



Head Office Drought Plan

January 2012

We are the Environment Agency. We protect and improve the environment and make it **a better place** for people and wildlife.

We operate at the place where environmental change has its greatest impact on people's lives. We reduce the risks to people and properties from flooding; make sure there is enough water for people and wildlife; protect and improve air, land and water quality and apply the environmental standards within which industry can operate.

Acting to reduce climate change and helping people and wildlife adapt to its consequences are at the heart of all that we do.

We cannot do this alone. We work closely with a wide range of partners including government, business, local authorities, other agencies, civil society groups and the communities we serve.

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Summary

This plan tells you how we co-ordinate drought management across England and Wales. It sets out:

- our Head Office drought management structure;
- the drought management decisions and actions we take and the triggers for these actions;
- how we monitor and measure the impacts of drought;
- our role in dealing with drought permit and drought order applications;
- how we report on drought;
- how we communicate with others.

This drought plan is an operational document for the National operations and Head office teams in the Environment Agency to use in managing drought across England and Wales. To find out how we plan for and manage drought where you live, we have drought plans for each of our regional offices. You can find them on our website at <http://www.environment-agency.gov.uk/homeandleisure/drought/31771.aspx>

For more information on drought and who is involved, we have a summary guide on 'Managing drought in England and Wales' which explains the roles and responsibilities of the Environment Agency as well as others such as water companies and local authorities. It provides additional information on drought management, for example, an explanation on temporary water use restrictions, drought permits and ordinary drought orders. You can find it on our website at <http://www.environmentagency.gov.uk/homeandleisure/drought/31749.aspx>.

1 Introduction

1.1 Purpose

A drought is a natural event that we can't prevent and each drought is different. Some droughts affect a large area while others are concentrated in a few catchments. During a drought we work with water companies and others to manage the effects on people, business and the environment.

This drought plan provides a flexible framework for dealing with different drought events and is an operational manual for the Head Office Environment Agency drought team. It sets out the measures that the Head Office drought team will take to plan for and manage droughts. The drought plan's main aims are to:

- ensure we know when to take the necessary decisions and actions;
- explain how we will gather information on the drought situation in England and Wales to advise senior management and government on the prospects and possible actions;
- ensure consistency in the way we co-ordinate drought management activities in England and Wales.

We review our drought plans annually. We also update and publicly consult on our drought plans every three years to align with the water company drought plan cycle. However, unlike water company drought plans, there is no legislative driver for us to consult on and publish our drought plans.

This drought plan states the indicators we currently use to classify the different stages of drought. Droughts are complex, can be measured in a range of ways and will affect different aspects of the environment and water users in differing ways.

We received feedback from consultees seeking greater clarity on drought status. We plan to make sure that our external communications during drought provide a clearer and more detailed description of how and where drought is developing; its effects and future risks.

We undertake drought exercises to make sure we are ready for drought. These exercises are based on information from historic droughts and are used to test the actions in our plans.

This drought plan is an operational document as well as a public document, and as such some of the links connect to internal documents which cannot be accessed externally.

1.2 Overview of drought management in England and Wales

We are responsible for monitoring, reporting and acting to manage the impact of drought on the environment, business and people. We plan and manage how much water is taken from rivers and the ground through a system of abstraction licences. Our aim is to make sure enough water is available for everyone without damaging the environment, both now and in the future.

We have drought plans for the whole of England and Wales. In addition to this Head Office drought plan, there are another seven Environment Agency drought plans; one for Wales and one for each of the six Environment Agency regions in England. These plans set out how we will manage water resources during a drought and define our role and responsibilities. They aim to reconcile the competing interests of the environment, the need for public water supply and other abstractions. This involves monitoring a range of environmental and hydrological indicators that determine what action we will take to achieve this aim. For example, we may increase environmental monitoring, liaise with abstractors, run public awareness campaigns and determine drought permits.

We have produced a [drought explained](#) section on our website. This provides additional information about drought and management of drought.

Strategic Environment Assessments are not carried out on Environment Agency drought plans as our plans are voluntary and are not required under statutory legislation, or under regulatory or administrative provision. A drought is likely to have significant effects on the environment and our drought plans set out how we monitor the impacts and manage the impacts where possible. In general, we would expect our drought plans to have positive effects on the environment. Our responsibilities as set out in this plan include (but are not limited to):

- making sure that abstractors do not take too much water from our rivers, whilst ensuring the environment is protected;
- checking water companies are following their drought plans and taking action to protect water supplies without placing adverse impacts on the environment;
- promoting the need to conserve water, to reduce our impact on the environment and safeguard supplies for the future.

Where actions in our drought plan could have an impact on European designated sites, we will undertake a Habitats Regulations Assessment to determine if our actions are likely to affect the site. If we consider likely effects to be significant or if they cannot be determined we will complete an appropriate assessment.

1.3 Water company drought plans

Water companies are responsible for maintaining water supplies to meet the needs of customers, without damaging the environment whilst considering the needs of other water users. All water companies have drought plans, which is a requirement of the Water Act 2003. Water company plans cover a range of scenarios from high demand during short summer dry spells to more prolonged drought events. These plans set out the actions water companies will take during a drought to maintain public water supply, including temporary restrictions on water use, leakage control, drought permit applications and publicity campaigns encouraging water conservation. We provide guidelines for companies to follow when reviewing their drought plans on a three-year cycle.

Water companies can apply to us for drought permits to make more water available for abstraction than under normal conditions. When determining these permits, we need to be satisfied that the water company is acting in line with its drought plan and that additional abstraction will not result in long term or significant damage to the environment. We work with water companies at every opportunity to ensure that the needs of the environment and the needs of consumers and businesses are balanced. However, it is the responsibility of water companies to implement temporary water use restrictions on their customers under their own powers in the Water Industry Act 1991 (as amended by the Flood and Water Management Act 2010). Water companies are now able to restrict a much wider range of water uses in a drought such as using a hosepipe to fill a domestic swimming or paddling pool. These decisions are taken by individual water companies in line with their drought plans, but we will tell water companies and advise Ministers if we believe companies are not acting quickly enough.

1.4 Past droughts in England and Wales

Whilst droughts occur naturally, the associated impacts on the environment, businesses and people will be determined by the availability of water resources, the way they are managed and the demands we place upon them. The geology of the drought area and the environmental measures in place will also influence the overall impact of the event. As a result, the management actions for drought will often show strong geographical and catchment-specific variations.

Over the past 40 years, we have experienced several droughts in England and Wales. The most recent notable droughts were in 1975-76, 1989-1992, 1995-96, 2005-07 and 2010-11. Our drought plans and the actions we take in drought reflect a lot of the lessons we have learnt and improvements from the more recent droughts. There were also widespread droughts in 1933-34, 1920-21 and throughout the 1880s.

The 1975-76 drought was one of the most extreme within living memory for the continuous high temperatures as well as lack of rainfall. A dry winter in 1975 was

followed by an intensely hot, dry summer in 1976. Many restrictions on water use were introduced, including rota cuts and standpipes in parts of England and Wales. Many trees were affected by moisture stress and the hot temperatures led to fires on moorland and heath land. The drought ended with early autumn rainfall in September 1976.

Large rainfall deficits in winter 1989-1990 led to a significant impact on groundwater and resulted in a drought that continued to the end of summer 1992. This had a major impact on water resources in the east of England. Spray irrigation restrictions were implemented and drought orders granted.

In 1995-96, a dry winter in the Pennines led to very low reservoir levels in parts of Yorkshire. Road tankers were used to bring water from Northumbria to Yorkshire. As a result of these drought actions, water supply networks in Yorkshire and the North East have substantially improved to cope better with periods of low rainfall.

The 2005-07 drought was felt most severely in the south east of England. At the height of the drought hosepipe bans affected over 15 million people. Four water companies made applications for drought orders to restrict the non-essential use of water; only one company implemented the drought order in 2006. Whilst the restrictions may have appeared severe, water companies' supply systems are more robust than they have ever been which meant that people were not affected as severely as in previous droughts. Environmental impacts included fish deaths, reduced breeding of wading birds and outbreaks of poisonous blue-green algae in rivers and lakes.

More recently, the north west of England experienced a short spring/summer drought in 2010 following the driest spring on record in this region. This led to the water company implementing a hosepipe ban affecting over 6 million people. In 2011, we had the driest spring on record in our Anglian region and the second driest on record across the rest of England and Wales. This led to impacts on farming and the natural environment affecting Lincolnshire and East Anglia. Many other areas experienced near drought conditions stretching from Cornwall and Devon in the south west, to Derbyshire in the north and to Norfolk and Essex in the east.

We review our drought plans each spring to make sure all experiences from drought situations are captured.

2 Drought management in Head Office

We nominate national drought roles from functional teams in our Head and National Offices. This section provides information on how the drought teams are organised, who will be in these roles and what are our main responsibilities. It also covers our arrangements for securing resources during drought and our administration responsibilities.

We are currently making changes to how we resource drought in our National teams. We expect there will be dedicated full time resources to plan for and manage our response to drought, given the increasing pressures on our water resources. We will update this plan further once arrangements are confirmed and resources in place.

