

Hampshire County Multi Agency Flood Response Plan Part 1



Produced by Hampshire County Council Emergency Planning Unit
Version 1.0 September 2012

Title of Document	Hampshire County Multi Agency Flood Response Plan (Part 1)
Plan Owner	Hampshire County Council Emergency Planning Unit
Primary Plan Reviewers	<ul style="list-style-type: none"> • Hampshire County Council EPU • HIOW LRF Local Authority Group • HIOW Flood & Environment Group
Plan Review Date	September 2015

Amendment Record Sheet

Amendment Number	Amendment Location	Amendments	Amendment Effective Date
		Plan Published as Version 1.0 to reflect Multi-Agency Flood Response Plan requirement based upon the Pitt Report Recommendations 2008.	

Distribution

Organisation	Format
Hampshire Constabulary (Strategic Operations Unit)	CD / NRE
Hampshire Fire and Rescue Service (Contingency Planning)	CD / NRE
Maritime and Coastguard Agency	CD / NRE
SHIP PCT Cluster	CD / NRE
South Central Ambulance NHS Trust (inc HART)	CD / NRE
South East Coast Ambulance NHS Trust (inc HART)	CD / NRE
Environment Agency (Solent & South Downs, Wessex and Thames)	CD / NRE
Hampshire County Council – Emergency Planning Unit	Electronically / NRE
Hampshire County Council – Economy, Transport & Environment	Electronically
Basingstoke & Deane Borough Council	CD / NRE
East Hampshire District Council	CD / NRE
Eastleigh Borough Council	CD / NRE
Fareham Borough Council	CD / NRE
Gosport Borough Council	CD / NRE
Hart District Council	CD / NRE
Havant Borough Council	CD / NRE
New Forest District Council	CD / NRE

Organisation	Format
Rushmoor Borough Council	CD / NRE
Test Valley Borough Council	CD / NRE
Winchester City Council	CD / NRE
Isle Of Wight Council	CD / NRE
Portsmouth City Council	CD / NRE
Southampton City Council	CD / NRE
Cat 2 Partners (via the HLOW LRF Category 2 Group Chair)	Electronically
Surrey County Council	CD
West Berkshire Council	CD
West Sussex County Council	CD
Dorset County Council	CD
Wiltshire Council	CD
145 Brigade	CD / NRE
British Red Cross	Electronically
St John Ambulance	Electronically
Maritime Volunteer Service	Electronically
The Salvation Army	Electronically

This version of the Hampshire County Multi Agency Flood Plan is an edited public version.

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1 Background

The aim of the Hampshire County Multi Agency Flood Response Plan is to reduce the consequences and impacts of significant flood events within the Hampshire County Council area.

1.1 Purpose

The purpose of this plan is to provide relevant information and outline the response arrangements in place for a co-ordinated multi agency response to a major flooding incident. This plan supersedes previous versions and has been prepared to take into account the events of 2007 and the subsequent recommendations of the Pitt Report.

1.2 Objectives

The objective of this plan is to make provision for an effective Multi Agency response to a major flooding incident in Hampshire by: -

- (i) setting out the arrangements for placing Category 1 and 2 Responders on a response footing;
- (ii) identifying multi agency roles and responsibilities in the response arrangements;
- (iii) setting out the 24 hour contact telephone numbers for all staff and agencies with responsibilities under the plan. *(not in the public version of the document)*

Activation of the plan is intended to secure a rapid return to normality for those directly and indirectly affected by the flooding. A return to normality may take many months depending on the depth and severity of the flooding and the numbers and types of property affected.

Strategically ,”normality” would usually be considered to be the condition and circumstances which prevailed prior to the flooding incident, but it must be realised that the incident or their frequency may make this impossible or undesirable. Consideration will be given to redesign and planning improvements and opportunities taken to make changes. These may include relocating and redesigning residential areas, or changes of land use.

1.3 Risk Assessment – Community Risk Register

Sources of flood risk are various but include coastal flooding from the sea, fluvial flooding from rivers and watercourses, surface water flooding (a term used to describe direct runoff from land or urban areas), and backing up of drains and sewers. Flooding can vary greatly in the hazard it poses, depending on the way that flooding occurs e.g. the speed at which it occurs, velocity and depth of flow, the type of flooding whether river water, seawater or sewer discharge. *Hampshire and Isle Of Wight Local Resilience Forum Risk Assessment Working Group* has assessed the potential impact and likelihood of a Major Flooding Emergency (as part of the Community Risk Register) as **high**. The risk assessment methodology used is detailed in the Community Risk Register documentation.

1.4 Definitions

A major flooding incident is one which involves the flooding of a significant number of properties or significant disruption to key parts of a community infrastructure. The main sources of flooding are:

- **Fluvial (River Flooding)** that occurs when a watercourse cannot cope with the water draining into it from the surrounding land. This can happen, for example when heavy rain falls on an already waterlogged catchment.
- **Coastal Flooding (Tidal)** that results from a combination of high tides and stormy conditions. If low atmospheric pressure coincides with a high tide, a tidal surge may happen which can cause serious flooding.
- **Groundwater Flooding** that occurs when water levels in the ground rise above surface levels. It is most likely to occur in areas underlain by permeable rocks called aquifers. These can be extensive, regional aquifers such as chalk or sandstone or may be more local sand or river gravels in valley bottoms underlain by less permeable rocks.

- **Surface Water Flooding** (pluvial) which occurs when heavy rainfall overwhelms the drainage capacity of the local area. It is difficult to predict and pinpoint much more so than river or coastal flooding. HCC Economy, Transport and Environment Dept (Highways) will co-ordinate the response to highways and surface water flooding issues. Area Highways Offices record flooding incidents and co-ordinate the HCC Highways Contractor response. Surface Water Management Plans are currently being produced by HCC Economy, Transport and Environment Department. It is anticipated that there will be full coverage of all Hampshire Districts by 2015. Historical data of surface water flooding and the mapping of specific “hotspots” will enable responding agencies to mitigate flood risk and “tailor” their response if necessary.

It is not the intention of this Multi Agency Flood Plan to replicate the Surface Water Management Plans for each District Council area. However, once available, Surface Water Flooding hotspots can be added to the Community Risk Summary Sheets in Part 2 of the Hampshire Multi Agency Flood Plan.

- **Sewer Flooding** occurs when sewers are overwhelmed by heavy rainfall or when they become blocked. The likelihood of flooding depends on the capacity of the local sewerage system. Land and property can be flooded with water contaminated with raw sewage as a result. Rivers can also become polluted by sewer outflows.
- **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 that 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 Top-tier Local Authorities (Hampshire County Council) to prepare a Generic Offsite Plan and supporting maps for Reservoir Emergencies. Such emergencies may result from breach of any reservoir within its boundaries, or be related to reservoir inundation from a reservoir outside it's boundaries but resulting in flooding in Hampshire. The Environment Agency has listed the reservoirs in England that hold more than 20,000 cubic metres of water which require an Onsite “Site Specific” Emergency Plan. Currently there are no reservoirs in

Hampshire that require Onsite “Site Specific” plans. The Hampshire County Multi Agency Flood Response Plan details the response framework for all sources of flooding – including reservoir inundation. There are no plans therefore to produce a separate Generic Reservoir Offsite Plan. The Environment Agency holds copies of all supporting maps and has shared them with multi agency partners who can ensure a planned response to flooding caused by reservoir inundation.

- **Burst water mains** A burst water main can lead to the rapid flooding of local roads and surrounding properties. The relevant Water Supply Company are responsible for their supply up to and including the water stopcock.
- **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 (HCC) and Surrey County Council (SCC). 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 HCC 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 principals of response from the Hampshire Multi Agency Flood Response Plan can mitigate a breach of the Basingstoke Canal (evacuation, warning and informing etc). The Basingstoke Canal has it’s own trigger mechanisms in place – all of which are contained within the plan.

Major Flooding also requires the implementation of special arrangements by one or more of the emergency services, the Local Authority and the Environment Agency for one or more of the following:

1. The initial treatment, rescue and transport of a large number of casualties or evacuees.
2. The direct or indirect involvement of large numbers of people
3. The handling of a large volume of enquiries generated both from the public and the media.
4. The mobilisation and organisation of the emergency services and supporting organisations e.g. Local Authority, to cater for the threat of death, serious injury or homelessness to a large number of people, damage to property, health, waste and cleansing etc.
5. The co-ordination of all elements of the council's response (County and District) and liaison with the emergency services and other agencies involved.

1.5 Format

This plan follows the template provided in the Government publication "Emergency Preparedness" (2005). In addition to general information, it sets out details of activation and actions to be taken by key staff in the event of a flooding incident at each level of alert issued by the Environment Agency. Part 1 of this plan will contain a number of appendices that will remain restricted due to the personal information they may contain. The plan reflects the guidance for Multi-Agency Flood Plans issued by the Civil Contingencies Secretariat in February 2008, and updated in May 2010.

1.6 Scope

The plan is designed to outline the Multi Agency response to general flooding related incidents, the actions and liaison required, and contacts and information to assist those responding. This plan is not designed to replicate Hampshire and Isle Of Wight LRF Partner Major Incident Plans. However, depending on the scale of likely flooding, or the impact such flooding may have upon the County's ability to operate, it may be appropriate to implement partner Major Incident and Recovery Plans at the outset, or later, to co-ordinate the response to such incident.

This plan has been produced to respond to incidents within the Hampshire County Council area – Isle Of Wight Council, Portsmouth City Council and Southampton City Council have produced their own Multi Agency Flood Plans detailing their own risks and actions. However – the remaining multi agency roles for all local authority areas remain the same.

This plan does **not** deal with minor incidents and particularly those where there is no threat to life or property. It may, however, be appropriate to adapt this plan to assist in the response to minor localised incidents such as those caused by burst water mains or an accumulation of surface water. Minor incidents will be dealt with by normal call-out arrangements e.g. Hampshire County Council Economy, Transport and Environment Dept (Highways Contractor) will deal with road closures necessitated by large volumes of standing water caused by sudden excess rainfall.

The flood warning and planning arrangements initiated by the Environment Agency and to which this plan refers relate to risks from **main rivers, the sea and groundwater**

Flood response within specific communities will be covered in **Part 2** of the *Hampshire County Multi Agency Flood Response Plan*. Detailed Community Risk Summary Sheets based on the flood modelling provided by the Environment Agency will enable tactical managers to determine priorities on the allocation of equipment & resources for:

- Evacuation
- Protection of essential services / critical infrastructure
- Identification of vulnerable people / sites (schools, care homes, caravan parks)

Hampshire and Isle Of Wight Local Resilience Forum are actively engaging with communities at risk from flooding – assisting in the production of Community Plans and the establishment of Flood Action Groups.

1.7 Audience

The intended audience for this plan are Category 1 & 2 Responders within the Hampshire and Isle Of Wight Local Resilience Forum area who have a role in responding to flooding incidents.

An edited version of this document will be made available to the public to assist in promotion of flood awareness and personal response plans within local communities within which flooding is likely to impact. Wherever possible the public should be referred to the Environment Agency for advice and guidance on flooding.

If HCC receives a Freedom Of Information request, it will be considered in accordance with the legislation and appropriate parties will be contacted reference non-disclosure of their provided information. Personal data will not be disclosed under a FOI request.

1.8 Related Documentation

Whilst this plan caters for flood related events, a range of other HIOW LRF exist in support.

These include:

- Hampshire County Council Major Incident and Community Recovery Plan
- Hampshire Districts' Emergency Response Plans (Version 2.0)
- HCC Prepared Rest Centre Guidance
- HCC / District Council Business Continuity Plans
- HCC / District Council Strategic Flood Risk Assessments
- HCC Basingstoke Canal Emergency Response Plan
- Portsmouth City Council Multi Agency Flood Plan / Major Incident Plan 2011
- Southampton City Council Multi Agency Flood Plan / Major Incident Plan 2011
- Hampshire & Isle Of Wight LRF Media Plan 2010

- HLOW LRF Community Resilience & Recovery Plan
- HLOW LRF Humanitarian Assistance Guidance 2008
- DEFRA (Lead Government Department) Plan for Flooding in England
- A Guide to Engaging with the Voluntary Sector – Version 2.0
- Hampshire and Isle of Wight LRF Adverse Weather Office Operational Manual
- Hampshire and Isle Of Wight LRF Water Distribution Plan (Draft)

1.9 Empowering Legislation

The Civil Contingencies Act 2004 places a duty on Category 1 Responders to plan for and respond to major emergencies. Additional legislation in the form of the Local Government Act 1972 (Section 138) provides limited powers to local authorities to incur expenditure in connection with any imminent major incident or the likelihood of such, if they consider it necessary to avert, alleviate or eradicate the effects or potential effects of the emergency on their inhabitants.

In extreme circumstances, the Government may initiate emergency powers in order to ensure the required response and agency capability. Section 2 of the Local Government Act 2000 allows an authority to do anything necessary for the well being of its community and to incur expenditure in doing so. This would cater for routine costs incurred in contingency planning. The Bellwin Scheme, operated by the Dept for Communities and Local Government (DCLG) may also apply. More information is available in Section 6 of this plan.

The Flood and Water Management Act 2010 identified Hampshire County Council as a lead local flood authority. Upon learning of a flood event, the County Council will consider whether an investigation should be carried out under Section 19 of the Flood and Water Management Act, in order to determine which risk management authorities have relevant flood risk management functions and whether each of those authorities has exercised or is proposing to exercise those functions in response to the flood.

1.10 Training and Exercising

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. There is value to carrying out joint training and exercising at both the strategic and tactical level. Whilst tactical level training should be co-ordinated by each individual agency strategic and wide-area training and exercising should be co-ordinated through the HLOW LRF Training and Exercising Group / HLOW LRF Flood & Environment Group. Individual aspects of the plan, and supporting plans, can be tested through other exercises where the capability is demonstrated, for example activation of a Prepared Rest Centre or Strategic Coordination Centre activity.

1.11 Review and Validation

The plan is a working document, and will need to be adapted as and when incidents occur and lessons are learned, or because of changes to legislation, personnel or restructuring. 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 exercises, usually in individual elements, throughout its life cycle, and the resulting information will form the basis of the review/revisions.

As the author of this plan, Hampshire County Council Emergency Planning Unit will ensure that inter-agency partners (Category 1 and 2 Responders); the voluntary sector and elected members are engaged in the training and exercising process where appropriate. Their role and the contribution they make to the emergency response is recognised and valued.

