

OFFICIAL

Multi-Agency Flood Plan (Response and Recovery) PART ONE

Version 3 October 2022

Hampshire & Isle of Wight LRF



Foreword

The Multi Agency Flood Plan (Response and Recovery) **PART ONE** describes the management structures and actions of local responders in response to a flooding event in the Hampshire and Isle of Wight Local Resilience Forum (HIOW LRF) area.

The aim of any response is to mitigate the effects of an incident on people, infrastructure and the environment, and aid recovery. It is the responsibility of owners and occupiers of properties to protect their property in the event of flooding.

The plan has been written by the Upper Tier Local Authorities on behalf of the HIOW LRF and is available on ResilienceDirect and the HIOW LRF website.

All amendments to the plan should be notified:

In writing to: HIOW Local Resilience Forum Secretariat

By e-mail to: hiowlrf@hantsfire.gov.uk &
area_incident_team.ssd@environment-agency.gov.uk

By telephone to: [REDACTED]

Amendments

Amendment number	Date incorporated	Signature
1.1 – changes to trigger table on pages 35 and 36	Agreed by attendees at the 9/11/2016 HIOW LRF Working on Tuesday	[Redacted Signature]
1.2 – 2018 review by MAFP Task and Finish Group	Reviewed November 2018 for January Delivery Group	[Redacted Signature]
2 - Comments from consultation incorporated	December 2018	[Redacted Signature]
2.1 – MAFP T&F Group amendments	July 2022	[Redacted Signature]
2.2 – LRF Plan Consultation Amendments	September 2022	[Redacted Signature]
3 – final version on RD	October 2022	[Redacted Signature]

Distribution

This document is published on Resilience Direct (see below link) for the attention of the LRF membership as follows:

[Multi-Agency Flood Plan \(resilience.gov.uk\)](https://resilience.gov.uk)

Emergency Services

- Hampshire Constabulary
- Hampshire and Isle of Wight Fire & Rescue Service
- Isle of Wight Ambulance Service
- Maritime Coastguard Agency
- South Central Ambulance Service (SCAS)
- South East Coast Ambulance Service (SeCAMB)

Local Authorities

- Basingstoke and Deane Borough Council
- East Hants District Council
- Eastleigh Borough Council
- Fareham Borough Council
- Gosport Borough Council
- Hampshire County Council
- Hart District Council
- Havant Borough Council
- Isle of Wight Council
- New Forest District Council
- Portsmouth City Council
- Rushmoor Borough Council
- Southampton City Council
- Test Valley Borough Council
- Winchester City Council

NHS

- NHS England - South East (HTV)
- Hampshire Hospitals NHS Foundation Trust
- Isle of Wight NHS Trust
- Portsmouth Hospitals NHS Trust
- Solent NHS Trust
- Southern Health NHS Foundation Trust
- University Hospital Southampton NHS Foundation Trust

NHS

Hampshire & Isle of Wight Integrated Care Board (ICB)

Defence

- Royal Navy
- HQ 11 Inf Bde
- Royal Air Force

Others

- National Highways
- Environment Agency
- DCLG Resilience and Emergencies Division
- UK Health Security Agency UK Health Security Agency Southeast (HIOW)
- Voluntary sector organisations
- Utilities companies (Water and Sewage Providers)

Supporting Plans

Hampshire & Isle of Wight Local Resilience Forum:

HIOW LRF Multi-Agency Flood Plan (Response and Recovery) PART TWO
HIOW LRF Multi-Agency Flood Plan (Response and Recovery) PART THREEs
HIOW LRF Community Recovery Plan
HIOW LRF Emergency Response Arrangements
HIOW LRF Emergency Warning & Informing Plan
HIOW LRF Mass Evacuation and Shelter Guidance

Individual Organisations Plans:

Business Continuity Plans
Major Incident Plans
Individual Local Authority Flood Plans
Hampshire County Council Basingstoke Canal Plan

Other Plans:

Island Resilience Forum Emergency Response Arrangements
Island Resilience Forum Operation Apollo
Island Resilience Forum Evacuation and Shelter Arrangements
Individual Community Flood Plans (where produced)
Community Emergency Response Plans (where produced)
Flood Action Group Plans (where produced)
UK Health Security Agency South East (UKHSA SE) Scientific And Technical
Advice Cell (STAC) Plan

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Section 1 - Background

1.1 Introduction

The Hampshire and Isle of Wight Multi Agency Flood Plan (Response & Recovery) (MAFP) is a specific hazard plan. It outlines the multi-agency response to flood events and is supported by Hampshire and the Isle of Wight Local Resilience Forum (HIOW LRF) and individual organisation's operational plans.

Flooding presents a growing issue that can have devastating effects on lives, businesses and communities. The risk of coastal and inland flooding is one of the most significant risks identified on the Hampshire and Isle of Wight Community Risk Register. Over the coming years, rising temperatures and sea levels, and an increase in the frequency and severity of extreme weather events are likely to increase the risk of flooding in the UK.

1.2 Purpose of the plan

The purpose of this plan is to describe the multi-agency management and response arrangements in preparation for, and in response to, a flood event in Hampshire and the Isle of Wight. This plan sits within an overall response framework which links related and supporting plans into a coherent, scalable and effective strategy of actions. For further information, please see the HIOW LRF Emergency Response Arrangements (ERA).

During the winter of 2013-2014, Hampshire & Isle of Wight Local Resilience Forum (HIOW LRF) member organisations responded to significant and prolonged adverse weather and flooding across its area. A full debrief was subsequently conducted and a Task and Finish Group was established to implement the debrief recommendations.

1.3 Aim and objectives of the plan

The **aim** of the Hampshire and Isle of Wight LRF MAFP is:

- To minimise the impacts of significant flood events in Hampshire and the Isle of Wight.

The **objectives** of the Hampshire and Isle of Wight Multi Agency Flood Plan (Response & Recovery) are:

PART ONE	
Background	To provide background information including relevant legislation, terminology definitions and supporting risk assessment
Warning Codes	To describe the mechanisms for flood and severe weather warnings
Response	To define plan activation triggers
Recovery	To outline recovery arrangements specific to flooding
Roles and Responsibilities	To describe the multi agency emergency response structures that would be established
	To provide flood response information for use by these response structures
	To describe the roles and responsibilities of agencies responding to flooding
Media and Public information	To outline considerations for media and public information
	To provide information to support the warning and informing of the public before, during and after a flood event

PART TWO	
Hampshire, Isle of Wight Southampton, Portsmouth Council areas	To provide a flood risk profile for Hampshire, Isle of Wight, Portsmouth and Southampton
PART THREE	
Hampshire, Isle of Wight Southampton, Portsmouth Council areas	To provide site specific flood response plans for areas at risk of flooding (individual plans will be available on ResilienceDirect)

1.4 Ownership

Hampshire and the Isle of Wight Local Resilience Forum (HIOW LRF) is responsible for the production and publication of the HIOW Multi Agency Flood Plan (Response & Recovery) on behalf of local responders. This plan is a response and recovery document for a specific hazard and should be used in conjunction with other LRF and organisation plans depending on the severity and impact of the event.

1.5 Empowering legislation

1.5.1 The Civil Contingencies Act 2004

The Civil Contingencies Act 2004 (the “Act”) and accompanying non-legislative measures deliver a single framework for civil protection in the UK and places a duty on responders to plan for and respond to major emergencies. The Act identifies local responders and splits them into two categories; Category 1 responders include the blue light services, Environment Agency, Local Authorities and NHS bodies whilst Category 2 responders include utility and transport companies, and the Health & Safety Executive. These Category 1 & 2 responders, along with the voluntary

sector, come together to form the LRF which enables and enhances coordination and efficiency between responders at a local level.

The Act clearly defines the definition of an emergency/ major incident: “*An event or situation which threatens serious damage to human welfare in a place in the UK, threatens serious damage to the environment in a place in the UK or war or terrorism which threatens serious damage to the security of the UK*”. It is important to note that the term emergency and major incident is interchangeable in the Act. A major incident can be declared by a Category 1 or 2 responder.

1.5.2 The Flood and Water Management Act (2010)

Under the Flood and Water Management Act, the County Council and the Unitary Local Authorities are designated as the ‘Lead Local Flood Authorities’ and have been assigned a number of duties and powers relating to the management of flood risk. This includes flooding from groundwater, surface water and ordinary watercourses. Management of flooding from the sea, main rivers and reservoirs, along with coastal erosion, remain the responsibility of the Environment Agency.

Where significant flooding has occurred in accordance with the requirements of Section 19 of the Flood and Water Management Act 2010 and a flood investigation report is available, previous published flood investigations can be found using the following link [Report flooding | Hampshire County Council \(hants.gov.uk\)](#).

1.5.3 Other legislation

- The Reservoirs Act (1975)
- The Land Drainage Act (1991)
- The Water Resources Act (1991)
- The Environment Act (2021)
- The Water Act (2003)
- The Climate Change Act (2008)
- The Flood Risk Regulations (2009)

Any response to flooding should be a joined up multi agency approach. Whilst the EA, Fire and Rescue Service and the Lead Local Flood Authorities, have specific responsibilities regarding coastal, fluvial, surface water and groundwater flooding, the Civil Contingencies Act requires all Category 1 and 2 responders to plan, prepare, respond to and recover from flooding.

1.6 Command, Control and Coordination

The Civil Contingencies Act 2004 outlines a generic national framework for managing emergency response and recovery. It is scalable and can be applied irrespective of the size, nature or cause of an emergency and remains flexible enough to be adapted to the needs of particular circumstances.

There are three management tiers in the framework; operational, tactical and strategic. All major agencies responding to the emergency will be represented at each of these levels. For further details on these levels please see the Hampshire and Isle of Wight LRF Emergency Response Arrangements (ERA).

1.7 Levels of flooding emergencies

A significant flooding incident is one which involves the flooding of a significant number of properties or which causes significant disruption to key parts of a community infrastructure. The table below gives a broad indication of where flooding events correspond to the national Concept of Operations (CONOPS).

Level of Emergency	Description	Level of Engagement
<p>Local</p>	<ul style="list-style-type: none"> Local flooding, small scale evacuation, no risk to critical infrastructure. National CONOPS: Events which are routinely handled by the emergency services with local government, such as road crashes, localised flooding or industrial accidents. 	<ul style="list-style-type: none"> No significant central government involvement. Normally led by the police/ Gold Commander for larger emergencies.
<p>Significant</p>	<ul style="list-style-type: none"> Floods in more than one county, some displaced persons and potential risk to critical infrastructure. National CONOPS: Has a narrower focus e.g. prison riots, severe weather or a terrorist attack with limited consequences. 	<ul style="list-style-type: none"> The Lead Government Department Minister runs the crisis response from their premises using their own facilities as appropriate. The Civil Contingencies Secretariat (CCS) advises as and when necessary.
<p>Serious</p> <p><i>Consider a Major Incident</i></p>	<ul style="list-style-type: none"> Floods in several counties, hundreds of displaced persons, actual, or risk of, critical infrastructure disruptions. National CONOPS: Has, or threatens, a wide and prolonged impact requiring sustained central government coordination and support from many Departments and Agencies. 	<ul style="list-style-type: none"> Response coordinated from COBR by the Lead Government Department. The crisis response may require deployment of wider government resources. The CCS provides overall coordination and support on impact management and recovery issues.
<p>Catastrophic</p> <p><i>Consider a Major Incident</i></p>	<ul style="list-style-type: none"> Floods affecting a significant proportion of England, thousands of displaced persons, serious damage to critical infrastructure. National CONOPS: A high and potentially widespread impact and requires immediate central government direction and support such as a 9/11 scale terrorist attack in the UK, or a Chernobyl scale industrial accident. 	<ul style="list-style-type: none"> Cabinet Office Briefing Room (COBR)/ Civil Contingencies Committee. Prime Minister or nominated Secretary of State leads in the event of a catastrophic incident requiring the involvement of central government from the outset to deliver an effective response, or where Emergency Powers are invoked.

1.8 Definitions of flooding

The main sources of flooding which impact Hampshire and Isle of Wight are:

- **Coastal flooding**

From the sea, estuary or tide, with severe flooding generally occurring as a result of a combination of astronomical high tides and a significant tidal surge caused by stormy conditions and low atmospheric pressure. These conditions may result in sea defences being overtopped or breached.

- **Fluvial (river) flooding**

From a river or watercourse, occurring when it cannot cope with the water draining into it from the surrounding land. This can happen when heavy rain falls on an already waterlogged catchment.

- **Groundwater flooding**

From water levels rising up above the natural surface from underground, or from water flowing from abnormal springs. It occurs after long periods of substantial high rainfall (water infiltrating the ground causes the water table to rise above the normal levels). Groundwater flooding is most likely to occur in areas underlain by permeable rocks (aquifers) and takes longer to dissipate.

- **Pluvial (surface water) flooding**

Occurs when the capacity of a natural/ man-made drainage system is overwhelmed by heavy rainfall (this can be exacerbated by non-permeable surfaces, surface saturation, gradients etc.). This type of flooding is difficult to predict and pinpoint much more so than coastal or fluvial flooding. Urban areas are most often at risk; where drainage networks are likely to have lower capacity and therefore intense rainfall is unable to drain efficiently.

- **Reservoir flooding**

Some reservoirs hold large volumes of water above ground level, contained by walls or “dams”. Although the safety record for reservoirs is excellent, it is

still possible a dam could fail; this would result in a large volume of water being released very quickly. The Flood and Water Management Act 2010 places a requirement on County and Unitary Local Authorities, who have reservoirs in their boundaries, to prepare a generic offsite plan and supporting maps for reservoir emergencies. An example of this would be the Basingstoke Canal which has its own plan (Basingstoke Canal Emergency Response Plan).

- **Sewer flooding**

The sewerage network is made up of foul and/ or 'combined' (foul and surface waters) sewers. When the volume of ground/ surface water entering combined sewers is abnormally high, the sewerage network may become overwhelmed causing sewerage to back up and event overflow.

1.9 Risk assessment

In the context of emergency preparedness, risk is a combination of the likelihood and impact of a given hazard or threat which could adversely affect an organisation and its ability to carry out its functions. Risk assessment drives and provides a strong foundation for the emergency planning process, so that it is prioritised by and proportionate to the pre-identified risks.

1.9.1 National Risk Register

The National Risk Register is the government's assessment of the likelihood of occurrence and severity of potential impact of a range of different risks (hazards and threats) that may directly affect the UK.

1.9.2 Local Risk Assessment

The Community Risk Register is the local assessment of the national risks undertaken by the HLOW LRF. The six areas considered when carrying out a risk assessment are; the impact upon health (**casualties** and **fatalities**), the **economy**,

the **environment, psychological impacts** on the public and **social disruption**.

Using the formula contained within the Civil Contingencies Act 2004, upon which all risks are measured, the outcome for the various types of flooding can be seen below.

Impact	5			R081 R082		RHL17
	4			R083		
	3					
	2					
	1					
			1	2	3	4
Likelihood						

Key:

R081 – Coastal Flooding

R082 – Fluvial Flooding

R083 – Surface Water Flooding

RHL17 – Local Coastal/Tidal Flooding

1.10 Planning assumptions

The plan outlines response and coordination arrangements:

- For *predicted* and *spontaneous* flooding events. Predicted events are those with flood warnings / severe weather warnings in place to trigger a response and include:
 - Coastal
 - Fluvial
 - Groundwater Flooding
 - Surface Water (where extreme rainfall is forecast)
- Where there is a functioning telecommunication, power supply and transport system.

1.11 Audience

The intended audience for this plan is:

- Category 1 and 2 responders within the HIOW LRF area who have a role in responding to flooding incidents.
- Town, Parish and Community Flood Action groups that now form part of the integrated response to flooding.
- The public via Local Authorities' websites, to assist in promotion of self-awareness and personal response plans within local communities where flooding is likely to have an impact. Wherever possible the public should be referred to the Environment Agency for advice and guidance on flooding in their local area.

1.12 Training and exercise

Each responding agency with a role in the plan is responsible for the operational and role-based training required to support its duties in the plan. Agencies are to maintain records of their training programmes.

Tactical and strategic training and exercising should be coordinated through the HIOW LRF. Individual aspects of the plan, and supporting plans, can be tested through other exercises where the capability is demonstrated, for example activation of a Rest Centre or Strategic Coordination Centre (SCC).

1.13 Plan approval

The plan has been prepared in consultation with local responders and partner agencies. It has been signed off by the HIOW LRF Delivery Group.

1.14 Review and validation

The plan is a working document and will need to be adapted as and when incidents occur and lessons are identified, or because of changes to legislation, personnel or restructuring and if a new risk assessment indicates that the plan is out of date or a new risk is identified. It is intended that this plan will be reviewed and where necessary revised every three years or earlier as required, from the date on the cover of this document.

It will be validated by way of multi-agency training and exercises, usually in individual elements, throughout its life cycle, and resulting information will form the basis of the review/ revisions.

1.15 Post-event debriefs

Individual agencies will complete internal debriefs, capturing and implementing lessons for future events. For multi agency events a Category 1 responder will coordinate a multi agency debrief session for responders. Debriefs should follow the format of the HIOW LRF's Debriefing Guidance.

Section 2 - Warning Codes

2.1 Introduction

There are several types of notifications that can be produced and distributed by the Environment Agency (EA), Flood Forecasting Centre (FFC) and the Met Office. These notifications enable Category 1 and 2 responders to prepare for, and respond to, potential flood events.

Product	Who issues	Type of flooding	Importance
Flood Alerts, Flood Warnings, Severe Flood Warnings	Environment Agency (EA)	River, coastal and groundwater	<i>High</i> – trigger for action
Groundwater briefing notes	Environment Agency (EA)	Groundwater	<i>Medium</i> – keep watch
Daily Flood Guidance Statements	Flood Forecasting Centre (FFC) <i>(A simplified version is also shared on the 'Check for flooding pages of Gov.uk)</i>	All	<i>High</i> – trigger for action
National Severe Weather Warnings Service (NSWWS) *	Met Office	All	<i>Medium</i> – will often need to be taken in context with other event triggers, such as tides
River and Sea Levels on the Internet	Environment Agency (EA)	River and Coastal	<i>Medium</i> – keep watch

* NSWWS does not specifically warn for flooding, however some weather elements such as rain, thunderstorms and strong winds could result in flood impacts, which will be warned for.

2.2 Flood Warning Service

The Environment Agency (EA) has the lead role for managing the issue of flood warnings, for coastal and fluvial flooding, and aims to give timely and effective




warnings to people and property at risk in those situations where this is both practicable and possible. The EA uses the latest technology to monitor rainfall, river levels and sea conditions 24 hours a day. It uses this information to forecast the possibility of flooding from most major rivers and the sea. The Environment Agency also monitors groundwater borehole data and provide flood warnings in areas known to be affected by groundwater flooding.

The Environment Agency uses three flood codes to indicate the level of predicted risk and encourage action: **flood alert**, **flood warning** and **severe flood warning** (see table overleaf). In addition to this, the EA can issue Operational Messages that advise specific groups about the operation of certain assets or advise third parties to operate assets and/or install property level protection.

EA flood warnings are issued directly to the public, responders and the media. Members of the public can view messages for their area on Gov.uk, or also call the EA 24-hour phone line service, where they can listen to recorded information about flood warnings in force or speak to an advisor.

When the flood threat has receded, the EA will issue “Warning No Longer in Force” messages. This will tell people (who have chosen to receive these messages) that the flood threat has passed, and no further flooding is expected. These Warning No Longer in Force messages are also available on Floodline and [Flood alerts and warnings - GOV.UK \(check-for-flooding.service.gov.uk\)](https://www.gov.uk/check-for-flooding).

For local flood warning areas for Hampshire, the Isle of Wight, Portsmouth and Southampton, please refer to Part Two of this plan.

<p>Flood Guidance Statement / Flood Forecast on Gov.uk's Check for flooding pages</p>	<p>What it means Be aware. Keep an eye on the weather situation.</p>	<p>When it's used Forecasts of flooding are updated at least once a day.</p>	<p>What to do</p> <ul style="list-style-type: none"> • Check weather conditions. • Check for updated flood forecasts from the Flood Forecasting Centre or on Gov.uk.
	<p>What it means Flooding is possible. Be prepared.</p>	<p>When it's used 2 hours to 2 days in advance of flooding. Issued when tidal levels and / or weather conditions indicate the possibility of flooding. Flooding to roads and low lying land is expected or occurring.</p>	<p>What to do</p> <ul style="list-style-type: none"> • Be prepared to act on your flood plan. • Prepare a flood kit of essential items. • Monitor local water levels & weather reports and the flood forecast on our website. • Install flood protection if you have it
	<p>What it means Flooding is expected. Immediate action required.</p>	<p>When it's used Half an hour to 1 day in advance of flooding. Targeted at specific communities. Property flooding is expected.</p>	<p>What to do</p> <ul style="list-style-type: none"> • Move family, pets and valuables to a safe place. • Turn off gas, electricity and water supplies if safe to do so. • Put flood protection equipment in place. • Protect yourself and help others.
	<p>What it means Severe flooding. Danger to life.</p>	<p>When it's used When flooding poses a significant threat to life.</p>	<p>What to do</p> <ul style="list-style-type: none"> • Stay in a safe place with a means of escape. • Be ready should you need to evacuate from your home. • Co-operate with the emergency services. • Call 999 if you are in immediate danger.
<p>Warning No Longer in Force</p>	<p>What it means No further flooding is currently expected for your area.</p>	<p>When it's used When river or sea conditions begin to return to normal.</p>	<p>What to do</p> <ul style="list-style-type: none"> • Be careful. Flood water may still be around for several days. • If you've been flooded, ring your insurance company as soon as possible.