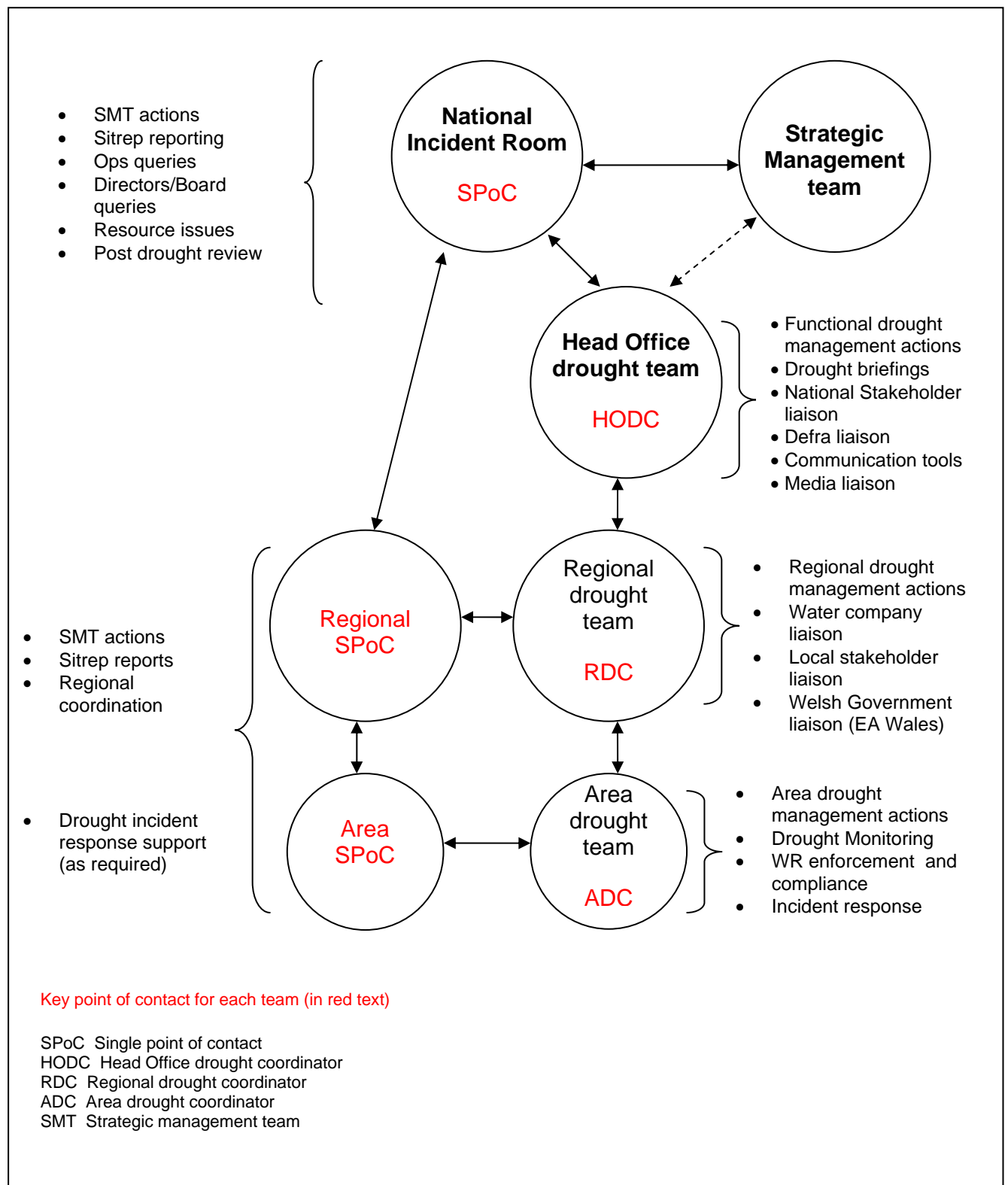
2.1 Organisation of drought teams

We manage droughts as part of our incidents and emergency planning procedures. The principles of how we manage droughts relate closely to incident management stages of understanding risk, mitigate, prepare, respond, recover, post incident review and feedback. However, unlike most floods or pollution incidents, droughts take time to develop and once in a drought it is difficult to forecast when it will end.

Each of our areas, regions and national offices has identified drought teams who operate the day to day management of drought incident response. We convene our strategic management team (SMT) during drought to provide strategic governance and direction.

Drought planning is principally led at a national level by water resources teams in Environment & Business and Operations Technical Services (OTS) in partnership with the National Incidents and Contingency Planning (ICP) team. In regions, it is led by Environment and Performance teams. There is no significant input from dedicated incident management staff. The organisation of our staff involved in drought management is shown in figure one below.

Figure one: Organisation of Environment Agency drought teams



2.1.1 National strategic management team

The strategic management team (SMT) is responsible for managing the:

- impact of drought on our reputation, operations and liabilities;
- expectations of our partners, key stakeholders, the public and the media.

The SMT is chaired by the Director of Operations or nominated deputy and is attended by nominated strategic managers from our regions. During a drought situation, SMT is convened as agreed by the Director of Operations, in consultation with the National ICP team and Head Office Drought Manager. Depending on the extent of the drought and level of interest from central Government and the media this may happen at potential drought or at drought stage. The SMT receives regular briefings and meets at agreed intervals.

Once SMT is convened, the Single Point of Contact (SPoC) arrangements are put in place. Each region and the National Incident Room (NIR) nominate an individual to be the SPoC for drought, which is normally the regional drought coordinator. The main role of the SPoC is ensure effective communication flow between SMT/NIR and the region for briefings, information requests and drought related actions.

2.1.2 Head Office drought team

During drought, the main roles and responsibilities of the Head Office drought team are to:

- provide regular progress and prospects reports for Government, Ministers and the [Environment Agency Board](#);
- report publicly on the drought situation and about the effects on the environment and wildlife and the risk to public water supply;
- provide clear information for the public on how they can report environmental problems and how they can help to save water;
- communicate clearly with those involved in managing drought such as water companies, abstractors and navigation authorities;
- work with abstractors to find ways to reduce the impact of drought on their businesses whilst balancing the needs of the natural environment;
- support our teams to respond to drought across England and Wales.

Our Head Office drought team comprises the following staff listed in table one:

Table one: Key drought team roles

	Role in team	Job title
Core drought team	Head Office drought manager	As appointed by Head of Water Resources
	Head Office drought coordinator	As appointed by Head of Water Resources
	Drought communications manager	Water resources communications Business Partner
	Operations Technical Services drought lead	As appointed by Operations Technical Services Manager
	Hydrology and hydrogeology representatives	Hydrology technical advisor (Operations Technical Service) Hydrogeology technical advisor
	Abstractors representative	As appointed by Water Resources Abstractors Manager
	Permitting and compliance representative	Water resources permitting and compliance technical advisor
	Water resources interventions representative	As appointed by Water Resources Interventions Manager
	Water resources strategic planning representative	If drought manager or coordinator are not from the water resources planning team, a representative must be on the drought team
	Incidents management	National incidents and contingency planning technical advisor
Press office and corporate affairs	Senior Press Officer	
Support drought team members	Water quality	Water Quality Advisor
	Legal representative	Senior Legal Advisor
	Water Demand Management	Water Resources Demand Management Advisor

	Fisheries and conservation	As appointed by Head of Fisheries and Biodiversity
	Ecological Monitoring	Hydro ecology Technical Advisor

The Head Office drought team roles are not new permanent posts. Temporary assignments are allocated where necessary to ensure that we are ready for drought. Outside a drought, the team will convene once each year for the annual drought meeting and review of the Head Office drought plan.

A list of names and contact details for our drought team is stored in the Head Office drought team folder on our shared [O Drive folder \(Drought comms toolkit\)](#).

2.1.3 Emergency planning roles and responsibilities

Droughts are not emergencies unless there is a serious threat of restrictions to public water supply such as standpipes or rota cuts, or a major environmental incident requiring activation of the major incident response arrangements. Water company and Environment Agency drought plans cover the actions required up to the classification of an emergency. At this stage water companies will activate their own emergency plans to deal with a loss of supply. The water companies will liaise in advance with local authorities, emergency services and local resilience forums about how best this is co-ordinated in a major drought emergency. This level of detail will not be in drought plans.

During a drought emergency in addition to our responsibilities for monitoring, reporting and acting to reduce the impact of drought on the environment and people, we will also support any multi agency arrangements that are set up to deal with the wider impacts. We will do this through our established major incident response plan and will provide representation at all relevant multi agency meetings such as Strategic Coordination Groups. Our local drought teams work with local and regional resilience forums to make sure that water companies have assessed the risk of drought properly and are taking the right steps to avoid emergency restrictions.

2.2 Responsibility and involvement in decision taking

There are some drought decisions that can only be approved by certain staff. For example, the weekly drought brief is written by the Head Office drought coordinator, and is signed off by the Head Office drought manager. Input will be needed from press office and hydrological representatives. Reports to ministers however are written by the drought manager and require sign off at Chief Executive / Chairman level. Our Head Office key activities and responsibilities are set out in [Appendix A1](#).

Continuity of staff with drought management skills and experience between droughts may not be possible due to the infrequent and unpredictable nature of drought. A post-drought review will be carried out after a drought to capture experiences and the lessons learned. At the start of a new drought, new members of the Head Office drought team will be expected to become familiar with the issues and experiences of previous droughts. This will also apply to any new members joining the Head Office drought team who come in to cover any absence. For more information on post-drought actions, please see [section 7.1](#).

The [Head Office drought exercise](#) will enable the Head Office drought team to familiarise itself with this drought plan. The frequency of running an exercise is determined by the turnover of staff in the Head Office drought team, a reorganisation of staff or a major update to the drought plan (see [section 7.2](#)).

2.3 Securing resources

During a drought, the Head Office drought manager is responsible for identifying resource needs so that we continue to fulfil all necessary commitments. Additional resources are sourced internally via the redirection of internal staff or externally when appropriate.

2.3.1 Redirecting internal resources

The Head of Water Resources will review the priorities for delivering water resources work and re-allocate resources and funding within the Head Office Water Resources function as necessary.

Additional resources may be sourced internally from other functions or regions. Once the Strategic Management Team is convened for drought, it is responsible for the arrangements for re-deploying internal operational staff.

2.3.2 Financial resources

If extra staff or consultants are appointed to assist with increased workloads, the Head Office drought manager makes budget holders aware of the financial implications at the earliest opportunity. Approval for this spend is sought according to the [Financial Scheme of Delegation](#).

The drought manager monitors the costs incurred by drought, including staff costs, consultant costs and operational costs. During drought, our drought teams and supporting teams record their time spent on drought activities. We provide a set of time recording codes for our teams to use at the onset of drought.

Our drought teams will actively seek to recover costs for work which we carry out in dealing with water company drought permit and drought order applications.

2.3.3 Obtaining external resources

During times of peak resource demand, the use of external resources may be arranged using one of the consultancy frameworks, depending on requirements and relevant procurement guidelines.

2.4 Administrative responsibilities

At the onset of drought, and during drought, the Head Office drought team must open and maintain several administration documents/databases. The logs we use are found in the [Head Office drought team folder](#).