2 Warning Codes

2.1. Environment Agency & Met Office Warnings

There are several types of warning for potential flood events:

Product	Who issues	Type of flooding
Daily flood guidance statements	Flood Forecasting Centre	All
National Severe Weather Warning Service	Met Office	All
Flood warning service	EA	River and coastal
Groundwater Flood Alerts	EA	Groundwater

The Environment Agency has the lead role for managing the issue of flood warnings 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. When there is the risk of a flood, it aims to issue warnings either via the media or directly.

The Environment Agency uses 3 flood codes to indicate the level of predicted risk:

- 1. Flood alert**
- 2. Flood warning**
- 3. Severe flood warning**

Environment Agency flood warnings are issued directly to the public, responders and the media through a 24 hour warning system called Floodline Warnings Direct. If a Flood Warning or Severe Flood Warning is issued a recorded message is sent directly to all landline numbers, including ex-directory, in that flood warning area. Members of the public and businesses can also sign up to receive warning messages through phone, fax, text, email or pager.

Members of the public can also call the EA 24 hour phone line Floodline 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 Removed” messages. This will tell people the flood threat has passed and no further flooding is expected in their area. They will be issued through Floodline Warnings Direct and reflect on the Environment Agency website.

Cat 1 and 2 Responders in Hampshire are all registered to receive flood warnings. It is the responsibility of each responding organisation to cascade the information received to the appropriate people to ensure that their response is in accordance with Section 4 of this plan.

The flood warning codes only apply to fluvial, coastal and groundwater flooding.

<p>Online Flood Forecast</p>	<p>What it means Be aware. Keep an eye on the weather situation.</p>	<p>When it's used Forecasts of flooding on our website 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 on our website.
	<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 dictate the possibility of flooding.</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.
	<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.</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. <p>Call 999 if you are in immediate danger.</p>
<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.

2.2 Flood Warning Areas

The Flood Warning Service applies to flooding from rivers, the sea and groundwater in specific locations, which are known as "Flood Warning Areas". They are detailed on the Flood Warning Area map at 2.2(A) and 2.3(A) of this document.

Severe Flood Warnings will only be issued to forecast major incidents where flooding is likely to pose danger to life and property or at least 100 homes or businesses may be flooded.

The Environment Agency aims to give 2 hours flood warning where it can forecast flooding. However, this is not always possible. Weather forecasts may be wrong, warnings may be issued too late, or flash floods may catch everyone by surprise.

Specific warnings cannot be given for many small rivers and streams. Often these rise too fast for warnings to be issued. The same applies to flooding from road drains, sewers or runoff from hillsides.

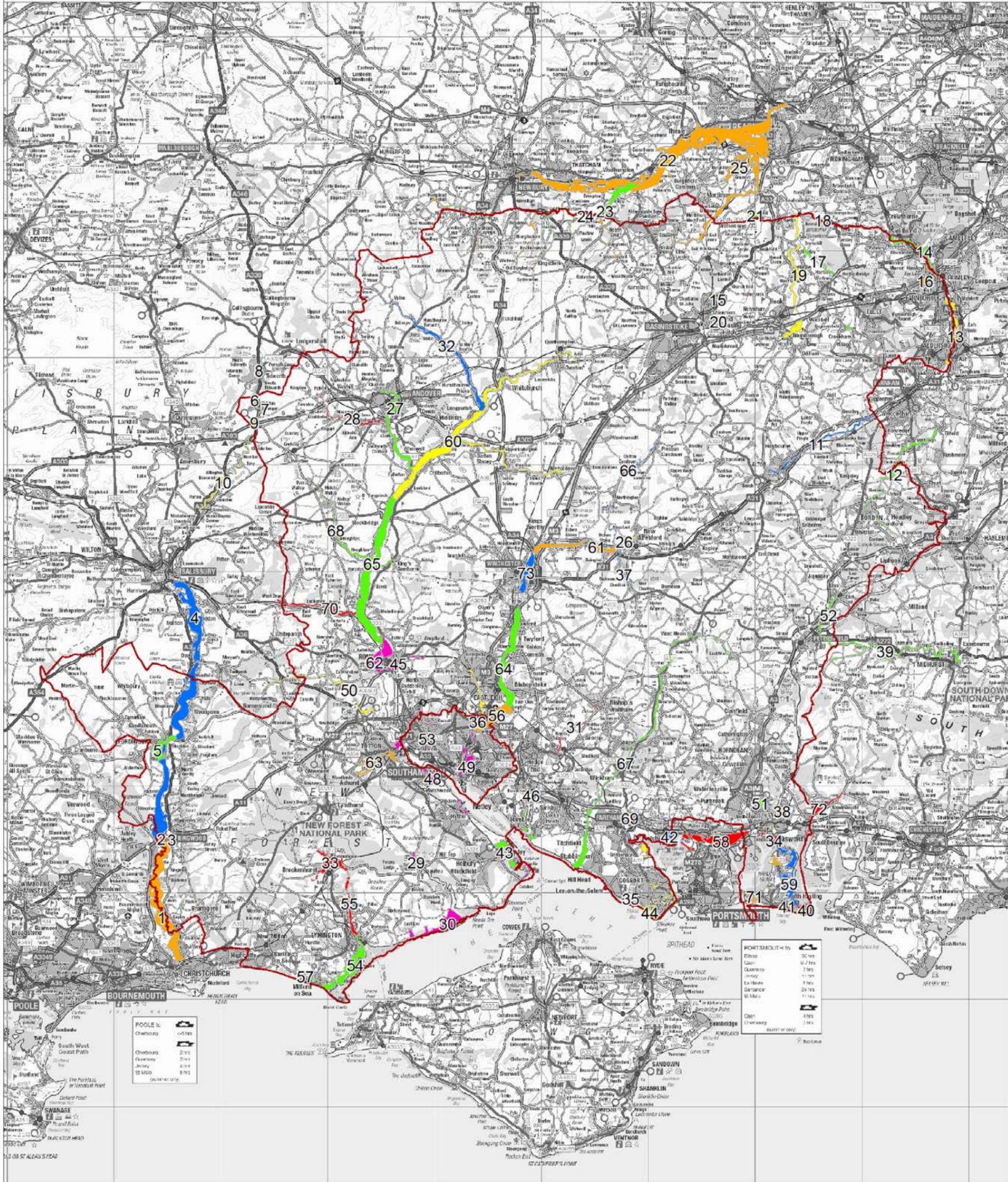
Flood warnings are broadcast on many local TV and radio stations during weather and traffic bulletins. Broadcast information covering Hampshire can be found in Section 5, of this document "Media and Public Information". This information is also available on the Environment Agency (EA) website at:

<http://www.environment-agency.gov.uk/homeandleisure/floods/31618.aspx/>

Local and national weather forecasts on BBC and Independent Television and regional weather pages on TV digital text services. Social media (twitter) also provides updates where people are registered to receive this service.

2.2 (A) Flood Warning Area Map for Hampshire

2.2 (A) Hampshire Fluvial and Coastal Flood Warning Areas



Legend:

- Environment Agency Flood Warning Areas
- Hampshire County Council Boundary

1 Lower Avon from Ringwood to Christchurch	21 River Loddon at Sherfield on Loddon	41 Eastoke	61 Overton to Abbots Worthy on the River Itchen
2 Lower Avon at The Bridges and Stubbings Meadow in Ringwood	22 River Kennet, Foudry Brook and their tributaries from Newbury to Reading	42 Fareham to Portchester	62 River Test at Romsey
3 Lower Avon at Ringwood Town	23 River Itchen and its tributaries from West Woodhay to Aldersham	43 Fawley	63 Rushington and Ding on the Barley Water
4 Middle Avon from Salisbury to Ringwood	24 River Embrose from Gore End down to Aldersham	44 Gosport	64 Shafton to Bishopscote on the River Itchen
5 Middle Avon at Fordingbridge	25 Foudry Brook from Stratfield Mortimer to Green Park	45 Hatherly to Romsey Town Centre on the Tadburn Lake	65 Stockbridge to Timsbury, including Kings Sotome, on the River Test
6 River Bourne at Upper Tidworth and Central Slingshot Basinger	26 Andover on the River Anton	46 Hamble Estuary	66 The Caribons
7 River Bourne at Lower Tidworth and Lower Slingshot Basinger	27 Andover on the River Anton	47 Hamble Town Centre on the Lavant Stream	67 The Moor Valley
8 River Bourne at Lower Tidworth and Lower Slingshot Basinger	28 Arena Valley on the Pithill Brook	48 Hythe, Marchwood, Eling, and Redbridge	68 The Wallops
9 River Bourne at Tidworth and Slingshot Basinger	29 Bassilau on the Mill Dam Pond	49 Richon Estuary	69 Wainston
10 River Bourne from Parkhouse Corner to Pithan	30 Bassilau to Calthor	50 Landford to Wade Bridge on the River Blackwater	70 West Dean to Dunbridge on the River Dun
11 River Way at Alton	31 Bishops Waltham and Bodley on the River Hamble	51 Leigh Park and Goshampton on the Hermitage Stream	71 West Haying
12 River Way at Passfield Mill Business Park, Standford, Frensham and Millbridge	32 Bourne Valley	52 Liss to Steel Mill on the Wester Rother	72 Westbourne on the River Embs
13 River Blackwater at Aldershot and Farnborough	33 Brookhurst on the River Lymington	53 Landa Hill to Millbrook, on the Tanners Brook	73 Winchester
14 River Blackwater at Cammerley and Sandhurst	34 Brockhampton, Langstone, and Emmsworth	54 Lymington and Keyhaven	
15 Pithill Brook at Christham	35 Bimbleton on the River Awer	55 Lymington	
16 Cove Brook at Farnborough	36 Chandlers Ford to Swanfaring	56 Mansbridge and Woodmill on the River Itchen	
17 River Hart at Crookham Village, Hartley Wintney and Risley	37 Chertson	57 Milford on Sea on the Dianas Stream	
18 River Blackwater at Eversley and Bramhill	38 Crosslands Drive and West Leigh, Havant, on the Lavant Stream	58 North Harbour to Parlington	
19 River Winkfield at North Wamborough, Hook and Risley	39 Dunford Mill to Midhurst, including lands on the Western Rother	59 Hartley to Selmore, Haying Island	
20 River Loddon at Old Basing	40 Eastoke Southport and South Haying	60 Overton to Longstock, including Whitchurch and Middleton on the River Test	

2.2 (B) Communities within Coastal & Fluvial Flood Warning Areas

District	Community	Flood Warning Area	Flood Warning Area Description	Type of warning area
Basingstoke and Deane	Basingstoke	River Loddon at Old Basing	River Loddon at Old Basing including Wildmore, Hampshire	Fluvial
	Chineham	Pettys Brook at Chineham	Pettys Brook at Chineham, Hampshire	Fluvial
	Kingsclere	River Enborne and its tributaries from West Woodhay to Aldermaston	the River Enborne and its tributaries from West Woodhay to Aldermaston, including Gore End, Enborne Row, Newtown, Bishops Green and Brompton	Fluvial
	Sherfield-on-Loddon	River Loddon at Sherfield-on-Loddon	River Loddon at Sherfield-on-Loddon including Stratfield Turgis and properties around Stanford End and Beech Hill, Hampshire and Berkshire	Fluvial
	St Mary Bourne and Stoke	Bourne Valley	Vernham Dean, Upton, Ibthorpe, Hurstbourne Tarrant, Stoke and St Mary Bourne on the Bourne Rivulet	Fluvial
	The Candovers	The Candovers on the Candover Stream	Axford, Preston Candover, Chilton Candover and Brown Candover on the Candover Stream	Fluvial
	Whitchurch area	Overton to Longstock, including Whitchurch and Middleton on the River Test	Overton, Whitchurch, Middleton, and Longstock on the River Test, and Micheldever on the River Dever	Fluvial
East Hampshire	Alton	River Wey at Alton	River Wey and Caker Stream at Alton and the River Wey at Upper Froyle and Bentley, Hampshire	Fluvial
	Bordon	River Wey at Passfield Mill Business Park, Standford, Frensham and Millbridge	River Wey South Branch at Passfield Mill Business Park, Standford, Frensham and Millbridge, Hampshire and Surrey	Fluvial
	East Meon	Meon Valley	East Meon, West Meon, Warnford, Meonstoke, Wickham and Titchfield on the River Meon	Fluvial
	Liss	Liss to Sheet Mill	The River Rother from Liss to Sheet including, the B3006, Princes Marsh, Adhurst Wood, Taro leisure centre & council offices and Sheet Mill	Fluvial
	Petersfield	Durford Mill to Midhurst	The River Rother from Durford Mill to Midhurst including Iping, Dumpford, Trotton, Steadham, Chithurst, the A272 at Midhurst and Easbourne	Fluvial
Liss to Sheet Mill		The River Rother from Liss to Sheet including, the B3006, Princes Marsh, Adhurst Wood, Taro leisure centre & council offices and Sheet Mill	Fluvial	