2.3 Flood Forecasting Centre

The Flood Forecasting Centre (FFC) is a partnership between the EA and the Met Office, combining their meteorology and hydrology expertise to forecast pluvial, fluvial, groundwater, tidal, coastal and snowmelt flooding. The FFC provides the best possible intelligence and support to existing EA flood warning and Met Office weather warning services.

2.3.1 Flood Forecasting Centre

Although the EA provide maps of areas at high risk of pluvial flooding produced from topographic and modelled data, there is currently no flood warning service for pluvial flooding, as by its nature, it can occur anywhere with very little lead time and therefore, is difficult to provide accurate advance warnings for.

However, the Flood Forecasting Centre issue Flood Guidance Statements for use by Category 1 and 2 responders in determining locations where surface water flooding may occur.

2.3.2 Flood Guidance Statements

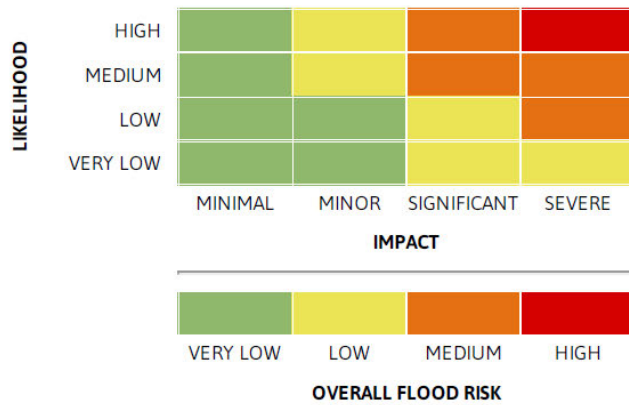
Flood Guidance Statements are issued by the Flood Forecasting Centre by email for Category 1 and 2 responders and are also available to view on Hazard Manager.

Flood Guidance Statements are issued daily at:

- 1030hrs. Flood Guidance Statements can also be issued at other times, if the flood risk assessment changes, or if there is risk of flooding.

The risk is calculated from a matrix which rates likelihood and potential impacts (see over).

Flood risk matrix



Summary of potential impacts

- MINIMAL**
Isolated and minor flooding of low-lying land and roads
Isolated spray/wave on coastal promenades
Little or no disruption to travel, but wet road surfaces
- MINOR**
Localised flooding of land and roads
Flooding affecting individual properties
Disruption to travel and key sites in flood plans
- SIGNIFICANT**
Flooding affecting parts of communities
Possible danger to life and damage to buildings/structures
Disruption to travel and key sites in flood plans
- SEVERE**
Danger to life, severe disruption to travel
Widespread flooding affecting whole communities
Widespread disruption or loss of infrastructure
Large scale evacuation of properties possible

The five day forecast is represented pictorially using a colour coded map based on the probability of flooding. An example of a Flood Guidance Statement can be seen below.

Flood Guidance Statement

10:30hrs Saturday 10 November 2018

FLOODFORECASTINGCENTRE

working partnership between Environment Agency | Met Office



Day	Date	Trend since last FGS
Saturday	10 Nov 2018 10:30-23:59	Increased ↑
Sunday	11 Nov 2018	Increased ↑
Monday	12 Nov 2018	Steady →
Tuesday	13 Nov 2018	Steady →
Wednesday	14 Nov 2018	Steady →

Minor surface water flooding impacts are probable on Saturday and into Sunday morning in south west Wales. The overall flood risk is LOW.

Specific Areas of Concern Map 1: Saturday 10 and Sunday 11 November

RISK AREA A
Impact **MINOR**
Likelihood **MEDIUM**

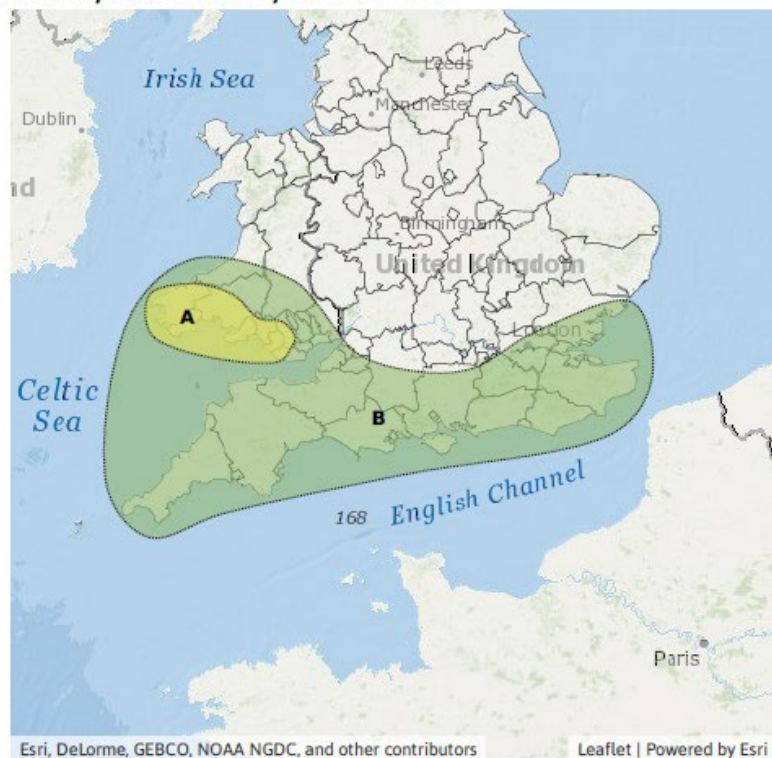
Source River Surface
Likely duration 2 Days

Surface water impacts through Saturday and Sunday morning.

RISK AREA B
Impact **MINOR**
Likelihood **LOW**

Source River Surface
Likely duration 2 Days

River and surface water impacts through Saturday and Sunday morning.



Flood Guidance Statement

10:30hrs Saturday 10 November 2018

FLOODFORECASTINGCENTRE

a working partnership between  Environment Agency |  Met Office

Assessment of flood risk



Surface water

The surface water flood risk is **LOW** for Saturday and Sunday.

On Saturday and Sunday morning, local minor surface water flooding impacts are probable in Area A and possible in Area B in Specific Areas of Concern Map 1 due to organised heavy showers. Saturated ground and wind blown debris may exacerbate any impacts.

Further local minor surface water flooding impacts are possible but not expected on Sunday across many parts of England and Wales due to further heavy showers.



Rivers

The river flood risk is **VERY LOW** for the next five days.

On Saturday and Sunday morning, local minor river flooding impacts, from organised heavy showers, are possible in Areas A and B in Specific Areas of Concern Map 1. Saturated ground and wind blown debris may exacerbate any impacts.



Coastal/Tidal

The coastal/tidal flood risk is **VERY LOW** for the next five days.



Groundwater

The groundwater flood risk is **VERY LOW** for the next five days.

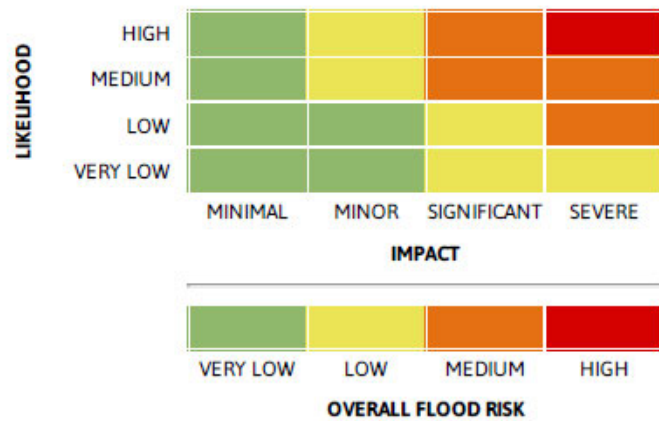
Flood Guidance Statement

10:30hrs Saturday 10 November 2018

FLOODFORECASTINGCENTRE

working partnership between  Environment Agency |  Met Office

Flood risk matrix



Summary of potential impacts

MINIMAL

Isolated and minor flooding of low-lying land and roads
Isolated spray/wave on coastal promenades
Little or no disruption to travel, but wet road surfaces

MINOR

Localised flooding of land and roads
Flooding affecting individual properties
Disruption to travel and key sites in flood plans

SIGNIFICANT

Flooding affecting parts of communities
Possible danger to life and damage to buildings/structures
Disruption to travel and key sites in flood plans

SEVERE

Danger to life, severe disruption to travel
Widespread flooding affecting whole communities
Widespread disruption or loss of infrastructure
Large scale evacuation of properties possible

Next statement due **10:30hrs Sunday 11 November 2018 (all times are local)**

Contact details **Flood Forecasting Centre Duty Hydrometeorologist - 0300 12345 01**

More information <http://www.ffc-environment-agency.metoffice.gov.uk>

2.4 National Severe Weather Warning Service

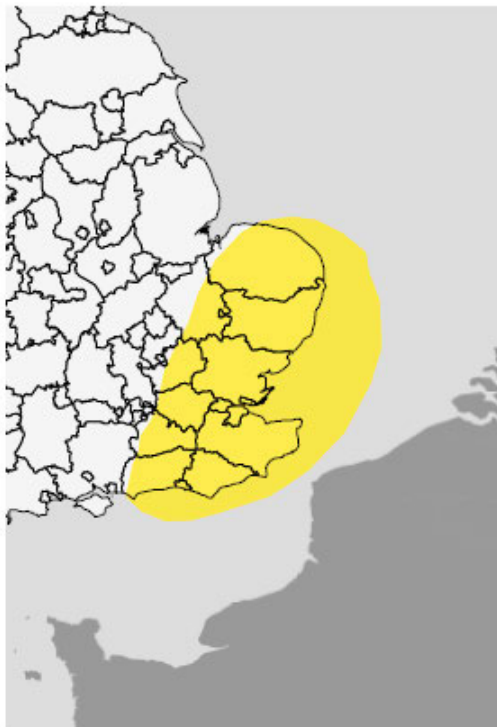
The Met Office is responsible for issuing warnings of severe weather that has the potential to lead to impacts and possible disruption. Whilst the warnings do not include flooding they provide indications of weather that may lead to, or exacerbate, the flood risk. This may include rain or thunderstorm warnings which could lead to fluvial or pluvial flooding or strong winds which, alongside high tides, could lead to coastal flooding and trigger preparations and response. Weather warnings are issued to indicate the potential for severe weather due to arrive in the next seven days.

Each warning issued will include an assessment on the likelihood of seeing impacts against the level of impact expected. This assessment will then be plotted on the Impact Matrix shown below.

Likelihood	High				
	Medium				
	Low				
	Very Low				
		Very Low	Low	Medium	High
		Potential Impacts			

Below is an example of a Warning from the National Severe Weather Warning Service.

 **Yellow warning
Thunderstorm** **Between
16:00 Tue 7 Aug 2018 and
03:00 Wed 8 Aug 2018**



Thunderstorms are likely across east and southeast England.

What to expect


- There is a slight chance that power cuts could occur and other services to some homes and businesses could be lost
- Where lightning strikes or flooding occurs, there is a chance of delays and some cancellations to train and bus services
- Spray and sudden flooding could lead to difficult driving conditions and some road closures
- There is a small chance that homes and businesses could be flooded quickly, with damage to some buildings from floodwater, lightning strikes, hail or strong winds

Further details

Whilst many places will miss the heaviest rain, thunderstorms are likely to affect parts of east and southeast England during Tuesday afternoon and particularly into the evening. The last of these storms are expected to clear from East Anglia into the North Sea during the early hours.

Frequent lightning may occur along with heavy rain (as much as 20-30 mm of rain in an hour in a few places), large hail and sudden strong gusts of wind.



 Very low likelihood of medium impacts

Issued at 08:53 Tue 7 Aug, 2018

For enquiries regarding this warning please contact the Met Office Weather Desk

Phone: 0370 900 0100 **E-mail:** enquiries@metoffice.gov.uk

Visit: www.metoffice.gov.uk/premium/hazardmanager



National Severe Weather Warning Service



Yellow warning
Thunderstorm

Between
16:00 Tue 7 Aug 2018 and
03:00 Wed 8 Aug 2018

All regions & authorities affected

East of England

Cambridgeshire Central Bedfordshire Essex Hertfordshire Norfolk Southend-on-Sea
Suffolk Thurrock

London & South East England

Brighton and Hove East Sussex Greater London Kent Medway Surrey West Sussex

Issued at 08:53 Tue 7 Aug, 2018

For enquiries regarding this warning please contact the Met Office Weather Desk

Phone: 0370 900 0100 **E-mail:** enquiries@metoffice.gov.uk

Visit: www.metoffice.gov.uk/premium/hazardmanager

2.5 River and sea levels on the internet

The EA pages on the .GOV.UK website (<https://check-for-flooding.service.gov.uk>) provides emergency planners and responders with near real time information about river and sea levels at over 3000 sites across England.

The EA have monitoring stations across England that measure the level of rivers, lakes, the sea and groundwater. Most of the measurements are taken electronically and automatically sent to databases used by the EA's forecasting systems. These water level measurements for rivers and the sea are also sent straight to the EA website and published online. The information is updated daily during 'normal' conditions and updated up to every 15 minutes during high flows.

The Environment Agency also share maps on Gov.uk so people can check the long-term risk of flooding in their area.

2.6 Groundwater flooding

2.6.1 Groundwater Briefing Notes

Groundwater Briefing Notes will be issued when groundwater levels are notably high across Hampshire. Briefing notes are issued through the Flood Warning System and communities at risk from groundwater flooding should be strongly encouraged to sign up to receive these. Flood Action Groups can help to disseminate information from Groundwater Briefing Notes. Trigger levels based on historical flooding are communicated to partners / Flood Action Groups to determine the preparedness and response timeline. Briefing notes are uploaded to the GOV.UK website (Groundwater Current Status and Flood Risk). Groundwater level data can be viewed on the Gaugemap.co.uk and the GOV.UK website (River and Sea levels). Groundwater data plots, showing the current observed values against the min, max and long-term average are also available online, via links shared in the Groundwater Briefing Notes.

2.6.2 Groundwater Flood Alerts

In addition to the Groundwater Briefing Notes, the EA will also issue Groundwater Flood Alerts. The initial alert will be issued in an attempt to give up to 5 days notice for the onset of cellar and road flooding and impacts to the sewage network for specific locations/ communities. Flood Alerts will be updated throughout the duration of a flood event and will describe actual flood impacts, provide weather forecast data for the next 5 days and commentary on whether levels will rise or start to fall.

Messages will be sent to public and partners who have registered to receive them, Floodline and GOV.UK (current Flood Warnings). If levels are rising rapidly, several updates could be issued in a week. Once the situation is stable, messages will be updated weekly.

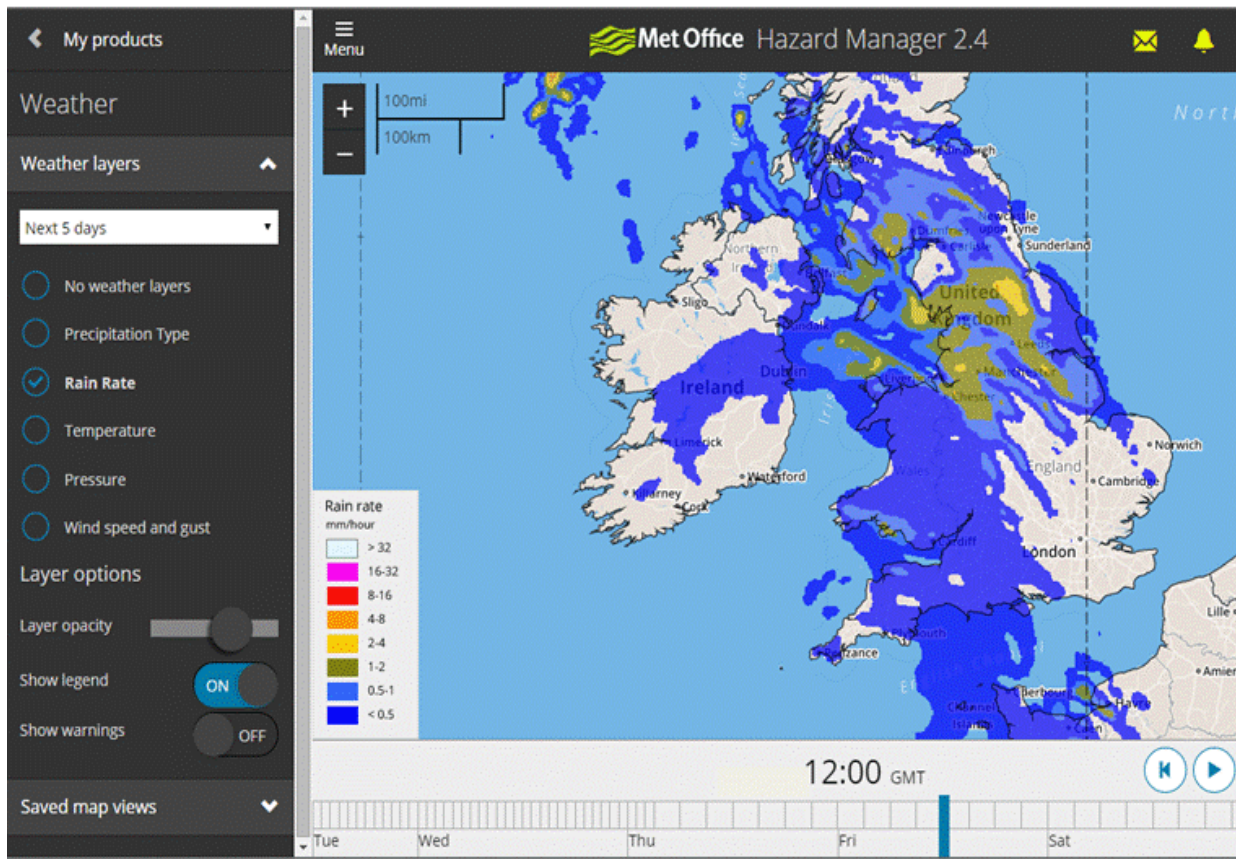
2.7 Hazard Manager

Hazard manager is a Met Office one-stop information source specifically for the Category 1 and 2 responder community, allowing access to all services in one location. This includes the Flood Guidance Statements, National Severe Weather Warnings and the latest actual and forecast weather.

The service is designed to supplement the role of the Met Office Advisor (Civil Contingencies) (MOACC) in providing consistent weather-related information and interpretation.

Anyone who works for a Category 1 or 2 responder organisations can access Hazard Manager (with some of the services restricted to approved users). Before you can access the service you will need to register at [Log in - Met Office Services \(b2clogin.com\)](https://b2clogin.com)

Below is an example of weather forecast on Hazard Manager.



2.8 Regional Advisors

In addition to the modelling tools mentioned in this section, the LRF seek interpretation from the MOACCs and EA colleagues, including the Flood Warning Duty Officer and Flood Incident Duty Officer, who can put the dynamic risk assessments and notifications into context.

Section 3 - Response

3.1 Plan activation triggers

A flood event may be localised or widespread, a flash flood or a gradual pre-warned event such as a spring high tide, or any combination. These scenarios are likely to have different activation and notification triggers:

3.1.1 Flash flood with no prior warning

In a flash flood emergency, notification is likely to come from the public to Category 1 Responders. Category 1 Responders may request appropriate support from partners, with escalation to a multi agency response should more services be required, or the impact becomes increasingly widespread or longer term. Flash flooding could be caused by heavy rainfall or a breach of defences. The impacts may cause a risk to life and property due to water depth and/or velocity. There may be a delay in establishing the multi agency response structures in this type of event.

3.1.2 Rising Tide

Where flooding is likely as a result of a predicted event, responders will implement pre-determined activities based on the triggers provided by the flood/weather warning systems and reported flooding. The progression from individual agencies responding as required to a multi agency coordinated response will be dependent on a number of factors including scale, impact, and duration.

On this basis one or more of the following triggers could require activation of parts or all of the Multi Agency Flood Plan:

- Met Office Severe Weather Warnings
- Flood Forecasting Centre Flood Guidance Statements
- Environment Agency advanced warning or issue of Flood Alerts and Warnings
- Large volume of calls received by responding agencies reporting flooding
- Large number of requests for sandbags

- An individual agency’s declaration of a major incident in relation to flooding, in line with its own response plans
- Other considerations including scale, duration and impact



Be Aware	Monitor and Prepare	Activate & Take Action
	Heavy Rainfall Rising River and Ground Water Levels High Tides Predicted Reports of Minor Impact Flooding	Large Volume of Calls to Emergency Services/LA Flooded Properties Risks to Key Infrastructure
Warning of potential impacts from forecasted weather/groundwater levels	 FLOOD ALERT	 FLOOD WARNING SEVERE FLOOD WARNING
Severe Weather Warnings (Yellow)	Severe Weather Warnings (Yellow/Amber)	Severe Weather Warning (Amber/Red)
Flood Guidance Statement (Yellow)	Flood Guidance Statement (Amber)	Flood Guidance Statement (Amber/Red)

3.2 Plan activation

All Category 1 Responders have arrangements in place to receive flood and weather warnings and monitor potential flooding situations as per individual agency standard operating procedures. Not every flood warning message will require the activation of the Multi Agency Flood Plan (Response & Recovery). In fact most Flood Alerts will require no more than monitoring and be dealt with under individual agency standard operating procedures. Some pre-determined activities will be generated and considerations given to issues at each stage of alerts. Close liaison should take place between the agencies to consider the appropriate level of response for events that are considered to be more significant.

