

External Scrutiny Committee

Meeting to be held on Monday 4 June 2018

Electoral Division affected: (All Divisions);
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Flood Risk Management Partnership working

Appendix A refers.

Contact for further information:

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Executive Summary

The county council is the Lead Local Flood Authority for the administrative area of Lancashire. It must work with the other flood risk management authorities to deliver various statutory responsibilities associated with flood risk management. The activities of key local interest are explained in the report, which gives a particular focus to the partnership working with United Utilities plc, the water company providing services to the majority of Lancashire's residents.

Representatives from United Utilities plc will attend this meeting to contribute to the scrutiny process.

Recommendation

It is recommended that:

1. the Committee notes the report; and that
2. the Committee identifies areas of partnership working and activity of particular interest where a more detailed review will add value to the service.

Background and Advice

The Flood and Water Management Act 2010 established county councils in England (and unitary authorities where they exist) as the lead local flood authorities (LLFAs), with a variety of duties and responsibilities to manage flood risk. The roles and responsibilities of the various partner organisations are detailed in Appendix A.

The county council's Flood Risk Management team is responsible for delivering the LLFA's activities in Lancashire. Activities of key local interest are explained below.

1. Planning and development processes

Since April 2015, the LLFA has been a statutory consultee for major planning applications with flood risk implications as defined in the Town and Country Planning (Development Management Procedure) (England) Order 2010 (as amended). 'Major development' is defined as 10+ dwellings or an equivalent size of other types of development.

This means that the local planning authorities (12 city and district councils and the county council's own planning team) consult the LLFA for advice on the flood risk implications of proposed developments at the same time as they consult the local highway authority for advice on the highway implications.

They may also consult on the flood risk implications of Local Plan proposals, Neighbourhood Plans, strategic proposals and masterplanning issues.

In the 12 months from April 2017 to March 2018, a total of 875 planning consultations were received, of which 764 were screened in as meeting the statutory requirements.

As part of the LLFA response, the existing flood risk is assessed in the area likely to be affected by the proposed development, as are the development's drainage proposals, and any residual flood risk in the affected area. The aim of the LLFA's response is to help the planning authorities ensure that there is no net increase in flood risk as a consequence of the development. Planning law prevents the developer being required to improve an existing flood risk although this can be achieved through better management of the land in question.

Using published climate change guidance from the Environment Agency (see section 9 below), various factors are applied to future scenarios to ensure that appropriate consideration is given to the likely increase in heavy rainfall events through the likely lifetime of a new development.

If the LLFA's recommendations are adopted by the planning authority, they will typically become conditions attached to a decision to grant planning permission.

It is becoming clear to the planning authorities that temporary management of surface water during the construction period may also need to be controlled by conditions, and options for achieving this fairly and responsibly are being explored with the planning authorities.

In Lancashire, the LLFA will assist the planning authorities to confirm the discharge any conditions attached to the planning permission that are linked to the comments and advice provided in the consultation response. The planning authority may receive advice from other sources which they may choose to include as conditions. Where this is the case the LLFA does not have a duty to discharge such conditions, as they may have been written for

reasons beyond the LLFA's priorities, but may assist where the conditions affect the LLFA conditions.

An optional (paid for) pre-application service has recently been launched for developers wishing to prepare their flood risk assessments and surface water management proposals with early advice from the LLFA. This enables early review of and resolution of issues that would otherwise only arise during the planning consultation period and potentially delay progress. Take up has been slower than anticipated but it is anticipated that the number of applications for the service will increase over time.

The local water companies are not statutory consultees in regard to planning applications, so do not have a direct opportunity to influence the way developments happen. By working in partnership, the LLFA in Lancashire will represent the water company's concerns where they relate to surface water drainage and will endeavour to secure appropriate support for them.

For example, there have been instances where developers have proposed to drain all surface water generated on the site into public sewers, yet United Utilities plc (UU) cannot provide the additional capacity in the existing sewer network for this to happen so this would raise the risk of flooding in the locality. With support from the LLFA, these developers have been obliged to reconsider their proposals and find ways to reduce flows into the sewers to acceptable levels.

2. Flood investigations

There is a statutory duty on the LLFA to investigate flooding incidents and to publish a report identifying which risk management authorities had a function relating to the incidents, and whether those functions have been discharged yet (see Appendix A). This can be referred to as 'the Section 19 report' for a flood incident.