District	Community	Flood Warning Area_Name	Flood Warning Area Description	Type of warning area
Eastleigh	Botley	Bishops Waltham and Botley on the River Hamble	Bishops Waltham and Botley on the River Hamble	Fluvial
	Bursledon	Hamble Estuary	tidal areas of the Hamble Estuary, including Hamble, Bursledon, and Warsash	Coastal
	Chandlers Ford	Chandlers Ford to Swaythling on the Monks Brook	Chandlers Ford to Swaythling on the Monks Brook	Fluvial
	Eastleigh	Shawford to Bishopstoke on the River Itchen	Shawford, Twyford, Bambridge, Highbridge and Bishopstoke on the River Itchen	Fluvial
	Hamble	Hamble Estuary	tidal areas of the Hamble Estuary, including Hamble, Bursledon, and Warsash	Coastal
Fareham	Fareham	Fareham to Portchester	tidal areas from Fareham to Portchester	Coastal
	Portchester	Fareham to Portchester	tidal areas from Fareham to Portchester	Coastal
	Titchfield	Meon Valley	East Meon, West Meon, Warnford, Meonstoke, Wickham and Titchfield on the River Meon	Fluvial
	Wallington	Fareham to Portchester	tidal areas from Fareham to Portchester	Coastal
		Wallington on the River Wallington	Wallington on the River Wallington	Fluvial
	Warsash	Hamble Estuary	tidal areas of the Hamble Estuary, including Hamble, Bursledon, and Warsash	Coastal
Gosport	Gosport	Browndown on the River Alver	Browndown on the River Alver	Fluvial
		Gosport	tidal areas at Gosport, including Clayhall, Forton, Priddy's Hard, and the Town Centre	Coastal
Hart	Blackwater	River Blackwater at Camberley and Sandhurst	River Blackwater at Camberley and Sandhurst including Frimley Business Park, Shepherd Meadows Nature Reserve and Trilakes Country Park, Surrey and Berkshire	Fluvial
	Bramshill area	River Hart at Crookham Village, Hartley Wintney and Riseley	River Hart at Crookham Village, Hartley Wintney and Riseley including Dogmersfield, Hampshire	Fluvial
		River Whitewater at North Warnborough, Hook and Riseley	River Whitewater at North Warnborough, Hook and Riseley including Heckfield, Hampshire	Fluvial
	Dogmersfield	River Hart at Crookham Village, Hartley Wintney and Riseley	River Hart at Crookham Village, Hartley Wintney and Riseley including Dogmersfield, Hampshire	Fluvial
	Hartley Wintney area	River Hart at Crookham Village, Hartley Wintney and Riseley	River Hart at Crookham Village, Hartley Wintney and Riseley including Dogmersfield, Hampshire	Fluvial

	Hook area	River Whitewater at North Warnborough, Hook and Riseley	River Whitewater at North Warnborough, Hook and Riseley including Heckfield, Hampshire	Fluvial
	Lower Common and Eversley	River Blackwater at Eversley and Bramshill	River Blackwater at Eversley and Bramshill, Hampshire and Berkshire	Fluvial
Havant	Brockhampton	Brockhampton, Langstone, and Emsworth	tidal areas at Brockhampton, Langstone, and Emsworth	Coastal
	Emsworth	Brockhampton, Langstone, and Emsworth	tidal areas at Brockhampton, Langstone, and Emsworth	Coastal
		Emsworth	The River Ems at Emsworth including A27, A259 and Lumley Road	Fluvial
		Westbourne	The River Ems at Westbourne including New Brighton, Commonside and the B2147 at Racton House	Fluvial
	Havant	Crosslands Drive and West Leigh, Havant, on the River Lavant	Crosslands Drive and West Leigh, Havant, on the River Lavant	Fluvial
		Havant Town Centre on the River Lavant	Havant Town Centre on the River Lavant	Fluvial
		Leigh Park and Bedhampton on the Hermitage Stream	Leigh Park and Bedhampton on the Hermitage Stream	Fluvial
	Hayling Island	Eastoke and South Hayling	coast at Eastoke and South Hayling	Coastal
		Northney to Selsmore, Hayling Island	tidal areas from Northney to Selsmore, including Tye and Mengham	Coastal
		West Hayling	tidal areas at West Hayling, including Sinah and Stoke	Coastal
	Langstone	Brockhampton, Langstone, and Emsworth	tidal areas at Brockhampton, Langstone, and Emsworth	Coastal
	New Forest	Beaulieu	Beaulieu on the Mill Dam Pond	Beaulieu on the Beaulieu River and Mill Dam Pond
Beaulieu to Calshot			coast from Beaulieu to Calshot	Coastal
Breamore and Woodgreen		Middle Avon from Salisbury to Ringwood	Areas in Britford, Charlton All Saints, Downton and Fordingbridge in close proximity to the River Avon.	Fluvial
Brockenhurst		Brockenhurst on the River Lymington	Brockenhurst on the River Lymington and The Weirs through Angel Valley	Fluvial
Eling		Hythe, Marchwood, Eling, and Redbridge	coast at Hythe, Marchwood, Eling, and Redbridge	Coastal
Fawley		Fawley	coast at Fawley, including Fawley Power Station and Oil Refinery	Coastal
Fordingbridge		Middle Avon at Fordingbridge	Roman Quay, Timbermill Court, Bowerwood	Fluvial
		Middle Avon from Salisbury to Ringwood	Areas in Britford, Charlton All Saints, Downton and Fordingbridge in close proximity to the River Avon.	Fluvial

	Hythe	Hythe, Marchwood, Eling, and Redbridge	coast at Hythe, Marchwood, Eling, and Redbridge	Coastal
	Lymington	Lymington on the River Lymington	Lymington on the River Lymington	Fluvial
		Lymington and Keyhaven	coast at Lymington and Keyhaven	Coastal
	Marchwood	Hythe, Marchwood, Eling, and Redbridge	coast at Hythe, Marchwood, Eling, and Redbridge	Coastal
	Milford on Sea	Milford on Sea on the Danes Stream	Milford on Sea on the Danes Stream	Fluvial
	Ringwood	Lower Avon at The Bridges and Stubbings Meadow in Ringwood	Kingsby Lane, Bickerley Terrace, West Street, Riverside, Lynes Lane, Kings Arm Lane, Strides Lane and Market Place in Ringwood	Fluvial
		Lower Avon at Ringwood Town	Kingsbury Lane, Bickerley Terrace, Stubbing Meadows, West Street	Fluvial
		Lower Avon from Ringwood to Christchurch	Bickerley, Ringwood. B3347 from Christchurch to Sopley Road.	Fluvial
		Middle Avon at Fordingbridge	Roman Quay, Timbermill Court, Bowerwood	Fluvial
		Middle Avon from Salisbury to Ringwood	Areas in Britford, Charlton All Saints, Downton and Fordingbridge in close proximity to the River Avon.	Fluvial
Totton	Rushington and Eling on the Bartley Water	Ashurst Bridge, Rushington, Brokenford and Eling on the Bartley Water	Fluvial	
Rushmoor	Aldershot	River Blackwater at Aldershot and Farnborough	River Blackwater at Aldershot and Farnborough including Lakeside Park, Ash Vale, Farnborough Park and Mytchett, Hampshire and Surrey	Fluvial
	Farnborough	Cove Brook at Farnborough	Cove Brook at Farnborough including Hawley Bridge, Hampshire	Fluvial
		River Blackwater at Aldershot and Farnborough	River Blackwater at Aldershot and Farnborough including Lakeside Park, Ash Vale, Farnborough Park and Mytchett, Hampshire and Surrey	Fluvial

Test Valley	Andover	Andover on the River Anton	Andover, Upper Clatford and Goodworth Clatford on the River Anton	Fluvial
	Anna Valley	Anna Valley on the Pillhill Brook	Fyfield, Amport, Monxton and Abbotts Ann on the Pillhill Brook	Fluvial
	Dunbridge and West Dean	West Dean to Dunbridge on the River Dun	West Dean, Butts Green and Dunbridge on the River Dun	Fluvial
	Middleton and Longstock	Overton to Longstock, including Whitchurch and Middleton on the River Test	Overton, Whitchurch, Middleton, and Longstock on the River Test, and Micheldever on the River Dever	Fluvial
	Romsey	Halterworth to Romsey Town Centre on the Tadburn Lake	Halterworth, Harefield, The Hundred, Romsey Rapids and Romsey Town Centre on the Tadburn Lake	Fluvial
		River Test at Romsey	Romsey from Greatbridge to Middle Bridge on the River Test	Fluvial
	Shipton Bellinger	River Bourne from Parkhouse Corner to Porton	Parkhouse Corner, Cholderton, Newton Tony, Allington, Boscombe, Idminton and Porton	Fluvial
		River Bourne at Tidworth and Shipton Bellinger	Rectory Close, and Trinity View Road in Tidworth and at the High Street in Shipton Bellinger	Fluvial
		River Bourne at Tidworth and Shipton Bellinger Village Centres	Luggershall Road and Penning Road North of Plassey Close in Tidworth and at High St Junction with Bulford Road in Shipton Bellinger	Fluvial
	Stockbridge area	Stockbridge to Timsbury, including Kings Somborne, on the River Test	Stockbridge, Kimbridge and Timsbury on the River Test and Kings Sombourne on the Sombourne Stream	Fluvial
	The Wallops and Broughton	The Wallops on the River Wallop	Over Wallop, Middle Wallop and Nether Wallop on the Wallop Brook	Fluvial
	Vernham Dean to Hurstbourne Tarrant	Bourne Valley	Vernham Dean, Upton, Ibthorpe, Hurstbourne Tarrant, Stoke and St Mary Bourne on the Bourne Rivulet	Fluvial
West Wellow	Landford to Wade Bridge on the River Blackwater	Landford, Wellow Mill and Wade Bridge on the River Blackwater	Fluvial	
Winchester	Alresford	Alresford on the River Arle	Alresford on the River Arle	Fluvial
	Bishops Waltham	Bishops Waltham and Botley on the River Hamble	Bishops Waltham and Botley on the River Hamble	Fluvial
	Cheriton	Cheriton on the Cheriton Stream	Cheriton on the Cheriton Stream	Fluvial
	West Meon, Warnford and Meonstoke	Meon Valley	East Meon, West Meon, Warnford, Meonstoke, Wickham and Titchfield on the River Meon	Fluvial
	Itchen Abbas area	Ovington to Abbotts Worthy on the River Itchen	Ovington, Itchen Abbas and Abbotts Worthy on the Upper Itchen	Fluvial

	Micheldever	Overton to Longstock, including Whitchurch and Middleton on the River Test	Overton, Whitchurch, Middleton, and Longstock on the River Test, and Micheldever on the River Dever	Fluvial
	Shawford and Twyford	Shawford to Bishopstoke on the River Itchen	Shawford, Twyford, Bambridge, Highbridge and Bishopstoke on the River Itchen	Fluvial
	Wickham	Meon Valley	East Meon, West Meon, Warnford, Meonstoke, Wickham and Titchfield on the River Meon	Fluvial
	Winchester	Winchester on the River Itchen	Winchester City Centre from Riverside Park to Wharf Mill on the River Itchen	Fluvial

2.3 Groundwater Flooding

Groundwater Briefing Notes

The Environment Agency now use the same system to issue groundwater alerts as they do for other types of flooding. Groundwater Briefing Notes will continue to be issued when groundwater levels are of a notable level across Hampshire. Briefing notes will be issued via an email link – it is up to the recipient to open the link and check for updates. They can be found on the Environment Agency Website.

Groundwater Flood Alerts

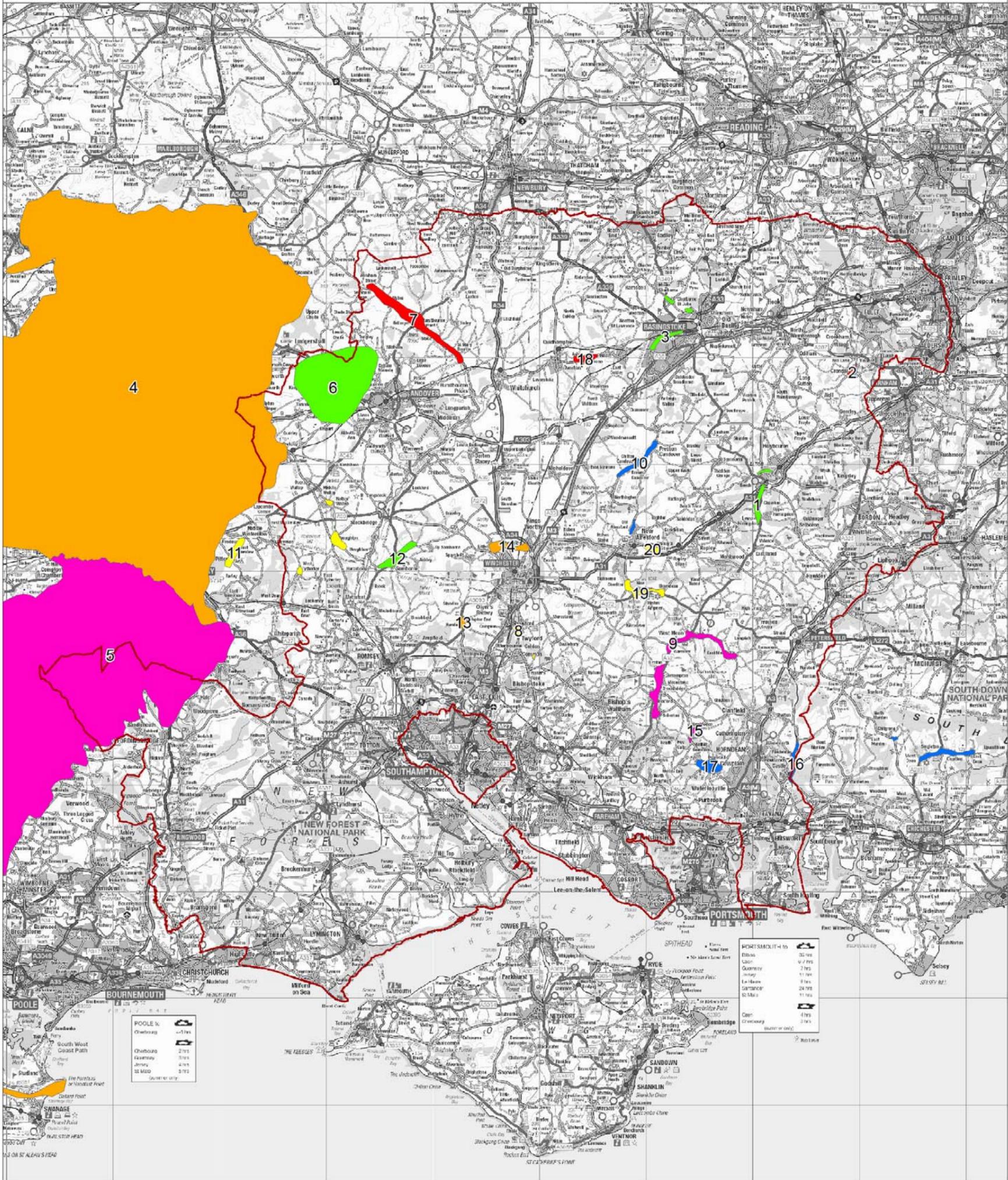
In addition to the Groundwater Briefing Notes, the Environment Agency will also issue a Groundwater Flood Alert for up to 5 days before if they feel that “flooding is possible” for specific locations / communities. The alert will be emailed with as much specific information as possible. The information will also be available on Floodline (0845 9 88 11 88) by entering the “Quickdial” codes below to receive the latest information. Once a Flood Alert has been issued, the information will be updated on Floodline every 24 hours during the first week and on a weekly basis after that.

