



Inquest into the death of NIEL BUCKTON

Response to recommendations on behalf of South East Water

- 1 **Recommendation: South East Water upgrade their recording facilities to include the live status of sewer facilities subject to a Notice of Agreement for the provision of sewerage facilities so that it is available for electronic access to approved consultant engineers and engineers on their provider list.**
 - 1.1 South East Water's SWIFT system for developer works makes it clear that any connection to our sewer is regarded as live and requires a Work on Live Sewer application (Form Q) to be approved. This information is able to be viewed by South East Water's list of accredited land development consultants via the SWIFT system and consultants can view the sewerage system via "Asset Web Map". There has also been improvement in the detail associated in the Land Development Manual to clearly state when a sewer asset is to be considered as "live".
 - 1.2 However, to further emphasise this aspect South East Water will undertake another awareness program reinforcing when a sewer is considered "live" and will add additional notes at the point of external access into South East Water's asset information system stating the same.
 - 1.3 In addition, South East Water will consider the option of identifying the status of the sewer on any Non-Compliance Notices regarding defective works issued to the consultant.
- 2 **Recommendation: South East Water require approved consultant engineers and engineers on their provider list to submit regular reports of the sites they have accessed and apply random audits to ensure these lists comply with their applications for permission to access live sewer assets.**
 - 2.1 South East Water will apply random audits to ensure these lists comply with their applications for permission to access live sewer assets.
 - 2.2 South East Water will also implement structured questioning of particular projects during South East Water's system audit of the consultant's management systems.
 - 2.3 Following the death of Mr Buckton, South East Water reviewed its safety and audit procedures, and identified the practicable means of reducing the risks of confined space entry. South East Water has improved its Land Development agreement process, through implementing a Deed with greater legal requirements on developers, consultants and contractors.
 - 2.4 Since Mr Buckton's death, the Form Q has been revised to clearly highlight that permission is required for not only entry, but also for opening a cover on a South East Water sewer.
 - 2.5 South East Water also updated the SWIFT process for construction works so that consultants are required to comply with process steps, including those in relation to entering manholes or lifting manhole covers, before they could proceed with further steps. SWIFT was updated again recently. Training sessions were held for consultants and contractors to provide an overview. South East Water is committed to continual improvement in the non-conformance process. This includes identifying the root cause, corrective action, and preventative action. It has also developed a SWIFT user manual that explains the enhancements and key changes.
 - 2.6 South East Water is committed to constantly reviewing and improving its safety regimes.