

Business Resilience Document

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1 Purpose

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The purpose of this document is to identify what 'vulnerable sector customers' are in reference to the Security and Emergency Measures Direction ('**SEMD**') Guidance notes, and describe the planning Anglian Water has put into place for each type of vulnerable sector, to ensure the provision of essential water supply or sewerage services, at all times, including in the event of a civil emergency or any event threatening national security.

Accordingly, set out below are the key SEMD provisions, Open Water guidance, and definitions, followed by details on how Anglian Water identifies and prioritises arrangements for the following vulnerable customers and other vulnerable sectors of the population:

- A. Vulnerable customers on Anglian Water's WaterCare register (including the sick, the elderly and the disabled);
- B. Hospitals
- C. Nursing Homes
- D. Schools
- E. Prisons
- F. Other vulnerable sectors of the population

2 SEMD & Open Water Requirements

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This Section outlines:

- 1. the paragraph within the SEMD in reference to provisions for vulnerable sector customers;
- 2. Open Water's guidance on sensitive and vulnerable customers; and
- 3. Definitions.

2.1 SEMD

Paragraph 1(2)(c)

This provision states that plans for essential water supply must give priority to the domestic needs of the sick, the elderly, the disabled, hospitals, schools and other vulnerable sectors of the population.

Guidance notes on this provision state that the undertaker's plans should take into account the possible higher than average quantities of water needed for those referred to in this paragraph, such as those with kidney dialysis machines at home. Some water undertakers may have difficulties in identifying details about people in the vulnerable sectors. However, they should make plans and arrangements with other bodies, such as local authorities and health authorities, to secure, as far as possible, information available to these bodies about vulnerable people.

- Anglian Water has a WaterCare 'self registration' Scheme to identify and capture vulnerable customers (see [section 3](#) for further information)

Paragraph 1(2)(d)

This provision, whilst not addressing the needs of vulnerable sectors, suggests that each water undertaker needs to look at its own area to identify the nature of non-domestic users, in particular livestock and essential food industries, and give due regard to their requirements. What this means in practice is that the needs of domestic vulnerable customers will be prioritised over non-domestic users; but efforts will be made to assist non-domestic users.

2.2 Open Water

In April 2017 market separation within the Water Industry will take place. This will see the water providers become the wholesalers of the water and any number of retailers will then compete for non-domestic customers business.

As part of this, obligations around sensitive or vulnerable customers still remain and it will be the responsibility of the Wholesaler to publish guidance as to which types of Non-domestic customers it considers to fall within the definition of Sensitive Customer and shall respond to any query which the Retailer raises with it about the application of that guidance.

3 Identifying Vulnerable & Priority Customers

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Under Anglian Water's current definitions:-

- Vulnerable customers are those domestic customers who are registered on our WaterCare register; and
- Priority customers are defined as groupings of individual vulnerable customers, such as prisoners, patients and school children in a non-domestic setting.

3.1 WaterCare

WaterCare customer information is obtained in a number of ways. Customers can self register; this can be done either via a WaterCare leaflet, on Anglian Water's website or by calling the contact centres and registering over the phone.

Once the customer has provided permission to be included on the WaterCare register, their information is added to our records. By the customers request this information can be removed at any time.

3.2 Hospitals & Prisons

Hospital and Prisons information has been captured based on pre determined guidance as set out in [Section 4](#)

3.3 Nursing Homes

Nursing homes are identified using the Care Quality Commission's website. The Care Quality Commission is the independent regulators of health and adult social care in England. The website can be used to search via any given health or social care provider in any given area and generates a downloadable link to the data

3.4 Schools

Schools are identified during an event by using the Department of Education's website. This website provides the information on all 'compulsory higher and further education' establishments and allows Anglian Water to identify those potentially affected, by area.

4 Site Specific Arrangements

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This section details the different types of institutions Anglian Water classify as priority customers in accordance with SEMD (paragraph 1 (2) (d)). For each institution, a definition is provided followed by Anglian Water tailored response based on the Risk Matrix outcome in section 3.

4.1 Prisons

Definition:

A place of confinement especially for lawbreakers; *specifically*: an institution (as one under state jurisdiction) for confinement of persons convicted of serious crimes

- Users defined as 'vulnerable' due to captive status – are unable to provide themselves with alternative supplies during an I2S or WQ event – this includes difficulty with boiling and collecting water from a source.
- Institute unable to close or evacuate due to high risks associated with this and lack of readily available alternative accommodation and risks posed by inmates
- Social unrest – interruption to basic 'human rights' may cause riots or associated anti social behavior.