Should it be considered that a potential or actual flooding event requires a level of multi agency coordination or an individual agency has declared a major incident this plan will be activated, if not already done so. The response will be coordinated within existing multi agency incident management procedures, using the command and control structures detailed in the HIOW LRF Emergency Response Arrangements (ERA).

Incidents occurring on the Isle of Wight

The Isle of Wight's geographic separation from the mainland and reliance on cross-Solent transport links presents a number of challenges for responders. In recognition the Island Resilience Forum (IRF) was established to identify and address island-specific issues. Overall, the HIOW LRF ERA in regard to the Isle of Wight remains flexible, as logistical, communications and transport challenges will create additional planning and response activities.

Flooding taking place on the Island will be managed using the command and control structures as outlined in the IRF Emergency Response Arrangements and will feed into the HIOW LRF response as appropriate.

The table below outlines the different levels of response and the stage(s) at which the plan should be activated either in part or fully.

Response Level	Trigger	Actual or forecast impact	Response Considerations
<p>Low flood risk</p>	<ul style="list-style-type: none"> No flood alerts or warnings No warnings of severe weather in force that may result in flooding Flood Guidance Statement Green 	<p>No flooding occurring</p>	<ul style="list-style-type: none"> No specific response. Awareness of potential flood risk Maintenance activities (gully clearance, flood gate servicing) Flood risk advice promotion to the public.
<p>Moderate flood risk</p>	<ul style="list-style-type: none"> One or more FLOOD ALERT(s) or EA Operational Instructions in force in one or more Local Authority area Warnings of severe weather that may result in flooding, or Reports of minor impact flooding Flood Guidance Statement Yellow Advice from the Environment Agency indicates significant disruption due to possible flooding <p><i>Information provided by the Met Office and Environment Agency can lead any Category 1 Partner can request the "minimum level" of response to these triggers (Partners Activation Teleconference) based upon the anticipated impact on their own organisation.</i></p>	<p>Low impact flooding of minor roads, gardens and low-lying areas.</p>	<ul style="list-style-type: none"> Consider initiating a Partner Activation Teleconference (PAT) to ascertain potential impacts in accordance with the LRF ERA Individual responders to consider standby, preparatory and response procedures. Consider activating MAFFP or specific actions within it as required (Section 5.0) Warn and inform public appropriately (Section 6.0) Category 1 and 2 Responder emergency control centres may be open and responding to incidents Early consideration of voluntary sector support
<p>Substantial flood risk</p>	<ul style="list-style-type: none"> One or more FLOOD WARNING(s) in force in one or more Local Authority area, or 	<p>As for FLOOD ALERT and:</p>	<p>As for FLOOD ALERT plus tactical level of management (LRF ERA)</p> <ul style="list-style-type: none"> MAFFP activated and PAT established

Response Level	Trigger	Actual or forecast impact	Response Considerations
<p>Consider a Major Incident</p>	<ul style="list-style-type: none"> Warnings of severe weather that is likely to result in flooding, or Reports of internal property or road flooding Flood Guidance Statement Amber 	<p>High impact flooding which may result in risk to life, homes and businesses.</p>	<ul style="list-style-type: none"> Potential for activation of locational specific TCGs/SCG in accordance with the LRF ERA Consider declaration of major incident in accordance with the LRF ERA Start planning for recovery phase Warn and inform public.
<p>Severe flood risk</p> <p>Consider a Major Incident</p>	<ul style="list-style-type: none"> Multiple FLOOD WARNINGS and/or One or more SEVERE FLOOD WARNING(s) in force in one or more Local Authority area, or Warnings of severe weather that are highly likely to result in flooding, or Flood Guidance Statement Red Reports of significant, catastrophic flooding 	<p>As for FLOOD WARNING and:</p> <p>Very high impact flooding which may result in extreme danger to life and property</p>	<p>As for FLOOD WARNING plus strategic level of management:</p> <ul style="list-style-type: none"> Consider declaration of a major incident in accordance with the LRF ERA Consider mutual aid from cross border LRFs and military aid when SCG activated Warn and inform the public
<p>Stand down and Recovery Phase</p> <p>Low to moderate flood risk</p>	<ul style="list-style-type: none"> Flood Warnings downgraded, or No warnings of weather that may result in flooding Flood Guidance Statement Green 	<p>Flood water receding</p>	<ul style="list-style-type: none"> Consider stand down of response levels as appropriate Local authority initiate recovery action as per section 4 of this plan and the LRF Community Recovery Plan Assess scale of damage and priority areas Advice and information to the public

3.3 Escalation

Whether the nature of the incident is a flash flood with no prior warning or a gradual rise, the method of escalation of the response will be the same and is contained within the ERA.

Below summarises the escalation of the response (both rapid onset and rising tide) as set out in the ERA:



Increasing Level of Escalation / Complexity



Operational Response

Command: Commanders and liaison officers co-locate on scene and agree lead
Location: At scene
 Enables multi-agency assessment of the incident and a co-ordination of the response.

Forward Control Point / Forward Command Post (FCP) (JESIP)

Tactical Coordinating Group (TCG)

Chair: Police initially, dependent on incident subsequently.
Location: Close to scene, or at pre-designated location specified in a plan (e.g. COMAH plan), or virtually.
 The TCG: determines priorities for allocating available resources; Plans and co-ordinates how and when tasks will be undertaken; Requests additional resources if required; Assesses significant risks and uses this to inform tasking of operational commanders; Ensures the health and safety of the public and responders.
 It is supported by the Multi Agency Information Cell (MAIC), producing the Common Operating Picture (COP) and manages incident information.



Forward Control Point / Forward Command Post (FCP) (JESIP)

Tactical and Strategic Coordinating Groups (SCG)

SCG Chair : Police initially, dependent on incident subsequently
Location: Teleconference or appropriate venue.
 When established, the SCG takes overall responsibility for the multi-agency management of the emergency and establishes the policy and strategic framework within which the TCG will work.



Multi-Agency Information Cell (MAIC) Handbook B

Supporting Response Structures

If the PAT / TCG / SCG require additional support, specific supporting structures may be activated as necessary to enable a more effective response to the incident.

Supporting Response Structures as required by incident such as:
 a) Coordination of public warning, informing and advising activity (Media / Media Advisory Cell)
 b) Provision of specialist advice (Scientific and Technical Advice Cell - STAC)
 c) Initiation of emergency Recovery activity (Recovery Coordination Group - RCG)
 d) Coordination of voluntary agencies in response (Voluntary Agencies Coordination Group)

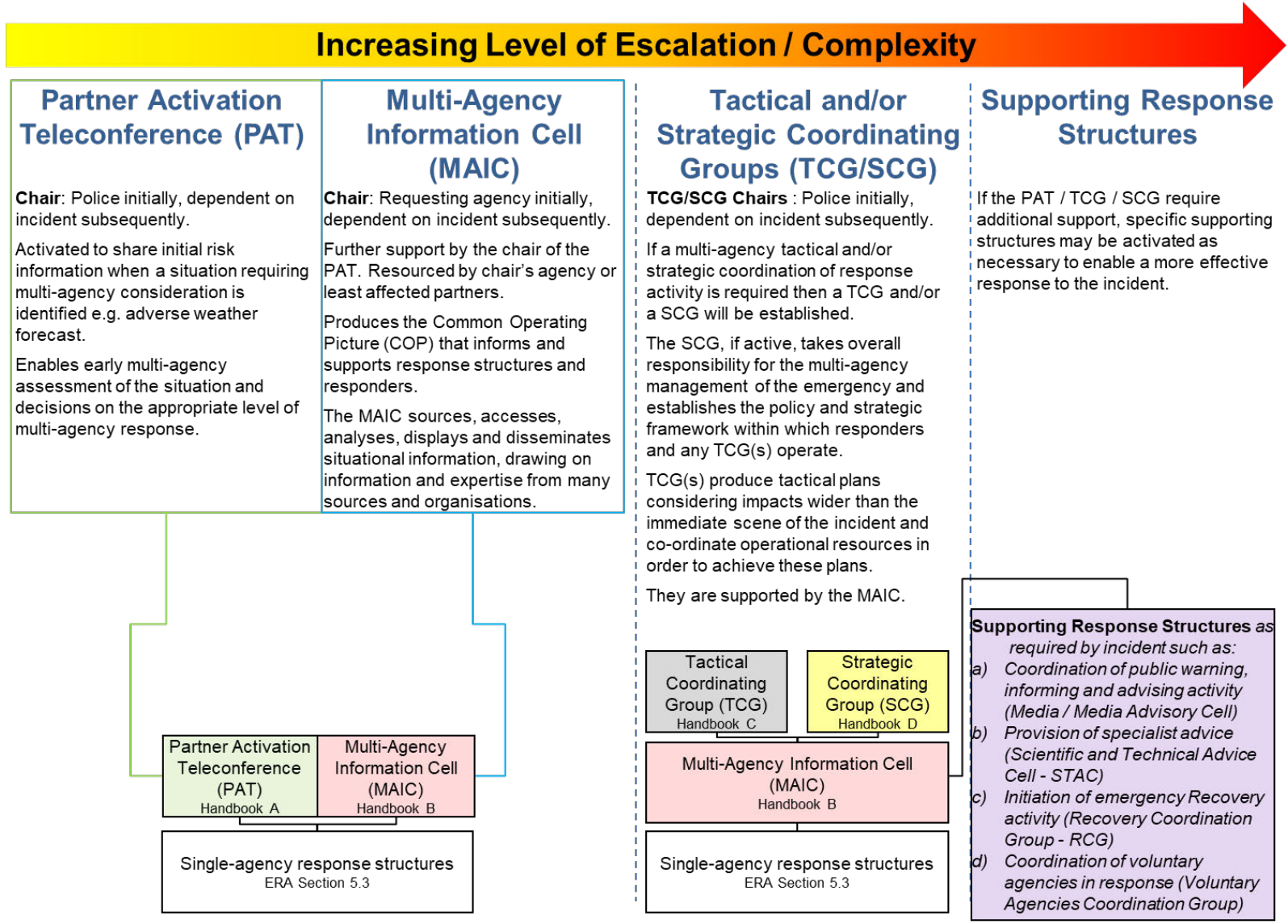
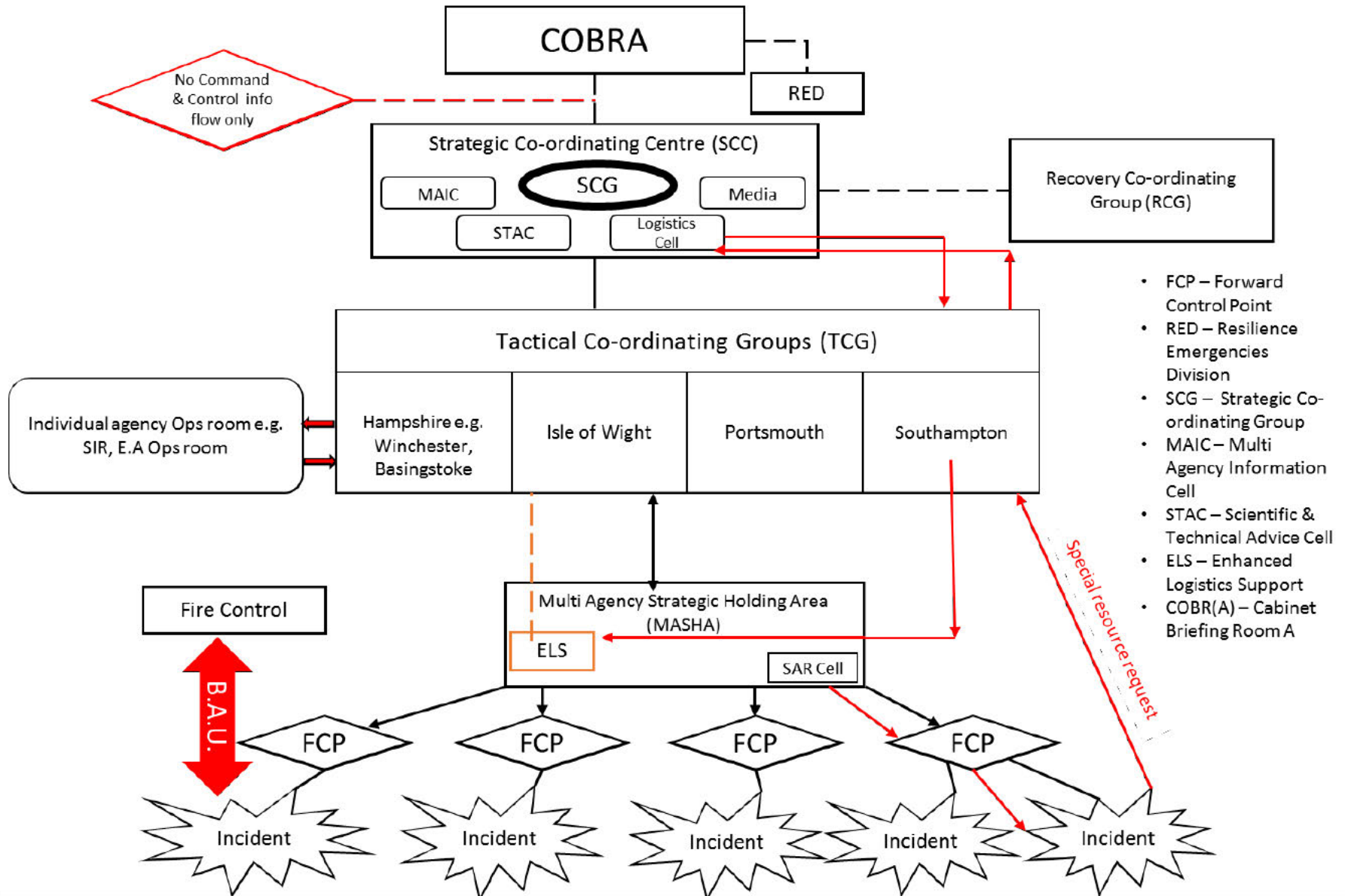


Figure 5. Rising Tide Incident



Partner Activation Teleconference

Any agency that is aware of a developing flood situation (rising tide incident), and/ or can no longer address this as part of their standard operating procedures, should notify Hampshire Constabulary who will coordinate the activation of the Partner Activation Teleconference (PAT). The chair and administration of the PAT will be undertaken as described in the HLOW LRF Emergency Response Arrangements

The responding agencies may consider that based upon the forecasts or the developing situation the Multi Agency Flood Plan (Response & Recovery) should be activated to enable a more coordinated response to any subsequent or actual impacts.

The PAT will function as set out in Handbook A of the HLOW LRF Emergency Response Arrangements.

At this stage the Multi Agency Flood Plan (Response & Recovery) may not be formally activated, but specific actions from the plan are being carried out.

Tactical Coordinating Group(s)

In a rapid onset incident, the response will be most likely to escalate straight to a Tactical Coordinating Group(s) (TCGs) following the initial operational response at the scene.

If a decision is made to activate this plan, TCGs will be convened to coordinate a multi agency response, with advice on appropriate locations for these groups to be provided by the PAT, if available. Consideration will also be given to declaring a Major Incident.

The Tactical Coordinating Group(s) will function as set out in Handbook C of the HLOW LRF Emergency Response Arrangements.

Strategic Coordinating Group

In a rapid onset incident i.e. flash flooding causing severe impacts it may be necessary to convene an SCG at the outset. In a rising tide incident where the situation worsens or is forecast to deteriorate and the response can no longer be dealt with at a tactical level, it may be necessary for a Strategic Coordinating Group (SCG) to be convened.

The SCG may sit via teleconference or physically. A decision may be made to set up the Strategic Coordination Centre to provide support for the SCG. Consideration will also be given to declaring a Major Incident.

The Strategic Coordinating Group will function and the Strategic Coordination Centre as in Handbook D of the HIOW LRF Emergency Response Arrangements.

3.4 Notification of plan activation

As the decision to activate the plan will be made within the PAT, all attending agencies should consider themselves formally notified at this stage. However, to advise those agencies which may not be participating in the PAT but may have a role in response, will be notified via the PAT Action Report circulated via ResilienceDirect. However, PAT members may decide to formally notify any required members separately as necessary.

3.5 Situational awareness

To maintain situational awareness between HIOW LRF agencies during a response, ResilienceDirect can be used to provide up to date information throughout the duration of the response either through the meeting Action Reports, Common Operating Picture (COP) and incident page notifications. Prior to the initial PAT meeting, an incident page will be created on ResilienceDirect and an initial COP circulated to partners and it will be maintained by the either the lead agency or another agency as agreed during the incident.

3.6 Response considerations

3.6.1 Search and Rescue (SAR)

Depending on the nature, scale and impact of a flooding emergency it may be necessary for a search and rescue operation to be undertaken. This may include water rescue which would be coordinated by the relevant Fire and Rescue Service (FRS) depending on availability and capability of resources.

3.6.2 Pumping out

A number of High-Volume Pumps (HVP) are located within the Hampshire and Isle of Wight Fire & Rescue Service (HIWFRS) area. These are national assets and therefore are subject to mobilisation to support fire services across the country as required. As such planning assumptions for responding to flood incidents should not include their availability unless confirmed by HIWFRS. Where requests for HVP assistance are made, priority will be given where lives are at risk, and where the flooding and/or potential failure of specific infrastructure could impact on large numbers of people.

3.6.3 Animal/ pet rescue and welfare

If farmland has been flooded and livestock are stranded, the Emergency Services may be requested to rescue animals as far as practical, depending on priorities for rescuing human lives. The Royal Society for the Prevention of Cruelty to Animals (RSPCA), HIWFRS have trained teams and resources that may be available to support animal rescue. If livestock have been rescued, advice may be sought from the relevant Local Authority Trading Standards and the RSPCA on their welfare. If evacuated, residents may wish to bring their pets with them. Local Authorities have arrangements in place, to liaise with the RSPCA and local animal shelters to enable pets, as far as reasonably practical, to be cared for.

3.6.4 Security

If numerous residential and/or business properties have been evacuated in a particular area, and may be empty for some time, it may be necessary for security issues to be considered by the TCG, and arrangements made for security provision i.e. visible Police patrols or private security contactors employed as appropriate. Information on this is also contained within the HLOW LRF Evacuation Guidance and the IRF Evacuation and Shelter Arrangements.

3.7 Resources and equipment

There are a number of resources that could be deployed to support the response to a flooding emergency. It may be necessary to establish a Logistics Cell to coordinate the deployment of assets across HLOW LRF area. Early consideration for the standing up of this cell will need to be made through the PAT/Multi-Agency Information Cell (MAIC) when considering the stand up of geographically located TCGs. This cell will be responsible for managing and actioning requests for resources made to the MAIC/TCG/SCG as well as keeping accurate records on the deployment of resources, where necessary to inform the recovery phase.

3.7.1 Individual agency resources

Category 1 and 2 Responders may have their own resources that could be made available to assist in responding to flooding. Individual agencies will be asked to provide details of resources that could be coordinated as part of the response. Resources could include staffing, specialist equipment, sandbags and flood defences etc.

3.7.2 Voluntary agencies

There are a number of voluntary organisations based in the LRF area who have resources that could be made available. The relevant activating Category 1 Responder will be able to provide details of such resources.

It is important that early consideration is given to the activation of voluntary sector organisation in a response and that it is managed appropriately to make effective use of the support available.

3.7.3 Issue of sandbags

Each Local Authority has their own procedures for issuing sandbags to public. Details of these policies can be found on the websites of each Local Authority and in

local plans. Where flooding affects a wide area, coordination of sandbags across multiple local authority areas will be carried out by the Logistics.

In some incidents, the number of sandbags required may exceed the capacity of those stored in the Hampshire and Isle of Wight area, in which case it may be necessary to obtain additional sandbags from elsewhere in the country through mutual aid requests as set out in paragraph 3.7.7.

3.7.4 Sewage and sewerage systems

It is recommended that, during the emergency planning phase, LRF's should work with sewerage service providers to understand risks and minimise the impacts of sewerage flooding. The different agencies can then work better together should an emergency occur. Local Authorities are responsible for coordinating welfare support for their communities and ensuring that welfare needs are met.

Water and sewerage companies are legally obliged to plan for emergencies, but not obliged to undertake specific activities or supply specific items to support their customers in the event that their toilets are not working; it should be noted however that water companies are judged on their customer service and, in meeting that requirement, they may elect to employ one or more of a range of potential contingencies including provision of portable toilets, waste water tankering and over-pumping to relieve pressure on the waste water network. Outside of urbanised areas there is a high number of cesspits and septic tanks which are the responsibility of the householder and not the local authority or sewerage companies. LRFs are also advised to make plans for recovery including reaching local agreement on who should lead on the clear up of sewage.