A drought filing system must be set up to organise these documents and databases and to ensure they are easily accessible. A suggested filing structure is provided in [Appendix C1](#). All log sheets, notes and any other records of information must be retained for at least 3 years. A nominated member of the drought team will have responsibility for filing drought documents. Each drought team member is responsible for documenting their own work and passing it to this person.

All communications may be subject to Freedom of Information (Fol) requests (telephone conversations, letters, emails etc.) so must be recorded and filed accordingly. Any commercially confidential information such as Water Company related information should be recorded and filed separately from general communications. The general communications must be made available on request using the [FOI procedure](#).

For further guidance about these administration procedures, use our guidance documents:

[Operational Instruction: How to plan for and manage our response to drought](#)

[Operational Instruction: Head Office emergency liaison procedure](#)

[Freedom of Information \(Fol\) Policy](#)

3 Drought actions and triggers

Drought impact can vary from minor to very severe. Our drought plans cover the whole range of drought management activities and decisions. As droughts become more severe, more effort and time is needed to manage our own activities.

3.1 Stages of drought management

The decisions and actions we take for drought planning and management are split into four stages:

Table two: Drought stages

Drought stage	
Normal	Drought planning actions in a normal water resource situation.
Potential drought	Drought actions required to prepare for drought following a prolonged period of dry weather.
Drought	Actions required to manage drought once drought conditions impact on people, business and the environment.
Post drought	Actions required to monitor and manage the recovery of water resources conditions and to review our response.

3.2 Drought triggers and actions

We use a range of drought triggers to identify whether we need to take drought actions and when, but the crossing of a drought trigger does not necessarily mean that action must be taken. The drought team makes decisions on whether action is needed based on a range of factors, including present and forecast conditions and how effective the action would be. Local judgement is an important part of drought management.

The table below outlines the actions to take, relevant triggers and who is responsible for monitoring these and deciding to take action. The table is split into four sections:

(a) in a non-drought (normal) situation; (b) in a potential drought situation; (c) during a drought; and (d) post-drought.

Table three: Head Office drought team actions and triggers

Action	Trigger(s) for considering if action required	Who monitors trigger?	Who makes the decision on whether to take action?	Who is responsible for taking the action?
(a) Normal situation				
Review Head Office drought plan	Time based – every March/April	Drought coordinator	Drought manager	WR planning and management team
Annual meeting of Head Office drought team	Time based – every March / April	Drought coordinator	Drought manager	Drought manager
Confirm and update contacts in regional and area drought teams, including National Permitting drought leads	Time based – every March / April	Drought coordinator	Drought Manager	Drought coordinator
Ensure drought team (core and support members) are aware of their responsibilities and the drought prospects for coming year	Time based – every March / April at annual meeting of Head Office drought team	Drought coordinator	Drought manager	Drought manager
Review drought internet and Intranet sites	Time based – every six months	Drought coordinator	Drought manager and drought communications manager	Drought coordinator / WR advice and guidance coordinator
Respond to external requests for information	External	Drought coordinator	Drought manager	Drought manager

Action	Trigger(s) for considering if action required	Who monitors trigger?	Who makes the decision on whether to take action?	Who is responsible for taking the action?
Identify GIS skilled staff and decide (with the GIS team) how best to display drought information. Confirm arrangements for producing maps.	Time based – every March / April	Drought coordinator	Drought manager	Drought coordinator
Run Head Office Drought Exercise	Time based – approx. every 3 years	Drought coordinator	Drought manager	Drought coordinator

(b) Potential Drought				
Convene the Head Office drought team due to potential drought	One or more areas reporting a potential drought	Drought Manager	Head of Water Resources	Head of Water Resources
Convene the SMT and set up SPoC and NIR, if required	One or more areas reporting potential drought. High levels of central government interest and/or high levels of media interest.	Drought manager	ICP lead and drought manager	ICP lead
Commence reporting as required	One or more areas reporting a potential drought	Drought coordinator	Drought manager	Drought coordinator
Produce a groundwater forecast report for summer or winter, depending on timing of potential drought	Head Office drought team convened (excludes annual meeting)	Drought coordinator	Drought manager	Drought hydrology representative

Prepare communications plan	One or more areas reporting a potential drought	Drought coordinator	Drought manager and Communications manager	Communications manager
Update communications toolkit (formerly briefing pack)	One or more areas reporting a potential drought	Drought coordinator	Drought manager	Drought coordinator
Set up time recording codes	One or more areas reporting a potential drought	Drought coordinator	Drought manager	Drought coordinator
Action	Trigger(s) for considering if action required	Who monitors trigger?	Who makes the decision on whether to take action?	Who is responsible for taking the action?
Set up and maintain drought logs	Head Office drought team convened (excludes annual meeting)	Drought coordinator	Drought manager	Drought coordinator
Confirm contacts in partner / external organisations (inc. Cabinet Office)	When the reporting / communications plan commences	Drought coordinator	Drought Manager	Drought manager
Agree a method for sharing press releases / information with Water UK and other partners	Preparation of communications plan	Drought coordinator	Drought manager	Drought manager
Confirm with National Customer Contact Centre (NCCC) the correct contact details for drought questions	When the reporting / communications plan commences	Drought coordinator	Drought Manager	Communications manager
Confirm at what stage affected water companies are sent reports/press releases that we publish	When the reporting / communications plan commences	Drought coordinator	Drought manager	Communications manager

(c) During a drought				
Head Office drought team move into drought stage	One or more areas moves into drought stage	Drought coordinator	Drought manager	Drought manager
Update Communications Plan	Time based – as a minimum at every Head Office drought team meeting	Drought coordinator	Drought manager	Drought coordinator
Action	Trigger(s) for considering if action required	Who monitors trigger?	Who makes the decision on whether to take action?	Who is responsible for taking the action?
Update Stakeholder engagement plan	Head Office moves into drought stage	Drought coordinator	Drought manager and Communications manager	Communications manager
Increase Sitrep drought reporting (to weekly or as required)	Head Office moves into drought stage	Drought coordinator	Drought manager	ICP lead
Increase drought brief reporting (to weekly if not already)	Head Office drought team move to drought status	Drought coordinator	Drought manager	Drought manager
Convene the SMT and set up SPoCs and NIR, if required	One or more areas reporting a drought. High levels of central government interest and/or high levels of media interest.	Drought manager	ICP lead and drought manager	ICP lead
Confirm with executive management on briefing arrangements and delegation of approvals.	When drought reporting to board level / ministers commences.	Drought coordinator	Drought manager	Drought manager

Agree ways of working, identify all points of contact and agree a communications structure with water companies and other abstractor groups on drought issues.	WR Industry, Abstractors and Government Liaison Manager	Drought coordinator	Drought manager	Communications manager
Continue to maintain drought logs	Head Office drought team move to drought status	Drought coordinator	Drought manager	Drought coordinator
Action	Trigger(s) for considering if action required	Who monitors trigger?	Who makes the decision on whether to take action?	Who is responsible for taking the action?
Upgrade Rainfall and River flow summary to weekly water situation report	Head Office drought team convened (excludes annual meeting)	Drought coordinator	Drought manager	Drought hydrology representative
Report to Ministers	Drought in one or more areas/regions. Further updates every 3-6 months or dependent on the situation. Will include a forward look prospects report	Drought coordinator	Drought manager in consultation with Defra/WG drought lead as appropriate	Drought manager
Arrange a frequent teleconference between Head office and drought affected regions	Head Office drought team and Region drought team move to drought status – link in with production of weekly drought brief	Drought coordinator	Drought manager	Drought coordinator
Aim to increase helpdesk query response from ten-day to a five-day turnaround, where possible	Head Office drought team convened (excludes annual meeting)	Drought coordinator	Drought manager, Operations Technical Services rep & helpdesk team leader	Operations Technical Services

Make available bespoke training course to drought staff– Handling Media Interviews	Head Office drought team move to drought stage	Drought coordinator	Drought manager	Drought coordinator
Update media contact list	Head Office drought team move to drought status	Press Officer	Drought manager and Press Officer	Press Officer
Drought permit / order application(s) – notify Defra/ Welsh Government, Press Office/ Senior Environment Agency executives	Report of possible drought permit applications via regional drought coordinators and/or HELP reports	Drought coordinator	Drought manager	Drought manager
Action	Trigger(s) for considering if action required	Who monitors trigger?	Who makes the decision on whether to take action?	Who is responsible for taking the action?
Section 57 restrictions – notify Defra/ Welsh Government, Press Office/ Senior Environment Agency executives and NFU	Report of possible S57 restrictions via regional drought coordinators and/or HELP reports	Drought coordinator	Drought manager	Drought manager
Increase frequency of internal communications, e.g. update Intranet site , produce cascade brief, report for Our Place (as a minimum updates should be monthly)	Head Office drought team move to drought stage	Drought coordinator	Drought coordinator	Drought coordinator
Update internet site	Time based Minimum - monthly, during drought - weekly	Drought coordinator	Drought coordinator	Water Resources Advice & Guidance coordinator

Provide support to regions if a major incident is declared for drought. This may require activation of the major incident response arrangements	Increased media and political interest. Wider impacts such as stand pipes in place	Drought coordinator	Drought manager in consultation with Head of Water and SMT	ICP Planning lead
Stand down incident response arrangements including SMT	No areas are reporting drought or potential drought	Drought coordinator	SMT	ICP Planning lead
Make decision to disband Head Office drought team	No areas are reporting drought or potential drought	Drought coordinator	Drought manager	Drought manager

Action	Trigger(s) for considering if action required	Who monitors trigger?	Who makes the decision on whether to take action?	Who is responsible for taking the action?
(d) Post drought				
Disband the Head Office drought team	Both: 1. Decision to disband Head Office drought team 2. Post drought review and report has been started	Drought coordinator	Drought manager	Drought manager
Produce post drought report within 6 months	Return to normal operations and stand down drought team.	Drought coordinator	Drought manager	Drought manager
Terminate drought reporting	All areas and regions return to normal. Low risk of reversal to drought conditions.	Drought coordinator	Drought manager	Drought manager

Respond to external requests for information	External	Drought coordinator	Drought manager	Drought team
Review Head Office drought plan, including triggers	All areas and regions return to normal.	Drought coordinator	Drought manager	Drought manager
Run Head Office Drought Exercise	Head Office drought plan significantly updated	Drought coordinator	Drought manager	Drought coordinator

4 Drought monitoring

We undertake routine drought monitoring as part of our national monitoring programme to provide data for detecting the onset and end of drought and impacts during a drought. This normally includes data from:

- rain gauges;
- indicator flow gauging station network;
- groundwater level monitoring network;
- national ecological drought surveillance network;
- surface or ground water quality monitoring networks;
- water companies (e.g. reservoir storage data).