Anglian Water Response / Provisions:

Anglian Water will produce a site specific Prison Information Pack that includes the following information:

- Major risks and vulnerabilities for the individual facility
- Type of prison, Cat A, B, C etc

- The facilities own business continuity arrangements
- Any rezones
- Any Potential Alternative supplies required (where these will come from and volume required)
- Key contacts for that facility

Prison Category's

Category A – Category A prisoners are those that would pose the most threat to the public, the police or national security should they escape. Security conditions in category A prisons are designed to make escape impossible for these prisoners.

Category B – Category B prisoners do not need to be held in the highest security conditions but, for category B prisoners, the potential for escape should be made very difficult.

Category C – Category C prisoners cannot be trusted in open conditions but are considered to be prisoners who are unlikely to make a determined escape attempt.

Category D – Category D prisoners can be trusted in open conditions

4.2 Acute Hospitals

Definition:

An institution providing medical and surgical treatment and nursing care for sick or injured people.

- Institution remains open 24/7 365 days a year, therefore cannot close due to a I2S or WQ event
- Users defined as 'vulnerable' based on health related grounds – are unable to provide themselves with alternative supplies during an I2S or WQ event – this includes difficulty with boiling and collecting water from a source.
- Users cannot be easily or quickly relocated or evacuated due to their high dependency needs (HDU, ICU, NICU etc)
- Users are admitted and stay overnight
- Institute offers acute care
- Surgical units and sterilization on site
- Vulnerability of patients due to ill health, (neonatal, oncology, cardiology, HDU, ICU) high risk, likelihood of patients passing away if moved Renal facilities – requires mains fed water that is purified to a very high standard. **Anglian Water Response /**

Provisions:

Anglian Water will produce a site specific Hospital Information Pack that includes the following:

- Major risks and vulnerabilities for the individual facility
- The facilities own business continuity arrangements
- Critical units/wards
- Any rezones

- Any Potential Alternative supplies required (where these will come from and volume required)
- Key contacts for that facility

4.3 Nursing / Care Homes

Definition:

These are residential, which means people live in them either short or long term. They provide accommodation, meals, personal care (such as help with washing and eating) and they also have registered nurses who can provide care for more complex health needs.

- Vulnerability due to frailty, age or health – in ability to be able to supply themselves with water or fetch alternative supplies an interruption
- Users may also suffer from mental health related issues
- Users stay overnight
- Users are provided with welfare as part of their stay which food and water as unable to provide this themselves
- Cannot close or relocate easily due to the complex and broad nature of the inhabitants needs

Anglian Water Response / Provisions:

Best endeavours – priority will be given to our domestic customers, but best endeavours will be made in order to supply these facilities with an additional supply of water – bottled water is the most likely in order to ensure residents do not have to collect or boil water from a bowsers or CCB.

4.4 Schools

Definition:

An institution for educating children.

- Vulnerability due to the age of the attendees
- Can close schools – but this has social related implications (child care)
- Captive status during the day, unable to leave site to procure an alternative supply

Anglian Water Response / Provisions:

Best endeavours – priority will be given to our domestic customers, but best endeavours will be made in order to supply these facilities with an additional supply of water – bottled water is the most likely in order to ensure staff and children do not have to collect or boil water from a bowsers or CCB.

5 Response Matrix

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The below table illustrates the assessment of risk to each type of institute.

	Schools	Nursing / Care Homes	Acute Hospitals	Non- Acute Hospitals	Prisons	Low Security (open) Prisons
Operational difficulties in boiling water for onsite population.	X	X	X	X	X	X
Evacuation of the site or transfer of services not possible outside of an emergency.			X		X	

This assessment is based on a general view of institute types as a whole. It is **not** an individual assessment for any specific site. Institutes scoring 1 (**Green**) will be provided for as best endeavours. Institutes scoring 2 (**Red**) will have relevant documentation produced to support a site specific response.

6 Definitions

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Term	Meaning
Vulnerable Customers	Individual domestic customers who are registered on the WaterCare register
Priority Customers	Grouping of individual vulnerable customers, such as prisoners, patients, school children etc but in a non-domestic setting
Arlington Tanks/CCB's	Collapsible Combi Boxes
SEMD	Security and Emergency Measures Direction
WQ	Water Quality
I2S	Interruption to Supply
HDU	High Dependency Unit
ICU	Intensive Care Unit
NICU	Neo-natal Intensive Care Unit

7 References

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Reference	Location or HAWK Link
Name of document, website, etc	Website Link
	Full G Drive Path hyperlinked
	HAWK Link Hyperlinked (do not include HAWK Path)