

ADVERSE WEATHER

See also:

AA Special Operations Response Team (AA SORT)

MAIC (Multi-Agency Information Cell)

Co-ordinating Groups

Service Incident Room (SIR) - Setting Up

FireMet and Hazard Manager

Flooding, Water, Mud & Ice - Safety Advice

Flooding (including Water Support Unit)

Flood Rescue Support

Flooding at HIWFRS fire stations

PAT (Partner Activation Teleconference)

For more detailed information from the Met Office regarding local conditions send an e-mail to the following address: emergencysupport@metoffice.gov.uk

stating who you are and the reason for the request.

On receipt of an Amber or Red weather warning, the following should be notified:

- Service Duty Manager - to refer to the HIWFRS Adverse Weather Plan (hard copy held in SIR) and action in accordance with the warning
- Duty CRA
- Control Room Manager (when at SHQ)
- Properties & Facilities (for awareness of potential impacts to estate)
- Station commanders for information and awareness to assist them to consider impacts to their stations, crews and response

When adverse weather conditions are expected, The following printer message should be sent to all stations after approval is obtained from the Service Duty Manager.

Printer message to all stations to read:

Adverse weather conditions apply - note contents of HIWFRS Adverse Weather Plan

1. Informative messages should not be passed for weather related incidents (unless requested by Control)
2. Stop messages for adverse weather calls to be brief and one of the following if possible
 - Storm Damage
 - Flooding
 - No Action
3. Requests for other services such as The Electricity Company, Gas Company, or Local Authority should, whenever possible, be made by the occupier or the inspecting officer to alleviate pressure on Control staff.

Appliance Mobilising

Consider adding the nearest Land Rover to the response plan if the access to the premises/area could be difficult.

Manager Mobilising

In extreme circumstances consider sending a level 2 Manager to the nearest station with a Landrover and providing a driver from that station (whole time or retained). Or send the nearest Land Rover to the Manager's home address.

Consider the need for a Communications Tactical Advisor, see Communications Tactical Advisor Com TAs

Salt

A supply of salt in plastic sacks is kept at HQ (behind the Diesel/Petrol Pump wall). If the salt is required:

During normal working hours Property Services Dept should be contacted, they will then organise distribution to stations.

Outside working hours whole time station vans can be utilised or in the case of an urgent request a Land Rover could be utilised.

Sandbags

HIWFRS Do not supply sandbags, callers should be referred to the local authority.

IOW - Stocks held at Well Road, East Cowes, Simeon Street Rec, Ryde, St Marys Car Park, Cowes - public can go and help themselves to a small amount.

Chain Saws

These are available from HIWFRS [REDACTED]. They should only be requested if they are needed to save life, prevent catastrophic escalation of an incident or to protect the environment.

Portable Generators

These are available as follows:

Communications SHQ - 5 x 240v x 500 watt. (These could power station turnout systems).
[REDACTED]

Adverse Weather Plan

A copy of the HIWFRS Service Adverse Weather Plan can be found on Resilience Direct

Amended [REDACTED] Oct 2023

WATER RESCUE INCIDENTS AND UNSTABLE GROUND RESCUES

Water Rescue Incidents and Unstable Ground Rescues (Mud & Ice)

See also:

Call Prompts - Water Rescue

Flooding, Water, Mud & Ice - Safety Advice

Flooding (including Water Support Unit)

Flood Rescue Support

Divers

Water Rescue (MOD 3) Fareham

Hampshire :-

Incident types:

R.3.0.2 Rescue from Open Water

R3.2 Assist from Vehicle in Water (static and shallow water up to 30cm in depth)

R3.1 Rescue from Vehicle in Water (anything other than above)

R4 Rescue from Unstable Ground

R4.4 Rescue from Landslide

Examples:

Car in Water, person(s) trapped.

Cars in Fords

Person(s) in water

Person stuck or trapped in mud, or in/ on ice.

Person in precarious position stuck on, or near water. (For example, a child stuck in an overhanging tree, or on a lake island)

*If caller states a 'body in the water' - treat as rescue until further information is obtained

*Should Fareham Water Rescue Team be committed to another Water Rescue incident or deployed out of county and another Water Rescue Incident is received,

control should seek assistance from partner agencies with Hampshire such as the RNLI (via the Coastguard), Police Marine Unit or HantSAR (Hampshire Search and Rescue).

