 2015	IW and Donegal County Council

Further exercise planned for QTR 4 2015

Sharing Resources.

- Through the establishment of
 - * Regular meetings and updates to all stakeholders on incidents and lessons learned.
 - * Establish memorandums of understandings mutual aid agreements
 - * Agree with stakeholders on incident actions plan, reviews of plans and regularly circulate to the incident team

Lesson Learned.

- No single body with responsibility for the protection of the catchment and the consumer.
- **Need to:**
 - to have regular review of incident protocols in consultation with key stakeholders
 - On-site incident protocols, SOP's and critical information regarding the site should be readily available and accessible to all stakeholders during an incident
 - develop response planning strategies that have been tested through the incident management exercises; this is the essence of effective contingency planning.

Lessons Learned.

- Incident Management key information “quick guide” containing : Telephone list; Critical Staff, Suppliers, Equipment, Contacts, HSE and EPA.
- Lessons learned from incidents should be communicated and applied nationally
- Create a shared platform for stakeholders to share and update information on incidents
- Consider the establishment of regional on the ground designated incident teams..

Next Steps

- Improvement and streamlining of the procedures and protocols.
- Develop an awareness of procedures among all stakeholders.
- Create networks and exchange experience regionally and nationally
- Develop integrated response planning strategies with all stakeholders, locally , regionally and nationally
- Establish regular incident training exercises involving all stakeholders – be prepared.

Conclusion

Key to Incident Management

- Plan
- Be prepared
- Communicate
- Share

NEVER PANIC



THE END

Quote

“When our incident management team and our coordination centre was notified within a very short period of time ... we knew what was going on at the local and state level, ... We engaged immediately in conversations “

Tom Ridge 2001 (9/11)