In addition, we may collect additional hydrometric, ecological or other data during a drought where it is appropriate for us to do so. Within our regions, our operational environmental monitoring teams are responsible for collecting and analysing the data. They use the information to decide how to manage the effects of drought and recovery. All monitoring plans and data are found in regional drought plans.

The Head Office drought team is responsible for reporting, consistency of approach and co-ordination of information during a drought. The table below identifies the various types and sources of information we collect for monitoring a drought.

Table four: Drought information

Information	Description	Source
Past weather	How the weather has been.	Available from: www.metoffice.gov.uk * Also the WR Technical Services Assessment team have access to historical rainfall data. Monthly Water Situation Reports available from http://www.environment-agency.gov.uk/research/library/publications/33995.aspx
Current weather	Details on the weather.	From FFC weather services http://webgeneral.nffs.prodds.ntnl:9031/general_webserver/welc_ome.do
Weekly weather forecast – weekly	Expected weather for the next five days.	From FFC weather services http://webgeneral.nffs.prodds.ntnl:9031/general_webserver/welc_ome.do
Weekly rainfall and riverflow	Current river flow and actual regional rainfall	WR Technical Services Assessment team (Hydrology) produce this weekly and it is available from http://www.environment-agency.gov.uk/research/library/publications/33995.aspx

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Information	Description	Source
summary	for the past week, month, 3 months and 6 months.	agency.gov.uk/research/library/publications/33995.aspx
Met Office forecast – monthly*	Expected weather for the next four weeks.	Source is the Intranet: http://intranet.ea.gov/news/weather/default.aspx
Met Office seasonal forecast*	Expected weather for the next three months.	Sent directly from Met Office
River flows	Latest river flow information for the selected indicator sites.	Available via WR Technical Services Assessment team (Hydrology), who receive data to produce the water situation report. In Drought conditions, a request is made to expand the content of the weekly rainfall and river flow summary.
Groundwater levels	Latest groundwater levels at the sites used in the production of the water situation report.	
Reservoir levels	Latest reservoir levels as used in the water situation report	
Specific reservoir levels	Not all reservoirs are used in the water situation report. During drought periods, weekly data on levels should be provided.	
HELP (Head Office Emergency Liaison Procedures) incident reporting system	Provide details of when a drought permit/order application has been received or S57 implemented and when a regional drought team has convened or stood down.	Obtained via regional drought coordinators in the Regional Environment Planning teams at regional offices.
Regional	An update on	Via official HELP routes. Before the applications are made, regional drought coordinators should have informed Head Office of possible applications via the weekly drought report.
		Regional drought coordinators to send a weekly report when in a

Information	Description	Source
Sitrep report	what is happening in each region.	drought situation and fortnightly or monthly for potential drought stage. (Templates and guidance for the regional sitrep report are in Appendix C2)
Prospects for water resources	Provides information on what might happen over the next 6 months to water resources.	Regional drought coordinators should provide an update on what might happen if we receive below average rainfall. This should cover: <ul style="list-style-type: none"> • Public water supplies • Environment • Agriculture and other abstractors
Drought impacts	Details on how the drought is affecting the environment and businesses	Via HELP reporting and regional drought coordinators. Also external sources, such as Natural England, NFU and UKIA.

*The Environment Agency pays for Met Office data / information under the Weather Service Agreement.

5 Drought permits and drought orders

Drought permits and drought orders are granted either by the Environment Agency or Government Ministers to maintain public water supplies or protect the environment where there has been an exceptional shortage of rain. If granted, drought permits or orders allow:

- water companies to abstract more water;
- water companies to reduce others' abstractions;
- water companies to restrict certain types of water use;
- the Environment Agency to modify, restrict or stop abstractions to protect the environment.

The role of Head Office in dealing with drought permits and orders from water companies is largely advisory to ensure a consistent approach across regions. OTS staff provide technical expertise and advice to operational staff assessing and determining drought permits and orders to ensure compliance with legislation and consistency across the organisation. Regional water resource planners maintain contact with individual water companies.

Regional drought coordinators must inform the Head Office drought team as soon as it becomes apparent that a water company is planning to make a drought permit or drought order application, or where an Environment Agency drought order is being considered. Further information on [drought orders and drought permits](#) can be found in the report we produced jointly with the Department for Environment, Food and Rural Affairs (Defra) and Welsh Government in 2011.

5.1 Drought permits

Water companies can apply to us for drought permits to make more water available for abstraction than under normal conditions. We work with water companies at every opportunity to ensure that the needs of the environment and the needs of consumers are balanced.

Drought permit applications are determined by our national permitting centres, with National Permitting Centre (NPC) managers or Area Managers being responsible for signing off a drought permit. Regional Environment Planning (Water Resources) teams lead pre-application discussions and advise NPC on justification of need. Area Environment Planning teams provide local information and advice to help determine the permit.

When any key drought permit decision / action is taken, the regional drought coordinator will inform the Head Office drought team by email, as part of the notification to the 'virtual permit team'. The 'virtual permit team' is made up of the area drought coordinator, NPC drought lead, Permitting Support Centre drought lead

and Head Office Drought Coordinator. For drought permit applications in Wales the Environment Agency Wales Strategic Environment Planning Water Resources lead is included also. The regional drought coordinator provides information:

- at pre-application stage;
- when a date for the application has been proposed by a water company;
- when an application has been received;
- if there have been any objectors (who and what are the objections);
- if a hearing is taking place;
- when a decision has taken place.

[Appendix C4](#) contains templates for regions to report potential, current, expired and refused drought permits to the Head Office drought team in their weekly sitrep reports.

5.2 Drought orders

The Secretary of State or the Welsh Minister determines water company drought order applications. The Environment Agency provides information to the Secretary of State concerning applications for England. This information is obtained from regional drought teams and is signed off by the Regional Director. The Environment Agency provides information to the Welsh Minister concerning applications for Wales. This information is obtained from regional drought teams and is signed off by the Director for Wales.

[Appendix C5](#) contains templates for regions to report potential, current, expired and refused drought orders to the Head Office drought team in their weekly sitrep reports.

5.3 HELP reporting

Regional drought coordinators issue HELP reports to the Head Office drought team stating the drought order and drought permit application status. See below for three types of HELP report to submit. For further guidance on issuing a HELP report refer to the [Operational Instruction: Head Office emergency liaison procedure](#). Regions issue a:

- **HELP initial report** as soon as we know that a water company or the Environment Agency has decided to make a drought permit / order application.

- **HELP update** as soon as we receive a drought permit / order application, an application is granted, or other significant developments occur, e.g. example Section 57 restrictions are imposed.
- **HELP closedown report** once the last permit expires and no potential or current applications are likely to be submitted or have been submitted, or an application is refused/ the decision is taken not to proceed with an application.

5.4 Water resources Helpdesk

The WR helpdesk is part of National Contact Centre Services. During a drought the number of water resources helpdesk questions may increase in response to drought permit and order applications and often responses are required before the ten-day deadline. During a drought we may move to a five-day turn around to respond to drought queries. This will be at the discretion of the drought manager in agreement with the OTS representative and the Helpdesk team leader.

6 Drought communications and reporting

A large part of our Head Office drought team's work is reporting and coordinating drought communications across our organisation and with our partners. Drought is a high profile and potentially reputation-damaging issue for water companies, the Environment Agency and Government, as well as a risk to the economy, livelihoods and the natural environment. All parties need to work together at an operational level to ensure that appropriate action is taken to manage water supplies and safeguard the environment. This includes communicating the causes and impacts of drought and actions that need to be taken.

6.1 Communications plan

The drought communications manager prepares a national communications plan as soon as the Head Office drought team moves into potential drought stage. The move into drought stage will prompt a review and update. During drought, the communications plan is saved in the [Drought comms toolkit shared folder](#).

This communications plan will help direct regional communications plans and ensure consistency in communication methods and messages. It is possible that different regions will experience different stages of drought, and different impacts, at the same time. Communications need to be tailored specifically so correct and consistent messages are delivered. This is particularly important for internet / Intranet content where the audience is across the whole of England and Wales.

6.2 Aims

Our external communications aim to:

- Establish good working relationships with water companies to make sure they are implementing their drought plans and ensure they are taking adequate steps to maintain public water supplies, while avoiding damage to the environment as far as possible.
- Report to Government on the state of water resources and advise it on appropriate action to take during drought.
- Support water companies in promoting water efficiency to consumers, business and industry.
- Working in partnership with other abstractors where possible or appropriate, to ensure that key industry and business sectors are given advance warning of likely impacts.
- Support abstractors by working together to promote water efficiency and find ways to reduce impacts of drought on their businesses.

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- Co-ordinate drought management communications nationally and with regions, according to Environment Agency drought plans.
- Make sure all relevant staff are briefed on the situation and what actions they need to take;
- Manage our reputation during drought by making our role and responsibilities clear to the media, the public and other stakeholders.

6.3 Objectives

The following table sets out who our audience is, what we want to say and how we will know that our communications achieve their objectives. See [Appendix B1](#) and [Appendix B2](#) for detail of ongoing external and internal communications actions. These actions are in addition to the actions in the Head Office Communications Plan produced at the onset of drought.