2.3(A) Groundwater Flood Alert Areas

The specific locations / communities that the Environment Agency will issue Groundwater Flood Alerts for are:

Flood Alert Area	Quickdial Code	Map Ref	EA Area
Alton	171909	1	West Thames
Crandall	171908	2	West Thames
Basingstoke & Sherborne St John	171907	3	West Thames
Salisbury Plain Area	0452	4	Wessex
Cranborne Chase area	04515	5	Wessex
Villages to north east of Andover	0122622	6	Solent & South Downs
Vernham Deane, Upton and Bourne Valley	0122621	7	Solent and South Downs
Twyford & Hensting	0122635	8	Solent & South Downs
Meon Valley from Soberton to East Meon	0122641	9	Solent & South Downs
Candovers & Old Alresford	0122612	10	Solent & South Downs
Pitton, West Tytherley, Nether Wallop and Broughton	0122623	11	Solent & South Downs
Kings Somborne and Little Somborne	0122624	12	Solent & South Downs
Hursley	0122631	13	Solent & South Downs
Headbourne Worthy & Littleton	0122632	14	Solent & South Downs
Hambledon	0122636	15	Solent & South Downs
Finchdean, Dean End Lane & Rowlands Castle	0122642	16	Solent & South Downs
Denmead	0122637	17	Solent & South Downs
Deane and Ashe in North Hampshire	0122611	18	Solent & South Downs
Bramdean & Cheriton	0122634	19	Solent & South Downs
Bishops Sutton	0122633	20	Solent & South Downs

2.3 (B) Hampshire Groundwater Flood Alert Areas



- Legend:**
- Environment Agency Flood Alert Areas
 - Hampshire County Council Boundary
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Ordnance Survey 100024198.
© Environment Agency.
- 1 Groundwater flooding in Alton
 - 2 Groundwater flooding in Cranfield
 - 3 Groundwater flooding in Hasling
 - 4 Groundwater flooding in the Salisbury Plain area
 - 5 Groundwater flooding in the Cranborne Chase area
 - 6 Groundwater flooding in villages to the north east of Andover
 - 7 Groundwater flooding in Verulam, Deane, Upton and the Bourne Valley
 - 8 Groundwater flooding in Tisbury and Hindring
 - 9 Groundwater flooding in the Meon Valley from Soberton to East Meon
 - 10 Groundwater flooding in the Chandovers and Old Alresford
 - 11 Groundwater flooding in Pitlor, West Tisbury, Nether Wallop and Broughton
 - 12 Groundwater flooding in Kings Somborne and Little Somborne
 - 13 Groundwater flooding in Hursley
 - 14 Groundwater flooding in Headbourne Worthy and Littleton
 - 15 Groundwater flooding in Hambleton
 - 16 Groundwater flooding in Finchdean, Dean Lane End and Rowlands Castle
 - 17 Groundwater flooding in Denmead
 - 18 Groundwater flooding in Deane and Ashe in North Hampshire
 - 19 Groundwater flooding in Bramdown and Cheriton
 - 20 Groundwater flooding in Bishops Sutton

2.4 Flood Forecasting Centre

The Flood Forecasting centre was established in April 2009, and is a joint centre run by the Environment Agency and the Met Office. They give a national overview of risk from fluvial, coastal or surface water flood events on a daily basis, by issuing the following products:

Flood Guidance Statements are issued by the Flood Forecasting Centre, a joint initiative by the Environment Agency and the Met Office. They are issued every day at 10:30. As the risk of flooding increases, the frequency that the FGS's are issued is also increased (See Table below). The FGS gives a general overview of the flooding risk, information on current flood warnings in force and a 'best judgement' of what is expected to happen. The FGS covers the potential for significant flooding from; fluvial (from rivers), pluvial (surface water) or coastal flooding and can also include information about extreme rainfall.

This five day forecast is represented pictorially using a map colour coded based on the probability of significant flooding. The key to this colour coding can be seen in the example below. If when the FGS is being issued there is at least 10% likelihood of extreme rainfall, this information will be included in the FGS. For further information visit

www.fcc-environment-agency.metoffice.gov.uk

Table: Times that Flood Guidance Statements are issued in relation to the predicted risk of flooding:

Risk Level	Time FGS issued at:
Very Low	10:30
Low	10:30
Medium	10:30, 15:00
High	10:30, 15:00, 20:00

2.4A – Example of a Flood Guidance Statement

FLOODFORECASTINGCENTRE

a working partnership between  Environment Agency |  Met Office

Flood Guidance Statement 13:00hrs 14 July 2012

Our assessment of daily flood risk for England and Wales is below.



13:00 - 23:59hrs Saturday 14 July 2012	00:00 - 23:59hrs Sunday 15 July 2012	00:00 - 23:59hrs Monday 16 July 2012	00:00 - 23:59hrs Tuesday 17 July 2012	00:00 - 23:59hrs Wednesday 18 July 2012
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Headline

Ongoing significant disruption in parts of Cambridgeshire, with LOW surface and river flood risk in parts of central, southern and eastern England for the remainder of today.

General Overview of Flood Risk

The heaviest of this afternoon's showers will become increasingly confined to the southeast of England. These showers are falling on already saturated ground and are leading to further minor disruption from surface water and, in some cases, river flooding. Significant disruption is also ongoing in parts of Cambridgeshire following recent rainfall. The flood risk is therefore MEDIUM for Cambridgeshire and LOW for the counties highlighted yellow in the maps above. Some counties, such as Shropshire and Powys, remain yellow to reflect recent flooding impacts.

The groundwater flood risk for west Dorset is maintained as LOW throughout the period as flooding continues to affect properties and transport in the area.

Further rainfall is likely to arrive into northern and western England and Wales on Monday and Tuesday, to be followed by heavy showers during Wednesday. This has the potential to cause further flooding issues, but the flood risk is assessed as VERY LOW at the moment.

Warnings and Alerts in force in England and Wales at 13:00hrs

Flood ([click here](#))
0 Severe Flood Warnings / 14 Flood Warnings / 57 Flood Alerts

Severe Weather ([click here](#))
Alerts - No / Warnings - Yes

Best Judgement

River Flood Risk

Heavy rainfall overnight has resulted in some significant disruption in parts of Cambridgeshire resulting from elevated river levels. These ongoing issues are represented as amber on the maps above, signifying an ongoing MEDIUM river flood risk.

The rainfall overnight has led to river response in parts of Shropshire resulting in some minor disruption. This LOW flood risk then transfers to Worcestershire and Gloucestershire overnight into Sunday as the river water moves downstream with some minor disruption possible here.

As the area of rain moves further during this afternoon intense areas may form and there remains a LOW river flood risk in the area highlighted as yellow. This is mainly for small and fast responding urban catchments.

There is a signal for persistent rainfall to affect parts of western Wales and northwest England on Monday and Tuesday. The flood risk is currently VERY LOW however with wet catchments some river response is possible. The situation is being monitored closely and if confidence increases in the forecast there is the potential to increase the flood risk to LOW (minor impacts).

River levels will remain locally high through parts of Dorset over the next five days with little recession expected. As such the flood risk remains LOW here as there is a high likelihood of further minor disruption, such as the continued flooding of isolated properties.

Surface Water Flood Risk

The area of rain and showers currently over southern England continues to have some locally intense bursts within it bringing a LOW surface water flood risk with significant disruption possible. During this afternoon these showers will become increasingly confined to the far southeast of England, before they clear overnight.

Locally these showers may become aligned and slow moving with a low likelihood of significant disruption leading to a LOW flood risk as highlighted yellow in the maps above.

Groundwater Flood Risk

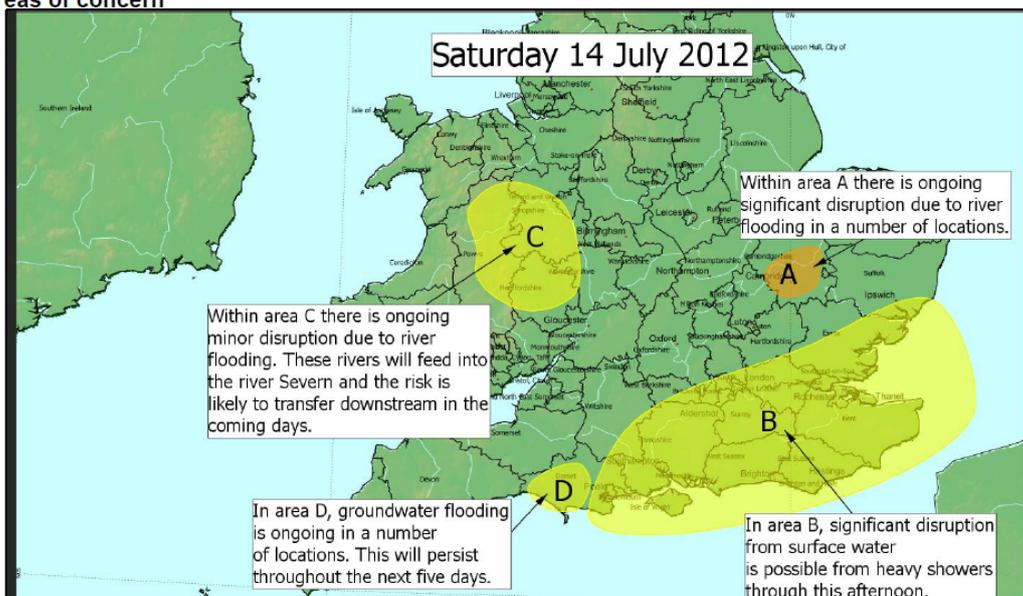
There are currently high groundwater levels in parts of west Dorset that have contributed to high river levels and continued flooding in the area. As such the flood risk remains LOW here as there is a high likelihood of further minor disruption, including the continued flooding of properties.

Whilst the focus of attention is currently west Dorset, other parts of southwest and southeast England are being regularly monitored and there remains the possibility that the area affected will be extended.

Coastal /Tidal Flood Risk

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

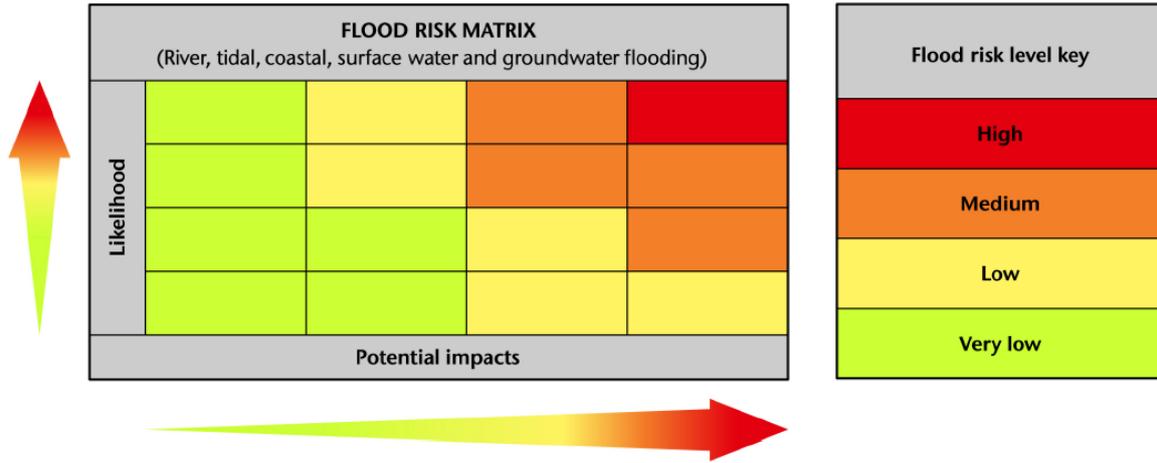
Specific areas of concern



Next Statement Due: 10:30hrs Sunday 15 July 2012

Contact Details: Flood Forecasting Centre Duty Hydrometeorologist. 0300 12345 01

All Times are Local



For the detailed version of the Flood Risk Matrix [click here](#)

2.5 Met Office – National Severe Weather Warning Service

Through the National Severe Weather Warning Service (NSWWS), the Met Office is responsible for issuing alerts and warnings of severe weather which has the potential to cause disruption. The NSWWS warns the community by providing warnings of severe or hazardous weather which could cause problems, ranging from widespread disruption of communications to conditions resulting in transport difficulties or threatening lives.

There are two categories:

- **Alerts** which indicate the risk of severe weather over the next 2 to 5 days.
- **Warnings** which indicate the risk of severe weather during the next 24 hours.

Both Alerts and Warnings aim to give an indication of both the **impact** the expected weather might have and the **likelihood** of its occurrence.

Before issuing a warning, the Met Office will make an assessment of the likelihood of severe weather, classifying it as **Very Low, Low, Medium** or **High**. An assessment of the expected impact will also be made and the potential impact will also be classified as **Very Low, Low, Medium** or **High**. Both assessments will then be plotted on to a Risk Matrix – see Fig 1 below – and so assigned a colour state, **green, yellow, amber or red**.

Alerts and Warnings will be issued as necessary for **rain, wind, snow, ice, fog** and **heatwave**.

With each Alert and Warning issued a Chief Forecasters assessment will also be published explaining why the Alert/Warning has been assigned the particular colour and giving more details of any uncertainties in the forecast (e.g. timing, areas affected etc.)

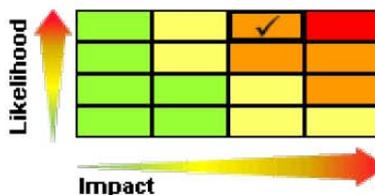
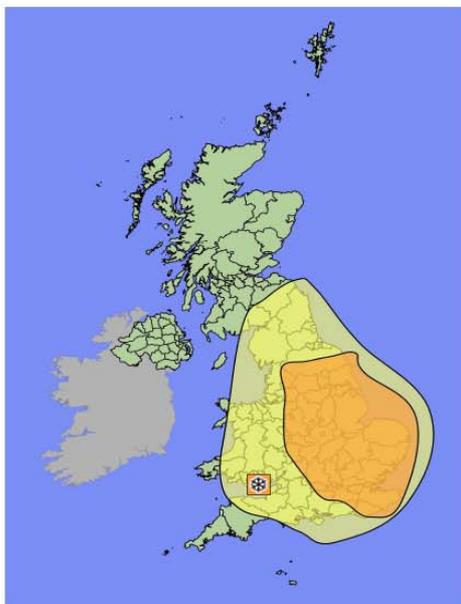
Where ever possible Alerts and Warnings will be issued during normal working hours to help responders make preparations where necessary.