The Flood and Water Management Act 2010 enables the LLFA to define what constitutes a flooding incident to be investigated this way. In the county council's current Investigations Policy (which can be found via this link: [Investigations](#)), the threshold is generally set at 5 or more homes flooded internally, or fewer homes with repeated incidents.

Following the major flooding incidents across Lancashire of December 2015, a Section 19 report was published that led to over 250 localised investigations being pursued by combinations of all the various risk management authorities (RMAs).

The workload generated by the December 2015 floods is continuing as investigations identify projects that will help to mitigate flood risk. This workload has meant that investigations into other flooding incidents in Lancashire during 2016 and 2017 have not yet been brought to conclusion and the Section 19 reports have not been published. The widespread flooding

in November 2017 has placed further workload burdens on the team which it is unable to deal with and options for managing the workload and consequential backlog are currently being developed.

That being said, individual RMAs always progress their own investigations into the way their assets function during major flooding events. The local councils, the local highways teams on behalf of the highway authority, the Environment Agency (EA) and UU plc respond as quickly as possible to inspect and repair any damage revealed and to review options for investing in their assets to reduce future flood risk.

The challenge for a Section 19 report is to meet the statutory duty as quickly and as meaningfully as possible. Many affected people are hopeful that the Section 19 report might lead to drainage improvements that will 'prevent' them from flooding again. This is a future scenario that cannot be guaranteed due to the variability in rainfall location and, duration and intensity and in drainage system maintenance and condition.

3. Programmes of investment in flood risk management

The county council manages a programme of capital investment in highway drainage, which has provided £1m for each of the past 5 years. This programme includes projects to repair deteriorating or damaged drainage assets including pipes, head walls and trash screens. It has also been used to fund essential improvements for example safe access to trash screens to enable more reliable cleaning activities, and to remove a build-up of debris in deep shafts.

This programme remains very flexible as so much of the highway drainage asset remains underground and can only be fully understood once work commences. This leads to projects at one extreme being much more expensive than originally expected due to uncovering more extensive requirements; at the other extreme projects can be significantly less costly than expected as a drainage system is found to run freely once it has been desilted or a single blockage has been identified and removed. Similarly the duration of schemes is very variable, as timescales can be subject to accessing third party land, or completing surveys, or affected by working around environmental/ecological time constraints.

These constraints mean it can be difficult to accurately programme and estimate the costs of drainage-related schemes within the county council's capital programme.

The Department of Environment, Food and Rural Affairs (DEFRA) runs a national programme of investment in projects to reduce flood risk to people and property, called the Flood and Coastal Erosion Risk Management programme (FCERM). This target means flood risk to permanent dwellings built or converted to residential accommodation before January 2012.

The funds are available to any RMA that makes a successful bid.

Examples of current/recent schemes that have been funded by the FCERM budget are: the River Yarrow dam at Croston, Chorley; the coastal defences along the Wyre, Blackpool and Fylde coast; and the Morecambe wave wall.

This budget can also be used to appraise locations at higher flood risk, to identify the mechanisms by which floods happen and to identify whether there are any viable ways of improving management of flood risk. These exercises are referred to as studies or surface water management plans. Four such proposals from the county council have recently been awarded funding and steps are being taken to bring this money into the county council's budgets for spending this year at:

- Brinscall, Chorley;
- Burscough, West Lancashire;
- Galgate and Halton, Lancaster; and
- Staining, Fylde.

The national cost-benefit calculations typically require a contribution of funding from partners in order to make a scheme viable against the competing projects around the country.

Partnership contributions can be taken in the form of bankable money (for example from benefitting local councils) or 'contributions in kind' (for example staff time contributions from benefitting partner organisations, waived or reduced fees for licences etc.).

The North West Regional Flood and Coastal Committee (RFCC) acts for DEFRA in approving regional FCERM programmes. It is a levy-raising body, managing its own Local Levy programme in the North West region. This programme is currently used to make partnership contributions to worthy projects where partnership funding is otherwise falling short, to fund ring-fenced posts within the EA and the LLFAs which directly support flood risk management activities, and to fund other forward-looking and inspirational projects, for example:

- a scheme to explore what community engagement options work well in which situations, and
- to explore the flood risk management measurement that may be possible when working with natural processes.

Parish and district councils may choose to deliver flood risk management projects, and may be required to do so where they are the relevant landowners associated with localised problems.

The water companies may contribute to these programmes subject to strict financial and performance requirements. These are discussed in Section 12 below.