Table five: Communication objectives

Aim/Audience	How/Measure
<i>Externally:</i>	
<p>1. Maintain awareness of the water situation, the prospects for water supplies and the need to use water wisely</p> <p>(Public, business and industry, abstraction licence holders and representative groups, Government and other regulators)</p>	<ul style="list-style-type: none"> • Opportunities to comment on the water situation and promote water efficiency are sought and taken • A medium-high level of media coverage is maintained throughout spring and summer • Drought reports are published regularly • Internet site up-to-date and used as a main source of information provision: monthly water situation reports, weekly drought briefings, temporary water use restrictions maps, drought orders, map of environmental impacts, rainfall statistics etc. Analyse number of website hits to measure success • Licence-holders and trade associations are aware of the water situation and actions they need to take to plan for any impact on their livelihoods • Key stakeholders receive a weekly briefing, others monthly / quarterly
<p>2. Position the Environment Agency as a firm and effective regulator</p>	<ul style="list-style-type: none"> • Neutral or positive media coverage • Coverage reflects our regulatory role. • Government is satisfied that we are managing drought competently. • Drought reports outline the situation and actions that need to be taken to manage water supplies.
<p>3. Set the agenda in terms of the way drought is reported by the</p>	<ul style="list-style-type: none"> • The media approach us for our view on drought

Aim/Audience	How/Measure
media by adopting a clear and firm position, pushing out information proactively, and providing good spokespeople	<ul style="list-style-type: none"> • Spokespeople deliver our key messages consistently • We lead the story rather than run behind it
4. Promote water efficiency to consumers and make the environmental case for improving water efficiency	<ul style="list-style-type: none"> • Media coverage of water efficiency, water saving tips and environmental impacts • Water saving tips on website • Water efficiency promotion (working in partnership with others) • World Environment Day
5. Use high interest in drought to promote other important policy areas of water resources management	<ul style="list-style-type: none"> • Messages about key policy issues are integrated within all appropriate communications (anything on drought, farm reservoirs, water abstractor groups, metering, development and sustainability in particular). • Briefings on drought related hot topics are available on Intranet and circulated to relevant staff
6. In drought areas, ensure communications about flooding and flood awareness also explain how floods and droughts can happen naturally at the same time	<ul style="list-style-type: none"> • Minimal negative coverage of drought & flooding – reduce the number of ‘wrong type of rain’ stories • Drought messages are integrated within flood communications and vice-versa
<i>Internally:</i>	
7. Ensure relevant staff are regularly briefed on the latest situation and briefings & further information are readily available	<ul style="list-style-type: none"> • Timely production and distribution of regular briefings • Intranet site content always up to date • Regular drought coordinator & communications meetings take place
8. Ensure consistent messages are disseminated to staff internally and by staff externally	<ul style="list-style-type: none"> • Appropriate information within regular briefings distributed to timescales • Media training received by appropriate staff • FAQs regularly updated and made available • Consistent messages used in press releases, interviews & other external briefings
9. Ensure external communications are co-ordinated between the regions affected to present a coherent picture of drought externally	<ul style="list-style-type: none"> • Reports to ministers reviewed by regions/areas where appropriate • Press releases are planned between regions and carefully timed • Drought communications are joined together as far as possible, unless relating to a specific local issue
10. Promote water efficiency and adoption of water meters to staff	<ul style="list-style-type: none"> • Water efficiency features in internal publications (Our Place) • Water efficiency and water metering as a discussion topic in national cascade brief

Aim/Audience	How/Measure
	<ul style="list-style-type: none"> Senior member of drought team in 'meet a colleague'

6.4 External communications

The Environment Agency is responsible for safeguarding water resources in England and Wales and protecting the environment. As the water regulator, we have overall responsibility for drought management and overseeing the actions water companies take to secure public water supplies. Water companies are ultimately responsible for managing water supplies to meet the needs of customers. Where appropriate, we will work in partnership with some organisations to promote water efficiency.

Commitment and effort from both parties will be needed to make any partnership successful but joint working arrangements shouldn't compromise either organisation's independence. We are a regulator of the water industry and must maintain our regulatory position. Due to the differing roles we promote water efficiency where appropriate but it is the responsibility of companies to educate their customers about using water wisely, particularly during drought. We lead on promoting water efficiency to non-water company abstractors.

Externally, the Head Office drought team leads on communications with Government, national organisations, non-Government organisations and the national media. Environment Agency Wales drought team leads on communications with Welsh Government.

Table six sets out the external groups and organisations we should communicate with during a drought. [Appendix B1](#) sets out communication actions, where appropriate.

Table six: External audiences

External audiences	
Government	Defra , Welsh Government , Ministers, MPs, Ofwat , Local Authorities , Planning Inspectorate , Civil Contingencies Secretariat, Met Office
Water industry	Water Companies, Water UK
Abstraction licence holders	<p>Large abstractors and major industries; Farmers, market growers, manufacturers, recreational area keepers, individuals, small abstractors, energy sector.</p> <p>Representative groups - National Farmers Union (NFU), NFU Wales, Country Landowners Association, Confederation of British Industry, Agriculture and Horticulture Development Board, British Green keepers Association, Food & Drink Federation, Association of Electricity Producers, Car wash association, race course and turf associations, UK</p>

	Irrigation Association, Association of Drainage Authorities.
Government environmental organisations	Envirowise , Natural England , Countryside Council for Wales , Drinking Water Inspectorate, Inland Waterways Advisory Council.
Non-Government environmental groups (NGO's)	Waterwise , Royal Society for the Protection of Birds , Wildlife Trusts , Greenpeace , National Trust , Friends of the Earth , Association of Rivers Trusts, WWF, Blueprint for Water, Energy Saving Trust, local pressure groups.
Consumers	Domestic consumers, industrial & commercial water users, private unlicensed abstractors, trickle irrigators, Consumer Council for Water.
Anglers and fisheries owners	Rod Licence Holders, Fisheries & Angling Conservation Trust, Angling Trust, National Association of Fisheries and Angling Consultatives, Salmon & Trout Association.
Boat users & navigation authorities, other recreational water users.	Boat licence holders, Association of Inland Navigation Authority , British Waterways , British Canoe Union, Port of London Authority and other navigation authorities
Media	Newspapers, Magazines, TV, internet outlets, Radio

6.4.1 Media appearances

All media appearances or enquiries must be routed through the press office. The national press office at Millbank leads on enquiries from the national print and broadcast media and regional press offices lead on enquiries from all regional news media.

Bespoke drought media training may be made available once a drought is declared. This is intended for use by members of the Head Office, Regional and Area drought teams. The Head office drought coordinator will assess the need for this training and making it available for staff to use.

6.4.2 Internet drought site

The internet is a key tool for providing both up to date and general information about drought. Online communications capture vast audiences so it is vital that we get the right information and messages across on our website. Our drought webpages include:

- latest water situation;
- links to water situation reports;
- amount and location of restrictions in place such as S57 restrictions, temporary water use restrictions and drought permits;

- 'drought explained' and question and answers page;
- links to water efficiency advice;
- links to all our drought plans.

View the site via the link below:

<http://www.environment-agency.gov.uk/homeandleisure/drought/default.aspx>

The drought communications manager and drought coordinator will be responsible for the content of drought internet site. The Water Resources Advice and Guidance coordinator is responsible for publishing the contents to timescales. Advice on content can be obtained from communications leads in the Environment and Business Directorate.

When convened, the Head Office drought team must review the existing content and branding of the drought webpages and update them if required (including checking banner pictures for appropriateness).

6.5 Internal communications

The main aims of the Head Office drought team's internal communications are to:

- ensure all Environment Agency staff are clear on our position about drought and who is involved at Head Office;
- ensure that managers are aware of the resource commitments to drought management and that any issues are raised quickly;
- co-ordinate communications activities across England and Wales;
- ensure that regional and area drought teams are kept informed of the situation across England and Wales and of any risks, issues or actions that are taken at national level;
- ensure a feedback route to the Head Office drought team from regional and internal teams is established.

Internal communications actions are set out in [Appendix B2](#).

Table seven: Internal audiences

Internal audiences	
Senior Management	Chairman, Chief Executive, Directors (particularly Environment and Business Director), Regional Directors, Area Managers, Regional Strategic Unit Managers, Environment and Business Director and Head of Business units

Communications Teams	Environment & Business Communications Team, Regional Corporate Affairs /External Relations Managers, National Press Office, National Customer Contact Centre, National Corporate Communications, Parliamentary Team
Water Resources staff	Water resources management teams, Drought Coordinators, Regional and Area Environment Planning teams, National Permitting Service, WR Technical Services teams, Environment Officers
Water management functions	Fisheries, Conservation, Navigation and Waterways regional and area staff
Committees and Emergency Planning Teams	Regional Environment Protection Advisory Committees (REPACs) and Regional Fisheries Ecology And Recreation Advisory Committees (RFERACs)

6.5.1 Communications toolkit (briefing pack)

When Head Office moves into 'potential drought':

- The drought coordinator will update the drought communications toolkit (formally known as briefing pack).
- This is available to national, regional and area communications teams and the NCCC.
- It is available on a shared electronic drive ([O drive](#)). At least two members of each drought team (drought coordinator and communication lead) have access. Additional access must be arranged with CIS (Corporate Information Services).
- The folder contains drought messages, questions and answers, drought briefings, standard templates and examples of best practice.
- Regional drought teams to provide additional relevant material to Head Office to add to the toolkit. Where necessary the information from the toolkit can be adapted to achieve the best local messages.

The toolkit is reviewed regularly (at least monthly, and up to weekly in a drought). To ensure it is up to date. A suggested filing structure and location for the communications toolkit is shown in [Appendix C1](#).

6.5.2 Intranet drought site

During a drought, the national drought intranet page is an important source of information for regional drought coordinators, communications teams, and staff generally. It acts as a central notice board for all the latest briefings and guidance about drought, so that staff have quick access to the right information. The national drought Intranet page can be found at the following location:

<http://intranet.ea.gov/policies/environmentalwork/46436.aspx>

It consists of general guidance on drought management activities. During a drought it will include links to the following:

- Our external website pages on: current water status, water situation report, Head Office and regional drought plans.
- Drought Management System documents including guidance, Operational Instructions, procedures for drought management.
- Link to the one day training course: Introduction to drought management.
- Frequently asked questions.
- National, Regional and Area drought contacts.

The Head Office drought manager is responsible for the content and maintenance of the national drought Intranet page. The Water Resources Advice and Guidance coordinator will be responsible for publishing updates to the page.

6.6 Reporting

Table eight lists the reports we produce during a potential drought and a drought, how frequently we produce them and their audience. A brief description of each report follows table eight. Relevant national reports produced by the Head Office drought team are distributed to the Welsh Government by our EA Wales drought team.