3.7.5 National assets

Additional national assets may be available to provide support including: Fire and Rescue Service water rescue resources under the "*DEFRA Flood Rescue Concept of Operations*", under the Fire and Rescue Service "New Dimensions" programme. Such Fire and Rescue Service Assets are coordinated by the Fire and Rescue Service National Coordination Centre (FRSNCC).

Category 1 responder representatives at Tactical Coordinating Groups will have knowledge of resources and equipment available to them.

3.7.6 Community Resilience

All communities, but especially those at risk from flooding and those that have been flooded before, should be encouraged to prepare themselves. Many communities have benefitted from setting up a Community Emergency Volunteers Group or Flood Action Group. These are generally groups of people who have an interest in increasing their own or their community's resilience to flooding through planning and response. Part three of this plan will include details of relevant community flood plans that are in place.

HLOW LRF partners have been working with the EA, its Local Authorities and HFRS to identify such groups and have developed a programme of induction, training and most recently exercising, to help increase resilience across Hampshire. In addition to details contained within part three of this plan, an operational mapping tool is held within ResilienceDirect to identify the appropriate groups to activate before, during and after a flooding event. The PAT/TCGs should establish who is going to initiate and maintain contact throughout the period of emergency response. Flood Action Groups should have a telephone cascade system ready to let residents and local businesses know a flood may be on its way; knowing the vulnerable people in their community who may need additional support; or identifying and agreeing arrangements to use local building(s) as evacuation points / rest centres.

3.7.7 Mutual aid

As part of the response to a major flooding incident it may be necessary for individual agencies to request mutual aid support, if their own capacity and resources are overwhelmed. Category 1 responders have protocols/procedures in place for requesting mutual aid from within the county, cross-border and nationally. Such requests may need to be authorised by SCG, depending on the nature of the request and necessary procedures.

It should be borne in mind that mutual aid from neighbouring areas may not be available if they are also affected by flooding/ severe weather. A copy of the *Hampshire and Isle Of Wight Local Authorities Memorandum of Understanding on Mutual Aid* is available to view on ResilienceDirect (to be reviewed).

3.7.8 Military assistance

Military assistance will be prioritised for those areas that have declared a Major Incident. The SCG should consider early declaration should the situation demand it or deterioration.

Requests for military aid, which should include the effect to be achieved, are to be submitted through the Joint Regional Liaison Officer or representative at the SCG, as per the Joint Doctrine Publication 3-46 (3rd Edition).

The consideration of military aid is to be made at the earliest opportunity within the SCG informed by the TCG(s), allowing the MoD to enable the appropriate assets within an acceptable time frame.

Examples of military aid which have historically been authorised include the provision of:

- Personnel to support sandbagging operations;
- Personnel and equipment to support an evacuation;
- Logistical advice in respect of moving people and freight;
- Military facilities to be used as temporary places of shelter, staff rest centres, coordination centres

In respect of costs the military will charge for consumable costs: items such as subsistence, fuel or travel costs.

3.8 Evacuation

The need to evacuate properties in an affected area during a rapid onset incident is an operational decision for the first responder, as is the responsibility for notifying the evacuees, accounting for the people in the evacuated area and the selection at the scene of safe assembly areas. The decision to evacuate during a rising incident may be made within a multi agency response at the relevant level i.e. TCG/SCG and may be made prior to the actual impacts. An evacuation should only be carried out if the benefit of leaving an area significantly outweighs the risk of sheltering in place.

The care of evacuees beyond the safe assembly areas is a matter for the relevant Local Authority. The emergency services will marshal evacuees to a safe assembly point and request the relevant Local Authority to arrange transport and set up a rest centre(s) in which to shelter and care for evacuees. In urgent situations however, the police may designate premises as a rest centre or interim transit centre and then require the local authority to assume responsibility for the care of evacuees. Local Authorities will have their own arrangements for activating temporary places of shelter and/or rest centres. As there are limited circumstances when evacuation can be enforced, agencies should look to how they communicate risk to residents rather than look to take any enforcement action.

Prepared rest centres situated within flood plains should not be used to facilitate evacuation for flooding incidents. Additional, smaller centres can be set up by making use of a range of community halls, voluntary sector and Faith Community buildings available to Local Authorities. A decision on their use will be made during an incident depending on the size, duration and nature of flooding and the vulnerability of the intended users.

Hampshire and the Isle of Wight has site specific plans (Part 3 of the MAFP) for specific flood risk areas which are authored by the relevant Upper Tier Local Authority (UTLA). These identify pre-designated rest centres and facilities. Information on this is also contained within the HIOW LRF Evacuation Guidance and the IRF Evacuation and Shelter Arrangements.

3.8.1 Flooded roads/ evacuation routes

It is difficult to pre-determine safe evacuation routes in a flooding incident, as it could depend on a number of factors. The PAT/TCG/SCG will be kept up to date, as far as possible, by local authority highways and the Highways England about flooded roads. Local media may also be giving updates on flooded roads from information provided by the general public. This information, together with updates on the current situation from “Operational” personnel at the scene, combined with the knowledge of local emergency responders, will be used to decide appropriate evacuation routes. This information will be relayed as necessary to responding agencies and also to residents/ businesses as part of the evacuation process.

3.8.2 Transport

If transport, specialist (e.g. wheelchair accessible) or otherwise, is required for evacuation it will be the responsibility of relevant Local Authority to arrange this. There may be opportunities to make use of other Category 1 responder and voluntary sector resources where appropriate and available.

3.9 Vulnerable persons (and identifying the vulnerable)

It is important to note that any person located within an area of flood risk may become vulnerable during a flood incident. However, people with pre-existing mental and/or physical characteristics may require more assistance during a flood incident and therefore responders may wish to prioritise these groups as part of warning and information or evacuation actions.

The details of vulnerable people are held by many organisations, including Category 1 responders and the voluntary sector. Community Action Plans may also hold details of vulnerable people within that given community. These lists change constantly making the collection of names not cost effective in terms of maintaining the accuracy of the information. Data collection will therefore only be undertaken when there is an identified need, based on the actual risk existing at the time or which is likely to exist in the immediate future in relation to the event that has necessitated the multi agency response.

The following groups of people are most likely to be seen as vulnerable in a major flood and would therefore require specific help in relocating or assistance in some form or another to remain in their accommodation:

- Elderly people living alone
- People with mobility issues living in the community
- Persons registered with the local authority receiving care in the community
- Persons receiving care in the community from the private sector
- Persons receiving medical treatment in the home from District Nurses
- Children without adult supervision
- People who are seriously visually impaired living alone
- Adult persons with learning difficulties living alone
- People with very young children
- Persons with serious medical conditions (persons requiring dialysis and terminally ill conditions)

The list is not exhaustive and, dependent upon the nature of the flooding, there may be other groups who meet the criteria in the definition and would therefore be classed as vulnerable. The exchange of information between Category 1 and 2 responders and the voluntary sector will prove pivotal in ensuring a fully integrated response. Responders will need to take into consideration legislation relating to data protection when identifying and sharing information during a response.

3.10 Warning and informing

A range of methods will be used to warn and inform the public before, during and after flooding as per Section 6 of this plan.

3.10.1 Inter-agency communications - command and control

In the event of an incident, inter-agency communications will be in accordance with standard operating procedures within and between services and agencies. Participating agencies in a TCG and/or SCG are responsible for cascading information to their internal control rooms and responding teams. For more information on the set up of the SCG/SCC see the HIOW LRF Emergency Response Arrangements (ERA).

3.10.2 Reporting the impacts of flooding

The Department for Environment, Food and Rural Affairs (DEFRA) is accountable for reporting the overall impacts of flooding during the response phase and the Department Levelling Up Housing and Communities (DLUHC) during the recovery phase. The Environment Agency (EA), local authorities, Fire Service, infrastructure operators and central government departments can all provide situational awareness to DEFRA and DLUHC to fulfil these roles.

3.10.3 Definition of flooded properties

(The National Flood Emergency Framework for England – DEFRA 2014)

Properties include both homes and businesses (this is a non-statutory working definition used for the collection of data)

Properties flooded: are those where it is considered that the property has been flooded internally, i.e. water has entered the property;

- Basements and below ground level floors are included;
- Garages are included if in the fabric of the building. Garages adjacent or separate from the main building are not included;
- Includes occupied caravans and park homes, but not tents.

This definition is based on homes, but includes businesses where water has entered the fabric of the buildings.

Properties affected: are those where water has entered gardens or surrounding areas which restricts access, or where flooding has disrupted essential services to the property such as sewerage. For businesses this includes those where the flood waters are directly preventing them trading as usual.

3.10.4 Roles and timing of reporting of properties flooded

This data is managed by DEFRA using EA information, supported by multi agency partners and the DLUHC Resilience Team. Once we enter the recovery phase, responsibility for managing the data on the number of homes and businesses flooded and affected shifts to DLUHC working primarily with local authorities.

Early reporting of flood impacts means that scarce resources can be prioritised and the need for any government support can be determined. It can also be used to provide local responders and those who work across wider areas, such as utilities, with a broader picture of what is happening. Accurate data gathering after an incident helps government and other agencies assess and target resources to help communities recover. All agencies support in providing early reporting of flood impacts is key to this and they are requested to support this work.

3.10.5 Level of certainty in recording and period covered

Property numbers reported should always reflect the known current situation. This number can include confirmed properties flooded and estimated numbers that are believed to be flooded before specific counts can be conducted. The number can be amended as flooded properties are confirmed and should always reflect the maximum total number of individual properties flooded during the flood event. It should be as accurate as possible, but it is understood that reported figures can be uncertain during the early stages of reporting.

3.10.6 Type of flooding and data gathering

For **primarily river and coastal flooding**, it is likely that the EA can provide a good initial view of the likely scale of properties flooded/affected. This is supplemented by reports of local service disruption provided by DLUHCs Resilience Emergencies Division (RED) team and the EA from any multi agency meetings held. In all types of flooding it is useful for all agencies to work together to gather the best, most accurate figures on flooded properties available.

These arrangements will be particularly important during a **major coastal flooding incident**, which has the greatest potential impact of all flood risks in terms of risk to life, property and impact on the UK economy.

Surface water impacts are less predictable and more immediate, although improved risk mapping is being developed. Prediction of **groundwater impacts** is also less well developed. Although it is likely to follow a similar pattern to previous events when aquifers overflow, evidence of this is only held for the last few years.

For surface and groundwater, the EA and DLUHC RED will work with responders at the local level to gain an initial view of the scale of the impact. **Support from local responders in providing this information as soon as possible is key to gaining a clearer picture to determine any support needed.** Over a period of time each top-tier local authority acting as a Lead Local Flood Authority will need to fulfil their duty to investigate these occurrences, so early initial data gathering is very useful to inform this process as well.

If a **major incident** occurs such as winter 2013/14 when several SCGs sit and COBR is in operation then the data will be gathered from reports into SCG. **These need to be confirmed as the most accurate data available by the relevant Gold Commander chairing the SCG.** This means that it is beneficial to have a multi agency approach to reporting properties flooded from all sources and other impacts that the floods are causing such as disruption to services. DEFRA will collate situational awareness reports from all sources during the response phase to produce a single view of flooding impacts.

It is suggested that local responders report flood impacts (such as flooded properties) to EA Area Teams and to their DLUHC Resilience Advisor who will pass on this information to DEFRA (as the Lead Government Department), especially where a multi-agency meeting is not taking place.

3.10.7 Data collection for flood recovery

When a major incident occurs and government is providing support to impacted areas then it is important that a more accurate record of flood impacts is developed in order to target funds.

At this stage it is likely to be collected by the relevant local authority and will differentiate between homes and businesses. Data can be gathered by a variety of local authority departments who have access to information regarding the impact on their residents (housing/housing association, council tax). The numbers should be confirmed rather than estimated. In order to target funds in the 2013/14 flood incident the following data on recovery was collected:

- **Total homes flooded**
- **Homes flooded where residents were unable to return**
- **Total Businesses flooded**
- **Businesses not yet fully operational**

DLUHC will require regular returns from local authorities where funding is made available and for 2013/14 set up a portal to support data gathering.

3.11 Health and safety

3.11.1 Flooding can seriously affect health

Flooding has extensive and significant impacts on health. UK Health Security Agency (UKHSA) and the World Health Organization (WHO) have recently published a comprehensive literature review on the health impacts of flooding in Europe. In the last 10 years more than 3.4 million people have been affected by floods in the European region and there have been 1,000 reported deaths due to drowning, physical trauma, heart attacks, electrocution, carbon monoxide poisoning and fire. With respect to morbidity, flooding is frequently associated with acute and long term effects on mental health and wellbeing. Floods may also cause injuries, infections and chemical hazards.

Often, only the immediate traumatic deaths from flooding are recorded. It is not always easy to identify the longer-term health effects associated with flooding, such as effects caused by displacement, destruction of homes, delayed recovery, power outages, water shortages and disruption of access to health services. Qualitative evidence suggests that the negative effects on wellbeing may persist for months or even years after a flood incident and those at risk of repeated flooding may be particularly susceptible.

3.11.2 Mortality and morbidity associated with flooding

Direct: effects on people exposed to flood water

- Drowning
- Physical trauma from concealed or displaced objects
- Water shortages and contamination due to loss of water treatment works
- Chemical contamination of flood water
- Heart attacks, electrocution, fire
- Infectious diseases from contaminated flood water as well as vector-borne and rodent-borne diseases.

Indirect: effects of flood water on other health determinants

- Carbon monoxide poisoning when petrol or diesel generators or other similar fuel-driven equipment is used indoors for drying out or pumping out flood water
- Effects on mental health and wellbeing, both acute and long-term, including the impacts of displacement, destruction of property, lengthy insurance claims and fear of recurrence
- Illness associated with disruption and reduced access to healthcare services
- Disruption of livelihoods and income.

During flooding, sewerage systems may become inundated by flood water. Consequently, flood water in the UK is likely to be contaminated by disease producing bacteria and viruses, but not high-risk enteric infectious diseases (e.g. cholera, typhoid) which are not naturally endemic in the human population of the UK.

The relative risks to people from bacterial contamination of flood water is, therefore, low, especially if public health advice is followed (e.g. hand washing and wearing of rubber boots and gloves). Where there is any raw sewage entering flood water, the diluting and dispersing of potential sources of infection further significantly reduces any risk. Microbiological testing of the flood water is likely to find disease causing micro-organisms, but very unlikely to require a change in public health advice, so for

this reason UKHSA does not recommend routinely carrying out microbiological testing on flood water.

3.11.3 Risk factors associated with flooding

The following flood risks are known to impact health and mental wellbeing:

Nature of the flood waters and other hazards

- Fast flowing water
- Water of unknown depth
- Hidden hazards in flood water causing injury
- Flood-water contamination (e.g. chemicals, sewage, residual mud)
- Fallen power lines and trees
- Carbon monoxide poisoning when petrol or diesel generators or other similar fuel-driven equipment is used indoors for drying or pumping out flood water.

Individual factors

- Driving and walking through flood water
- Walking on sea defences or riverbanks, driving over bridges when water levels are high
- Exposure to electrical hazards during recovery and cleaning
- Incomplete routine hygiene (e.g. hand washing).

Damage to property and infrastructure

- Damage to homes and infrastructure
- Population displacement
- Lack of access to health services
- Disrupted food, water and power supplies
- Unsafe drinking water, food shortages and contamination
- Delayed recovery.

While all populations are at risk of the health effects associated with flooding, certain groups may be more vulnerable. Vulnerability to the health effects of flooding is due to a complex interaction of factors: severity and rapidity of the flooding; health status

and need for regular medical treatment; access and availability of warning; rapidity of response measures; and being located in high-risk areas and high-risk built environments (e.g. basement flats / bungalows).

The characteristics of individuals in part 3.9 of this plan may place them at greater risk of experiencing negative health and wellbeing impacts from flooding:

3.11.4 Planning and prevention for health

Implementation of a multi agency all-hazards approach to emergency preparedness, translated into local plans that include public health and primary care, is the most important measure to minimise the health impacts of flooding. Too often only short-term health effects of floods are considered in emergency plans. However longer term health problems, such as mental health issues, have longer latency periods and need to be planned for, monitored and acted upon in the longer term. In addition, long-term planning such as avoiding building on flood-plains, especially of critical infrastructure such as health care facilities, is also important to minimise health impacts from flooding.

Preventing the health effects of flooding can be considered in three stages: primary, secondary and tertiary prevention.

- **Primary Prevention:** These measures are planned far in advance and can be structural (e.g. engineering) or non-structural (policy and organisation). E.g. emergency plans, land use management, tree planting, control of water sources and flow, flood defences and barriers, design and architectural strategies and flood insurance.
- **Secondary Prevention:** These measures can be taken either just before or during a flood to mitigate the health effects of the flood. E.g. identification of vulnerable or high-risk populations before floods occur (accounting for difficulties in communication and mobility and the needs of people with chronic diseases), early warning systems, evacuation plans including communication and information strategies, and planned refuge areas.

- **Tertiary Prevention:** These measures can be taken during and after a flood to minimise health impacts. E.g. moving belongings to safe areas, ensuring the provision of clean drinking water, surveillance and monitoring of health impacts, treating ill people, and recovery and rehabilitation of flooded houses.

Emergency responders should be aware of the ‘recovery gap,’ the period after which an emergency response has ended; and people must rely on other sources of support for continued recovery. During this time a number of health, social and economic stress factors may arise.

Social care services should recognise that restoring communications and keeping families together are key measures to reducing suffering and promoting recovery after a flood. Healthcare providers should be aware of the long-term distress that flooding may cause for people who are affected.

UK Health Security Agency UKHSA and other official organisational websites include a wealth of important health information for the public, but flood planners and responders should also be familiar with this advice and able to access it quickly. Key reference materials include:

- UKHSA advice on flooding and health, including guidance on the mental health effects of flooding, guidance for public health professionals and frontline responders on recovery, and Frequently Asked Health Questions
- NHS Choices page on cleaning up and food hygiene after a flood
- Food Standards Agency page on food safety advice for people affected by flooding
- UKHSA flood guidance; <https://www.gov.uk/government/collections/flooding-health-guidance-and-advice>

Mental Health

The immediate dangers to physical health from flooding events are highly visible, however, the majority of impacts on health in England are associated with mental rather than physical health.

The English National Cohort Study of Flooding and Health (see Appendix 1) was established by Public Health England (now UKHSA) in 2014 to investigate the long-term impacts of flooding on mental health. This study found that people who had experienced flooding were more likely to have symptoms of post-traumatic stress disorder (PTSD), depression and anxiety between 6 months to 3 years following the event. In the first survey, people whose homes had been flooded were up to 6 times more likely to have probable PTSD, depression and/or anxiety than people who had not been flooded. Significant mental health impacts were experienced by those with floodwater in the home. The extent of these impacts was affected by the amount of time the floodwater stayed in the home and the levels of the floodwater present. Psychological morbidity was still prevalent 2 years after the event, especially for rates of anxiety.

For more information see here: [Flooding and health: assessment and management of public mental health - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/61422/flooding_and_health_assessment_and_management_of_public_mental_health.pdf)

3.11.5 Responsibility for responders

All responding organisations, including voluntary agencies should be aware of the risk associated with working in or near to flood water. In emergencies risks become dynamic. As such, dynamic risk assessments should be carried out by all responding agencies, and the necessary personal protective equipment used, as part of individual agency's standard procedures, before commencing response actions.

The health and safety of anybody tasked to operate in flood water is a priority.

Tasking managers must ensure that anybody deployed to carry out work within an area affected by flooding has been briefed beforehand and has the appropriate protective clothing and equipment. This will be carried out in accordance with individual agency procedures.

3.12 Business Continuity

Individual agencies will have developed their own business continuity arrangements, ensuring the delivery of their critical services during periods of significant disruption, resulting from loss of staff, loss or denial of access from / to premises, loss of utilities

and disruption to ICT etc. They will be responsible for implementing such arrangements as required during a response.

3.13 Stand down procedures

Warning “No Longer In Force” messages from the Environment Agency and the downgrading of weather warnings from the Met Office will indicate that there is no expectation of further impacts from rainfall/tidal events or that water levels are receding. Standing flood and ground water may still be present in low lying areas or where water cannot escape, so the response and recovery phases may continue after warnings have been withdrawn.

For minor flood events, local responders will determine when the situation has been resolved and services can stand down.

If the SCG/SCC has been established, then the handover from response to recovery will occur according to the HIOW LRF Emergency Response Arrangements (ERA) when the threat to human life and welfare no longer exists.

3.14 Recovery

It is important to initiate recovery planning during the response phase. This will be achieved by the standing up of the Recovery Coordinating Group (RCG) which will start assessing the recovery implications arising from the incident at the earliest opportunity and facilitate a phased move to recovery. Further information on recovery from flooding can be found in Section 4.

Section 4 - Recovery

4.1 Introduction

The aim of the recovery process is to facilitate a “return to a new normality”.

The Hampshire and Isle of Wight Local Resilience Forum (HIOW LRF) Community Recovery Plan describes the multi-agency structures required to provide a coordinated recovery from an emergency. This plan is generic for all types of recovery, please use the following link which will take you to the main Recovery Plan page where you will be able to access ‘RCG tools’ and ‘Supporting Documentation’ the latter of which includes more detailed considerations for flooding including suggested structure and strategy: [Recovery \(resilience.gov.uk\)](https://resilience.gov.uk).