4. The regulatory framework (land drainage consents & enforcements)

The Land Drainage Act 1991 sets out the way that owners of land on which water flows have various rights relating to that water (for example to abstract it for their purposes). They also have responsibilities not to pass on flooding problems to their downstream neighbours, and to maintain flows of water in the rivers and watercourses that cross their land.

These landowners are known as 'riparian landowners' due to the nature of their responsibilities for the watercourse banks. Unless expressly set out in binding records, their responsibilities extend to the centre of each watercourse that their landownership abuts.

Before doing any work in their rivers and watercourses, they must receive either an Environmental Permit from the EA for works in, over or near main rivers, or a Land Drainage Consent from the LLFA for works in, over or near ordinary watercourses.

An 'ordinary watercourse' is defined simply as a watercourse that is not part of a main river. This includes rivers, streams, ditches, drains, cuts, culverts, dikes, sluices, sewers (other than public sewers within the meaning of the Water Industry Act 1991) and passages through which water flows.

LLFAs have various powers under the Act relating to ordinary watercourses, including the power to give Land Drainage Consent when conditions of the proposed works have been satisfied, and to take enforcement action against landowners who fail to maintain their watercourses.

The county council's approach to Land Drainage Consent is set out in guidance found here: [Watercourses](#) . The council's Consenting and Enforcement policy (also available on the council's website) sets out the current ways that these responsibilities will be progressed.

5. Flood Incident Response

The county council has a number of roles in respect of flood incident response:

- The Emergency Planning function – LCC acts as lead coordinator for first responders in its civil contingency role, providing an administrative function and coordination of training, preparedness exercises and plans, incident management and debriefs for the Lancashire Resilience Forum (LRF);
- County council services ensure that their essential public services are resilient to flooding and other emergency situations as part of their business continuity planning;
- The Highways Service contributes various resources (including staff, specialist plant & machinery, signing & guarding equipment) to assist in keeping key access routes open and unsafe ones closed during a flooding emergency.

The EA maintains registers of people at risk of river and coastal flooding, who are notified automatically when appropriate triggers are reached – for example high tides coinciding with westerly winds, and/or river levels reaching particular levels on relevant gauges. Anyone who would benefit from this warning system is invited to sign up on-line: <https://www.gov.uk/sign-up-for-flood-warnings>

The Met Office and the EA produce joint Flood Guidance Statements for use by the LRFs. These take account of current and forecast weather conditions, and other factors such as likely ground saturation which may contribute to surface water flooding when rivers, watercourses and other drainage systems are already full in advance of a heavy rain event.

During flooding events, residents often try to contact their local councils and the county council requesting sandbags to be delivered. Most councils do not provide this service. For example LCC Highways is likely to need all available sandbags to aid in keeping key access routes open for emergency vehicles, or to help close unsafe roads.

The county council's website offers access to people looking for advice and information on how to prepare themselves and their property for future or imminent flooding events and also what to do during and after a flooding event. The advice includes reference to sandbags, explaining the difficulties in making them available, in delivering them, in using them and in cleaning them up after they have become contaminated by flood water. People keen to have something to use as a barrier against flood water are directed to other more reliable and sustainable options, and are encouraged to think ahead and plan for the possibility that they might want something for themselves at short notice so to make their provision well in advance.

There are a growing number of community flood action groups and community resilience groups around Lancashire. These are typically formed by experienced and knowledgeable people willing to volunteer their time and expertise to helping their neighbours to cope as well as possible with impending or actual flood events. A constituted group will be able to access and spend money on behalf of their community, and may choose to develop a neighbourhood flood action plan that will be upheld and worked with by the LRF in the event of a flooding incident.

During and immediately following a flooding incident, the EA will arrange for their officers to attend affected areas as flood ambassadors – advising and assisting affected people whilst collecting early data on the flood event. Local councils in Lancashire all strive to do the same.

The value of a flood 'drop-in event' a few weeks after a major flood event is becoming widely recognised. In Lancashire, this is starting to follow a pattern of being attended by all the RMAs. They aim to send knowledgeable staff and useful information, giving affected people the opportunity to have one-to-one

discussions about their individual circumstances, and how they might repair any damage using more resilient options.

6. Partnership & cross-boundary working

It is well-recognised by flood risk professionals and by affected people that 'water knows no boundaries'. It is vitally important that flood investigations encompass all affected areas regardless of which LLFA is responsible for the investigations, and that all RMAs with a role in a geographical location should work together intelligently.