Inform:

- Ambulance, and also request that the HART Team Leader is informed
- Police
- Coastguard (for all incidents including mud and ice)
- Complete FRS Reporting Tool

Current module 2 Stations:

01 - Basingstoke (WDS)

05 - Alton

31 - Andover

11 - Overton

17 - Fareham (plus WRU)

23 - Cosham

30 - Winchester (WDS)

44 - Hythe

45 - Ringwood

47 - Fordingbridge

48 - Lyndhurst

50 - Brockenhurst

53 - Redbridge

58 - Hardley

71 - Newport H71P1 (WDS)

74 - Ryde (WDS)

* NB - Level 2 Stations with 4x4 vehicles may self mobilise these in addition

For water rescue incidents on IOW book ferry and mobilise Fareham Mod3 team from Fareham (H17R2) to incident via next available ferry. (Portsmouth or Southampton depending on times). * see Ferries and Taxi services (IOW)

If no WIM is available across the partnership and incident information suggests this will be a protracted, recall WIM as required

WIM Officers:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Specialist team (Fareham WT)

The wholetime personnel from Fareham are trained and equipped to use a boat and swim rescue. Should the Wholetime crew not be on station at time of mobilisation, they are to be requested to return to Fareham to collect the WRU and proceed to incident.

If the Fareham wholetime crew are committed to another incident, they are in effect currently unavailable. Fire Control should determine from the call type they are in attendance at and the water / unstable ground incident information received if it would be more appropriate and advantageous to relieve them, or alternatively requesting assistance of a module Level 3 (or Level 4 with is a boat/swift water response) water rescue team from a bordering FRS.

In any such event the OIC & Level 2 Manager should be informed as a matter of urgency with the information that Fareham are unavailable/delayed.

[REDACTED]

If a water related incident involves missing persons, then the [REDACTED] can be requested from the Incident Commander. This should

be mobilised by contacting the duty USAR Tactical Advisor (SR5), who will then contact the Incident Commander and mobilise the appropriate response.

If a response is made then complete the FRS Reporting Tool

Assisting other Agencies:

Examples:

Missing person (water related...example, person jumped from bridge)

Assist other agency (water related suicide, or attempt etc.)

Fire Control should take each call on merit, and send a suitable response to always include a Level 2 Manager or NILO.

In all cases of rescue, or life at risk, the full response plan should be sent.

Police have responsibility for body recovery, but HIWFRS assistance and equipment may be requested to aid them. Equally if Fareham are not available or a specific request for a Module 4 Type B (swift water) capability is required then Police or HantSAR may be able to

assist.

Isle of Wight :-

Coastal - HIWFRS will only be responsible for rescues from water up to the low water mark (When the tide is out the line it gets too) Both agencies will attend and agree whos responsibility it is or has the best equipment and work together to resolve.

HIWFRS may assist outside this area if requested by the Marine Coastguard Agency following a joint risk assessment by the Incident Commanders attending (Service Policy 54)

Updated by [REDACTED] 25/05/23

Call Prompts - Flooding, Water, Mud & Ice - Safety Advice

see also

Call Prompts - Water Rescue

Flooding, Water, Mud & Ice – General Safety Advice.

For all 999 callers to these types of incidents always take into account when making a decision to attend or not:

- Age of caller
- Medical issues/requirements of caller
- Ability of the caller to self help and remedy the situation

Domestic Flooding (Burst Pipe)

- Turn off the water at the stopcock at once. Stopcocks normally found under the kitchen sink, under the stairs and under the stairs or downstairs toilet. External ones in the public footpath, driveways, gardens or grass verges.
- Turn on cold water taps which may help drain water from the system.
- Turn off boilers and immersion heaters.
- Turn off the electricity at the mains as water may have touched the electric system.
- Wrap a cloth or something similar tight as possible around leaks.
- Inform the property owner / person responsible (if occupier is not the owner).
- Contact a plumber and seek advise from any insurance policy held.

CONSIDER ADVISING TO SEARCH FOR AND CLEAR SURFACE WATER DRAINS UPHILL OF PROPERTY SO THAT DRAINS ARE FUNCTIONING PROPERLY, I.E IN VIEW OF A BURST WATER MAIN, ROAD FLOODING ETC

Vehicles in water / fords.

- Avoid entering river fords during or after periods of rainfall.
- Always pay particular attention to warning devices, such as depth gauges.
- If in doubt do not enter a ford in a vehicle or on foot.
- If water is safe to enter in a vehicle always test brakes after exit.
- Motorists should cross a ford slowly, in low gear and keeping revs up, to maintain pressure in the exhaust to prevent water getting into the engine.
- Stuck in a ford.
- Contact the emergency services.

IOW Only - If flooding is from the highway, contact Island Roads who will make an attendance and assess.