Lessons from flood emergencies and flood recovery nationally and in Hampshire in 2014, have enabled additional flood considerations to be included in this document which should always be read alongside the HIOW LRF Community Recovery Plan. The lessons learnt from those responses can be found at Annex A.

The duration of flood response, source of flooding and the inconsistency of the impacts felt across a wide area will require recovery to be established in some areas quicker than others. To retain a multi-agency coordinated approach to recovery, the RCG should be invoked at the earliest opportunity enabling those areas where flooding has started to subside opportunities to engage in recovery activities.

It should also be recognised that a premature “formal handover” from response to recovery could result in the loss of significant resources (such as the Military) which cannot be utilised for recovery activity - outside of their normal statutory roles.

4.2 Remediation

Remediation issues may include:

- Characterising the extent and nature of contamination and damage arising from the incident
- Preparing an environmental impact characterisation report
- Identifying options for clean-up of contamination and disposal of waste matter

- Preparing a suggested remediation plan for approval by the coordinating group
- Preparing a post-remediation report
- Longer term community and welfare support

4.3 Stand-down procedure

The Stand-down procedures are detailed in the Community Recovery Plan. This includes any debriefing processes that need to occur. Record keeping is a vital aspect of the Response and Recovery for flooding. A Section 19 investigation under the Flood and Water Management Act (2010) may be required as part of the Recovery and Post-Recovery of a flooding incident, all documentation must be supplied as part of this investigation.

4.4 Financial assistance guidance

During the recovery phase of an emergency, local authorities will often incur expenditure. This may be costs arising from clean-up, provision of security to damaged properties, repairs to infrastructure, provision of humanitarian assistance, or from many other sources.

In the event of an exceptional emergency, individual departments as listed below may consider providing financial support for various aspects of the recovery effort.

- Department for Environment, Food & Rural Affairs (DEFRA)
- Department of Health (DH)
- Department for Transport (DfT)
- Department for Levelling Up Housing and Communities (DULHC)
- Department for Education (DfE)

It cannot be assumed that funding will always be made available. An Impact and Opportunity Assessment will be carried out with regards to the severity of flooding and the impact on communities and critical infrastructure. Gathering data is very

important therefore as it may contribute to a decision on funding being made available.

The Bellwin Scheme of Emergency Financial Assistance to Local Authorities can be activated to provide financial assistance from the Government, however, the Bellwin scheme **does not** apply in the recovery phase.

Section 5 - Roles and Responsibilities

5.1 Introduction

The primary objective of all agencies involved must be to support the preservation of life, the alleviation of suffering and the safeguarding of property. In major flood situations, local authorities provide an immediate response in order to care for people affected. The precise nature and extent of the response will depend upon available resources and local arrangements.

5.2 Primary divisions of responsibility

The division of responsibility between agencies in response to a major incident is one of the most important aspects of incident management. The police will normally co-ordinate operations at the scene of an incident unless other arrangements are agreed at the time. The police will request assistance from any appropriate source, including the local authorities and/or other agencies and organisations, according to the scale of the incident.

The following action cards detail the roles and responsibilities of the named agencies at the various levels of flood response. This part of the plan should be activated at the relevant level of flood warning issued.

5.3 Hampshire Constabulary



5.4 Hampshire and Isle of Wight Fire and Rescue Service (HIWFRS)

5.5 South Central Ambulance Service (SCAS) and Isle of Wight Ambulance Service

5.6 Local Authorities

5.7 Environment Agency (EA)

5.8 NHS Hampshire, Southampton & Isle of Wight & Portsmouth CCGs

5.3 Hampshire Constabulary	
Response	
No alerts or warnings issued	<p style="text-align: center;">Preplanning / Business as usual</p> <ul style="list-style-type: none"> • No specific police operational actions • Continuous review of business continuity plans for police premises • Assist in the promotion of Community Resilience
	<p style="text-align: center;">Standard Operating Procedure Flood Alert / Weather Warning Issued</p> <ul style="list-style-type: none"> • The Environment Agency will determine whether to activate a Partner Activation Teleconference (PAT) by contacting the Police Control Room (PCR), or Operations Planning. A PAT Chair will be resourced by Ops Planning if requested. • Operations Planning will brief all appropriate command leads regarding this activation who will assess the risk internally to Police services / buildings. • Support multi-agency warning and informing communications
	<p style="text-align: center;">Flood Warning / Severe Weather warning issued Substantial Flood Risk Reports of Flooding received</p> <ul style="list-style-type: none"> • • If the Partner Activation Teleconference escalates to a TCG, Police will provide the initial TCG Commander from its list of trained Silver Commanders. <p>Overall initial coordination of the multi-agency response</p> <ul style="list-style-type: none"> • Drafting of the initial tactical objectives, to be agreed at TCG • Police Duty Silver to allocate a “Silver” representative to the TCG (considering the affected district areas) making use of District Commanders where possible as well as a Bronze representative to liaise with operational officers on the ground. • CWUN to assign a controller to be able to feed in the impact of operational calls. • Continued risk assessment of impact to police services / police estate – coordinated via Silver Command. • Police Incident Commanders (Bronze) assigned to nominated RVPs. • Roads Policing Unit (RPU) to liaise with Local Authority Highways and National Highways to coordinate resources to assist with minimising disruption on the highways (road closures, diversions, emergency access) • Consider logistical relocation of vehicles suitable for use in flooded areas, for example 4x4s with high ground clearance

5.3 Hampshire Constabulary

Response



- Establish Community Impact Assessments at the earliest opportunity to support recovery activity
- Support the Evacuation Management Group (if activated) with key partner agencies to assess whether or to what extent evacuation is necessary, supporting any logistics on the ground for evacuation.
- Coordinate media and public information in accordance with HIOW LRF Warning & Informing Plan – establishing a Warning and Informing Group (virtually if required)



Severe Flood Warning / Severe / flash weather warning received Reports of significant flooding received

- Overall initial coordination of the multi-agency response.
- Provide initial chair of SCG if required and draft the strategic aim and objectives to be agreed at SCG
- Coordinate media and public information in accordance with HIOW LRF Warning & Informing Plan – establishing / chairing the initial Warning and Informing Group (virtually if required)
- Provide security as far as is reasonably practical (evacuated properties / areas / cordons etc.)
- Notify Counter Terrorist Security Advisors (CTSA) who will assess the potential impact on any Critical National Infrastructure sites within HIOW



Recovery

Flood Warnings Removed / No Weather Warnings

- Provide representation to the RCG (considering the affected District areas)
- Maintain law and order in evacuated / impacted areas
- Continue to risk assess the impact to police services and estate
- Support the continued public messaging

5.4 Hampshire and Isle of Wight Fire and Rescue Service (HIWFRS)

Response

<p>No alerts or warnings issued</p>	<p>Preplanning / Business as usual</p> <ul style="list-style-type: none"> • No specific Fire and Rescue operational actions • Continuous review of business continuity plans for Fire and Rescue premises • Maintenance of operational readiness / standards • Assist in the promotion of Community Resilience
	<p>Standard Operating Procedure Flood Alert / Weather Warning Issued</p> <ul style="list-style-type: none"> • The Environment Agency (EA) will determine whether to activate the Partner Activation Teleconference (PAT) with partner agencies: Multi Agency Information Cell (MAIC), contacting HIWFRS Fire Control • Provide assessments / emergency response if required where flood water affects property and there is an associated life risk
	<p>Flood Warning / Severe Weather warning issued Substantial Flood Risk Reports of Flooding received</p> <ul style="list-style-type: none"> • Activate Service Incident Room and associated protocols and mobilise Flood Rescue Response as required • Check on availability of Incident Managers and Water Rescue first responders Consider drawing on Mutual Assistance from other authority areas under sections 13 & 16 of Fire Services Act 2004 and Section 3.1 of NCAF England. • Consult Control and request Level 5 water Rescue Incident Manager Adviser (SMA or Level 6 Water Rescue Incident Subject Matter) as necessary • Rescue members of the public affected by flood water and assist with evacuation – within the parameters of current policy and capability. Develop priorities and establish command and control procedures (Service Incident Room) • Consult with partners about need to set up a TCG (Silver) suite providing representation • Continue to provide representation at the MAIC • Ensure that risk assessments are completed in conjunction with partner agencies, prior to access being granted to flood affected areas. • Liaise with other LRF and Voluntary Sector Partners who can undertake flood water response. • Undertake damage control operations, which may include pumping out floodwater from homes (where FRS actions will have a tangible

5.4 Hampshire and Isle of Wight Fire and Rescue Service (HIWFRS)

Response

effect and where resources allow) and protecting critical infrastructure such as electricity substations.

- Consider logistical movement of vehicles suitable for use in flooded areas, for example 4x4s with high ground clearance
- Establish a Community Impact Assessment at the earliest opportunity

**Severe Flood Warning / Severe / flash weather warning received
Reports of significant flooding received**



- Support HIOW LRF strategic multi agency management
- Assist in the coordination of media and public information in accordance with HIOW LRF Media Plan for Major Incidents
- Assist with evacuation as appropriate and co-ordinate search and rescue operations.
- Enable remote camera reconnaissance of water incident using aerial platform (unmanned aerial drone) if required
- Prioritise and provide infrastructure protection and pumping activities in liaison with utility companies if necessary. Support to residential and commercial properties as appropriate (dependent on resource / equipment capability).
- Provide and / or obtain specialist advice and assistance where hazardous materials are involved. Salvage, damage control and environmental protection.
- Obtain New Dimensions specialist equipment such as High Volume Pumps. If necessary arrange mutual aid for flood rescue via National Resilience Fire Control (NRFC) in Merseyside under the DEFRA
- “Flood Rescue Concept of Operations” agreement

Recovery





Flood Warnings Removed / No Weather Warnings

- Assist with recovery activities
- Assist with pumping operations

Consider and notify recovery cell of intentions for reimbursement of costs, depending on situation and scale of response, as per The National Coordination and Advisory Framework (NCAF) England, Section 8.2 and 8.3.

5.5 South Central Ambulance Service (SCAS) and Isle of Wight Ambulance Service NHS Trusts

Response

No alerts or warnings issued	Preplanning / Business as usual
	<ul style="list-style-type: none"> • No specific Ambulance operational actions • Continuous review of business continuity plans for SCAS / IOW Ambulance premises • Maintenance of operational readiness / standards • Assist in the promotion of Community Resilience
 	Standard Operating Procedure Flood Alert / Weather Warning Issued
	<ul style="list-style-type: none"> • The Environment Agency (EA) will determine whether to activate the remote teleconferencing with partner agencies: Through a Partnership Teleconference (PAT), for which SCAS / IOW Ambulance will provide representation as appropriate.
 	Flood Warning / Severe Weather warning issued Substantial Flood Risk Reports of Flooding received
	<ul style="list-style-type: none"> • Consider activation of Major Incident Room and associated protocols • Consider use of specialist Operational Staff – Hazardous Area Response Team (HART) (no HART exists on IOW so resources would be requested to assist from SCAS) • Continue to provide representation at MAIC • Ensure that risk assessments are completed in conjunction with partner agencies, prior to access being granted to flood affected areas. • Assist with the evacuation of non-ambulant vulnerable individuals from “at risk” properties to an agreed place of safety • Consult with partners about the need to set up a local TCG (Silver) and provide representation as necessary • Consider logistical movement of response vehicles for use in flooded areas (4 x 4s with high ground clearance) • Continue to provide representation at the MAIC.

5.5 South Central Ambulance Service (SCAS) and Isle of Wight Ambulance Service NHS Trusts

Response

Severe Flood Warning / Severe /flash weather warning received Reports of significant flooding received

- Activate HIOW LRF Strategic Multi Agency Management
- Assist the coordination of media and public information in accordance with the HIOW LRF Emergency Warning Information Plan
- Continue with coordinated risk assessed evacuations, implement long term flooding protocols
- Lifesaving in conjunction with the other emergency services - determining priority for evacuation of those injured/medically vulnerable
- The treatment and care of those injured at the scene - establishing a Casualty Clearing Station and Ambulance Forward Control point as appropriate
- Deploy Medical Incident Officer and additional resources as required
- Arrange the most appropriate means of transporting casualties to designated receiving hospitals
- Maintain appropriate documentation of the movement of casualties
- Assist the local authorities with the transport of medically vulnerable people
- Maintenance of other SCAS /IOW Ambulance critical services.

HART – Hazardous Area Response Team



- Deploy HART as necessary, to work in conjunction with HFRS in water search and rescue operations and provide paramedic care in the water and paramedic deployment on boats / watercraft as appropriate.
- HART to support rapid (snatch) rescue of patients from water
- Support all terrain access to water's edge and recovery of patients to nearest road network.
- Enable first line medical reconnaissance for incidents in or around water using: rangefinder, night vision, infra-red / thermal imaging and field magnification




Recovery

Flood Warnings Removed / No Weather Warnings


- Assist with recovery activities

5.6 HM Coastguard – Maritime and Coastguard Agency	
Response	
No alerts or warnings issued	Preplanning / Business as usual
	Standard Operating Procedure Flood Alert / Weather Warning Issued
	Flood Warning / Severe Weather warning issued Substantial Flood Risk Reports of Flooding received
	<ul style="list-style-type: none"> No specific HM Coastguard operational actions Continuous review of business continuity plans for HM Coastguard premises Maintenance of operational readiness / standards
	<ul style="list-style-type: none"> The Environment Agency (EA) will determine whether to activate the remote teleconferencing with partner agencies: Through a Partnership Teleconference (PAT), for which HM Coastguard will provide representation as appropriate Provide emergency response if required where flood water affects property and there is an associated life risk
	<ul style="list-style-type: none"> Check on availability of Incident Managers, Water Rescue first responders and Water Rescue flood teams Consider escalating for mutual assistance for further HM Coastguard flood assets Consult JRCC and request Flood Tactical Advisor as necessary Respond to emergency flooding incidents when requested by other emergency services or local authority Rescue members of public where HM Coastguard training and equipment allow Provide and operational/tactical advisor Assist the local population where a need is identified and HM Coastguard involvement is required. Provide call-out and coordination of HM Coastguard and RNLI assets where appropriate Provide representation to TCG / SCG as required Liaise with other emergency services and voluntary partners that can operate in flood environment Consider logistical movement of vehicles suitable for use in flooded areas – 4x4 with ground clearance

	<p>Severe Flood Warning / Severe /flash weather warning received Reports of significant flooding received</p> <ul style="list-style-type: none"> • Assist in the coordination of media and public information in accordance with HIOW LRF Media Plan for Major Incidents • Assist with evacuation as appropriate and co-ordinate search and rescue operations. • Provide air assets when required
<p>Recovery</p>	
	<p>Flood Warnings Removed / No Weather Warnings</p> <ul style="list-style-type: none"> • Assist with recovery activities

5.7 Local Authorities (including Public Health) Unitary, County and District / Borough

Response

No alerts or warnings issued	Preplanning / Business as usual
	<ul style="list-style-type: none"> Prepare and maintain Hampshire & Isle of Wight Multi Agency Flood Plan (Response and Recovery); Part One, Two and Three Continuous review of business continuity plans for LA premises and services Promote flood risk awareness including Community Resilience Planning to communities across the county of Hampshire Maintain highways infrastructure – undertake routine maintenance “preventative” activities (gully clearance) including maintaining stocks of sandbags at Highways Depots (Hampshire County Council/ Portsmouth City Council/ Southampton City Council and Isle of Wight Council) Carry out duties in accordance with Flood and Water Management Act 2010 Maintain ordinary watercourses and water management assets Maintain stocks of sandbags to issue to communities and multiagency partners in line with individual agency sandbag policies Assist with maintenance of flood defences (coastal)
	Standard Operating Procedure Flood Alert / Weather Warning Issued
	<ul style="list-style-type: none"> Liaise with Community / Flood Action Groups once triggers are reached. The EA and or the Met Office will likely request the activation of a Partner Activation Teleconference (PAT) in line with the HIOW and TV LRF Emergency Response Arrangements (ERA) – Please see the ERA for more information. The Upper Tier Local Authorities (UTLAs) will represent themselves at any multi-agency meeting. District Authorities will either represent themselves or, should they be unable to attend, then Hampshire County Council (HCC) will provide representation. Local Authority Highways and Communications Officers should also be present. Respond to reports of properties at risk of flooding from highways (liaise with Highways contractor on availability of sandbags). Respond to reports of highways surface water flooding (Highways Contractor) and in conjunction with the Police, implement road closures and diversions as required (Highways Contractor) Provide advice and information to the public (websites, customer service centres, social media) in accordance with the information

5.7 Local Authorities (including Public Health) Unitary, County and District / Borough

Response

provided in the HIOW Multi Agency Flood Plan. This advice should follow the principles of the HIOW LRF Warning and Informing Plan.

- The following should be considered if required:
 - Carry out flood alleviation operational activities as appropriate and safe to do so (clearing trash screens / blocked culverts).
 - Mobilise Incident Liaison Officers (ensuring a risk assessment has taken place and that the Incident Liaison Officers have been briefed regarding health and safety of operating in flood water).
 - Respond to reports of properties at risk of flooding and distribute sandbags in accordance with individual sandbag policy.
- Public Health to provide advice as part of the warning and informing strategy if required.

Flood Warning / Severe Weather warning issued Substantial Flood Risk Reports of Flooding received

- Implement Flood Warning procedures in accordance with Local Authority procedures.
- Where possible, provide support to the MAIC.
- Provide affected location information (post codes) to Social Care Departments to enable identification of vulnerable people - sharing this information with the Emergency Services upon evacuation (if required). In addition to this, complete a check of GIS System to identify vulnerable locations (Care Homes, Schools etc.) informing relevant Social Care / Education staff of identified premises.
- Activate internal response plans and emergency control centres as required.
- Provide warning and informing to vulnerable communities
- Carryout an impact assessment as to the communities likely to be affected and assess relevant Rest Centres capability, Support Staff and Voluntary Sector (e.g., 4x4 response), putting on standby if required.
- Provide information to relevant Elected Members.
- Continue to provide advice and information to the public (website, customer service centres, social media).
- Monitor traffic flows (Highways) and identify any additional diversion routes in liaison with the Police and neighbouring local authorities.



5.7 Local Authorities (including Public Health) Unitary, County and District / Borough

Response

- Clear debris from roads and blocked street gullies ensuring the safety of the roads responsible for.
- HCC continue to liaise with District Authorities to ensure joint collaborative working where possible. Co-ordinate flood response if more than one District is affected through District Emergency Control Centres (ECCs).
- Continue to clear blocked watercourses as appropriate under the Land Drainage Act and assist with street cleansing.
- Manage any environmental health issues as a result of flooding
- Sandbag provision where relevant.
- Where required, District and Unitary Authorities should arrange for longer term accommodation to support displaced residents.
- Notify CCTV Operators to monitor cameras in any areas affected by flooding.
- Determine actions regarding waste collection.
- Public Health colleagues will work alongside UK Health Security Agency and Environmental Health Colleagues in managing the reporting of and protection for any diseases/health impacts as a result of flooding
- Public Health to provide advice as part of the warning and informing strategy

Severe Flood Warning / Severe /flash weather warning received Reports of significant flooding received

- Activate individual Major Incident Plans (MIP).
- Maintain safe conditions on the highways, including use of signage and sandbags, clearance of blockages, implementation of road closures / traffic diversions. Highways will liaise with Police regarding appropriate use of signage.
- Continue to provide sandbags to assist with the protection of property (as agreed in Council sandbag policies) from flooding by water from the highway where there is a failure of the highway drainage system, subject to other network priorities.
- Provide an appropriate representative to represent the authority at the Strategic Coordination Group (SCG), in accordance with the HIOW & TV LRF ERA (Handbook D).
- Assist in the coordination of media and public information in accordance with HIOW LRF Warning and Informing Plan



5.7 Local Authorities (including Public Health) Unitary, County and District / Borough

Response

(Communications Team), updating websites / customer service centres / social media.

- Provide Rest Centre capability for flood risk affected communities and activate support staff and voluntary sector to support this. This may also involve coordinating the transport of evacuees to Rest Centres. Support local displaced residents with temporary accommodation if required.
- Where possible, close footpaths and open spaces as dictated by the incident.
- Continue to identify vulnerable members of the community working alongside Social Care Departments.
- Continue to update Elected Members ensuring an appropriate role for them if required.
- Provide representation to the Recovery Coordinating Group (RCG) prior to formal handover.
- Maintenance of other critical services.
- Provide Environmental Health Officer(s) to Scientific and Technical Advice Cell (STAC) if established and Local Authority Public Health as TCG/ STAC Liaison Officers.
- Assist with the completion of Impact and Opportunity Assessments to inform the RCG strategy. Public Health to provide advice as part of the warning and informing strategy.

Recovery

Flood Warnings Removed / No Weather Warnings

- Implement recovery procedures in accordance with HIOW LRF Community Recovery Plan.
- Provide a chair / MAIC lead officer / representatives to support the activities / work streams as part of the multi-agency Recovery Coordination Group (RCG) (relevant authority) and associated Recovery Working Groups.
- Assess scale of damage and priority areas for action.
- Provide advice and information the public in tandem, where required, with the Media Cell.
- Act in accordance with Lead Local Flood Authority statutory duties (Section 19 of Flood and Water Management Act) under the requirement to investigate flooding etc.
- Provide special refuse collections for flood waste.

