

Dear Mr. [REDACTED]

EIR Reference: EIR/ID/412

Thank you for your request environmental information. We appreciate your interest, and we want to let you know that your request has been carefully considered in accordance with the Environmental Information Regulations (EIR).

I have reviewed your request and provided a response to each of your questions below.

1. How many multi-agency exercises have been conducted within the last 3 years (1st May 2022 to 30th April 2025)?

As a Category 2 responder under the Civil Contingencies Act 2004, United Utilities has a duty to cooperate and share information with other agencies/responders. We support multi-agency exercises primarily through participation, subject matter expertise, and where appropriate, logistical, and operational input relevant to our sector. We do not typically lead exercises but contribute to scenario development, planning, and debriefing processes. That said, we have planned and lead exercises over the past 12 months to validate our reservoir plans.

Our organisation participated in 36 multi-agency exercises coordinated by the 5 Local Resilience Forums (LRF) we work with, during the period 1st May 2022 to 30th April 2025.

2. What proportion of these multi-agency exercises were:

Exercise Type	Number	% of Overall Engagement
Tabletop/Scenario-based	20	55.6%
Live Exercises	10	27.8%
Other	6	16.6%
Total:	36	100%

Note: The exercise types are based on formats defined by the LRFs. Some exercises may include hybrid formats (e.g., virtual tabletop with limited live components).

3. How are post-exercise findings fed back into the organisation and how are changes to policies and procedures implemented as a result of the feedback?

Post-exercise findings are captured through:

Internally, we undertake a debrief process with all colleagues involved in the exercise. Multi-agency debriefs are led by the relevant LRF or exercise facilitators, and debriefs are held on site, followed by a formal structured debrief in short time after the completion of the exercise (typically within 2 weeks).

Reports highlighting lessons that have been identified are shared through LRF Exercise Working Groups and resilience forums. United Utilities contribute to shared learning across the resilience partnership and if there are improvements or actions identified for us, we address these by amending current procedural guidance/training/policies or by creating new guidance.

4. What proportion of multi-agency exercises in the last 3 years:

a) Involved more than 2 Category 1 responders?

30 out of total 36 exercises (83.33% involved more than two Category 1 responders. These typically include:

- Local Authority Emergency Planning Teams
- Police, Fire & Rescue, and Ambulance Services
- NHS Integrated Care Boards / Trusts
- Environment Agency

b) Involved organisations from the voluntary and faith-based sectors?

There were no exercises which included participation from voluntary and/or faith-based organisations during this reference period

5. How are the aims and objectives of the exercises determined and communicated to parties involved?

Exercise aims and objectives are set through the LRF's Exercise Planning Groups, in alignment with:

- The Risk Register
- National and local learning from incidents
- The LRF's Training & Exercise Strategy
- Sector-specific regulatory or compliance requirements

The process generally follows this structure:

- An initial planning meeting takes place to determine the overarching aims and objectives
- These are refined during exercise planning stages, with input from all participating agencies
- A formal Exercise Directive or Terms of Reference document is shared in advance
- Objectives are also restated during pre-exercise briefings to ensure clarity
- Each participant organisation is encouraged to define its own internal learning objectives in addition to the collective exercise aims.

We hope that this response answers your request. However, if you're not satisfied with how we've handled it, you can request an internal review. To do this, please write to us at Environmental Information Office, Haweswater House, Lingley Mere, Warrington, WA5 3LP or email us at EIRRequests@uuplc.co.uk, addressing your request to [REDACTED] and explaining why you're unhappy with our response. We'll be very happy to review your request and ensure we've done everything we can to assist you.

Any request for an internal review should be made within 40 working days of receipt of this response, and we will reply within 40 working days from receipt of the request for internal review.

Kind regards