Information on sandbags available through www.iwight.com

Advise caller to contact Island Roads on 01983 822440



See Call Prompts - Water Rescue for advice

FOR SPATE WEATHER CONDITIONS AND HIGH CALL VOLUMES CONSIDER CONTACTING BT TO INSTIGATE THEIR 'FLOOD BLOCK' ON CALLS

- Under these circumstances BT will filter calls and only put through 999 calls where the caller is in a life threatening situation. They will ask 'Are you reporting a flood?' if yes, 'Is anyone in danger?' If no, their instruction will be 'Hampshire & IoW Fire Service is very busy with flood related incidents. If the situation becomes worse please call back'.
- The instruction from the Fire Service would need written confirmation (email or fax) to back-up a verbal instruction.

Household flood (emergency / flash flood).

- Identify a safe place where family and pets can keep away from the floodwater (example – upstairs).
- Gather essential items together such as warm clothing, blankets, medication, food, torch, mobile phones.
- Turn off gas and electricity and water supplies at mains.
- Move electrical items and valuables to another floor or higher position.
- Keep out of floodwater – there may be hazards you cannot see (e.g. displaced drain / manhole covers) or you may get swept away or struck by objects in the water.
- Co-operate with the local authorities and emergency services (you may be requested to evacuate or stay put).
- Stay tuned in to local radio / media for updates and safety messages.

Mud / Quicksand.

- Stay calm.
- Lie down, spread arms and legs wide apart and shout for help. Get someone to dial 999.
- Do not stand upright or attempt any movements as this will make you sink even more quickly into the mud / sand.
- Do not attempt to assist someone, or an animal, in difficulty. Await the emergency services and assist in directing them to the casualty.

Ice

- Stay safe and off the ice. Do not attempt to rescue someone, or an animal, by climbing onto ice.
- If a dog, or another animal, has fallen through ice do not attempt to rescue as if the ice

did not support the animal it will not support a person.

- Shout for help and get someone to dial 999.
- Tell anyone stuck on the ice to keep still, remain calm and spread out their arms to support themselves.
- Keep eye contact with the person or animal in difficulty and direct the emergency services on their arrival.

Reviewed [REDACTED] Feb 2023

FLOOD RESCUE SUPPORT

See also: Air Asset Support for Flood Rescue Operations

A comprehensive national response arrangement to respond to requests for assistance with water rescues has been set up and details of the available resources are co-ordinated by the NRFC.

HIWFRS Requesting Assistance

Should HIWFRS require assistance for help in dealing with large scale water rescue incidents, the request will normally come via the Duty Gold.

Should it come from any other officer this should be referred to the Duty Gold for action. Once a request for assistance is agreed the following

procedure should take place:

1. To request assistance, contact the National Resilience Fire Control (NRFC) passing the following information:

- Location of incident or expected time/location of impact
- Nature of incident and any specific hazards, i.e. known chemical contamination
- Prevailing weather and (where known) water conditions
- Estimated number of persons requiring rescue
- Local resources already in attendance/available
- Estimate of mutual aid resources required
- Location (grid reference/name and address) of RV point

2. The NRFC will contact Hereford and Worcester Fire Service control room who will initiate the establishment of a Chief

Fire Officers Association Flood Support Team (FST).

3. The FST will identify the most appropriate teams from their asset register to meet the request for assistance and inform the

NRFC.

4. The NRFC will request mobilisation and track the FRS Assets.

5. FST will provide a function 24/7 to provide any strategic or tactical advice that might be necessary and will maintain

communications with all flood rescue organisations during the emergency.

6. Any RNLI assets mobilised as part of this response will carry Airwave radios. They will book IA either with the FCP or on the Host FRS Hailing Talkgroup.

Whilst at the incident, Airwave communications may be set up for Multi Agency Interoperability talkgroups which will include the RNLI. If the only two agencies involved are the FRS and the RNLI, the [REDACTED] may be used as this has been reserved for interoperability between the FRS and RNLI (speed dial 1359).

Permission to use this talkgroup must be sought from NRFC and they must also be informed when it is no longer required.

NRFC Requesting Assistance from HIWFRS

HFRS can only accommodate requests for one flood rescue team of Type C (Level 3).

On receipt of a request for assistance from NRFC, Fire Control will;

Create incident with incident type M9 National Resilience

1. Notify the Service Duty Manager, - Duty Gold & Area Managers HBAM9
2. Obtain permission from the above to mobilise to Service Headquarters the response for the incident (below) AND resources required to open the Service Incident Room

see Service Incident Room - Setting Up

- 3, Mobilise [REDACTED] to the created incident and page [REDACTED] with the message 'Duty Section Leader contact Control, Command 2 required out of county'

The team will consist of;

- 6 appropriately trained firefighters including 1 x Level 1 as Team Leader
- 1 x Level 2 Manager (Mod 5) per team of 6 as Team Manager
- [REDACTED] for command and control

Control will contact the Duty Watch at 17 Fareham to inform them of the request. The initial out of County team is ideally made up of duty personnel and oncoming personnel from Station 17. The duty Watch from 17 will make these arrangements.