5.7 Local Authorities (including Public Health) Unitary, County and District / Borough


Response





- Public Health to provide advice as part of the warning and informing strategy.
- Examine the safety of buildings (Building Control) which have experienced water damage and where there are potential concerns for their structural integrity, identifying areas for remedial work and authorising repair or demolition where buildings constitute a threat to public safety.
- Assess the impact on burial grounds / cemeteries.
- Continue to support displaced residents with temporary accommodation (if required) and explore longer term temporary accommodation requirements if needed.

Provide Environmental Health advice and support in relation to the decontamination of businesses, fitness of properties for reoccupation after cleaning and disinfection (e.g. food businesses), clean up, clearance of sludge and water supplies; rodent infestation and animal welfare.





5.8 Environment Agency (EA)

Response

No alerts or warnings issued	Preplanning / Business as usual
	<ul style="list-style-type: none"> • Communicate the risk of flooding (using campaigns, community engagement events, multiple media channels including social media, media releases, radio and television interviews, as well as the direct issue of flood warnings to over 1 million homes and businesses) to increase the awareness of people living, working and travelling in river and coastal flood risk areas so that they can take steps to prepare themselves and their properties for flooding. • Work with civil contingency partners and critical national infrastructure operators to help them understand the risk of flooding in their locality, by providing flood data and mapping and to help them to develop incident response plans (including multi agency flood plans) where required. • Work with spatial planners and advise developers on improving the development of locations so that flood resistance, resilience and safe access and escape are put in place. • Provide and develop flood forecasting and warning services, currently for fluvial and coastal flooding and in some areas groundwater flooding, so that prior notice of flooding can be provided to civil contingency partners, business and the public.
	Standard Operating Procedure Flood Alert / Weather Warning Issued
	<ul style="list-style-type: none"> • The Environment Agency will determine whether to activate the Partner Activated Teleconference (PAT) with partner agencies: Multi Agency Information Cell (MAIC), notifying partners in an agreed cascade callout procedure. • We will issue flood alerts and/ or Operational Messages and/ or Warnings* using our Flood Warning services to warn and inform the public and our partners. • We will respond, where we are able, to requests from partners for additional information that will help support their response <p>*It is possible that a small number of Flood Warnings could be issued at this scale of event without the need to escalate the Environment Agency or multi-agency any further.</p>

5.8 Environment Agency (EA)	
Response	
 	<p style="text-align: center;">Flood Warning / Severe Weather warning issued Substantial Flood Risk Reports of Flooding received</p> <ul style="list-style-type: none"> Attend response and recovery SCGs/TCGs (Gold/Silver) with appropriately trained personnel. In situations where there are multiple TCGs active we may have to respond remotely due to resource constraints. Continue to issue flood warnings in line with our flood warning services Deploy with partners temporary flood defences where impacts can be mitigated; operate its flood defences for rivers and the coast so that protection from flooding can be put in place; and provide operational support to other organisations where resources allow. Brief partners, where we have relevant information, on state of the watercourses and our actions to date to assist them in their own response planning Where we are able we will provide context and a forward look on how flood events may progress in relation
 	<p style="text-align: center;">Severe Flood Warning / Severe /flash weather warning received Reports of significant flooding received</p> <ul style="list-style-type: none"> For coastal and fluvial flooding we are the lead authority responsible for issuing a severe flood warning. Where we are considering issuing a severe flood warning our internal process requires us to consult with relevant partners For Met Office warnings we will follow our internal procedures, plan for our response and where relevant advise our partners.
Recovery	
	<p style="text-align: center;">Flood Warnings Removed / No Weather Warnings</p> <ul style="list-style-type: none"> We will have appointed a recovery manager to oversee our organisational recovery. We will attend, where necessary, multi-agency recovery meetings and work with our partners on recovery. We will share our flood data with partners to help with the production of a single overview of the flood event.

5.9 NHS Hampshire, Southampton & Isle of Wight & Portsmouth CCGs

Response	
No alerts or warnings issued	Preplanning / Business as usual
	<ul style="list-style-type: none"> • Prepare and maintain NHS England - South East (HTV) action cards • Ensure the NHS is represented at the HIOW LRF Working on Tuesdays
 	Standard Operating Procedure Flood Alert / Weather Warning Issued
	<ul style="list-style-type: none"> • Review warnings and liaise with NHS provider organisations to identify potential impact on health services, patients, and staff. • Represent the NHS in multi-agency decision making such as Partner Activated Teleconferences (PAT) • Liaise with local authorities in particular to ensure early notice of any requests to identify users of NHS services who may be vulnerable or require support if evacuated
 	Flood Warning / Severe Weather warning issued Substantial Flood Risk Reports of Flooding received
	<ul style="list-style-type: none"> • Lead the NHS response across Hampshire and the Isle of Wight • Review warnings and liaise with primary care commissioners and NHS provider organisations to identify potential impact on NHS services, patients, and staff. • Represent the NHS in multi-agency decision making such as Response Working Group teleconferences • Liaise with SCAS/IWAS to get appropriate NHS representation in the Multi Agency Information Cell (MAIC) if it is set up. • Represent NHS at any geographical multi-agency Tactical Coordinating Groups that are set up • Provide advice on how people who have been evacuated can access pharmacy and GP services • Work with community provider organisations to provide other NHS support to people who have been evacuated • Liaise with local authorities and primary care commissioners to identify people who require additional support in areas that may be evacuated

5.9 NHS Hampshire, Southampton & Isle of Wight & Portsmouth CCGs**Response****Severe Flood Warning / Severe /flash weather warning received
Reports of significant flooding received**

- Lead the NHS response across Hampshire and the Isle of Wight
- Establish reporting routine to assess impacts across all healthcare systems, their patients and staff, convening system teleconferences if necessary
- Identify and pursue issues that require strategic multi agency support or NHS support from outside Hampshire and the Isle of Wight
- Ensure NHS England South East receives regular reports on the impact in HIOW
- Represent the NHS at a Strategic Coordinating Group (SCG) if established or if it holds teleconferences
- Assess the current and potential impact of the event, it's extent and duration, and consider Incident Response Plan
- Ensure NHS involvement in any multi-agency communications/media working groups/meetings
- Liaise with commissioners of primary care services to assess the impact on primary care and identify any changes to delivery of services
- Work with commissioners of 111 to ensure providers of 111 are advised and act on any changes to delivery of NHS services (including primary care)
- Liaise with UK Health Security Agency (UKHSA) to ensure that providers of NHS services have and share any public health and health protection advice that is issued

Recovery**Flood Warnings Removed / No Weather Warnings**

- Provide NHS membership to any multi agency recovery working groups
- Ensure that the NHS identifies lessons and contributes to system wide and multi agency debriefs
- Share outcomes of debriefs and recovery working groups with all relevant NHS partners and monitor and support the implementation of action plans
- Ensure NHS services continue to follow any public health advice or instruction

5.10 The Met Office

The Met Office is the UK's National Met Service and, operating 24/7, it provides a number of services that help authorities prepare and respond flood emergencies. The primary service is the National Severe Weather Warning Service (NSWWS).

The Met Office will provide briefings on the meteorological situation to national government (including COBR when activated) and devolved authorities as required> They have a team of regionally based Met Office Advisors (Civil Contingencies) (MOACC) who are available to work with the emergency planning community to:

- Discuss predicted or ongoing severe weather events to help emergency responders assess the risk in their particular area and put preparations in place to mitigate the impacts.
- Ensure emergency management teams are aware of all other meteorological factors which could affect the incident and their potential impact.
- Ensure the consistency of meteorological information and that all responders within the Command and Control Centre use this information.
- Interpret this information for the responders where required.
- Place bespoke information relating to the event on the Hazard Manager responder website.
- Provide, on request and depending on resources, representatives to the Partner Activated Teleconference / TCG / SCG Meetings via Microsoft Teams or teleconferencing facilities.
- If required and appropriate, arrange for routine forecasts and other information to be supplied to aid the recovery phase.

Weather information and the NSWWS are available to the public through the Met Office website and App, television broadcasts and social media channels.

The Met Office also provides Hazard Manager, which is a free, password protected website designed mainly for Category 1 and 2 responders to aid the work of incident management teams in dealing with a variety of environmental emergencies, including flooding. The service is designed to supplement the role of the MOACCs in providing consistent weather related information and guidance for the UK Emergency Response community.

5.11 Utilities

5.11.1 Scottish and Southern Electricity Networks (SSEN)

Scottish and Southern Electricity Networks (SSEN) is the Distribution Network Operator (DNO) serving Hampshire and the Isle of Wight. They will consider the impacts of severe flooding on the electricity network in the areas for which flood warnings have been issued. They will liaise with the HIOW LRF Emergency Response Structures to communicate the potential areas which will be affected by loss of supply to ensure appropriate contacts with the utility's incident control room. They may be required to send a representative to the Strategic Coordinating Group. The electricity distribution company may also have responsibility for:

- Maintaining the safety and integrity of the electricity supply system
- Liaising with Hampshire Fire and Rescue regarding pumping operations at substations
- Implementing Business Continuity Plans
- Carrying out mitigating works to maintain continuity of electricity supply for as long as possible and where it is safe to do so
- Informing the SCG as soon as is practicable in the event that electricity supplies need to be switched off or have been switched off - restoring power as soon as possible
- Providing SCG representation
- Provide the necessary checks required within flood affected properties to certify that SSEPD's electricity service terminal equipment is safe before residents re-inhabit property.

Note: If the customer's wiring has been affected by flooding, further remedial work may be required by a qualified electrician before the electricity can be restored to the customer. It is the customer's responsibility to arrange for this work.

5.11.2 Gas Distribution Networks

Gas Distribution Networks (GDNs) operate, repair, maintain and develop the gas networks that supply residential and business consumers and Independent Gas Transporters (IGTs). In Hampshire, Scotia Gas Networks and National Grid operate gas distribution.

National Grid are responsible for the administration of the national gas emergency telephone call handling service and forward the details to each Distribution Network or IGT to action.

GDNs are responsible for:

- Maintaining the safety and integrity of the gas supply system
- Activating contingency plans for any Major Accident Hazard Pipelines.
- Obtaining pumps to maintain the continuity of supplies at key locations
- Informing the SCG as soon as is practicable in the event that the key supply points need to be shut down
- Seeking to provide alternative means of supply during any interruption and restore supplies as soon as possible
- Implementing Business Continuity Plans
- If required, provide a representative to the SCG.

5.11.3 Water Companies (supply and waste water)

Water companies will consider the impact of severe flooding on water and sewerage services in the areas for which flood warnings have been issued. They will liaise with the HIOW LRF Emergency Response Structures to communicate risks to these services, and provide suitable contact arrangements. They will implement service continuity plans if appropriate.

Water and Sewage Provider Responsibilities:

- Maintaining as far as is reasonably practicable, piped water and wastewater services
- Maintaining and where appropriate maximising the performance of assets used in the provision of (in particular) wastewater services
- Where possible minimising the impacts of sewage flooding caused by infiltration of the sewer network
- In the event of a failure of the water supply network*, providing water supplies by 'alternative' means (*NB the water supply network is a sealed, pressurised and largely underground system. Therefore flooding does not in itself pose a threat to the provision or wholesomeness of the water supply service)
- Providing information to the public on sewer flooding issues
- Clearing blockages in public sewers and outfall grills (this may not be possible once flooding has already occurred)
- Protecting own assets (property and equipment)

5.11.4 British Telecom

British Telecom (BT) will consider the impact of flooding on the telephone network in the areas for which flood warnings have been issued. They should liaise with the SCG to communicate the potential areas which will be affected by loss of supply to ensure appropriate contacts with the utility's incident control room. They may be required to send a representative to the SCG.

- Inform the SCG as soon as practicable in the event that key points need to be shut down maintaining the safety and operation of its networks
- Implementing their Business Continuity Plans
- Obtaining pumps to maintain the continuity of supply at key locations
- Seeking to provide alternative means of supply during the interruption
- BT has back-up power generation capability in the exchange to support PSTN/999

- They will work to maintain/restore the service as quickly as possible including the possible deployment of our Disaster Recovery trailers
- The BT Business Continuity Management team work with the BT Major Incident Management team to proactively review Flood alerts and call out the level of risk to BT buildings

5.12 Transport

National Highways

National Highways is responsible for operating, maintaining and improving England's strategic road network on behalf of the Secretary of State for Transport.

The HA emergency planning team has contingency plans to identify high flood risk areas on the Strategic Road Network (SRN). They have an ongoing programme of work to provide mitigation measures, such as turnaround points on motorways to allow road users to exit the SRN in a severe flood. HA Emergency Planners work with Local Resilience Forums across the country to develop response strategies for flood events and participate in incident response exercises.

The HA is a Flood Risk Management Authority as defined by the Flood and Water Management Act 2010 and has responsibility for:

- Operating the strategic road network (motorways and trunk roads) ensuring roads are kept safe for all users
- Monitoring and maintaining traffic flows on the strategic road network
- Provision of support to the Emergency Services and Local Authority Highways as necessary
- Clearing debris from the strategic road network and road drainage systems
- Identifying and implementing the closures of HA roads and diversion routes in conjunction with the Police and supplying signage (as appropriate)
- Making repairs to road bridges and evaluating whether bridges affected by floods should remain open for use
- Providing geographical information systems data and skilled officers to assist with the response to flooding.

- Provide representation to the TCG / SCG if required
- Provision of information to the public / media in accordance with HIOW LRF Warning and Informing Plan

The Highways England Traffic Officer Service, HA Service Provider, HA Regional Control Centre (RCC) or the National Traffic Control Centre (NTCC) may all be involved in the response.

Local Roads

Local Highway Authorities and Local Resilience Forums (LRF) are responsible for implementing contingency plans for flood events. Local Highway Authorities and LRFs work with DCLG RED in initial flood response. Local Highway Authorities have plans to fund repairs to flood-damaged roads. DfT would only consider offering assistance in the most extreme circumstances.

Rail

The UK rail network is owned and operated by Network Rail with trains operated by Train Operating Companies (TOCs) and freight Operating Companies (FOCs). Network Rail has primary responsibility for the operation and maintenance of the rail infrastructure and the rail industry has plans and procedures in place to manage incidents such as flooding and other extreme weather-related events. Train drivers and other rail staff are required to report flooding of the line to the controlling signaller who will then take the appropriate action to maintain safety based on that information.

Trains do have the ability to operate through standing flood water up to the bottom of the rail head. Where water is below the top of the rail head trains can operate up to a maximum speed of 5 mph. Where the flood water is above the top of the rail head then the line must be blocked to rail movements until rail staff have been out to site to check and confirm that the track is safe to use. This will include areas that may have been affected by moving tidal water.

With moving floodwater there is a risk that the track has had its ballast washed away and the tracks themselves may not be properly supported by the ballast, creating a

risk of derailment. In such situations rail operations must be stopped until rail staff have been out to site and have been able to confirm the track is safe to operate. In the Network Rail Wessex route many of the lines have traction power equipment (3rd rail) and so this must also be taken into account when considering the risks of flooding. Where there is flooding affecting the 3rd rail then electric trains will not operate.

The response to flooding incidents is managed by the Route Control.

Network Rail track maintenance staff have equipment they can use to help remove water from the lines including pumps, and some areas with known flooding issues have on site pumps installed.

In addition to the tracks themselves, railway bridges and viaducts could have their supports in the river undermined by scour caused by fast moving flood water and the debris being carried by the water, In such situations, where the water has reached an indication on the structure (normally a Red Line) then the tracks over that structure must be stopped until such time as the structures supports have been checked and confirmed to be safe to resume rail operations.

Flooding does represent a significant risk to railway operations hence the need for any track flooding to be reported and then checked by rail staff to confirm the situation to maintain safe operations.

Aviation

Airport owners and operators are predominantly private sector organisations. They are responsible for developing resilience plans to manage impacts from weather related natural hazards. Most UK airports are located at high elevations and on well drained sites so flooding is considered reasonably low risk. However, Flood Management Strategies are included in airport resilience plans to manage flood risks to physical infrastructure. Airport operators liaise with Local Authorities, the EA and weather forecasting services to monitor flood risks. DfT Aviation and Civil Contingencies officials maintain regular contact with airport operators to discuss their flood management strategies.

Maritime

UK ports are predominantly owned and operated by private companies who are responsible for the planning and recovery of events such as floods. The DfT is

working with port stakeholders to investigate the potential implications of a tidal surge on UK ports. DfT has developed 'Deep Port', a maritime resilience mapping data base to assist contingency planning for adverse events including floods.

5.12.1 Southampton and Farnborough Airports

This particularly refers to BAA for Southampton International Airport, Fuel Storage Depots. Operators of those infrastructures should consider the breach on their respective sites and implement business continuity plans as needed. Depending on the severity of flooding, they could be expected to participate in multi agency meetings as appropriate.

With specific reference to the fuel farm Exxon Mobil has detailed and specific emergency and contingency plans that would be implemented should an event occur.

5.12.2 Cross Solent Passenger Transport (Wightlink)

Portsmouth - Ryde's passenger ferry route, Portsmouth - Fishbourne passenger and car ferry route, Lymington - Yarmouth passenger and car ferry route.

- All Terminal Emergency Plans include a Flood Plan section, where appropriate these include contacting harbour masters requesting wash minimisation.
- Yarmouth Terminal is the most prone, but only results in a loss or delay to one sailing while waiting for the tide to drop. Yarmouth Terminal building has been improved to be more resilient to flooding. The public are informed through normal company media announcements.
- All Terminals are in Flood Zone 3s, with the exception of Gunwharf Terminal which is in Flood Zone 2. Fishbourne main building is above all flood zones.
- Road Links –
 - Main road into Portsmouth is the M275 and its linking city road to Gunwharf is above Flood Zone 2.

- Lymington - Yarmouth route main roads are in Flood Zone 3s
- Ryde Pier's timber roadway and electric rail link are in Flood Zone 3.
- Post flooding resilience for the Terminals include in situ Emergency Generators at all Terminals. If there were still problems with powering Link spans options include portable hydraulic power packs.

5.12.3 British Waterways (relevant for Basingstoke Canal)

The Basingstoke Canal runs between Greywell (approx. 4 miles east of Basingstoke) and the River Wey Navigation, near Byfleet (approx. 4 miles east of Woking). It is owned freehold in two sections by Hampshire County Council and Surrey County Council.

It is approximately 52 kilometres long with 29 locks, 28 of which are on the Surrey section. It is funded and managed through a *Joint Management Committee Partnership* involving eight local authorities. The canal is managed by the *Basingstoke Canal Authority (BCA)* acting as a maintaining agent with Hampshire County Council acting as the employer on behalf of the funding partners. The canal is a restored remainder waterway and navigation of outstanding beauty and is subject to Site of Special Scientific Interest (SSSI) status. It is heavily used by walkers, anglers, cyclists, canoeists and boaters.

The *Basingstoke Canal Emergency Response Plan* aims to provide an integrated management system to facilitate an effective response to and recovery from an incident involving the Basingstoke Canal (breach). Some of the principles of response from the Hampshire & Isle Of Wight Multi Agency Flood Plan can mitigate a breach of the Basingstoke Canal (evacuation, warning and informing etc.). The Basingstoke Canal has its own trigger mechanisms in place – all of which are contained within the plan.

In the event of a breach, the Basingstoke Canal Authority will:

- Protect its own structures – some of which are flood defences
- Use its own navigation system and along with other bodies, help to warn the public using the navigation system
- British Waterways may also be able to provide specialist equipment, materials and other resources as appropriate where possible and by local agreement

5.13 Voluntary Sector

The voluntary sector has an important role to play in supporting the statutory services in response to many emergencies. Experience shows that active engagement of the voluntary sector in emergency preparedness work such as planning, training, and exercising, will enable them to be more effective in the event of an emergency.

Planning for and responding to emergencies is primarily delivered at the local level. Therefore, the engagement of the voluntary sector in civil protection is most effectively managed at the local level, within a national policy framework.

The Civil Contingencies Act 2004 establishes a statutory framework for civil protection at the local level, setting out a clear set of roles and responsibilities for local responders. The Act's supporting Regulations require that Category 1 responders "have regard" to the activities of certain voluntary organisations in the course of carrying out their emergency and business continuity planning duties (further details can be found in Chapter 14 of Emergency Preparedness).

This has created an expectation that Category 1 Responders will make the most of the resources and expertise that the voluntary sector can offer, putting this relationship on a more robust and long-term footing.

Local Authorities and their links with local CVS Branches (Council for Voluntary Services) are best placed to identify and request voluntary sector support during an emergency. Their engagement with voluntary sector groups during the course of their day to day work will also provide opportunities to "identify" relevant support for flood emergencies. This can include establishing any specific "geographically based Community / Flood Action Groups" than can provide assistance before, during and after flood emergencies.

Key functions of voluntary sector support may include:

- Search and Rescue
- Medical / First Aid
- Animal Welfare
- Evacuation / Shelter
- Communications

The table below is a summary of voluntary sector support and reflects the good practice contained in “A Brief Guide In Engaging The Voluntary Sector in Civil Protection”.