Copies of Alerts and Warnings which are classified as **amber** or **red** will be sent to registered responders. All Alerts and Warnings are available on the Met Office public website (<http://www.metoffice.gov.uk>) and via the passworded *Hazard Manager* responders' website.

2.5A National Severe Weather ALERT Example



National Severe Weather Warning Service



Chief Forecasters Assessment

Atlantic frontal systems are beginning to move eastwards into the UK. As they do so they will encounter the very cold airmass currently over us. This will lead to the associated precipitation turning to sleet and snow, at least for a time, in many places away from far western and southwestern coastal areas. As is often the case in these situations the very cold airmass will be reluctant to give way and this leads to some uncertainties in the forecast, in particular with regards to amounts of snow and timing of when snow turns to rain.

For many places this could be the most significant snow event of the winter so far.

The Met Office have issued an **Amber Alert of Snow**

Valid from **12:00 on Sat, 04th Feb 2012** until **23:59 on Sat, 04th Feb 2012**

A band of wet weather over Northern Ireland and western Scotland early Saturday will move slowly east and southeastwards across the United Kingdom during the day. As it does so it will readily turn to sleet and snow away from western and southwestern coastal areas giving accumulations of 2-5cm in places and 5-10cm widely in the amber warning area. The snow is expected to turn to rain over some northwestern areas later. As skies then clear in this area after dark, icy patches will develop. The public are advised that this is likely to lead to some travel disruption, and it is recommended to keep up to date with forecasts as the event approaches.

For more details please go to:

http://www.metoffice.gov.uk/weather/uk/uk_forecast_warnings.html

Issued by the Met Office at 11:29 on Thu, 02nd Feb 2012

Updated by the Met Office at 12:07 on Fri, 03rd Feb 2012

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

Phone: 0870 900 0100 Fax: 0870 900 5050

E-mail: enquiries@metoffice.gov.uk

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- East Midlands
 - Derby
 - Derbyshire
 - Leicester
 - Leicestershire
 - Lincolnshire
 - Northamptonshire
 - Nottingham
 - Nottinghamshire
 - Rutland
- East of England
 - Bedford
 - Cambridgeshire
 - Central Bedfordshire
 - Essex
 - Hertfordshire
 - Luton
 - Norfolk
 - Peterborough
 - Southend-on-Sea
 - Suffolk
 - Thurrock
- London & South East England
 - Bracknell Forest
 - Brighton and Hove
 - Buckinghamshire
 - East Sussex
 - Greater London
 - Hampshire
 - Isle of Wight
 - Kent
 - Medway
 - Milton Keynes
 - Oxfordshire
 - Portsmouth
 - Reading
 - Slough
 - Southampton
 - Surrey
 - West Berkshire
 - West Sussex
 - Windsor and Maidenhead
 - Wokingham
- North East England
 - Darlington
 - Durham
 - Gateshead
 - Hartlepool
 - Middlesbrough
 - Newcastle upon Tyne
 - North Tyneside
- Greater Manchester
 - Halton
 - Lancashire
 - Merseyside
 - Warrington
- SW Scotland, Lothian Borders
 - Dumfries and Galloway
 - Scottish Borders
- South West England
 - Bath and North East Somerset
 - Bournemouth
 - Bristol
 - Devon
 - Dorset
 - Gloucestershire
 - North Somerset
 - Poole
 - Somerset
 - South Gloucestershire
 - Swindon
 - Wiltshire
- Wales
 - Blaenau Gwent
 - Bridgend
 - Caerphilly
 - Cardiff
 - Carmarthenshire
 - Ceredigion
 - Conwy
 - Denbighshire
 - Flintshire
 - Gwynedd
 - Isle of Anglesey
 - Merthyr Tydfil
 - Monmouthshire
 - Neath Port Talbot
 - Newport
 - Pembrokeshire
 - Powys
 - Rhondda Cynon Taff
 - Swansea
 - Torfaen
 - Vale of Glamorgan
 - Wrexham
- West Midlands
 - Herefordshire
 - Shropshire
 - Staffordshire
 - Stoke-on-Trent
 - Telford and Wrekin
 - Warwickshire

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

Phone: 0870 900 0100 Fax: 0870 900 5050 E-mail: enquiries@metoffice.gov.uk

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3 Triggers, Action and Response

3.1 Stand-By Arrangements

Category 1 and 2 Responders maintain lists of those on-call technical professionals and volunteer staff that could be called upon to assist in the event of an emergency. Each agency is responsible for co-ordinating the activities of their staff, ensuring training and maintaining and publishing on-call rotas is carried out. Each agency also maintains their own list of staff available “on-call” and are responsible for placing these staff on standby.

All Hampshire & Isle of Wight LRF responding agencies will work together. They will provide help and information before, during and after flooding events.

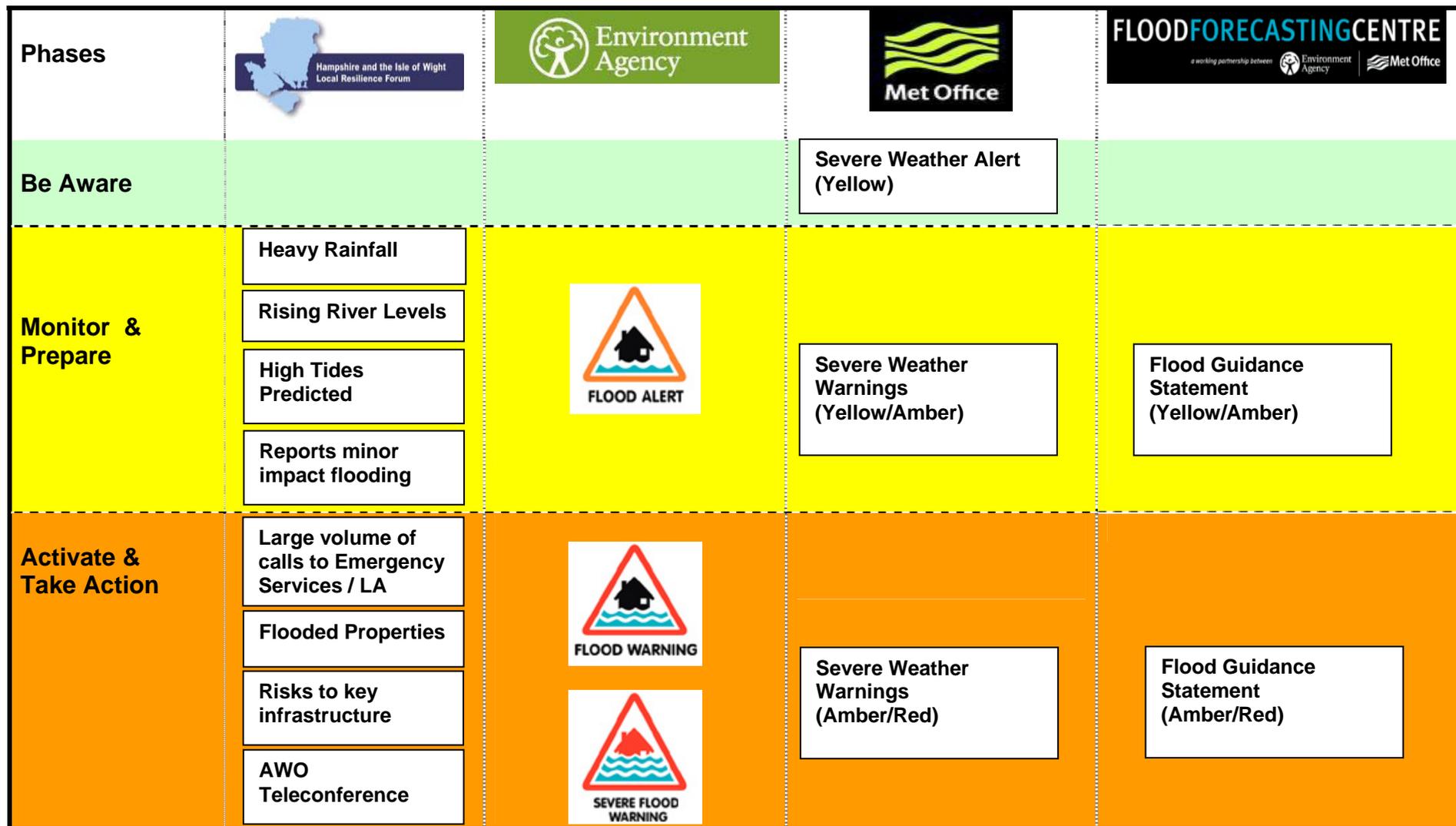
3.2 Plan Triggers

One or more of the following triggers could require activation of the **Adverse Weather Office** and/or procedures within the Multi Agency Flood Plan:

- Met Office:
 - Severe Weather Warnings
 - Yellow / Amber / Red Flood Forecast Statements
- Environment Agency Flood Warnings
- Reported Basingstoke Canal Incident (Breach)
- Large volume of calls received by responding agencies reporting flooding
- Large number of requests for sandbags

See diagram 3.2A below for an overview of the above:

Diagram 3.2A Plan 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:

- **Flash flood with no prior warning**

In a flash flood emergency, notification is likely to come from the public via 999 to the Emergency Services. The responding Emergency Service will request appropriate support from partners, with escalation to a major incident 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 are likely to cause a risk to life and property due to water depth and/or velocity. With an immediate impact event it is likely the set up of the multi-agency management structures may lag behind the initial response.

- **Gradual Rise**

Where flooding is likely as a result of a predicted event, responders will implement pre-planned mitigation measures based on the triggers provided by the flood/weather warning systems and reported flooding. A worsening situation may affect more sites or critical infrastructure, and generate more call on responding agencies. The Environment Agency will issue Flood Warnings as required. Detail of this process and an explanation of the Codes used can be seen in Section 2 of this document.

3.3 Response Levels

The scale of response to flooding/ potential flooding needs to be proportional and appropriate. For example the predicted seasonal flooding of *minor* impact areas such as low lying farm land, where there is no risk to property flooding is not likely to require a response from authorities. River flooding/ surface water flooding of a small number of properties in a single location may require an operational response by Emergency Services/ Local Authorities, but could be dealt with under individual operational flood response procedures/ plans and may not require the activation of this Multi-Agency Flood Plan - whereas, river flooding/ flash flooding affecting a large number of properties / infrastructure at a number of locations is likely to require a multi-agency co-ordinated response and hence the MAFP to be activated.

3.3A Overview of flood risk and response

Level	Actual or forecast impacts	Response
Low Flood Risk	<ul style="list-style-type: none"> No flooding occurring 	<ul style="list-style-type: none"> No specific response Normal awareness and monitoring of possible flood risk
Moderate Flood Risk	<ul style="list-style-type: none"> Flooding of low lying land/ farmland Minor road flooding Surface water flooding Fast flowing rivers Bank full rivers Localised flooding 	<ul style="list-style-type: none"> Individual responders operational response arrangements may be activated Individual agency operational Flood Plans may be activated Some routine preparatory response may be underway e.g. diversion of minor roads, staff on standby Heightened awareness of flood risk
Substantial Flood Risk	<ul style="list-style-type: none"> Flooding of homes Flooding of businesses Flooding of major road infrastructure Flooding of rail infrastructure Significant flood plain inundation (high risk to caravan parks / campsites) 	<p>As above plus:</p> <ul style="list-style-type: none"> Consider need for Adverse Weather Office Teleconference which can be escalated to form a Tactical Co-ordination Group if necessary Hampshire County Multi-Agency Flood Response Plan Activated Responders undertake actions outlined in Section 4 of the Hampshire County MAFP

<p>Severe Flood Risk</p>	<ul style="list-style-type: none"> • Large numbers of properties / business expected to flood • Large number of people are likely to be affected by flooding including vulnerable people • Highest risk to life • Severe adverse impact on local infrastructure / or anticipated impact e.g. major roads, hospitals, utilities • Significant impact on the ability of LRF partners to respond • Flood defence / alleviation schemes breached • Widespread flooding 	<p>As above plus</p> <ul style="list-style-type: none"> • Police coordinate a multi-agency response that is likely to now include a Strategic Coordinating Group (SCG). • Major Incident declared
<p>Recovery (NB Recovery should begin whilst Response is taking place)</p>	<ul style="list-style-type: none"> • Flood water receding 	<ul style="list-style-type: none"> • Recovery • Formal handover from SCG from response to recovery • HIOW Community Recovery Plan activated • Local Authority recovery structure / groups to support rehabilitation of the community established

3.4 Activation of the plan

The response to a wide-area flooding event will be co-ordinated within existing multi-agency incident management procedures, using the operational, tactical and strategic levels of command and control detailed in the *Hampshire & Isle Of Wight LRF Strategic Response Framework for Emergencies* and *the Adverse Weather Office Operation Manual*:

3.5 Notification

All Category 1 Responders have arrangements in place to receive flood and weather warnings and hence monitor potential flooding situations. Whilst the Environment Agency and the Met Office will notify HIOW LRF partners if there is a medium flooding risk (via a teleconference) any agency that is aware of a developing flood situation, and/ or can no longer address as part of their operational flood response, should notify other agencies as appropriate. If a decision is taken to convene a TCG, the Police will notify relevant partner agencies. If a Major Incident is declared and an SCG convened, the Police will notify relevant agencies.

- Environment Agency or other responding agency requests Adverse Weather Office or Planning SCG be established;
- All HIOW LRF responding agencies will provide a representative who will attend the AWO / Planning SCG; the AWO Meeting / Teleconference will be chaired by Hampshire Police.
- Response levels, escalation triggers and command structure will be agreed, including requirement for SCC/SCG, Tactical Co-ordination Groups and individual agency incident management structures.
- Relevant procedures within the Hampshire County Multi Agency Flood Response Plan (**Section 4.0 – Roles and Responsibilities Action Cards for each agency dependent upon Flood Warning / Severe Weather level**) implemented and monitored during event and escalated as required.