Table eight: Drought reports

Report	Frequency in potential drought	Frequency in drought	Audience
National drought brief	Monthly or as required	Weekly	External: Defra, Welsh Government, Cabinet Office, Met Office, Natural England / Countryside Council for Wales (CCW), Ofwat, Water UK, NFU, UKIA. Full list is saved in Head Office Drought Team folder.
National internal brief	As required to support SMT	As required to support SMT	Internal: Key internal contacts dealing with the drought, including all members of SMT.
Report to Ministers	N/a	As appropriate	External: MPs, Government Committees, Defra, Welsh

			Government,
Environment Agency Board update	N/a	Prior to Board meetings	Environment Agency Board
Report to Defra, Welsh Government, other Government departments (Drought update)	When requested	When requested	Government
Monthly water situation reporting	Monthly report	Monthly report	Broad spectrum as this is published on the Internet each week.
Weekly water situation report	As weekly rainfall summary	Weekly	Broad spectrum as this is published on the Internet each week.
Post drought report	N/a	End of drought	Internal: Head of Water Resources External: Ministers, Defra, Welsh Government, Natural England, Countryside Council for Wales, Ofwat and Water UK, CCS

6.6.1 National drought brief

The national drought brief is a weekly report produced by the Head Office drought team with information provided by area and regional drought teams. The decision to begin compiling the report is at the discretion of the drought manager. It is a concise report that summarises the drought situation across England and Wales. The weekly water resources situation report (produced by WR technical services assessment team) and a media coverage report (produced by the national press office) support this weekly report.

Refer to [Appendix A1](#) for roles and responsibilities regarding the preparation and approval of drought brief. The structure of the weekly drought brief should be based on the template in [Appendix C7](#).

The distribution for this report is as follows:

(a) Internal: Chairman (as required), Chief Executive (as required), Directors, Head Office functional leads, SMT, regional and area drought teams.

(b) External: Drought internet site and selected external circulation via email.

6.6.2 Report to Ministers

During a drought we will keep Ministers informed of the risk posed to the environment, the prospects for public water supplies and other water users (principally agriculture, industry including power generation and navigation). Reports to Ministers address either specific requests for information, or report on the water resource prospects as a consequence of the drought (Prospects report). These are described further below:

(a) Specific requests for information

The content of this report will depend on the information requested, but will tend to be more detailed than the drought brief and shorter than the Prospects report.

(b) Prospects report

A Prospects report will inform Ministers of the drought's severity in the context of previous droughts. It will make recommendations for action we need to take, and actions for water companies, other abstractors, and Ministers, and set out our approach to drought management over a set time period. The target audience for the report is Ministers, water company managing directors and organisations representing abstractors. The report should be reviewed by the relevant regional or area drought coordinators as early as possible in the process to ensure consistent messages are given.

A prospects report should be issued dependent on conditions, and as a result, the timeframe for this is not fixed. For a potential summer drought, the usual timeframe for issuing this report is early in the year to indicate the risks that may be posed to the environment and public water supply during the summer.

For a winter drought, this report may be issued in late summer/ autumn. Further updates should then be issued at approximately one to two month intervals. This report can vary in structure and depth but as a guide the report could be 10 to 12 pages in length, plus a two page summary and be accompanied by a letter from the Chairman to the Minister. The structure for this report can be found in [Appendix C8](#).

6.6.3 Report to the Environment Agency Board

During a drought the Environment Agency Board must be kept up to date with information about the drought. The drought manager will ask the Head of Water Resources if a report is required for the Board. A template for the Report to the Board can be found in [Appendix C9](#).

6.6.4 Report to government departments

During a drought various government departments may require regular reports about the developing drought (for example the Cabinet Office).

6.6.5 Monthly water situation report

The WR technical service assessment team produce a monthly water situation report, which supports the national drought brief. This is produced during normal conditions and drought conditions.

6.6.6 Weekly water situation report

The WR technical service assessment team produce a weekly water situation report, which supports the national drought brief. During normal conditions a weekly rainfall and river flow brief is produced, during periods of drought this is extended into a weekly water situation report which includes additional information on drought conditions.

7 Post drought

It is important we review the actions we took during a drought event and identify any improvements we can make to managing future droughts. We also monitor how the environment is recovering as a drought recedes.

7.1 Review

Once all regions have returned to non-drought status, the Head of Water Resources will decide when the drought team can be stood down. However, prior to disbanding the drought manager and drought coordinator will start a post drought review and report. This report should be completed within a reasonable time of the return to non-drought status and no later than six months after the Head Office drought team has disbanded. A drought team meeting should be held to review how the drought was managed and inform the post-drought reporting.

The content of the post drought report will vary dependent upon the characteristics of the drought (e.g. the impact, intensity and the area affected by the drought), but as a minimum should contain the elements listed below:

- a record of the drought;
- a summary of impacts and actions taken;
- a record of the lessons learnt, using the [lessons learnt template](#);
- recommendations and actions for improvement;
- highlighting good practice;
- update of the drought plan taking into account lessons learnt – this is required before the next annual drought meeting.

As part of the post drought review, the drought manager may:

- identify the need to run a Head Office drought simulation exercise, to test the updated Head Office drought plan;
- request regional post drought reports from regional teams;
- instigate a review of operational drought guidance documents as a result of lesson learnt and recommendations for improvement of drought management process.

7.2 Drought plan exercises

It is important to show that our drought plans work through a range of droughts. We undertake drought simulation exercises as a way to practice and test the drought plans and become more familiar with drought management. Our drought plan exercises are based on information, data and experience from historic droughts. This will help us to test our current plans in a realistic and thorough way.

The head office drought exercise should be undertaken when necessary, but once every three years as a minimum. This will usually be run in March/ April. Further details on the drought exercise are available from the Head Office Water Resources Planning and Management Team.

We will also hold a drought exercise in the following circumstances:

- if there is a high turnover of staff in the drought team;
- if there is a reorganisation of roles;
- after the Head Office drought plan has had a major update.

8 References

[Operational Instruction: Head Office Emergency Liaison procedure](#)

[Operational Instruction How to plan for and manage our response to drought](#)

[Operational Instruction How to deal with a water company drought permit application](#)

[Operational Instruction How to respond to drought order applications](#)

[Operational Instruction Management of major incidents](#)

[Defra/WAG/EA Drought permits/orders](#)

[Non-Financial Scheme of Delegation \(NFSoD\)](#)

[Template: Drought key Decisions and Actions Log](#)

[Template: Drought lessons learnt log](#)

[Template: Drought issue log](#)

[Template: Drought risk log](#)

[Water resources process helpdesk](#)

List of abbreviations

ADC	Area drought coordinator
ADM	Area drought manager
CCW	Countryside council for Wales
CIS	Corporate information service
Defra	Department for Environment, Food and Rural Affairs
EA	Environment Agency
EAW	Environment Agency Wales
HELP	Head Office Emergency Liaison Procedure
HODC	Head Office drought coordinator
HODT	Head Office drought team
HOF	Hands off flow
ICP	National incidents and contingency planning team
NCCC	National customer contact centre
NFSoD	Non financial scheme of delegation
NFU	National Farmers Union
NIR	National incident room
NPC	National permitting centres
NPS	National permitting service
OTS	Operational technical services
RDC	Regional drought coordinator
RDM	Regional drought manager
SMT	Strategic management team
SPoC	Single point of contact
S57	Section 57 of Water Resources Act 1991 (Spray irrigation restrictions)

UKIA

United Kingdom irrigation association

Appendix A: Roles and Responsibilities

A1: Head Office drought activities matrix

This table below illustrates the roles and responsibilities in completing the various drought activities. A key is given below the table.

	Chief Executive/ Chairman	Environment and Business Director	Head of Water Resources	Drought manager	Drought communications manager	Press Office	Drought coordinator	Operations Technical Services (P&C, Hydrology and hydrogeology representatives)	Water resources Management representatives	Water resources planning representative
Weekly drought brief				Sign off		Plain English review	Write	Involved	Involved	Involved
Weekly WR situation report								Write / Sign off		
Press release	Potential sign off	Potential sign off	Sign off	Write	Involved	Write	Involved	Involved	Involved	Involved
Response (national) to major water user, consumer representative or trade body, or NGO.	Potential sign off	Potential sign off	Sign off	Write						
Parliamentary questions*				Sign off	Informed	Involved	Write	Involved	Involved	Involved
Reports to Ministers	Sign off			Write	Informed	Involved				
Produce briefings				Sign off	Involved	Involved	Write			
Board paper		Sign off		Write						
Media				Sign off	Involved	Involved	Write			

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	Chief Executive/ Chairman	Environment and Business Director	Head of Water Resources	Drought manager	Drought communications manager	Press Office	Drought coordinator	Operations Technical Services (P&C, Hydrology and hydrogeology representatives)	Water resources Management representatives	Water resources planning representative
enquiries										
Public enquiries				Sign off			Write			
Water Company enquiries				Sign off			Write			Involved
Comment on regional press releases			Potential sign off	Sign off		Involved	Involved			
Prospects for water resources				Sign off	Involved	Involved (Plain English)	Write	Involved		Involved
Respond to helpdesk							Sign off	Write/Involved	Involved	Involved
Internet content				Potential sign off	Sign off		Write	Involved	Involved	Involved
Intranet content				Sign off			Write			
Cascade brief				Sign off	Involved		Write			
Web Copy				Sign off	Sign off		Write	Involved	Involved	Involved
Post drought report			Sign off	Write & sign off	Sign off	Involved	Involved	Involved	Involved	Involved
Advise on drought permits and drought order applications,				Sign off			Write		Involved	involved

	Chief Executive/ Chairman	Environment and Business Director	Head of Water Resources	Drought manager	Drought communications manager	Press Office	Drought coordinator	Operations Technical Services (P&C, Hydrology and hydrogeology representatives)	Water resources Management representatives	Water resources planning representative
where required										

Involved = this role is involved in this activity

Write = this role will write a draft of the report/ response etc.

Sign off = **this** role will sign off the final version of the report/response etc.

Potential Sign off = this role may be required to sign off the final version of the report/response etc. based on the nature of the activity

* The drought communications manager is not normally involved in Parliamentary questions as they are usually technical questions best answered by the drought manager or coordinator.