Support Role	Activity	Partner Supported
Documentation	<ul style="list-style-type: none"> • Recording of individuals attending centres tracing individuals, nationally and internationally assistance at casualty bureau, logging/diary procedures & computer support 	Emergency Services Local Authority Adult and Children Services Local Authority Housing NHS
Training and Exercising	<ul style="list-style-type: none"> • Analysis of training needs exercising and capabilities; • Devising instructional programmes; joint planning, conduct of and participation in multi agency exercises, including call-out arrangements; and debrief; formulation and dissemination of good practice. 	Emergency Services Local Authority Departments Utility Companies NHS
Building Individual and Community Resilience	<ul style="list-style-type: none"> • Promoting resilience messages and materials; • Building individual and community resilience; encouraging local participation in resilience activities; • Developing individual resilience through daily service delivery 	Emergency Services Local Authorities
Search and Rescue	<ul style="list-style-type: none"> • Mountain, cave, tunnels and shafts, cliff, moor, inland waterways, coastal rescue, coastal or inland flooding. • Supervision of other searchers (e.g. youth organisations) • Loan and advice on use of specialist equipment 	Emergency Services Lowland and urban search and rescue
Transport	<ul style="list-style-type: none"> • Transport and escort of homeless, outpatients, relatives, to and from transport hubs; hospitals; mortuaries; centres; hostels, etc. • Assistance with evacuation to centres • 4x4 vehicles and drivers • Disabled passenger vehicles 	Local Authority Adult and Children Services Local Authority Housing Departments Emergency Services NHS

Support Role	Activity	Partner Supported
Communications	<ul style="list-style-type: none"> • Radio and telephone communications equipment and operators • Vehicles • Messengers • Interpreters and translators • Distribution of resilience information 	Emergency Services Local Authorities Utility Companies Other voluntary organisations
Appeals	<ul style="list-style-type: none"> • Advice and provision of appeals, collection and distribution of disaster funds 	Local Authorities

For flooding emergencies in Hampshire, a directory of voluntary agencies will be held on ResilienceDirect, this will include capabilities and contacts.

For flooding emergencies on the Isle of Wight the activities of the voluntary sector are coordinated by the Isle of Wight Council’s Emergency Management Team, for the Island Resilience Forum. This includes the activation of Operation Apollo, the formal name given to the deployment and coordination of the Island’s voluntary sector when preparing for, responding to and recovering from flooding. This is specifically for the deployment of such organisations to act as spotters to areas at risk of, or impacted by flooding.

Whilst local arrangements and contacts are sometimes more effective; the overall national capability of voluntary sector organisations is contained within [A Guide To Engaging with the Voluntary Sector – Version 2.0](#) which is also available on ResilienceDirect.

The key to successful engagement with the voluntary sector during an emergency is to build relations and identify capability beforehand. Any requests should be “specific” to enable them to identify the appropriate support for the duration it is needed. Rather like the request for military support, this should be an early consideration.

5.14 DLUHC's Resilience and Emergencies Division (RED)

If a flooding emergency has been declared the Resilience & Emergencies Division (DLUHC), will be notified. In normal working hours this can be done through the RED Resilience Adviser; however, for certainty that notification has been received, and in particular if the emergency is out of hours, this should be done by telephoning the RED Duty Officer.

RED will take steps to ensure that they can provide support to the local emergency response, where necessary and as appropriate. This would involve maintaining immediate lines of communication with appropriate levels of response (e.g. MAIC, SCG). The RED role would be to identify whether there are likely to be issues arising or capability gaps emerging which may require Central Government support or input. RED would provide a Government Liaison Officer once a SCG has been established, unless alternative arrangements have been agreed.

5.14.1 Recovery

The response to a flooding emergency will want to include early consideration of the potential for transition from response to recovery and how this might work. At the point of transition the Lead Government Department (LGD) for recovery would take over responsibility – in this instance the LGD for flood recovery is the Department for Levelling Up, Housing and Communities (DLUHC). The point at which such a handover is made will depend on the circumstances. However, factors to be taken into consideration are:

- The emergency is contained and there is no significant risk of resurgence
- Public safety measures are in place and working effectively
- A Recovery Coordinating Group (RCG) is firmly established and working proactively, including nationally with the LGD
- While DLUHC/ RED will not form part of the recovery process, they will support the transition from response to recovery, primarily by liaising between

the RCG and the LGD, which in the case of flooding would be the DLUHC Recovery Team.'

5.15 Central Government Departments

5.15.1 Role of Central Government

Serious flooding emergencies require co-ordinated multi agency responses, clear lines of demarcation and quick decision making – often by individual organisations but sometimes collectively. Central government departments, and their agencies, contribute to those multi agency responses but have different roles to play, based on their policy responsibilities, expertise, experience and powers.

Whilst we have included the role of the lead government department for flooding in this plan, other government departments with supporting roles for flooding are contained within the [National Flood Emergency Framework for England](#) and those departments are:

- Department for Levelling Up, Housing and Communities (DLUHC)
- Department of Health (DH)
- Department for Transport (DfT)
- Department for Business, Energy and Industrial Strategy (BEIS)

5.15.2 DEFRA as Lead Government Department for Flooding

Within UK Central Government, departments deliver their responsibilities (generally through local agencies) and are accountable to Parliament for their effective delivery. This includes effectively managing emergencies that fall within their responsibilities. One Department – the Lead Government Department (LGD) - usually takes overall responsibility for assessing the situation, ensuring that Ministers are briefed, handling media and parliamentary interest, and providing coordinated policy and other support as necessary to local responders.

Stage	Department for Environment, Food and Rural Affairs (DEFRA) Actions
Preparing for flooding	<ul style="list-style-type: none"> • Ensuring that structures and resources are in place so that that the Flood Management team and other parts of DEFRA can play their part in responding to a flooding event. • Encouraging Local Resilience Forums (LRFs) to prepare appropriate emergency plans for flooding and providing guidance. • Ensuring central government has appropriate national planning assumptions for flooding. • Planning and participating in emergency exercises. • Every Friday to provide weekly reviews of readiness/risk on behalf of the Secretary of State
When flooding is forecast	<ul style="list-style-type: none"> • Using Flood Forecasting Centre (FFC), Environment Agency (EA) and Met Office information to anticipate events (and their likely scale) as far as possible – and, on that basis, raise levels of preparedness in central government. Where possible the transfer from a state of readiness to taking action will be prompted by the FFC arranging a National Flood Advisory Service teleconference. This normally involves DEFRA, Cabinet Office, Met Office, FFC, EA and DLHUC. Other government Departments may also be invited. This early opportunity to assess the threat may then lead to DEFRA arranging a Lead Government Department teleconference or taking a watching brief. • Initiating communications across central government, including press offices and providing situation reports.
When Flooding happens	<ul style="list-style-type: none"> • Advising DEFRA Senior Management, Ministers, other government departments and agencies on the developing scale of events. • Ensuring effective communications with Parliament, the news media and others. • Collecting briefing on the impacts of the flooding on all interests. • Working with Cabinet Office on escalating or de-escalating the central government response. • Coordinating the cross-government and multi agency response to the flooding. • Facilitating Ministerial and other VIP visits to the affected areas. • Ensuring that clear responsibilities are established for overseeing recovery and aftermath issues.
When Flooding subsides	<ul style="list-style-type: none"> • Liaising with the DLUHC on recovery matters. • Advising on follow-up Ministerial/VIP visits. • Ensuring arrangements are in place for identifying any lessons to be learned

5.15.3 UK Health Security Agency

The UKHSA provides an integrated approach to protecting UK public health through the provision of public health support and advice to a range of stakeholders including the NHS, local authorities, emergency services, other arms-length bodies, the Department of Health and Social Care and devolved administrations, working in partnership with other organisations to protect the public. Specialist advice areas include infectious diseases, outbreak surveillance, chemical, biological and radiation hazards including deliberate release (CBRNe) and health aspects of extreme natural events.

The UKHSA is responsible for providing public health Emergency Preparedness Resilience and Response leadership and scientific and technical advice at all organisational levels, working in partnership with other organisations to protect the public.

In fulfilling these responsibilities UKHSA will:

- a) Provide national leadership and coordination for the public health elements of the emergency preparedness, resilience and response system;
- b) Provide health protection services, expertise and advice and co-ordinate the UKHSA response to major incidents;
- c) Provide risk analysis and assessment of emerging diseases, natural extreme events, chemical, biological and radiation hazards or threats to inform the Department of Health and Social Care and other government departments and agencies, health and multi-agency EPRR;
- d) Ensure provision of high quality and timely public health data to the Secretary of State, NHS, local authorities and across Government, in preparedness and response;
- e) Communicate with Devolved Administrations to coordinate investigation and management of cross-border public health incidents;
- f) Provide guidance to professionals in health and local government and other sectors;
- g) Communicate with the public by providing information and advice relevant to UKHSA's responsibilities.

5.16 Military Assistance to the Civil Authority (MACA)

Military operations in the UK are placed under the overarching title of **MACA**. The MACA principles make UK ministers formally responsible for the deployment of the armed forces within the UK at the request of a government department or Civil Authority.

The provision of MACA is guided by three criteria:

- Military aid should only be provided where the need for someone to act is clear and where other options have been discounted by the civil responder.
- The Civil Authority making the request lacks the required level of capability and it is unreasonable or prohibitively expensive to develop.
- The Civil Authority has a capability but the need to act is urgent and it lacks readily available resources.

After a 2014 Cabinet Office review, UK ministers have agreed that, from 2014 onwards:

“The military should be more closely involved in planning and training for emergencies at the local level, through existing liaison arrangements”. Military support should cost less, in agreed circumstances.

Strategic Coordination Group(s) (SCG) should consider early in the response to every significant incident whether there is, or may later be, a role for the armed forces, and should have access to military advisors to inform them of the capabilities that may be available to support the response.

The key change is a move towards proactive, early consideration of military capabilities by SCGs, which should be reflected in local planning arrangements. This approach is often described as being more “forward-leaning”.

Requests for military aid, which should include the effect to be achieved, are to be submitted through the Joint Regional Liaison Officer (JRLO) or representative at the SCG, as per the Joint Doctrine Publication 3-46 (3rd Edition).

Section 6 - Media and Public Information

6.1 Introduction

This section has been developed to respond to flooding major incidents, however the principles of coordinated, consistent and timely public and media information apply to smaller scale incidents. Regardless of the scale of an incident, the provision of information to the public and media may be required.

6.2 Communications strategy

An effective media response ensures the provision of timely and relevant information to the media. An effective communications strategy relies on consistent messages between agencies. Responding agencies should involve their communications staff at every stage of an incident. Communications staff are essential in shaping messages to the public and providing information to support a response.

The communications strategy needs to include clear aims and objectives including the provision of relevant, clear and timely information, so that communities can make information decisions.

6.2.1 Flooding considerations

When planning communications for flooding, the geographical scope and impact on different sectors of the community (businesses, residents etc) should be taken into consideration.

6.2.2 Audiences (who do we need to communicate with?)

It is important to consider the audience in the area that will need to know how the flooding could affect them. These audiences could include:

- Residents
- Volunteers/Convergent Volunteers

- Elected members
- Your staff
- Local stakeholders
- Partners
- Local businesses
- Third-party service providers/contractors
- Media (Local and national)
- Local commentators (including those on social media)
- Neighbouring councils (particularly important where councils share services)
- Central government
- Other agencies

6.2.3 Key messages

Key messages will change depending on the incident and will therefore need to be agreed quickly. Key messages are essential to being able to communicate clear, consistent, reliable information to residents, warning them before an event happens, and keeping them informed about the actions that they need to take to protect themselves, others and their property. Key messages will be adapted according to audience groups; what needs to be communicated with residents may well differ from what needs to be communicated to businesses and stakeholders. These might include:

- Be Prepared – Prepare a Grab Bag
- Personal safety – don't travel as conditions are dangerous
- Vulnerable people – what support is available to vulnerable people who might be affected
- Advice on travel – condition of roads; public transport availability etc.
- Public services - open/closed
- Securing properties – what your residents should do to protect or secure their houses or businesses
- Business continuity – what their council is doing to support local businesses

- Further information – contact details for residents wanting more information or help
- Public Health Information – e.g. contaminated water
- Advice on Sandbags – provision, supply, how to access them

A number of prepared announcements for the public are located in **Annex B-E**, together with local and national helpline information. The statements cover:

- Pre-warning material for a predicted flooding event
- Event information
- Recovery guidance

The Environment Agency (EA) is the lead agency for disseminating flood warnings. However each agency has specific responsibilities in raising public awareness and informing and advising the public before, during and after a flood event.

6.3 Internal communications

Business continuity messages should inform staff whether it is safe to come to work, provide health and safety considerations, alternative work locations if necessary and where to report. Some examples are;

- Provide information to staff about working arrangements, business continuity arrangements and impact upon services (road closures/school closures that have an impact on staff)
- Provide updates on response activities so that consistent messages can be given to the public.

6.4 Triggers for warning and informing

Warning and informing the public needs to take place in a timely and targeted way if it is to be effective. The EA issues Flood Warnings directly to members of the public and the media including a three-day flood risk forecast on the EA Website.

The decision to warn the public in advance of a predicted flooding event will depend on a risk assessment of the available information, using the flood warning codes/local flood response levels as a guide.

6.5 HLOW LRF Warning and Informing Plan

Further specific detail on communications, warning and informing is located in the **HLOW LRF Emergency Warning and Informing plan** (available on Resilience Direct) which describes the multi-agency management structures in place to provide a co-ordinated response to the public and media during an incident

<https://collaborate.resilience.gov.uk/RDSservice/home/34474/Warning-and-Informing>

Flood warning codes	Local flood response level	What message	Who approves	Promoted by	Audience
Flood alert Ground Water Briefing Note	Standard operating procedures	Pre-warning material to target areas	Local authority to advise on further promotion of EA alert in target areas	EA Local Authority Emergency Services NHS England Met Office Flood Action groups and Community Plan holders	Geographic area
Flood warning Ground Water Flood Alert <i>(does not escalate)</i>	Coordinated response	Combination of pre-warning and event material	Local responders through Tactical Coordinating Group or on advice of PAT	EA Local Authority Emergency Services NHS England Met Office	Vulnerable people and closed communities Transport operators
Severe flood warning	Major incident	Event material	Strategic Coordinating Group, or local responders if timescale requires	EA Local Authority Emergency Services NHS England Met Office	Staff Businesses
After the event	Recovery	Recovery guidance	Recovery Coordinating Group and/or local authority Corporate Comms in limited event	EA Local Authority NHS England Met Office	

6.6 Warning the public directly

The majority of warning and information to the public will be provided as written content for print media, social media and websites. Other methods include:

- Media interviews by community leaders (Police Area Commander, Leader of the Council, EA spokesperson)
- Announcements in public buildings, shopping centres, sports venues, area offices, day centres, GP surgeries
- Cascaded through housing management and warden schemes
- Automated telephone/fax/email/text messages to existing networks
- From car by loudhailer
- Electronic/variable messaging boards. Contact local authority highways teams to implement.

In some cases (such as an evacuation) door knocking is the most effective method as it is direct, does not rely on the availability of power and telecommunications, and allows the public to receive a message from a known source. However, door knocking may require large numbers of personnel and may not be practical when flooding has actually occurred.

Resources for door knocking include:

- Police and Community Support Officers
- Local authority staff and emergency support volunteers

Considerations to include:

- Website information and list to all partner organisations which will be pushed out via media and social media channels
- Include local authority contact centre information
- Include schools communications channels
- Include partner organisation social media channels.

6.7 Telecommunications

The HLOW LRF Emergency Warning & Informing Plan forms part of its suite of plans for dealing with a range of major incidents or significant emergencies.

In the event of any of the public networks failing to the extent where they hindered coordination between responders the following measures may be utilised depending on the cause of the failure.

- Activation of the Mobile Telephone Privileged Access Scheme (MTPAS). All Category 1 Responders have access to MTPAS SIM cards for key mobile phones
- Activation of the Fixed Telecommunications Privileged Access Scheme (FTPAS).
- Interoperability of Police Airwave sets with other responders at Operational and Tactical levels.
- Maximise use of Voice Over Internet Protocol (VOIP) where practicable and utilising commercially available products/ Skype / Windows messenger and Live where appropriate.
- Joint close proximity of command and control organisations to allow exchanges of information in person, and deployment of liaison officers
- Category 1 Responders satellite phone capability.
- ResilienceDirect

Annex A - Considerations learnt from flood recovery within Cumbria, Hull, Gloucestershire & Hampshire in 2014

Strategy and Resources

Resource the recovery group with project management and administration support.

Collection/ analysis of information: avoid unnecessary requests for data, utilise existing data where possible.

Staff

Welfare for staff involved in supporting the response/ recovery and affected by the flooding.

Developing appropriate support for frontline workers should also be included in this 'ethic of care'.

Consideration of activating the Psychosocial Plan should be made at RCG

Finances

Managing finances is complicated and a dedicated Finance Officer overseeing all finance activity works best. A Finance Working Group will be stood up.

There may be funding schemes made available by Central Government that require administration at the local level. An example of this was the Repair and Renew Grant that the Department for Environment, Food & Rural Affairs (DEFRA) made available in 2014. Up to 4 members of staff were required to manage the application and grant process in the worst affected districts. The duration of this work was over 12 months. The application process and criteria was also coordinated by the Recovery Coordinating Group (RCG) to ensure there was a greater consistency across the County. Consider facilitating "Flood Clinics" in affected communities to promote such schemes.

Flood Relief Funds set up for public/industry donations to support affected households should be managed by those appropriate partners with the relevant experience (Voluntary Sector).

Monitoring/ Reporting Progress/ Collection of Data

A status sheet was used by each subgroup to report to the RCG documenting main achievements, slippage, remedial actions and risks and issues. This information was then used to compile and update the Common Recognised Information Picture (CRIP).

Reporting progress to the public needs to be handled sensitively when households may still be personally affected and not necessarily feel things are successful.

Do not underestimate the volume of requests for information that will be received from Central Government. Departments will require regular updates to brief Ministers on the number of homes flooded; number of people evacuated and displaced (and for how long); number of residents applying for financial support etc. Early consideration and discussions with DLUHC/DEFRA should avoid last minute requests and enable a Data Portal to be established to facilitate easy reporting.

This collection of data should commence during the Response Phase

Community Support and Resilience

Close liaison with communities to ensure they get the support they need rather than what recovery groups assume they need.

Coordination of multi-agency support e.g. Public meetings rather than multiple single agency events.

Rather than having drop-in facilities (HACs) perhaps a stand at the local supermarket, multi-agency signposting/assistance to avoid duplication & ease resourcing for agencies.

Practical support such as:

- Free school meals for flood affected children
- Extra locker space at school to keep their possessions in, for flood affected school children living in caravans.
- Loan of laptops to school children from flood affected families to enable them to do their homework.
- Extra temporary laundry facilities (set up in a school) for flood victims living in caravans
- Activities for flood-affected children

Community Support and Resilience
<ul style="list-style-type: none"> • District Councils enabled Council Tax rebates for flood affected households who had to leave their homes
<p>Opportunity to talk about experiences rather than be overloaded with advice/information. Voluntary Agencies can assist.</p>
<p>The potential long-term psychological and emotional impact of flooding cannot be ignored and the fact that local authorities need to do more through the recovery process to address this issue.</p>
<p>Local Authorities and the Emergency Services need to do more to enhance local community resilience so that our communities are better able to help themselves in emergency situations.</p>
<p>Ensure that the support that is given to communities reflects their longer-term needs, priorities and timescales, rather than the shorter-term goals of the emergency planning community.</p>
<p>Adopt an 'ethic of care' to the householder. This will involve encouraging different companies and organizations (e.g. loss adjustors, 'disaster restoration companies', drying companies, builders etc.) to recognise the role that they play in delivering the recovery process, with associated responsibilities towards householders.</p>
<p>Creating spaces where people can share their experiences in a way that enables them to learn from and support each other, and where key stakeholders can attend these events to learn from householders in a facilitated context. Potentially powerful tool for public participation in policy making.</p>
<p>Communities were resilient and where they were organised prior to the flooding they were able to respond quickly and efficiently alongside the emergency services. Keswick Flood Action Group staffed by volunteers was able to check on the welfare of local people, move furniture upstairs and deal with all kinds of trauma.</p>
<p>Major events such as floods, affect communities as a whole, as people who may not have their homes or cars flooded, later start to feel associated effects such as added financial pressures, the effects of having longer working days due to closed roads, or people who work in flooded businesses who have not been able to work as much as they usually do.</p>

Vulnerable People

Whilst vulnerability may be related to pre-existing social characteristics (e.g. older people, council tenants and private renters), it is the interaction of these factors with the specific circumstances operating in a person's life which determines how and when they may become vulnerable. Vulnerability is therefore a dynamic process that is related to the ways in which the recovery process is managed. Thus while specific indicators such as age and disability may provide a starting point, our research suggests that it is necessary to give workers greater freedom when defining vulnerability so that they can use their knowledge to prioritise those who need help most.

Support should be made available for people who may be experiencing mild emotional problems such as sleep problems, mild depression, or panic attacks. Referrals may come from GPs and it important to include NHS HIOW Integrated Care Board colleagues in recovery work.