The Lancashire and Blackpool Flood Risk Management Strategy sets out how partnership working will be managed, alongside Blackburn-with Darwen as the key neighbouring LLFA.

At a district level, technical officers from all RMAs meet regularly in 'Making Space for Water' meetings to review progress with flooding hotspots in need of joint investigations, and any more significant works of joint interest. Between the meetings, there are frequent site-specific discussions between partners to help progress matters on the ground.

At a county and pan-Lancashire level, technical managers from all RMAs meet regularly to oversee matters of more tactical interest such as shared learning, key joint projects and developments in the flood risk environment. This meeting includes representation from Blackpool and Blackburn-with-Darwen councils.

Also at a pan-Lancashire level, councillors from the 3 local LFFAs with key portfolio responsibilities meet regularly with senior managers from the EA and UU to oversee strategic developments and to set direction for the joint working.

At a regional level, the North West Regional Flood and Coastal Committee meets regularly to ensure shared learning from flood and project experiences, to oversee the Defra capital investment programme, to direct projects of regional significance (such as the development of a Shoreline Management Plan) and to foster good relationships across wider administrative boundaries.

7. Natural Flood Risk Management

One topic gaining national prominence is called 'natural flood risk management' or 'working with natural processes'. It arises from the concept that the most sustainable options for managing surface water and coastal erosion are likely to be those that most naturally replicate what water would want to do if left to its own devices.

Examples include: restoring bends in rivers, changing the way land is managed so soil can absorb more water, and creating salt marshes on the coast to absorb wave energy.

Developing opportunities for natural flood risk management will require the LLFA to be more engaged with organisations with which we have had good but perhaps somewhat remote relationships up to now. For example, the Rivers Trusts, the Countryside Landowners Association and the National Farmers Union have all been helpful partners in the past although this has principally been evident only on a project-by-project basis. The concept of managing water and environments together, within the wider river 'catchment areas', will lead us into more opportunities to work together on sustainable flood risk management projects in which their specialist expertise and engagement will be vital.

8. Impact of demaining rivers and divesting of surface water sewers

Every responsible organisation with assets will periodically review those assets against its current priorities and resources, and will plan changes to ensure its asset register and maintenance programmes remain relevant and sustainable.

The EA may reassess its designation of main river lines, and some lengths may be re-categorised as ordinary watercourses. Whilst the riparian landownerships would not change and the landowners would continue to have primary responsibility for maintaining flows in these watercourses, responsibility for Land Drainage Consents, investigations and enforcements relating to these watercourses would fall to the LLFAs. No such programmes have been notified to us at this time.

It is also possible that the water companies might identify that some pipes currently designated as public surface water sewers are only carrying watercourses, in which case these should be re-designated as not being public sewers (known as 'divesting'). The responsibility for managing and maintaining any such pipes/culverts would revert to the riparian landowners, and again Land Drainage Consents, investigations and enforcements associated with them would fall to the LLFAs. Such decisions are only taken on a case-by-case basis as part of a joint investigation and with full consultation with the relevant parties.

9. Climate change impacts

The National Planning Policy Framework (NPPF) sets out how the planning system should help minimise vulnerability and provide resilience to the impacts of climate change. NPPF and supporting planning practice guidance on [Flood Risk and Coastal Change](#) explain when and how flood risk assessments should be used. This includes demonstrating how flood risk will be managed at the time of applying for planning consent and constructing the

development, and over the development's lifetime, taking climate change into account. Local planning authorities refer to this guidance when preparing Local Plans and considering planning applications.

This advice updates previous climate change allowances to support NPPF. The Environment Agency (EA) has produced it as the government's expert on flood risk.

The climate change allowances are predictions of anticipated change for:

- peak river flow by river basin district;
- peak rainfall intensity;
- sea level rise;
- offshore wind speed and extreme wave height.

The predictions are based on climate change projections and different scenarios of carbon dioxide (CO₂) emissions to the atmosphere. There are different allowances for different epochs or periods of time over the next century.

10. Highway drainage functions

The local highway authority is a flood risk management authority in its own right. Within the county council, the highway drainage functions are managed by the local highways teams as part of their asset management and road safety commitment.

Ordinary maintenance of the highway drainage asset is generally dependent on the amount of debris in the highway areas that might block gullies and other entry points. Road sweeping and litter picking are activities carried out by the district councils, and considerable effort goes into coordinating these works with highway drainage cleaning activities to ensure the 'best fit'.