Appendix B: Communications tables of actions

B1: External communications actions for the Head Office drought team

Audience	Interested Parties	Objective / Information Required	Owner of communication with interested party	When to contact	How frequently will information be provided?	What method of communication will be used?	Information Provider
Government	Defra/Welsh Government	Provide an outline of the drought and what is at risk.	Drought manager	During a drought	Weekly	Weekly drought briefs, Meetings, telephone and e-mail.	Drought manager using information provided by regional drought coordinators, national hydrologists and regional environment planning.
	Civil Contingency Secretariat	Provide an outline of the drought and what is at risk.	Drought manager	When requested or before severe drought develops.	When requested	Paper on current position via e-mail, meetings, telephone.	Drought manager using information provided by regional drought coordinators, national hydrologists and regional environment planning.
	Ministers	Provide an outline of the drought and what is at risk.	Drought manager via Chairman	Late winter and early spring	2-4 times a year unless situation is in severe drought	Prospect report	Drought manager using information provided by regional drought coordinators, national hydrologists and regional environment planning.
	Met Office	Clear communications about weather – rainfall data collected internally by Field Monitoring and Data teams	Hydrology drought team members	When monthly outlooks, seasonal forecasts are required	When required	Direct contact	WR technical services assessment team (Hydrology)

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	Ofwat	Provide an outline of the drought and what is at risk.	Drought manager	During a drought	Weekly	Weekly drought briefs	Drought manager using information provided by regional drought coordinators, national hydrologists and regional environment planning.
	Planning Inspectorate	Provide an estimation of when and where we might expect a hearing about drought permits or orders	Drought manager	During a drought	Monthly update	Direct contact/ e-mail	Drought manager using information provided by regional drought coordinators
	Local Government Association	Provide an outline of the drought and what is at risk.	Drought manager	During a drought	Weekly	Weekly drought briefs	Drought manager using information provided by regional drought coordinators, national hydrologists and regional environment planning.
	MPs	Provide an outline of the drought and what is at risk.	Drought manager and communications manager	During a drought	When required	Communicate via regional teams.	Drought manager using information provided by regional drought coordinators, national hydrologists and regional environment planning.
Water Industry	Water UK	Provide an outline of the drought and what is at risk.	Drought manager	During a drought	Weekly	Weekly drought briefs. Direct contact via e-mail, telephone and meetings.	Drought manager using information provided by regional drought coordinators, national hydrologists and regional environment planning.
	Water companies	Ensure water companies are doing what they said and not putting the environment at risk	Drought manager/ regional drought managers	Joint press releases and common messages. Also if companies are not doing what they planned/said.	When required	Direct letter to company managing director. Communication through regional teams and via Water UK.	Drought manager using information provided by regional drought coordinators, national hydrologists and regional environment planning.

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	Consumer Council for Water	Provide an outline of the drought and what is at risk.	Drought manager	During a drought	Weekly	Weekly drought briefs	Drought manager using information provided by regional drought coordinators, national hydrologists and regional environment planning.
Government Environmental Organisations	Natural England/ Countryside Council for Wales, Drinking Water Inspectorate, Inland Waterways Advisory Council.	Provide an outline of the drought and what is at risk.	Drought manager	During a drought	Weekly	Weekly drought briefs	Drought manager using information provided by regional drought coordinators, national hydrologists and regional environment planning.
Non Government Organisations	RSPB, Wildlife Trust, National Trust, Waterwise, Greenpeace , National Trust , Friends of the Earth , Association of Rivers Trusts, WWF, Blueprint for Water, Energy Saving Trust, local pressure groups	Provide an outline of the drought and what is at risk	Drought manager	During a drought	When required	Summary report	Drought manager using information provided by regional drought coordinators, national hydrologists and regional environment planning.
Consumers	Public, industrial and commercial water users	Provide an outline of the drought and what is at risk.	Drought manager and communications manager.	Constant information about the drought	Continued	Internet site and articles in press	Drought manager using information provided by regional drought coordinators, national hydrologists and regional environment planning.
Media	Newspapers,	Provide an	Drought manager	During a Head Office Drought Plan	High number	Press releases	Drought manager using information

	Radio, TV, Magazines, Internet outlets.	outline of the drought and what is at risk.	and communications manager.	drought awareness campaign	through the spring and summer with several during the autumn and winter if required.	and events. The National Press Office will develop a media plan.	provided by regional drought coordinators, national hydrologists and regional environment planning.
	Newspapers, Radio, TV, Magazines, Internet outlets.	Communications must be made attractive to the media – Local TV may be key.	Drought manager and communications manager.	During a drought	High number through the spring and summer with several during the autumn and winter if required.	Press releases and events. The National Press Office will develop a media plan.	Drought manager using information provided by regional drought coordinators, national hydrologists and regional environment planning.
Abstraction licence holders	National Representative bodies – e.g. NFU / major industries Farmers, energy sector, other abstractors.	Provide an outline of the drought and what actions their members/ audiences can take to help themselves and the situation.	Drought manager	During a drought	When required.	Via regional drought teams, weekly drought briefs and internet site. Direct letters maybe sent via regional drought teams.	Drought manager using information provided by regional drought coordinators, national hydrologists and regional environment planning.
Anglers & Fisheries Owners	Rod licence holders, Fisheries and Angling Conservation Trust, National Fisheries Association.	Provide an outline of the drought and what is at risk.	Fisheries communications manager	During a drought	As determined by fisheries	Press releases, leaflets, posters, letters, briefings	Fisheries Communications Manager, working with drought communications manager and drought manager
Boat Users & Navigation Authorities, other	Boat licence holders, British Waterways, Port of	Provide an outline of the drought and what is at risk.	Navigation & Recreation communications	During a drought	As determined by Recreation & Navigation	Press releases, leaflets, posters, letters, briefings	Recreation & Navigation Communications Manager, working with drought communications manager and drought manager

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recreational water users	London.		manager				
All	All	Drought information on the Internet must be kept up to date.	Drought coordinator	Throughout potential drought, and post drought.	When required, more updates will be needed during drought conditions.	Environment Agency Website, Drought	Drought coordinator using information provided by regional drought coordinators, national hydrologists and regional environment planning.

B2: Internal communications actions for the Head Office drought team

Audiences	Interested Parties	Objective / Information Required	Owner of communication with interested party	When to contact	How frequently will information be provided?	What method of communication will be used?	Information Provider
Senior Management	Chairman, Chief Executive, Directors and Regional Directors.	Outline current position Avoid loss of reputation Decisions	Drought manager/ Head of Water via Director of Environment & Business	During a drought	Weekly and/or event based	Weekly drought briefs, board papers, direct communications.	Drought Manager
	Environment Agency board	Outline current /future position	Drought manager/ Head of Water via Director of Environment & Business	During a drought	Per quarter while there is a drought	Board papers	Drought Manager
	Environment & Business Directorate	Outline current /future position Decisions and possible overlaps with fisheries, navigation	Drought Manager/ Head of Water	During a drought	Weekly and/or event based	Weekly drought briefs, Intranet, Cascade brief articles	Drought Manager
	Regional and area managers	Outline current /future position	Drought Manager	During a drought	Weekly and/or event based	Weekly drought briefs, Intranet, Cascade brief articles	Drought Manager
Communications team	National and regional press office, corporate affairs team, National customer contact	Outline current/future position Avoid loss of reputation	Drought coordinator/ Drought Managers	During a drought	Weekly and/or event	Specific briefing – Q&A, core script. Available on the Intranet. Weekly drought brief.	HO drought team via Intranet

Water resources staff	centre. Regional and area drought teams	Outline current position. Provide and enhance information sharing between regions.	Drought coordinator	During a drought	Weekly and/or event based	Intranet, weekly drought briefs and/or specific direct communications	HO drought team
	Regional Drought coordinators	Regions to be involved at an early stage in the quality assurance of reports to ministers.	Drought coordinator	During a drought	Event based	Direct contact	Drought coordinator
	National Water Resources (including OTS, Evidence). Head Office Drought team	Outlined current /future position Decisions	Drought Manager	During a drought	Weekly and/or event based	Weekly drought briefs, Intranet	Drought coordinator
	Regional Environment Planning teams.	Outlined current /future position Decisions	Drought Manager	During a drought	Weekly and/or event based	Intranet, weekly drought briefs and/or specific direct communications	Drought coordinator
	Other water management functions	Fisheries, conservation, navigation teams	Outlined current /future position Decisions	Drought Manager	During a drought	Weekly and/or event based	Intranet, weekly drought briefs and/or specific direct communications
Committees and Emergency planning teams	REPAC and REFRAC	Outlined current /future position Decisions	Drought Manager	During a drought	Weekly and/or event based	Intranet, weekly drought briefs and/or specific direct communications	Drought coordinator

Appendix C: Templates and guidance

C1: Suggested filing structure for use during a drought

The filing structure outlined below should normally be followed, but this should be reviewed at the start of a drought.

Main folder - **Drought<year>**

With the sub folders of:

- a. Communications
- b. Correspondence
- c. Guidance
- d. Management
- e. Public relations
- f. Reports and data
- g. Archive

You may file work in two places (e.g. in the communications folder there is a shortcut to the press releases contained within the public relations folder). If you do this, a shortcut needs to be placed in one folder to ensure that there is only one working copy of each file and, thus, any updates are made to the same file, regardless of the file path from which it is accessed.

The contents of each of the sub-folders are detailed in turn below.

(a) Communications folder

This folder contains information on how we communicate. There are links to the communications plan, held in the reports section and press releases held in the public relations section.

The folders are:

- (a) Communications Toolkit
 - (i) Questions and answers
 - (ii) lines to take

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- (iii) national briefings
 - (iv) communications and reporting templates
 - (v) drought images
 - (vi) good examples of communications (e.g. letters, articles)
- (b) Intranet
 - (c) Internet
 - (d) Press interviews
 - (e) Shortcut to press releases
 - (f) Shortcut to HO Communications plan

(b) Correspondence

Details of all correspondence are stored in the correspondence folder.