3.6 Escalation

If a decision is made to activate this plan, a Tactical Coordinating Group (TCG) (multi-agency Silver) will be convened by Police to co-ordinate a multi-agency response. Depending on the nature, scale and impacts of a flooding emergency it may be sufficient for the response to be coordinated by a TCG. However, if 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 Major Incident to be declared, and a Strategic Coordinating Group to be convened. It should be borne in mind that in a no/short notice flooding situation i.e. flash flooding causing severe impacts it may be necessary to convene an SCG at the outset.

3.7 Stand Down Procedures

Warning “No Longer In Force” messages from the Environment Agency and the downgrading of weather warnings will indicate that there is no expectation of further water arriving or that water levels are receding. Standing flood water, however, 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 LRF procedures and when the threat to human life, welfare and key infrastructure no longer exists.

3.8 Communications

Each individual responding agency should have initial activating and alerting processes. Internal communication within organisations should be by way of telephone alerting during the working day. Activation of key individual members of staff out of normal hours should also follow agreed procedures (pager, telephone etc) within that agency.

Informal arrangements exist between local authorities to provide each other with mutual aid on request and have worked well where used. Formal arrangements exist between Hampshire & Isle of White Local authorities to provide each other with mutual aid on request and have worked well where used. These arrangements are outlined within a mutual aid memorandum of understanding signed by all Chief Executives in 2010.

Inter Agency

Well established procedures already exist to manage inter-agency communication, the structure of which is outlined in the *Local Resilience Forum Strategic Emergency Response Framework*. When necessary, Hampshire Districts will mobilise an Incident Liaison Officer to the forward control point operated by the Emergency Services to manage the local authority response at the scene. HCC has agreed with all District Councils in Hampshire to provide representation at the Adverse Weather Office to support the Emergency Services and multi agency response.

External/Public

Section 5 of this plan contains prepared media statements and public advice documents. The principles of the HIOW LRF Media Plan will apply and all press releases will be agreed by all HIOW LRF partner agencies during any incident to ensure public information and advice is accurate, timely, consistent and relevant. Individual agency customer contact centres and Incident Control Rooms should provide information in accordance with the HIOW LRF Media Plan.

3.9 Incident Rooms

Individual agencies are responsible for ensuring that incident rooms are maintained and can be activated and resourced in accordance with the triggers in this plan.

3.10 Response Considerations

a) Search and Rescue

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 Hampshire Fire and Rescue Service / Hampshire County Council – if Voluntary Sector support is required to support this.

b) 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 RSPCA & HFRS has trained teams and resources that may be available to support animal rescue. If livestock have been rescued, advice may be sought from Hampshire County Council 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.

c) Pumping Out

Hampshire Fire and Rescue Service may be requested to pump out properties/ infrastructure that have been flooded or at risk of flooding. Pumping out will depend on resource availability and priority will be given where lives are at risk, and where the flooding and potential failure of specific infrastructure could impact on large numbers of people. High Volume Pumps (HVP) are located within Hampshire, but if necessary further High Volume Pumps may be available via mutual aid under the Fire and Rescue *New Dimensions programme*. Hampshire Fire and Rescue Service will pump out under the

direction of the Environment Agency to ensure that water removed does not exacerbate flooding elsewhere.

d) Security

If numerous residential/ 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.

3.11 Resources and Equipment

A number of resources that could be deployed to support the response to a flooding emergency are potentially available.

a) Hampshire Fire and Rescue Service

HFRS train and equip personnel to the modules detailed within DEFRA Flood Rescue Concept of Operations & Chief Fire and Rescue Advisor (CFRA) Flood and Water operational guidance.

All HFRS front line appliances are provided with throw lines and lifejackets and all operational personnel are trained in water awareness (Module 1). In addition HFRS has the following specialist resources available

- 11 fire stations trained and equipped to be able to carry out wade rescues in shallow water to Water Responder level (Module 2).
- 3 Fire stations with the ability to support wade rescues with an inflatable rescue craft (non powered). Which are each capable of carrying 5 persons
- High Volume Pump (with 3km hose) – capability to pump 7000 litres of water a minute.
- Duty Officers (Module 5) to be able to provide advise & manage resources.

** Following a recent successful DEFRA grant, HFRS are currently training and equipping one Fire station (Fareham) with a powered craft to be able to operate at Water Rescue Technician (Module 3) and as Water Power Boat Operators (Module 4).*

Anticipated to be available as a resource in early 2013.

b) Voluntary Agencies

A number of voluntary organisations based in the county have search and rescue/ water rescue resources and capability, which are detailed in the “Guide to Engaging with the Voluntary Sector, Version 2.0. This will be co-ordinated by Hampshire County Council Emergency Planning Unit.

c) South Central Ambulance Service – Hazardous Area Response Team (HART)

has some capability and resources to support Hampshire Fire and Rescue Service with water rescue. HART operatives are trained to work safely in boats and other watercraft but they do not have any such craft of their own to deploy. HART initial responding vehicles carry equipment to conduct rapid rescue if required including life jackets, throw lines, basic reconnaissance equipment and paramedic equipment. Additional HART resources and equipment for water rescue can also be made available including full PPE.

- Reach poles
- Loud hailers
- Patient PPE
- Stretchers
- Operational communications
- Forward casualty clearing area equipment and remote surveillance systems

Other Category 1 and 2 responders and voluntary organisations, may also have capability and resources to support the response to a flooding emergency, either directly e.g. pumps, road closed signs, vehicles etc or indirectly to support those affected by flooding e.g. Rest Centre equipment, welfare support for responders etc. It is important to request assistance from these organisations early on to co-ordinate resources and equipment effectively.

d) Sandbag Policy

Hampshire County Council does not normally provide sandbags to the public. The public seeking sandbags will be referred to local builder’s merchants where sandbags and sand can be purchased. Members of the public may enquire through their relevant District Council as to whether sand bags will be provided. Each District Council has their own Sand

Bag Policy which will determine what assistance can be provided. Details of these policies can be found on the websites of each district council.

In the event of a major flood incident, sandbag distribution may be coordinated through HCC and mutual aid across districts for the provision of sandbags may be required. If flooding is imminent it is likely that Hampshire Highways supplies will be retained to ensure resources are available in support of the emergency services or to protect our own critical infrastructure.

If major flooding is likely over a significant area of Hampshire, then HCC / District Councils may need to reconsider policies on supply of sandbags and decide that sandbags should be made available at no cost to those whose property is at risk. If so, the councils will need to identify additional suitable local suppliers to bolster stocks. Various quantities of sand and bags are held within HCC Highways Depots.

e) 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).

Representatives at Tactical Co-ordinating Groups should have knowledge of national resources and equipment available to them.

f) 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.

g) Military Assistance

Military assistance to a major incident can potentially be obtained through the Military Aid to the Civil Authority (MACA) arrangements. If necessary, requests for military aid will be made by SCG via the Joint Regional Liaison Officer (JRLO). Further details are provided in the HIOW LRF Community Resilience and Recovery Plan. However, current guidance is that all planning assumptions should be made on the basis that military aid will not be available.

3.12 Evacuation

The need to evacuate properties in an affected area during an incident is an operational decision for the police, 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 care of evacuees beyond this point is a matter for Hampshire County Council. The emergency services will marshal evacuees to a safe assembly point and request HCC 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. HCC will work jointly with District Councils and the Voluntary Sector to achieve this. It is not intended to replicate evacuation and rest centre information within this plan. Additional information can be found in the *HCC Major Incident and Community Recovery Plan* and the *HCC Prepared Rest Centre Guidance*.

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 HCC. 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.

a) 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 TCG/SCG will be kept up to date, as far as possible, by Hampshire Highways/ Highways Agency about flooded roads. Local radio such as BBC Radio Solent, 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.

b) Transport

If transport, specialist (e.g. wheelchair accessible) or otherwise, is required for evacuation it will be the responsibility of Hampshire County Council (supported by Districts and the Voluntary Sector) to arrange this. This may be achieved via the County Council’s own vehicles (or via its transport contractors, depending on availability and capacity).

3.13 Vulnerable Persons (and identifying the vulnerable)

HCC Children’s and Adult Services are able to provide a whole range of information of the vulnerable within the Hampshire County area. Information can be available within an hour from the time the database is accessed. Because of the regular changes of names, addresses and vulnerabilities that occur within the Social Care systems, it has been considered that it would be inappropriate to record lists of vulnerable persons and their addresses within this document and reference will always be made to the latest data held by Social Care teams. Social Care, as part of the business continuity planning maintain secure hard copies of the data should IT systems not be available. Geographical Information System (GIS) mapping is available to the authority and can readily identify accommodation used by the vulnerable as well as other key information and locations. HCC Emergency Planning Unit has previously sought legal advice which confirms that the sharing of “vulnerable” persons information (to the degree necessary for the actions

required) is excluded from the terms of the Data Protection Act, and necessary and vital for the preservation of life and the health and well being of the individual. Where necessary therefore we will make this information available to the emergency services in the interests of saving life.

3.14 Identifying Vulnerable People/Groups

The details of vulnerable people are held by many organisations. 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

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 responder agencies and the voluntary sector will prove pivotal in ensuring a fully integrated response.

3.15 Warning and Informing

A range of methods will be used to warn and inform the public at a time of flood as per Section 5 of this plan. Environment Agency Flood warnings are sent directly to landlines, mobile telephones and emailed (to those who have signed up) in flood risk areas. Local radio and television will be used where matters are particularly focussed on Hampshire, but national severe weather alerts / warnings will be an integral part of the local and national weather service news.

Parish Councils and established Community Groups should be alerted by their relevant District Councils (if plans and contacts exist). In addition, the Environment Agency may contact any pro-active established Flood Groups that they hold details for.

Where there is a significant alert time, leaflet dropping / door knocking could be carried out by Police Officers; HCC Accredited Community Safety Officers (ACSOs) and District Incident Liaison Officers -where it is possible to do so. The concept of “door knocking” as recommended within the Pitt Report, whilst commendable and desirable is extremely difficult to achieve given the number of resources required, the time / day of week, the nature of staff contracts and work involved. It is important to record those properties that have been informed to enable the local authority to continue communication with those residents that may have been evacuated.

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.

Flooding Event in progress

Where there has been insufficient time to evacuate people prior to flooding responders will attempt to enter the area to evacuate those residents unable to get out. People who are particularly vulnerable and would require priority removal should be told to display some visible sign, in a window for the emergency responders to see. It may not be possible for all vulnerable people to comply with such a direction and there will still remain a need to physically check all properties for people needing help.

3.16 Other requests for assistance

On receipt of a request for assistance in respect of a flooding related incident, or to put the local authority on “stand-by” that they might be required to support the emergency services, the following will occur:

HCC Duty Emergency Planning Officer

The HCC Duty Emergency Planning Officer will be contacted and will assess the County Council initial response and action accordingly. This will involve contacting the relevant District Council to enable deployment of Incident Liaison Officers to assess the level of response required.

District Councils

District Council staff may already be involved in flood response (Customer Service staff, Environmental Health, Housing etc) and should link in with HCC Emergency Planning Unit to discuss joint coordination of response and resources.

4 Roles and Responsibilities

The primary objective 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.

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 (Hampshire County Council and Hampshire Districts), 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.

4.1 Hampshire Constabulary Action Cards

Preplanning / Business as usual No alerts or warnings issued

Low Flood Risk

- No specific police operational actions
- Continuous review of business continuity plans for police premises
- Maintenance of Major Incident boxes
- Maintenance of Documentation Team boxes
- Assist in the promotion of Community Resilience



FLOOD ALERT



Met Office

Standard Operating Procedure / Flood Alert / Weather Warning Issued

Moderate Flood Risk

- The Environment Agency will determine whether to activate the remote teleconferencing with partner agencies (Adverse Weather teleconferencing), contacting SOU (office hours) or the Force Control Room (out of hours) direct.
- SOU to brief Critical Incident Cadre, District Commander(s) (office hours), and Force Control Room.



FLOOD WARNING



Met Office

Flood Warning / Severe Weather warning issued Reports of Flooding received

Substantial Flood Risk

Co-ordinated Response

- SOU to brief Critical Incident Cadre and consult with partners about activating the Adverse Weather Office/escalating multi-agency management, through teleconference (if not already done so at Flood Alert). Environment Agency may advise SOU (office hours) or the Force Control Room (out of hours) directly to activate Adverse Weather Office.
- SOU to brief Critical Incident Cadre and consult with partners about need for a local tactical (Silver) suite. Affected District to open Silver suite if required and request partner agencies to provide Tactical Liaison Officers. Ensure Police Bronze Commanders and Police resources are assigned and nominate RVPS to be used by responding agencies.



**Flood Warning / Severe Weather warning issued
Reports of Flooding received**

Substantial Flood Risk

Co-ordinated Response



- **Overall co-ordination of the multi agency response**
- SOU to brief Critical Incident Cadre and consult with partners about activating the Adverse Weather Office/escalating multi-agency management, through teleconference (if not already done so at Flood Alert). Environment Agency may advise SOU (office hours) or the Force Control Room (out of hours) directly to activate Adverse Weather Office.
- SOU to brief Critical Incident Cadre and consult with partners about need for a TCG (Silver) suite. Affected District to open appropriate Silver suite if required and request partner agencies to provide Tactical Liaison Officers. Ensure Police Bronze Commanders and Police resources are assigned and nominate RVPS to be used by responding agencies. Police will chair the TCG
- Roads Policing Unit to liaise with Hampshire Highways and co-ordinate resources to minimise disruption on the highways (road closures, diversions, emergency access)
- 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
- Co-ordinate any multi-agency decision to evacuate In consultation with key partner agencies (HCC) assess whether or to what extent evacuation is necessary, and give the order for evacuation to take place. This will involve assisting the evacuation by:
 - Directing evacuees, via safe routes to pre-identified Evacuation Assembly Points
 - Utilising evacuation cards – noting those electing NOT to evacuate and their locations and those who self evacuate
 - Assist with documentation at Evacuation Assembly Points
 - Assist other agencies in identifying, notifying and evacuation the vulnerable.