Occasionally, repeated or continuous problems with highway drainage are identified, which may require detailed investigation. Subject to the findings and the risks of 'doing nothing' or 'doing the minimum', the local highways teams may propose a capital investment project to give a sustainable and cost-effective improvement as set out in section 3 above. In Lancashire, such proposals are given priority if they will assist in reducing flood risk to neighbouring properties and/or if they will reduce the risk of impeding essential traffic movements e.g. on a main road.

11. United Utilities 5-year Asset Management Plan (contributed by UU)

United Utilities, like all other Water and Sewerage Companies in England and Wales, operates on five-yearly investment cycles called Asset Management Plan (AMP) periods. Prices are set by the regulator, Ofwat at the beginning of each period, following submissions from each company about what it will cost

to deliver their business plans. UU has just entered year three of the current five-year period (AMP6) and is currently preparing the business plan for the period 2020 to 2025 (AMP7). The business plan will be submitted to Ofwat in September 2018 and UU will receive their determination of the plan in 2019.

Over the past year, United Utilities have continued with its Wastewater Network Management Programme which has allowed the company to gain a detailed understanding of the connectivity and risk associated with key assets, enabling it to manage them more effectively and efficiently and ensure investment is prioritised to ensure that every pound is spent on the most important thing at that time. The programme has focused on the areas that drain to Preston (Clifton Marsh) Wastewater Treatment works and the methodologies developed through the programme have informed UU's approach to meeting the requirements of the Drainage Strategy Framework. The company has carried out Integrated Drainage Area Studies (IDAS) to inform future investment requirements across a number of priority areas such as Ormskirk, Preston, Walton-le-Dale and Rossendale in the Lancashire area as well as other locations beyond.

The approach adopted was holistic and catchment wide, looking beyond UU's own network assets. The company will work in partnership with external stakeholders to develop sustainable, holistic long-term plans to resolve or mitigate against jointly identified risks. The studies were completed in the latter part of 2017 and consider current water quality drivers, internal and external hydraulic and operational risks, and determine the additional problems posed by future catchment changes such as proposed development, urban creep and climate change. Solutions will be identified to deliver a range of levels of protection, comparing traditional storage options with more sustainable surface water removal opportunities. The IDAS study output reports will inform the development of the AMP7 business plan. UU intends to produce customer-facing and stakeholder versions of the IDAS reports in the near future.

12. UU's flood risk management activities in Lancashire (contributed by UU)

United Utilities does not have any specific projects in the Lancashire area relating to flood risk. The company is however always looking for opportunities to reduce the volumes of surface water that drain into its combined sewer network and put customers at risk of sewer flooding. The unfortunate flooding events across the Fylde coast in November 2017 have identified a number of such opportunities which will be discussed between LCC and UU colleagues.

UU remains open to suggestions from RMA's and other stakeholder partners for opportunities to collaborate on flood risk reduction. The company can only make a financial contribution to such schemes where there are tangible cost and flood protection benefits to its customers – just because a scheme reduces surface water discharge to the combined sewer network doesn't mean there will sufficient cost benefit in part-funding that reduction in flow.

That being said, throughout AMP6 UU is delivering a balanced programme of work with a primary focus on the reduction of risk of sewer flooding. Ofwat obtain annual performance data from each company across a host of metrics. Currently United Utilities is performing in an industry-leading manner (frontier) for sewer blockages and pollution incidents from the wastewater system. UU is also in the top 25% of companies (upper quartile) in respect of the number of external flooding incidents from sewers. UU's performance for internal flooding, for internal property sewer flooding and sewer collapses does not compare well with other companies but it has recently come to light across the industry, and more importantly to Ofwat, that companies are reporting on these aspects using differing methodologies, definitions and metrics that makes like for like comparison impossible.

United Utilities continues to improve its performance across the sewer network over the course of this current AMP.

Incident Type	Indicative Percentage change in Incidents in last year		
	North West Region	Lancashire County	Incidents attributable to Fylde flood event 22/11/17 of annual total
Sewer Blockages	-6%	-5%	-
Sewer Collapses	-10%	-19%	-
Internal Flooding from sewers	-27%	+32%	32%
External Flooding from Sewers	-12%	+4%	5%
Repeat internal flood in last 10 years	-18%	+42%	33%

Table 1 – Indicative Change in Incidents

Overall United Utilities is delivering significant reductions in incident volumes, particularly notably where the company can control outcomes, influence discharge behaviours and deliver proactive work programmes. Flooding caused by heavy rainfall in areas where public sewers are at capacity is a lot more difficult and expensive to address. It should be noted however that in terms of flooding due to limited sewer capacity, 2017/18 was atypical and not representative of “normal” rainfall conditions. It should also be noted that rainfall events such as that which occurred on 22/11/18 can also cause blockages on the sewer network. Table 1 above shows the proportion of incidents occurring on 22/11/18 compared to the annual incident volume across the Lancashire area for the whole of 2017/18.