Insurance Issues

Establishing early communication with the Association of British Insurers (ABI) and the Chartered Institute of Loss Adjusters (CILA) would be beneficial. Experience following Gloucestershire floods indicated the value of ABI / CILA reps attending specific recovery group meetings, and to establish a named point of contact for unresolved issues. The National Flood Forum can deploy their caravan to flood affected communities. They can assist with gathering data and signposting. Other agencies are encouraged to support these visits by providing a representative. It will demonstrate a joined-up approach to the community.

The insurance 'clinics' some insurance companies provided for their customers in communities affected by flooding were well received. Many insurers have now even got 'vans' that they can use for this purpose.

Communication

On-going communication with affected residents, businesses, media and staff important but also resource intensive for communications staff. Existing mechanisms should be utilised and the proactive use of Community / Flood Action

Communication

Groups. Resilience Direct should be utilised to update Category 1 and Category 2 partners. It is important to include all staff within organisational updates.

Retain multi agency communications into the recovery phase to maintain a multi agency approach and consistency and co-ordinate key messages.

Professional Partners' bulletin may be of value, to keep partners informed on recovery progress/ key messages to give out to the public. This would enable different agency's switchboards/ frontline staff to provide up to date and consistent information. It may also help to make staff not directly involved in the emergency/ recovery feel informed and included.

Clear and regular communication to provide reassurance about what's being done as well as manage expectations about what can be achieved and to what timescales

Environmental

- The disposal of waste from flood damaged and contaminated property
- The removal and disposal of contaminated debris from all public area
- Cleansing as necessary
- Ensuring the public health
- Advice to property owners on selecting bona fide contractors and workmen
- Advising on the disposal of contaminated matter during renovations if required.
- Disposal of animal carcasses - although this is not expected to be in such significant numbers as has occurred elsewhere. Following significant flooding incidents, livestock carcasses may end up in a variety of places. Where a carcass is deposited on private land, wherever possible, the owner of the animal should be identified and be responsible for the collection and disposal of the carcass. If ownership cannot be proven then responsibility for disposal rests with the landowner. Where a carcass is deposited elsewhere (e.g. public land or highway) and ownership cannot be ascertained, then the local authority is responsible for disposal. All animal carcasses from a flood event should be disposed of by rendering or

Environmental

incineration. Hampshire County Council Trading Standards team may be able to provide advice on approved local contractors and disposal facilities.

- Disposal of Personal Property/ Household Goods - Responsibility for the disposal of personal property lies with the affected household/ business.
- Insurance companies may be able to provide assistance e.g. skip hire. Local Authorities may also be able to provide support with extra waste collections and disposal arrangements.
- Disposal of Contaminated Sandbags/ Silt - Local Authorities will provide advice on the most appropriate disposal of potentially contaminated sandbags. Any landowner who finds that their land has been contaminated by silt should be advised to contact the relevant local authority who will be able to give advice on this. Depending on the volume of sandbags needed to be collected – a coordinated approach as adopted by HCC in 2014 may be more effective. HCC implemented a countywide contract to dispose of all sandbags deployed during the floods of 2014 (92,000 in total). This did require District Authorities to collect them locally and deposit at agreed locations for collection by grab lorry.
- Saline Intrusion of Freshwater Sites / Sites of Special Scientific Interest
- Natural England and the Environment Agency may be able to provide advice.

- Pollution Caused by Flooding of Sewage Treatment or Industrial Sites

Generally such sites are regulated by the Environment Agency and site owners will need to ensure that they have appropriate contingency plans in place to deal with emergency situations, including flooding, particularly if they are at risk. Site owners concerned about what to do should be referred to the Environment Agency / relevant Water Utility Company. District Environmental Health Departments will be available to advise and support.

References:**Gloucester 2007**

- Flood Recovery Considerations from Lessons Learned from the Gloucester Floods 2007
- Overview and Scrutiny Management Committee Scrutiny Inquiry into the Summer Emergency 2007
- Gloucestershire Vulnerable People Plan 2012

Hull 2007

- After the Rain – learning the lessons from flood recovery in Hull, Whittle et al 2010

Cumbria 2009

- Cumbria Floods 2009: Needs of people - health
- Cumbria Floods 2009: Needs of people - non-health
- Cumbria Floods 2009: Dealing with Waste

Hampshire & Isle of Wight 2014

- LRF Flood Recovery Debrief 2014

Annex B - Draft News Release Warning about Severe Weather/Flooding

Headline	People are urged to prepare for possible flooding following a severe weather warning/flood warning <i>(delete as required)</i> for <i>(insert timescale)</i>
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This is an emergency broadcast *(insert if required)*

The Emergency Services are advising residents and businesses in flood-prone areas to prepare for possible flooding following a severe weather/flood warning *(delete as required)* for later today. We ask people to:

- Check the weather forecast regularly on TV, radio or the internet
- Check the Environment Agency flood warnings on:

Telephone: Floodline 0345 988 1188

Website: <https://flood-warning-information.service.gov.uk/map>

TV: local news broadcasts

(delete as required) This is purely a precautionary warning because of the weather forecast.

What should I do?

We are *(insert if applicable)* - delivering advisory leaflets to the area's most at risk and -asking householders to prepare for flooding and take the following actions:

- Prepare a flood kit with warm clothes, torch with batteries, a battery-powered radio, food, water, mobile phone (charged), first aid kit, important personal documents such as passports, bankcards and insurance details, medication and baby food if you need them. Households should keep their flood kit upstairs or in a high place downstairs.

- Make a list of useful numbers such as the emergency services, insurance company and Floodline 0345 988 1188.
- Talk about what you would do in the event of flooding with other family members/housemates.
- Make sure you know how to turn off the gas and electricity supply. Ensure you switch it off if you need to evacuate your house.
- Move people, pets, valuable items upstairs or in a high place downstairs
- If possible, move electrical equipment upstairs
- Any furniture that you cannot move upstairs, try to raise off floors
- Think about moving your car to higher ground if possible
- Block doorways, air bricks and cellar vents with bricks or a sandbag
- Alert neighbours and assist vulnerable people and those with young children
- Avoid walking and driving through floodwater, there could be hidden hazards
- *(Check sandbag situation with affected local authority and insert details)*
- If you have health worries call NHS 111 or see www.nhsdirect.nhs.uk
- Call 0800 80 70 60 to report flooding to the Environment Agency
- Refer to Environment Agency Publication “ What to do Before, During and After a Flood” which can be found at <https://www.gov.uk/prepare-for-a-flood>
- Never run a petrol or diesel generator or pump without a Carbon Monoxide detector installed near the equipment (follow manufacturers guidance)

Annex C - Draft News Release Warning DURING Severe Weather/Flooding

Headline	<p>(<i>List areas</i>) that have been affected by flooding. The Emergency Services and the Local Authority are providing advice to residents and businesses in these areas.</p>
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The Emergency Services, council, the NHS and utility companies are working closely to support people during the floods.

If in danger call 999 immediately

- Check the weather forecast regularly on TV, radio or the internet
- Check the Environment Agency flood warnings on:

Telephone: Floodline 0345 988 1188

Website: <https://flood-warning-information.service.gov.uk/map>

TV: local news broadcasts

What should I do if my property is flooded?

- Turn off the electricity, gas and water supplies if it is safe to do so
- Keep dry and out of flood water if possible
- Stay in a high place with a means of escape such as a window you can open
- Avoid sources of electricity
- Do not walk or drive through floodwater. Flooding can cause manhole covers to come off - if you have to walk or drive through flood water, expect hidden hazards under the water and take extreme care.
- Try to avoid contact with floodwater and wash your hands thoroughly if you come into contact with it
- Don't eat food that has been in contact with flood water
- Keep listening to the news and weather forecasts
- Be prepared to evacuate when advised by the Emergency Services
- If you leave your house remember to lock it

- Petrol and diesel generator pumps and driers produce Carbon Monoxide which can be deadly when used indoors
- Flood water can contain sewage, chemicals and animal waste always wear waterproof outerwear, including gloves if possible
- You can clean and disinfect your property with household cleaning products

What happens if I have to evacuate?

- Stay calm and don't panic
- Police officers or other officials will try to visit all properties at risk to advise on the requirement to evacuate
- If road conditions permit, move vehicles to unaffected areas and ask friends/families if you can share their parking facilities
- You will hear about the evacuation point for transport and the location of the reception area verbally or by leaflet
- Try to check that any elderly or vulnerable family members and neighbours know about the evacuation
- Try to tell family and friends where you are going
- Listen to the advice of the authorities and follow any instructions to leave a property

If rest centres have opened insert the following:

- An emergency rest centre has been set up by the local authority at ***(insert location)*** for evacuees who have nowhere to stay. Transport will be provided if you need it. Ring the local authority for more information ***(insert specific number if available)***.
- Try to check that any elderly or vulnerable family members or neighbours know about the evacuation.
- Try to tell family members or friends where you are going

Which roads are closed? *(insert list)*

What train and bus services are affected? *(insert list)*

Which schools are closed? *(insert list)*

What council services are affected? (insert list)

Is it safe to drink tap water? (check with the appropriate water company)

Where can I get more information?

Keep up to date with local radio: (insert list)

To report flooding:

- Flooding from main rivers and the sea - call the Environment Agency Incident line 0800 80 70 60
- Surface Water flooding or flooding on the highway - call your relevant local authority highways team.

To check on the weather see: <http://www.metoffice.gov.uk>

If you have health worries, call: NHS 111 or see <http://www.nhsdirect.nhs.uk/>

Local Authority Contact Details:

- Hampshire County Council - 0300 555 1375
- Isle of Wight Council - 01983 821000
- Southampton City Council - 023 8083 3000
- Portsmouth City Council - 023 9283 4092

Utility Company Contact Details:

- Southern Water – 0330 303 0368
- Portsmouth Water - 023 9247 7999
- Thames Valley Water – 0845 9200 800
- Bournemouth Water – 01202 590059
- South East Water - 0333 000 0365
- Scottish and Southern Energy (SSE) – 0844 306 9169
- National Grid – 0800 111 999
- British Telecom – 0800 800 150

Annex D - Draft News Release Warning AFTER Severe Weather/Flooding

Headline	<p><i>(List areas)</i> have been affected by flooding.</p> <p>The <i>(insert)</i> Council is leading the work to support residents and businesses affected by the floods.</p> <p><i>(insert number)</i> of domestic properties and <i>(insert number)</i> of businesses and <i>(insert number)</i> of schools have been affected</p>
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The council is working closely with the emergency services, the NHS and the utility companies to support people after the recent severe weather/floods.

(insert if relevant – check) A 'one-stop' flood advice centre has been opened by the council at *(insert location)* to help people affected by the floods. Opening times are: *(insert times)*

We would like to thank residents and businesses for your resilience and patience during the floods. We are doing all we can to deal with the situation.

What should I do if my property has been flooded?

- Take care as there may be hidden dangers in flood water like sharp objects, raised manhole covers and pollution
- A qualified electrician needs to check your electricity supply is safe to turn back on
- Only return to evacuated buildings if you are told it is safe by the emergency services or a council officer
- If your property or belongings are damaged, contact your insurance company. Ask their advice before starting to clear up

- Clean taps and run them before use. If there is a requirement to boil water properties will have been notified by the water company
- Dispose of all contaminated food, including defrosted food. The council will provide special waste collections – we will publish details on our website and give leaflets to affected households.
- Avoid contact with any remaining floodwater, or items having had contact with floodwater, unless wearing protective clothing. Wash your hands thoroughly afterwards.
- Ventilate your property but take sensible security precautions.

Where can I get more information?

- Find more information in our leaflet 'What to do next: advice to people affected by flooding'. All properties in the affected areas will receive a copy through your letterbox. In addition, you can obtain the leaflet from:
 - your local authority
 - By ringing the helpline and requesting a copy in the post
 - Civic Offices reception
 - From the council teams working in the affected areas
- Find more information in the Environment Agency's leaflet After a flood:
 - At <https://www.gov.uk/prepare-for-a-flood>
 - By calling 0345 988 1188 or 03708 506 506.

Which roads are closed? *(insert list)*

What train and bus services are affected? *(insert list)*

Which schools are closed? *(insert list)*

What council services are affected? *(insert list)*

Is it safe to drink tap water? *(check with appropriate water supply company)*

Keep up to date with local radio: *(Insert List)*

To obtain more information about flood warnings:

Telephone: Floodline 0345 988 1188

Website: <https://flood-warning-information.service.gov.uk/map>

TV: local news broadcasts

To report flooding:

- Flooding from main rivers and the sea - call the Environment Agency Incident line 0800 80 70 60
- Surface Water flooding or flooding on the highway - call your relevant local authority highways team.

To check on the weather see: <http://www.metoffice.gov.uk>

If you have health worries, call: NHS 111 or see <http://www.nhsdirect.nhs.uk/>

Local Authority Contact Details:

- Hampshire County Council - 0300 555 1375
- Isle of Wight Council - 01983 821000
- Southampton City Council - 023 8083 3000
- Portsmouth City Council - 023 9283 4092

Utility Company Contact Details:

- Southern Water – 0330 303 0368
- Portsmouth Water - 023 9247 7999
- Thames Valley Water – 0845 9200 800
- Bournemouth Water – 01202 590059
- South East Water - 0333 000 0365
- Scottish and Southern Energy (SSE) – 0844 306 9169
- National Grid – 0800 111 999
- British Telecom – 0800 800 150

Annex E - Draft News Release Advice to people AFFECTED by flooding

What to do next: advice to people affected by flooding

General Tips

- Do not enter deep or running floodwater. Always move slowly and carefully in water - beware of floating debris and holes you can't see in the water.
- Avoid contact with floodwater or items that have been in floodwater, unless wearing protective gloves/clothing. Always wash your hands after contact with floodwater
- Seek medical assistance if any health issues appear

What to do if your property has been flooded

Utilities

- Don't re-connect or use your gas and electricity until your Network Operator has checked their equipment and told you it is safe to do so. A qualified electrician needs to check any electrical equipment and circuits that have been exposed to floodwater.
- Boil all tap water if required to do so by your water company. When you do run the taps silt may be present in the system so you should run the taps until the water runs clear. If you think the water might be contaminated ring your water supply company for advice.
- Wash taps before you use them. Wash yours and your children's hands frequently with bottled water if your supply has not been declared fit for use. Disinfect children's toys.

Damage

- Contact your insurance company as soon as you can and follow their advice. Most insurers have a 24 hour helpline. Don't start any repair work or throw away damaged goods until the insurance company agrees.

- Take photos of any damage.
- Mark the level of the floodwater on the wall as a record.
- Don't turn on any electrical or gas appliances until they have dried out and they have been checked by a qualified electrician or GasSafe engineer.
- Beware rogue traders and workmen who arrive on your doorstep unannounced offering to do work for you, there are always people who will take the opportunity of your personal disaster to make a profit. Only use reputable companies registered with a trade association or a scheme such as 'Square Deal Trader', 'Buy with Confidence' and 'CustomerFirst'. These have received national recognition from the Office of Fair Trading and are members of the Local Authority Assured Trader Scheme Network, which sets minimum standards for local authority good trader schemes, visit the internet at Buy with Confidence website for more details.
- Ask for references. Obtain a written quote on headed notepaper with a landline contact number and address. If you have any concerns contact Trading Standards on 0845 404 0506
- We urge people to use reputable companies and individuals to undertake their work. It will pay dividends in the long run.
- Information signposting to the National Flood Forum who can help with insurance issues and flood defence products/surveys

Washing surfaces

- First wash with hot water and strong detergent/ disinfectant
- Then wash again with warm water and a chlorine bleach solution of 2 capfuls to a bucket. This will reduce the presence of bacteria and viruses.
- Once you have finished cleaning the property will need to dry out.
- Check with your insurance company before cleaning up. They may pay the costs or be able to recommend reputable firms.
- Flood water may be contaminated with chemicals, food waste, sewage and other hazardous material. Always wear protective clothing, heavy-duty rubber gloves, and rubber boots.
- Cover any cuts with a waterproof plaster
- Look out for broken glass and other debris when you are cleaning up

- Remember to ventilate your home and unblock any airbricks and doorways, whilst being mindful of security
- Dispose of all clothes, all food (including tinned, packaged and defrosted), soft furnishings, books, and soft toys that have come into contact with floodwater.
- Do not throw rubbish and damaged items outdoors. Wait for an organised collection.

Housing

- If you live in rented property your landlord is responsible for repairs.
- If you own your home or pay a mortgage on it, you are responsible for repairs.
- If you need advice on re-housing contact your local authority Housing Team

Finding it difficult to cope?

- It can be difficult to deal with the effects of a flood, and all too easy to become overwhelmed. Take things slowly and get advice. Call Citizens Advice or speak to your doctor. If your children are having difficulties, talk to the doctor and their school.
- Hardship funds and emergency loans may be available for people in serious need. However it is likely to be restricted to people who are most vulnerable – such as elderly people, families with young children and people with mental or physical disabilities – but not for people who simply didn't have household buildings and contents insurance. Alternatively, a crisis loan may be available from the Department for Work and Pensions for more information see <https://www.gov.uk/government/news/changes-to-crisis-loans-protecting-the-vulnerable> for more information. The Salvation Army may be able to help with clothing and furniture.
- If you think you qualify for a reduction in your Council Tax because your home has become unusable, contact your local authority.
- If you think the value of your home has been affected by the flooding and you feel you are in too high a council tax band, or the rateable value on which your water supply company bases your bill is too high, contact your local authority.

Helpful Contact Numbers:

- **Environment Agency (Floodline)** - 0345 988 1188
- **NHS** - 111
- **Local Authority Contact Details:**
 - Hampshire County Council - 0300 555 1375
 - Isle of Wight Council - 01983 821000
 - Southampton City Council - 023 8083 3000
 - Portsmouth City Council - 023 9283 4092

Utility Company Contact Details:

- Southern Water – 0330 303 0368
- Portsmouth Water - 023 9247 7999
- Thames Valley Water – 0800 316 9800
- Bournemouth Water – 01202 590059
- South East Water - 0333 000 0365
- Scottish and Southern Energy (SSE) – 0844 306 9169
- National Grid – 0800 111 999
- British Telecom – 0800 800 150

Annex F - Acronyms and Abbreviations

ABI	Association of British Insurers
BCA	Basingstoke Canal Authority
BT	British Telecom
CCS	Civil Contingencies Secretariat
CFRA	Chief Fire & Rescue Adviser
CILA	Chartered Institute of Loss Adjusters
COBR	Cabinet Office Briefing Room
CONOPS	Concept of Operations
CTSA	Counter Terrorism Security Advisor
CVS	Council for Voluntary Services
DBIS	Department for Business, Innovation & Skills
DLUHC	Department for Levelling Up, Housing and Communities
DECC	Department for Energy & Climate Change
DEFRA	Department for Environment, Food and Rural Affairs
DfE	Department for Education
DfT	Department for Transport
DH	Department of Health
DNO	Distribution Network Operator
EA	Environment Agency
ECC	Emergency Control Centre
ERA	Emergency Response Arrangements
FFC	Flood Forecasting Centre
FRS	Fire and Rescue Service
FRSNCC	Fire & Rescue Service National Coordination Centre
FTPAS	Fixed Telecommunications Privileged Access Scheme
GDN	Gas Distribution Networks
HE	Highways England
HART	Hazardous Area Response Team
HCC	Hampshire County Council
HIWFRS	Hampshire and Isle of Wight Fire & Rescue Service

HIOW LRF	Hampshire and Isle of Wight Local Resilience Forum
HVP	High Volume Pumps
ICB	Integrated Care Board
IEM	Integrated Emergency Management
IGT	Independent Gas Transporters
IRF	Island Resilience Forum
IWFRS	Isle of Wight Fire & Rescue Service
JRLO	Joint Regional Liaison Officer
LGD	Lead Government Department
MACA	Military Assistance to the Civil Authority
MAFP	Multi Agency Flood Plan (Response and Recovery)
MAIC	Multi Agency Information Cell
MCA	Maritime & Coastguard Agency
MIP	Major Incident Plan
MOACC	Met Office Advisor (Civil Contingencies)
MTPAS	Mobile Telephone Privileged Access Scheme
NCAF	National Coordination & Advisory Framework
NSWWS	National Severe Weather Warning Service
NTCC	National Traffic Control Centre
PAT	Partner Activation Teleconference
PWS	Public Weather Service
RCC	Regional Control Centre
RCG	Recovery Coordinating Group
RED	Resilience & Emergencies Division (DCLG)
RPU	Roads Policing Unit
RSPCA	Royal Society for the Prevention of Cruelty to Animals
RVPs	Rendezvous Points
SAR	Search and Rescue
SCAS	South Central Ambulance Service
SCC	Strategic Coordination Centre
SCG	Strategic Coordinating Group
SITREP	Situation Report

SMA	Subject Matter Adviser
SRFE	Strategic Response Framework for Emergencies
SRN	Strategic Road Network
SSEPD	Scottish and Southern Energy Power Distribution
SSSI	Site of Special Scientific Interest
STAC	Strategic & Technical Advice Cell
STOps	Strategic & Tactical Operations Unit
TCG	Tactical Coordinating Group
The "Act"	The Civil Contingencies Act 2004
TOC	Train Operating Companies
UKHSA	UK Health Security Agency
VOIP	Voice Over Internet Protocol
WHO	World Health Organisation