Fareham will then inform Control of the ETA of personnel and equipment at SHQ.

The SIR will make arrangements to cover crewing shortfalls at 17 and 18.

Page the [REDACTED] to arrange out of county welfare support at SHQ.

Report the assistance using the FRS Reporting Tool

Transport

██████ (Water Rescue Unit), an appropriate Service car (station van if available...if not a car sourced from fleet), Command 2 and Officer's car

SIR to arrange for a temporary replacement vehicle to replace ██████ at Fareham and have the non-mobile Level 3 equipment placed on it to provide a Level 3 water rescue capability while ██████ is out of county.

The Gosport equipment is non-mobile and will replace the MISU equipment on the vehicle when required. The SIR will arrange for a replacement temporary MISU vehicle.

Reviewed ██████ DEC 21 (FLAGGED FOR IN DEPTH REVIEW)

FLOODING (INCLUDING WATER SUPPORT UNIT)

Hants

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See also:

Water Rescue Incidents and Unstable Ground Rescues

Adverse Weather Conditions

Flood Rescue Support

Call Prompts - Water Rescue

Flooding, Water, Mud & Ice - Safety Advice

Normal Flooding (eg water leaks or minor flooding within individual properties)

- Mobilise nearest Level 2 Manager to inspect, regardless of this being a Station Manager or a Group Manager.

NB: If an appliance is subsequently requested from the officer confirm whether this needs to be Module 2 trained personnel.

Wide Area Flooding (eg weather related, large water main burst affecting a substantial area)

Information on flooding available through Floodline 0800 807070 (for advice on internal flooding) 0345 9881188 (for advice on external flooding)

- Mobilise nearest Level 2 Manager manager to inspect (if a Water Incident Manager (WIM) is within an approximately equal distance from the incident as a non-WIM,

mobilise in preference). If no WIM is available across the partnership and incident information suggests this will be a protracted incident, recall WIM as required.

If the manager requests the attendance of the Water Rescue Unit (Stn 17):

- Mobilise as per Water Rescue Incidents and Unstable Ground Rescues

Pre-Planning for Spate Conditions/Specific Flood Warnings

When Control receive warnings of impending severe weather likely to affect the county, the Duty Gold should be informed, to consider

whether any precautionary action is necessary.

In severe cases this may involve:

- Setting up the Service Incident Room, see Service Incident Room - Setting Up
- Mobilising the MRT Lead Officer or Deputy by using Group page facility – [REDACTED] (if not available, nearest on-duty MRT manager) to

Control where they will be responsible for contacting MRT team members to formulate a list of available personnel.

- Fire Control operating the MRT pagers using the group page facility - [REDACTED] - with the message 'Stand by for WSU support

deployment - await contact by phone for availability'.

- Strategically mobilising the Water Support Unit ([REDACTED]) and a Manager to a fire station or suitable location

- If the above actions are carried out Control should liaise with Hampshire Police and request that the Force Support Unit Duty Team are notified

of HIWFERS state of readiness.

Isle of Wight

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Information on sandbags available through www.iwight.com

Advise caller to contact Island Roads on 01983 822440



For major flooding ** Consider - Maritime Volunteer Service (IOW Unit) - see MVS IOW

Queens Harbour Master Portsmouth (for tidal info - 08:00-13:00 hrs) 02392 723124

Harbour Control - 24 hrs: 02392 723694

RNLIs Flood response capability is manned by specially trained volunteers and can be deployed under the direction of the Divisional Inspector of lifeboats. Requests for assistance should be made directly through the RNLI HQ room 08451 668222 or via the NRFC (see NCC for contact numbers)

Out of office hours - Wightcare - 01983 821105

County Hall - 01983 821000

Environment Agency Floodline - 0345 988 1188

Access code for sandbag store in Simeon Street recreation ground - 3825

Ryde Pumping Stations - responsibility / contacts (Change Management - 28.4.14)

Prince Consort, St Thomas Street, Ryde and Appley car park, Ryde - contact Southern Water (sewerage)

Monkton Mead - contact Environment Agency (control of water from the stream)

Flood Warning Duty Officer - who can provide further advice for responders on any alerts / warnings issued for IOW - 0800 066 5765

Flood Incident Duty Officer - to advise of flooding events and to get EA to respond to main river flooding incidents on the IOW and any issues with Monktonmead pumping station - 0800 169 7003

Reviewed [REDACTED] Feb 23