As stated above, the primary focus this AMP has been to reduce overall risk from sewer flooding. The majority of sewer floods are caused by blockages

that result from the discharge of materials such as wipes and Fats/Oils/Greases (FOG) that sewers are not designed to cope with. Along with the rest of the industry across the UK, and indeed with a number of organisations across the globe, UU promotes the message that only the 3 P's ('pee, pooh and paper') should be flushed and all other material should be put in the bin.

In the order of 95% of sewer floods occur due to operational problems such as blockages and collapses. Only 5% of sewer floods occur due to their being insufficient capacity in the wastewater network during times of heavy rain. Consequently UU's attention to sewer flooding in AMP 6 has been predominantly focused on operationally-caused incidents. Where customers have experienced internal sewer flooding due to capacity issues, UU does look to provide property-level mitigation through devices such as flood doors, non-return valves and airbrick covers etc.

As part of the business plan that will be submitted to Ofwat for AMP7, UU has to include evidence of customer's prioritisation across different sewer incident types. Ofwat expects the company to listen to customers' views and valuation of different types of sewer problems and their willingness to pay (WTP) for interventions to resolve issues. For AMP 7 UU is developing a balanced and innovative programme of work that reflects customer WTP and prioritises activity and competing needs across the North West region.

Subject to Ofwat approval UU expects the programme of activity over AMP 7, in addition to the activity carried out in AMP 6, to include:

- an increased focus on customers;
- enhanced proactive sewer cleaning programmes;
- sewer monitoring;
- predictive technology;
- sustainable drainage systems (SuDS); and
- an extensive customer awareness programme of activity to reduce the flushing of items that cause blockages etc.

In addition the company is currently developing a programme of work that targets expensive-to-resolve repeat flooding caused by capacity challenges. It are looking to move away from traditionally provided 1 in 30 year levels of protection to lower more affordable and cost beneficial solutions that offer repeat flooded customers some flood respite.

Throughout the remainder of AMP6 and all of AMP7 UU will continue to focus on new development and through liaison with local planners and LLFA's will try to ensure that surface water is not unnecessarily connected to the combined sewer network.

13.UU customer focus and LCC joint working (contributed by UU)

United Utilities staff liaise with LCC at a strategic flood partnership level, through "Making Space for Water" meetings and also through operational

level flood meetings. It operate its network in a manner that focuses on first-time resolution of issues reactively discovered and is absolutely averse to the potential of repeat operationally-caused incidents. Where there are reactive trends developing in an area, UU uses insight to target proactive units to investigate that part of the network and identify/resolve problems before they interrupt the service experienced by its customers.

Whilst delivering improved network performance for customers across the North West, UU also pays detailed attention to the levels of customer service it delivers. The company accepts that when customers have to contact UU over an issue with the sewer network the interruption to service they have experienced is inconvenient and can be stressful. The company therefore aims to attend their property as quickly as job volumes allow by operating a reactive service from 08.00 to 22.00 seven days a week. When UU arrives and establishes that a problem exists with its assets, the company uses state of the art, industry leading, resolution units to deal with the issue found and, wherever possible will carry out additional cleaning and closed-circuit television inspection work in an attempt to ensure there will be no recurrence of the issues experienced by the customer. Where UU is unable to resolve the issues found during the initial visit, it strives to keep the customer updated during the course of the works.

Ofwat measure levels of customer satisfaction across the industry through a Service Incentive Mechanism. Ofwat appoint a contractor to carry out qualitative satisfaction surveys with customers who have contacted their water company, these surveys are carried out each quarter. For the final quarter of 2017/18 United Utilities obtained first position score, over all other water and sewerage companies, and were scored 3rd best company over all four surveys undertaken in the year.

Consultations

The Wastewater Investment Strategy Manager for United Utilities plc has contributed material for sections 11-13.

Implications:

This item has the following implications, as indicated:

Risk management

None arising from consideration of this report.

Local Government (Access to Information) Act 1985 List of Background Papers

Paper	Date	Contact/Tel
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None	-	-
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Reason for inclusion in Part II, if appropriate

N/A