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

Severe Flood Risk

Major Incident

- Overall co-ordination of the multi agency response.
- Critical Incident Cadre should consult with Police Gold Commander for decision whether to escalate and form an SCG – ensuring that Police Bronze Commanders and Police resources are allocated to respond
- Activate HIOW LRF strategic multi-agency management and provide chair of SCG
- Save life in co-operation with the other emergency services
- Co-ordinate media and public information in accordance with HIOW LRF Media Plan for Major Incidents – establishing a Media Liaison Point.
- Liaise with Highways Agency, local authority highways authorities and co-ordinate RPU resources to minimise disruption on the highways and maximise emergency services access.
- Provide security as far as is reasonably practical (evacuated properties / areas / cordons etc)
- Set up casualty bureau documentation teams as appropriate to collate information
- Acting with the authority of HM Coroner (if required), remove bodies to a temporary mortuary facility and co-ordinate the identification process.
- Co-ordinate Ministerial and VIP visits in conjunction with partner agencies.
- Maintenance of critical constabulary services.



Flood Warnings Removed / No Weather Warnings

Flood Water Receding

Recovery

- Assist with recovery activities
- Assist with the mass return of evacuees
- Maintain law and order in evacuated areas

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4.2 Hampshire Fire and Rescue Service Action Cards

Preplanning / Business as usual No alerts or warnings issued

Low Flood Risk

- 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



Standard Operating Procedure / Flood Alert / Weather Warning Issued

Moderate Flood Risk

- The Environment Agency will determine whether to activate the remote teleconferencing with partner agencies (Adverse Weather teleconferencing), contacting HFRS Control
- Provide assessments / emergency response where requested where flood water affects property



Flood Warning / Severe Weather warning issued Reports of Flooding received

Substantial Flood Risk

Co-ordinated Response

- Activate Major Incident Room and associated protocols and mobilise Flood Rescue Response as required
- Check on availability of Incident Managers and Water Rescue first responders
- Consult Control and Level 5 water Rescue Incident Manager or Level 6 Water Rescue Incident Tactical Adviser as necessary
- Rescue members of the public affected by flood water and assist with evacuation – within the parameters of current policy and capability.





**Flood Warning / Severe Weather warning issued
Reports of Flooding received**

Substantial Flood Risk

Co-ordinated Response



- Develop priorities and establish command and control procedures (Major Incident Room)
- Consult with partners about need to set up a TCG (Silver) suite providing representation
- Continue to provide representation at the AWO
- Ensure that risk assessments are completed in conjunction with partner agencies, prior to access being granted to flood affected areas.
- Liaise with other LRF Partners who undertake flood water response.
- Undertake damage control operations, which may include pumping out floodwater from homes (where resources allow) and 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**

Severe Flood Risk

Major Incident



- Activate HIOW LRF strategic multi-agency management
- Assist in the co-ordination 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 Fire & Rescue Service National Co-ordination Centre (FRSNCC) under the Defra "Flood Rescue Concept of Operations" agreement

Flood Warnings Removed / No Weather Warnings

Flood Water Receding

Recovery

- Assist with recovery activities
- Assist with pumping operations

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4.3 South Central Ambulance Service NHS Trust Action Cards

**Preplanning / Business as usual
No alerts or warnings issued**

Low Flood Risk

- No specific Ambulance operational actions
- Continuous review of business continuity plans for SCAS premises
- Maintenance of operational readiness / standards
- Assist in the promotion of Community Resilience



Standard Operating Procedure / Flood Alert / Weather Warning Issued

Moderate Flood Risk

- The Environment Agency will determine whether to activate the remote teleconferencing with partner agencies (Adverse Weather teleconferencing)
- Provide representation for Adverse Weather Office



**Flood Warning / Severe Weather warning issued
Reports of Flooding received**

Substantial Flood Risk

Co-ordinated Response

- Consider activation of Major Incident Room and associated protocols
- Consider use of specialist Operational Staff (HART)
- Continue to provide representation at the AWO
- Ensure that risk assessments are completed in conjunction with partner agencies, prior to access being granted to flood affected areas.





**Flood Warning / Severe Weather warning issued
Reports of Flooding received**

Substantial Flood Risk

Co-ordinated Response



- 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 AWO



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

Severe Flood Risk

Major Incident



- Activate HIOW LRF strategic multi-agency management
- Assist in the co-ordination of media and public information in accordance with HIOW LRF Media Plan for Major Incidents
- Continue with co-ordinated risk assessed evacuations, implement long term flooding protocols
- Life saving 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 Officers and additional resources as required.

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

Severe Flood Risk



Major Incident

- 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 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) recovery 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

Flood Warnings Removed / No Weather Warnings

Flood Water Receding

Recovery

- Assist with recovery activities

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4.4 Hampshire County Council Action Cards

Preplanning / Business as usual No alerts or warnings issued

Low Flood Risk

- Prepare and maintain Hampshire County Multi Agency Flood Response Plan
- Continuous review of business continuity plans for HCC premises
- Promote flood risk awareness including Community Resilience Planning
- Maintain highways infrastructure – undertake routine maintenance “preventative” activities (gully clearance etc) including maintaining stocks of sandbags at Hampshire Highways Depots



FLOOD ALERT

Standard Operating Procedure / Flood Alert / Weather Warning Issued

Moderate Flood Risk

- Liaise with Environment Agency, Public Weather Service Advisor and District Authorities to gain an appreciation of the risk to the area flood alert issued for. Liaise with relevant District Authorities.
- The Environment Agency will determine whether to activate the remote teleconferencing with partner agencies (Adverse Weather teleconferencing), contacting HCC Emergency Planning Unit and Hampshire Highways.
- Respond to reports of properties at risk of flooding from highways (liaise with Hampshire Highways on availability of sandbags)
- Respond to reports of highways surface water flooding (Hampshire Highways Contractor)
- In conjunction with the police implement road closures and diversions as required (Hampshire Highways)
- Provide advice and information to the public (website, Hantsdirect) in accordance with the information provided in Section 5 of Hampshire County Multi Agency Flood Plan. This advice should follow the principles of the HLOW LRF Media Plan – ensuring information is consistent, timely and accurate



Met Office



Flood Warning / Severe Weather warning issued Reports of Flooding received

Substantial Flood Risk

Co-ordinated Response

- Implement Flood Warning procedures in accordance with Duty Officer's procedures
- Provide representation to the AWO (Emergency Planning & Hampshire Highways)
- Provide affected location information (post codes) to Children's and Adult Services Departments to enable identification of vulnerable people sharing this information with the Emergency Services upon evacuation. In addition to this, complete a check of GIS System to identify vulnerable locations (Care Homes, Schools etc) informing relevant Children's and Adults Services staff of identified premises.
- Consult with the Emergency Planning Unit and partners about need to set up a TMG (Silver) suite; if required activation of the Emergency Volunteers to support Tactical Management Group and in addition – notification to Hantsdirect.
- Review risk assessments and impact planning
- Consider warning vulnerable communities at risk (and use of Accredited Community Safety Officers to assist with this)
- Carry out an impact assessment as to the communities likely to be affected and assess relevant Prepared Rest Centres capability, ASSIST Staff and Voluntary Sector support, putting on standby if required.
- Provide information to relevant HCC Elected Members
- Cascade information to District Authorities to effect a "joint response" where possible
- Consider activation of the 4 x 4 Group
- Continue to provide advice and information to the public (website, Hantsdirect) in accordance with the information provided in Section 5 of Hampshire County Multi Agency Flood Plan. This advice should follow the principles of the HIOW LRF Media Plan – ensuring information is consistent, timely and accurate





**Flood Warning / Severe Weather warning issued
Reports of Flooding received**

Substantial Flood Risk

Co-ordinated Response

- Identify additional road closures and diversion routes in liaison with the Police and neighbouring local authorities
- Clear debris from roads and blocked street gullies ensuring the safety of the roads HCC is responsible for.
- Continue to liaise with District Authorities to ensure joint collaborative working where possible. Co-ordinate flood response if more than 1 District affected.



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

Severe Flood Risk

Major Incident

- Activate the HCC Major Incident & Community Recovery Plan; the Tactical Management Group; the Emergency Control Centre and the Emergency Volunteers to support this.
- Maintain safe conditions on the highways (Hampshire Highways), signage, sandbags, clearance of blockages, implementation of road closures / traffic diversions / appropriate signage in liaison with Police
- Continue to provide sandbags to assist with the protection of property from flooding by water from the highway where there is a failure of the highway drainage system, subject to other network priorities.
- Establish a Flood Coordination Cell within the Basement Emergency Centre (drawn from TMG)
- Provide a Strategic Manager to represent the SCG (in accordance with the HIOW LRF SCG Manual of Guidance)
- Assist in the co-ordination of media and public information in accordance with HIOW LRF Media Plan for Major Incidents (Communications Team), updating Hants Direct and establishing a Telephone Support Line if required.



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

Severe Flood Risk



Major Incident

- Provide Rest Centre capability for flood risk affected communities and activate ASSIST Staff and voluntary sector to support this. This may also involve co-ordinating the transport of evacuees to Rest Centres.
- Close footpaths and open spaces as dictated by the incident
- Continue to identify vulnerable members of the community working alongside Children's and Adult Services
- Continue to update Elected Members ensuring an appropriate role for them if required.
- Support to the Recovery phase
- Maintenance of other critical services



Flood Warnings Removed / No Weather Warnings

Flood Water Receding

Recovery

- Implement recovery procedures in accordance with HCC Major Incident & Community Recovery Plan.
- Provide lead officer to chair the multi-agency Recovery Coordination Group.
- Assess scale of damage and priority areas for action
- Provide advice and information the public (Warning & Informing Duty) in accordance with Section 5 of this plan
- Act in accordance with Lead Local Flood Authority statutory duties (Section 19 of Flood and Water Management Act) Requirement to investigate flooding etc.

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4.5 District / Borough Councils Action Cards

Preplanning / Business as usual No alerts or warnings issued

Low Flood Risk

- Continuous review of business continuity plans for District Council owned premises
- Promote flood risk advice and awareness
- Maintain stocks of sandbags in accordance with District Council Sandbag Policy



Standard Operating Procedure / Flood Alert / Weather Warning Issued

Moderate Flood Risk

- Flood alleviation operational activities as appropriate and safe to do so (clearing trash screens / blocked culverts)
- Liaise with HCC Emergency Planning Unit on co-ordination of flood response
- Alert 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) should they be mobilised
- Respond to reports of properties at risk of flooding and distribute sand bags in accordance with individual sand bag policy, disseminating information to HCC to enable a co-ordinated response
- Provide advice and information to the public in accordance with Section 5 of the Hampshire Multi Agency Flood Plan.
- Liaise with HCC Emergency Planning for information on the activation of Adverse Weather Office and any subsequent actions and updates. HCC will represent Hampshire District Authorities at the AWO.
- Consult with HCC about the need to set up a local Tactical (Silver) suite if required and activate appropriate staff to support this if required.





Flood Warning / Severe Weather warning issued Reports of Flooding received

Substantial Flood Risk

Co-ordinated Response

- Activate the District Council Emergency Response Plan (consider setting up the Emergency Control Centre)
- Consider resource availability: representatives to HCC and / or multi agency Tactical if established
- Manage any environmental health issues as a result of flooding
- Sandbag provision where relevant (in accordance with District Sandbag Policy)
- Provide support to Prepared Rest Centres (provision of longer term accommodation to support displaced residents)
- Provide advice and information to residents, communities and elected members - in accordance with Section 5 of the Hampshire County Multi Agency Flood Response Plan (Part 1)
- Representation at the multi agency TCG (Silver)
- Implement Business Continuity Procedures
- Notify CCTV Operators to monitor cameras in any areas affected by flooding
- Determine actions regarding waste collection
- Maintain a financial audit trail.
- Continue to liaise with HCC Emergency Planning Unit to ensure a collaborative response.
- Keep elected members informed
- Assist with maintenance of flood defences (coastal) – closing floodgates etc
-





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

Severe Flood Risk

Major Incident

- Co-ordinate support to the local emergency response with resources available from within the district.
- Establish communication with the HCC Flood Co-ordination Cell (telephone conference call or physical representation)
- Lead / Support Recovery by nominating strategic managers to attend the Strategic Co-ordination Centre or agree joint representation with HCC to save resources (Response / Recovery / STAC)
- Provide Environmental Health Advice to STAC If established
- Assist in the co-ordination of media and public information in accordance with HIOW LRF Media Plan for Major Incidents.
- Support displaced residents with temporary accommodation if required
- Assist with the Community Impact Assessment to inform the Recovery Working Group.



Flood Warnings Removed / No Weather Warnings

Flood Water Receding

Recovery

- Implement recovery procedures in accordance with HIOW LRF Community Recovery Plan – maintaining a financial audit trail.
- Provide lead officer to chair / represent the multi-agency Recovery Coordination Group.
- Provide advice and information the public in accordance with HIOW LRF Media Plan
- Assess scale of damage and priority areas for action (Community Impact Assessment)
- Provide special refuse collections for flood waste
- 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
- Support displaced residents with temporary accommodation (if required)
- Maintenance of critical services in accordance with Business Continuity Plans
- Provide Environmental Health advice and support in relation to the decontamination of businesses, fitness of properties for re-occupation after cleaning and disinfection (eg food businesses), clean up, clearance of sludge and water supplies; rodent infestation and animal welfare.

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4.6 Environment Agency Action Cards

Preplanning / Business as usual No alerts or warnings issued

Low Flood Risk

- Prepare and maintain local flood warning procedures
- Advise on development proposals in flood risk areas
- Update flood risk maps for coastal, fluvial and groundwater flooding
- Support HIOW LRF flood risk assessments and maintain flood management structures
- Provide flood risk advice to the public



FLOOD ALERT

Standard Operating Procedure / Flood Alert / Weather Warning Issued

Moderate Flood Risk

- Issue flood warnings
- Monitor tidal conditions / river levels / weather forecasts and clear weed screens and grills
- Operate appropriate sluice gates
- Support coastal teams and assist with advising HIOW LRF Partners when considering the opening of the Adverse Weather Office.



Met Office



**Flood Warning / Severe Weather warning issued
Reports of Flooding received**

Substantial Flood Risk

Co-ordinated Response

- As for Flood Alert +
- Activate EA Incident Room
- In liaison with partners, assist with warning vulnerable communities at risk
- Review risk assessments and planning





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

Severe Flood Risk

Major Incident

- As for Flood Warning +
- Nominate strategic managers to attend the Strategic Co-ordination Centre
- Assist in the co-ordination of media and public information in accordance with HIOW LRF Media Plan for Major Incidents.
- Assist with the Community Impact Assessment to inform the Recovery Working Group.