The folders are:

- (a) Complaints
- (b) General
- (c) Letters to water companies
- (d) Memos
- (e) MP letters
- (f) Parliamentary questions

(c) Guidance

This folder contains documents that provide guidance on drought question and answers, regional drought reporting templates, manuals, references to MS.

The folders are:

- (a) Documentation
- (b) Drought reporting
- (c) Q&A

(d) Shortcut to Memos in Correspondence

(d) Management

This folder contains management documents such as the issue and risk logs, key decisions, the lessons learnt log and details of meetings (i.e. action notes/minutes).

The folders are:

- (a) Issue Logs
- (b) Key decisions
- (c) Lessons learnt log
- (d) Meetings
- (e) Risk logs

(e) Public relations

This folder contains public relations documents such as campaign information, any information collected, media packs, press releases and briefings. Shortcuts can be included, where needed, to the Communications Toolkit

The folders are:

- (a) Campaigns
- (b) Information collected
- (c) Media packs
- (d) Press releases
- (e) Specific briefings

(f) Reports and data

All Head Office and regional reports are stored within this folder.

The folders are:

- (a) HO
- (b) Region

C2: Template for the weekly regional situation report

Region					
Report date		Report time		Number of pages	1 of
Lead contact	Such as Drought Manager, or Drought SPOC	Title/role		Authorised by	Such as Drought Strategic Manager
Current drought status	Drought, status of region and areas				
Executive summary	<ul style="list-style-type: none"> • Provide a summary of the main headlines and situation. This may include <ul style="list-style-type: none"> ○ Summary of what has happened and what is expected to happen. This may be combination of new and old information. ○ May include most important points from boxes below • As a general rule should be no more that 6 bullets 				
Predicted outlook	<ul style="list-style-type: none"> • Provide a summary of the predicted outlook. • Report new information only, but state if there has been no change. • Include whether drought situation is or is likely to escalate, stabilise or reduce. 				
Region/ Area response	<ul style="list-style-type: none"> • Provide a summary of our response including staff and resources involved (include all functions). Put information on resource issues and contact with external partners in the boxes below. • For example: <ul style="list-style-type: none"> - additional enforcement or compliance work of abstraction licences or drought permits/orders; - equipment deployed (for example booms and aerators) and any monitoring/sampling in response to drought related incidents: 				
Issues/ Resources	<ul style="list-style-type: none"> • Impact on your resources and significant issues that you are managing • If this does not apply to you – leave blank 				

Public water supply	<ul style="list-style-type: none"> • Summarise the impact on PWS for each water company • Latest water resource position including reservoirs and groundwater. • Include any drought plan actions taken, forecast of possible demand or supply management measures, possible comms
Impact on the Environment	<ul style="list-style-type: none"> • Paint a concise picture of the wider impact of the event. Include impacts which may not fall under our responsibility but would give management a better feel for the event. • Include information on fish kills, algae blooms etc • If it does not apply to you leave blank
Farming	<ul style="list-style-type: none"> • Provide the latest impacts on farming • Include any known information from agric contacts on impacts on crop production, livestock etc. in your region • Any actions we are taking to work together with farmers to notify them of impacts or finding ways to deal with problems
External contact	<ul style="list-style-type: none"> • Information on external contact not covered in boxes above • If it does not apply to you leave box blank
Media/ Comms update	<ul style="list-style-type: none"> • Provide a summary of the level of media interest, if interviews have been given, examples of positive press coverage, and press statements issued. • Include details of visits by internal and external VIPs. • Include internal and external comms
Health and safety	<ul style="list-style-type: none"> • Provide a summary of health and safety issues. • Include issues which have affected or may affect our staff and members of the public and are publicly known and/or not sensitive. • If this does not apply to you leave blank

Additional information about the drought (including details of any abstraction restrictions e.g. Section 57 restrictions)

Include anything not mentioned above, such as number of HOF's in force, notification letters to abstractors and prospects for S57 restrictions.

Remember to fill in the tables on the pages below as these contain vital information for the National Drought team.

C3: Reporting proposed, current and removed temporary water use restrictions (previously hosepipe bans)

Temporary bans for the following purposes:

- a) watering a garden using a hosepipe; b) cleaning a private motor-vehicle using a hosepipe; c) watering plants on domestic or other non-commercial premises using a hosepipe; d) cleaning a private leisure boat using a hosepipe; e) filling or maintaining a domestic swimming or paddling pool; f) drawing water, using a hosepipe, for domestic recreational use; g) filling or maintaining a domestic pond using a hosepipe; h) filling or maintaining an ornamental fountain; i) cleaning walls, or windows, of domestic premises using a hosepipe; j) cleaning paths or patios using a hosepipe; k) cleaning other artificial outdoor surfaces using a hosepipe.

Temporary restrictions proposed /to be confirmed

EA region	Water company	Water company resource zone with restrictions	Outline the location of restrictions by county councils and postcodes	Define ban: Unattended Full ban	Proposed start of ban

Temporary restrictions currently in force

EA region	Water company	Resource zone with restrictions	Outline the location of restrictions by county councils and postcodes	Define ban: Unattended Full ban	Start of ban

Temporary restrictions removed

EA region	Water company	Resource zone with restrictions	Outline the location of restrictions by county councils and postcodes	Start	Define ban: Unattended Full ban	Removed

C4: Reporting potential, current, expired and refused drought permits

Drought permits – pre-application/to be confirmed

EA region and area office dealing with the application.	Water company	Proposed application submission date	Required for	Source

Current drought permits

EA region and area that dealt with the application.	Water company	Applied	Granted	Expires	Required for	Source

Expired and refused* drought permits

EA region and area that dealt with the application.	Water company	Applied	Granted	Expired	Required for	Source

*For refused permits please merge the granted and expired cells and indicate that the permit was refused, plus date.

C5: Reporting the potential, current, expired or refused drought orders

Drought orders – pre-application/to be confirmed

EA region	Water company	Proposed application submission date to SoS or NAW	Required for	Source

Current drought orders

EA region	Water company	Applied	Granted	Expires	Required for	Source

Expired or refused* drought orders

EA region	Water company	Applied	Granted	Expires	Required for	Source

*For refused orders please merge the granted and expired cells and indicate that the permit was refused, plus date.

C6: Reporting drought abstraction restrictions

Abstraction cessation – hands off flow licence conditions

EA region	Area	Type of abstractions stopped	Source (include river, aquifer and nearest town)	Start of cessation	End of cessation

Voluntary restrictions

EA region	Area	Source (include river, aquifer and nearest town)	Request letters sent (include date)	Restrictions started	Restrictions removed	Details of restrictions

Section 57 restrictions (if restrictions are changed, please add as a new entry)

EA region	Area	Source (include river, aquifer and nearest town)	Warning letters sent (include date)	Restrictions started	Restrictions removed	Details of restrictions

C7: Outline for National drought brief

National drought brief - <date>

Weather: <describe the weather that has happened since the last report. Should be not longer than two paragraphs>

<Outline what the weather forecast is for the next week>

Rivers and groundwater: <briefly describe what is happening with rivers and groundwater levels. Are they below average for the time of year and where? You should remember to describe parts of England and Wales as geographical locations, rather than as Environment Agency region names e.g. Groundwater levels in south-east England are below average for this time of year. We are concerned about groundwater levels in Sussex and Kent as they are very low.>

<This section should be around 2-3 paragraphs depending on conditions>

Environmental impact: <This should describe what environmental impacts have occurred e.g. fish kills, algal blooms... Also what is at risk if we do not receive further rainfall?>

Public water supply: <Public water supply is very important and this should explain what is happening with public water supply e.g. highlight hosepipe bans, if water companies have applied for drought permits or orders and what we might expect in the next 2-4 weeks. >

Reservoirs: <This section should outline what the current reservoir levels are. Are these below average for the time of year?>

Agriculture: <This should highlight areas that have or are at risk from Section 57 restrictions. Also it should provide details on the number of abstractors that have stopped abstracting due to licence conditions (and if this is higher than during a normal year). Areas / Regions would need to check if they have this data. During winter, should outline if there are problems filling winter storage reservoirs>

Wales: <A brief update from EA Wales about PWS, Agriculture should be produced here>

Outlook

<This is an important section where you forecast what the water resources situation for the next 3 months could be. Should be 1-2 paragraphs, outlining the areas at risk from drought and the potential problems for PWS, environment and agriculture.>

C8: Outline for drought prospects report

The following is an outline for drought prospects as used in 2006. This layout could be used for future reports but it is only a suggestion.

Summary – two pages outlining concerns and recommendations

State – maps showing:

Rainfall – 12 month totals compared to average, this winter compared to average

River flows – current as compared to a historic analysis for the time of year

Groundwater levels – current as compared to a historic analysis for the time of year

Reservoir – outline what the current reservoir levels are

Comparisons with previous droughts – 1975-76, 1995-96 – depends on data availability.

Outlook – diagrams showing:

Groundwater levels with different rainfall scenarios

River flows with different rainfall scenarios

Latest weather long range forecast

Prospects

Commentary giving prospects for:

- Public water supply
- Environment
- Other abstractors

Map showing risk of impact – based on scenarios and likelihood of impact (e.g. if 80% of average rainfall for the rest of the winter gives serious problems, then the likelihood of impact is now quite high).

Recommendations for action

Actions by:

- Water companies – collectively and individually
- Ministers
- What we are going to do

C9: Template report to the board

Sensitive Issues & Contentious Sites

Summary Information

Region: _____ **Area:** _____

Site/Issue Name: Drought Management

Operator (for regulated site):

Date: _____

Background:

History of Site/Issue:

Environmental Impacts & Actions taken:

Legal Issues:

Social Issues:

Political Issues:

Forward View: (include any forthcoming events that may have an impact, such as change in legislation or stakeholders)

Communications: (what's been done, media interest, key stakeholders)

LEAD CONTACT FOR REGION:

**Would you like to find out more about us,
or about your environment?**

Then call us on

03708 506 506 (Mon-Fri 8-6)

Calls to 03 numbers cost the same as calls to standard geographic numbers
(i.e. numbers beginning with 01 or 02).

email

enquiries@environment-agency.gov.uk

or visit our website

www.environment-agency.gov.uk

incident hotline 0800 80 70 60 (24hrs)

floodline 0845 988 1188



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