Flood Warnings Removed / No Weather Warnings

Flood Water Receding

Recovery

- Implement recovery procedures in accordance with HIOW LRF Community Recovery Plan
- Provide lead officer represent the multi-agency Recovery Coordination Group.
- Provide advice and information the public in accordance with HIOW LRF Media Plan
- Assess scale of damage and priority areas for action (Community Impact Assessment)
- Repair damaged EA Flood Defences

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4.7 SHIP PCT Cluster Action Cards

Preplanning / Business as usual No alerts or warnings issued

Low Flood Risk

- Prepare and maintain SHIP PCT Cluster response action cards
- Provide representation to the HIOW LRF Risk Assessment Working Group and Flood & Environment Group



Standard Operating Procedure / Flood Alert / Weather Warning Issued

Moderate Flood Risk

- Implement internal and external alert cascade to health services
- Consult with HIOW LRF Partners about the need to set up the Adverse Weather Office to establish whether multi agency co-ordination is required
- Liaise closely with HIOW partners, monitoring the situation and potential vulnerable areas
- In conjunction with Health Protection Agency and HCC, provide health advice to the public.





Flood Warning / Severe Weather warning issued Reports of Flooding received

Substantial Flood Risk

Co-ordinated Response

- Initiate the SHIP PCT Cluster Major Incident Plan
- Liaise closely with HIOW LRF Partners to implement the appropriate level of multi agency management
- Establish the SHIP PCT Cluster Emergency Control Centre and place staff on standby
- Alert Community Providers as appropriate
- Liaise with HCC Children's and Adult Services, Community and Mental Health Trusts to assist in identifying vulnerable people in the event of an evacuation
- Provide Primary Care support at Prepared Rest Centres
- Co-ordinate the response of GP and Pharmacy services
- Provide Public Health Advice
- Represent the SHIP PCT Cluster at the Adverse Weather Office
- Co-ordinate the health response across Hampshire





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

Severe Flood Risk

Major Incident

- Implement internal and external alert cascade to health services
- Represent the SHIP PCT Cluster at SCG and establish a STAC
- Activate the SHIP PCT Cluster Major Incident Plan including the Emergency Control and Executive Management
- In liaison with health partners and HCC, assess the impact on vulnerable groups at risk and implement measures as appropriate
- Implement health surveillance mechanisms where appropriate (including longer term health monitoring)
- Provide health advice to the public as developed and agreed by the STAC – and in accordance with HIOW LEF Media Plan
- Provide information to NHS Direct, GPs and Acute Trusts to assist them in dealing with enquiries about health hazards
- Liaise with GPs to monitor any increases in illness (gastro-enteritis etc)



Flood Warnings Removed / No Weather Warnings

Flood Water Receding

Recovery

- Implement recovery procedures in accordance with HIOW LRF Community Recovery Plan
- Provide health input to multi agency recovery activities and management
- In conjunction with the Health Protection Agency and HCC provide health advice to the public.

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4.8 Health Protection Agency

The Health Protection Agency (HPA) operates a 24 hr first response service for Public Health and Communicable Disease Control. The “on call arrangement” means that at all times, there is a health specialist able to provide advice. The responsibilities of the HPA will be to:

- Provide public health support and advice to NHS organisations, particularly Primary Care Trusts, the Regional Director of Public Health and other agencies involved in responding to or managing the incident.
- Provide impartial and authoritative advice to health professionals or other agencies and the public.
- Provide specialist advice to the STAC (Scientific and Technical Advice Cell) if convened by the SCG, or the Regional Director of Public Health, as well as the provision of a trained STAC if required.
- Support the management of incidents and support the co-ordination of the NHS response through attendance at TCG / SCG, Recovery Group as appropriate
- Provide public health advice and support in monitoring long term health effects of an incident
- Inform other public health agencies as appropriate (eg: Food Standards Agency)

4.9 Unitary Councils - Portsmouth City, Southampton City and Isle Of Wight Councils

Unitary Council responsibilities include:

- Co-ordinating emergency arrangements across the Unitary Council as required
- To undertake those tasks set out in 4.4 & 4.5 action cards of this document in those areas where they have such responsibilities.
- Unitary Councils within Hampshire have produced their own Multi Agency Flood Plans detailing risks and actions.

4.10 Maritime & Coastguard Agency Action Card

The following are all subject to maritime search and rescue (SAR) operations permitting, and the availability of resources and appropriately trained staff.

Where possible HM Coastguard will:

- Respond to emergency flooding incidents when requested by emergency services or local authority.
- Rescue where both Coast Guard training and equipment allow
- Assist the local population where a need is identified and HM Coastguard involvement is justified
- Provide call-out and co-ordination of HM Coastguard and RNLI assets where appropriate
- Provide representation to TCG / SCG as required

4.11 Voluntary Sector Action Card

Major emergencies can put a strain on resources and capacity of the Emergency Services and Local Authorities. Additional support therefore from voluntary organisations is invaluable:

- Voluntary Search and Rescue organisations will be co-ordinated by MCA / Hampshire County Council
- Voluntary support to Rest Centres for evacuation / welfare
- To provide an integrated voluntary sector response through Hampshire County Council.
- The Capability of voluntary sector organisations is contained within “A Guide To Engaging with the Voluntary Sector – Version 2.0”

4.12 Water Companies (supply and waste water) Action Card

Water Companies will consider the impact of severe flooding on the water and sewerage networks 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 Strategic Co-ordinating Group. The water company may also have responsibility for:

- Maintaining the safety and integrity of the clean and waste water systems and dealing with flooding of public sewers – repairing burst sewage and water pumping mains
- Providing alternative water supplies in the event of a failure
- Operating their assets connected with flood alleviation measures
- Informing the SCG as soon as is practicable in the event that drinking water supplies need to be shut down
- Implementing Business Continuity Plans
- Providing information to the public on water quality and sewer flooding issues
- Emergency over-pumping or tankering from the sewerage system
- Clearing blockages in public sewers and outfall grills
- Taking action to protect property from flooding by water from the public water mains or discharges from the public sewerage systems
- Provision of portable toilets in some cases
- Protecting their own assets (property and equipment)

4.13 Electricity Companies Action Card

Electricity suppliers (Scottish & Southern Energy Power Distribution) for Hampshire will consider the impact of severe flooding on the electricity 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 Strategic Co-ordinating 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 the relevant service (gas or electric) is safe before residents re-inhabit property.

4.14 Gas Distribution Networks Action Card

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 administer 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.

4.15 British Telecom Action Card

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 Strategic Co-ordinating Group.

- Informing the SCG as soon as practicable in the event that key supply points need to be shut down maintaining the safety and operation of it's 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

4.16 Network Rail & Train Operating Companies Action Card

- Network rail is responsible for maintaining the rail infrastructure. The Train Operating Companies (TOCS) manage the stations in the affected areas and will be responsible for disseminating rail traffic information in conjunction with Network Rail.
- During a flooding event affecting the railways, the Train Operating Companies retain control of their operations and have to meet their obligations as prescribed by the regulator

4.17 Highways Agency Action Card

- Operating the strategic road network 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 Hampshire 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 Media Plan

The Highways Agency 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.

4.18 Operators of other critical infrastructure

- 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.

4.19 Industrial Companies

Industrial Companies should:-

- Protect own premises and installations
- Brigade any resources which could be hired
- Have adequate Business Continuity Plans

4.20 Private Property Owners

Private Property Owner's responsibilities include:-

- Personal Flood Plans (move cars to higher ground if flooding is imminent) & ensuring their own health & safety and that of others at their property
- Preventing water from entering their property where possible
- Installing flood protection products where suitable
- Safely isolating electricity and gas supplies at mains
- Moving valuable possessions above floor areas liable to be flooded
- Maintaining clear watercourses running through their land (including ditches adjacent to roads)
- Considering insurance to cover risks and water damage
-

4.21 Government Liaison

- If a flooding emergency has been declared as a major incident and an SCG has been activated, the Department for Communities and Local Government (DCLG) Resilience and Emergencies Division (RED) (South), should be notified. Depending

on resources and whether flooding is affecting more than one area/ region, RED should provide a “Government Liaison Officer” to attend SCG meetings and act as a direct link to Central Government.

4.22 Armed Forces

The UK Armed Forces national structure, organisational, skills, equipment and training can be of benefit to civil authorities in managing the response to and recovery from emergencies.

The Military Aid to Civil Authorities (MACA) arrangement governs this support. No standing forces exist for MACA tasks and assistance is provided on an availability basis. LRF Contingency Plans should not rely upon the UK Armed Forces to support response or recovery activity, but acknowledge that it can assist the process if a Defence Minister approves requests for such support. Requests for such support are routed through the Joint Regional Liaison Officer (JRLO)

4.23 Met Office

- Provide regular responder briefings and direct telephone consultation (EA Flood Advisory Service) which will include forecast detail for short and medium range
- Place bespoke information relating to the event on Hazard Manager website
- Provide on request (depending on resources) representatives to TCG / SCG Meetings

4.24 British Waterways (relevant for Basingstoke Canal)

- Protecting its own structures – some of which are flood defences
- On its own navigation system and along with other bodies helps 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.

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5 Media and Public Information

5.1 Introduction

All media information should be compiled in accordance with the HLOW LRF Media Plan to enable consistent, timely and accurate information. This section of the plan provides useful templates that can be adapted to provide local information - thus enabling each agency to meet it's warning and informing duty under the Civil Contingencies Act 2004.

Communicating with the public can be broken down into 3 stages:

- Public Awareness
- Public Warning
- Informing and advising the public

Whilst the Environment agency is the lead agency for disseminating flood warnings, each agency has specific responsibilities in raising public awareness and informing and advising the public before, during and after a flood event.

The pre-scripted information within this section of the plan will be made available to all HLOW LRF Cat 1 Responding Agencies to enable their Media / Communications Teams to disseminate appropriately – as agreed by the Adverse Weather Office, Tactical Management Group or Strategic Co-ordinating Group.

5.2 Draft Press Release – Advice Before Flooding

SEVERE WEATHER / FLOOD WARNING – FLOOD PREPARATION ADVISED

(Insert name of agency) is advising residents in flood-prone areas (list if possible) to prepare for possible flooding following a severe weather warning for later tonight. We are asking people to watch TV or listen to radio to keep track of the weather situation. The Emergency Services, Local Authority, NHS Partners and Utility Companies are working closely to support residents during the floods. We ask people to:

- Check the weather forecast regularly on television, radio or the internet
- Check the Environment Agency flood warnings on:
 - Telephone: Floodline 0845 988 1188
 - Website: <http://www.environment-agency.gov.uk/homeandleisure/floods>

This is purely a precautionary warning because of the weather forecast.

Householders are advised to follow the Environment Agency's flood warning advice, which is:

- Prepare a Flood Kit – warm clothes, torch with batteries, battery powered radio, food, water, mobile phone + charger, first aid kit, important personal documents such as passports, bankcards and insurance details; medication and baby food if needed. Keep it upstairs
- Make a list of useful numbers such as the emergency services, Floodline, insurance company and policy details.
- Talk about what you would do in the event of flooding with other family members / housemates
- Know where to turn off the gas, water and electricity supply. Ensure you switch it off if you evacuate your property.
- Move people, pets, valuable items and if possible - electrical appliances upstairs or in a high place downstairs
- Any furniture that you can not move upstairs try and raise off the floor
- Think about moving your car to higher ground
- Block doorways, air bricks and cellar vents with bricks or sandbags
- Alert neighbours and assist the elderly, infirm and those with small children
- Avoid walking and driving through floodwater as there could be hidden hazards
- If you have any health worries call NHS Direct on 0845 4647 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”

5.3 Draft Press Release – Advice During Flooding

Information During Severe Weather/Flooding

The following areas have been affected by flooding
(List)

The Emergency Services, Local Authority, NHS and Utility Companies are providing advice to residents and businesses in these areas.

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. If it is necessary to walk through shallow floodwater, take care for hidden holes, obstacles or other hazards
- Avoid contact with floodwater and wash any exposed parts of the body before handling food or attending to wounds
- Do not eat food that has been in contact with flood water
- Keep listening to the news and the weather forecasts
- Be prepared to evacuate when advised by the Emergency Services
- If you leave your house, remember to secure it. If time to do so, inform friends & relatives of your forwarding location.
- If in danger call 999 immediately

What happens if I have to evacuate?

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

If Prepared Rest Centres have opened insert the following:

- An emergency rest centre has been established by the council at (insert location) for evacuees who have nowhere to stay. Transport will be provided if you need it. Please call the following number if you need assistance with this:
(Insert Help Line Number if established)
- Try and check that any elderly or vulnerable family members or neighbours know about the evacuation.
- Try and inform family & 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 relevant Water Company)

Where can I get more information?

Keep up to date with:

Local radio stations

Updated Information about Flood Warnings: Floodline 0845 988 1188

<http://www.environment-agency.gov.uk/homeandleisure/floods>

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”

5.4 Draft Press Release – Advice After Flooding

Information After Severe Weather/Flooding

The following areas have been affected by flooding
(List)

Name Council is leading the work to support residents and businesses affected by the floods.

(insert number) of domestic properties and

(insert number) of businesses and

(insert number) of schools have been affected

The local authority is working closely with the emergency services, NHS and utility companies to support people after the recent severe weather / floods.

(insert if relevant – check with Hampshire County Council / relevant District)

A “one stop” flood advice centre has been opened by the council at (insert location) to help those affected by the floods. Opening times are: *(insert times)*

What should I do if my property has been flooded?

- Only return to evacuated buildings if you are told it is safe to do so by the emergency services / local authority officer
- Check the safety of electricity and gas with the supplier before use.
- 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 and boil all tap water until it is declared safe by the water supply company
- Dispose of all contaminated food, including defrosted food. The Local Authority will provide special waste collections – details will be published on both Hampshire County Council / relevant District Authority websites, and leaflets distributed to 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 whilst taking care for security.

The 3 Step Cleanup:

If possible, don't reoccupy your property until after the following

1. Remove water and mud

Fire and Rescue Services can pump out standing water but will charge for non emergencies. Otherwise, use a pump (from hire / DIY shop) or use buckets followed by a wet / dry vacuum. Shovel out mud (which may be contaminated) then hose out or use a garden sprayer

2. Clean and Disinfect

Wear protective clothes, boots and rubber gloves
Use a brush, soapy water and heavy duty cleaner then rinse
Floodwater may be contaminated so disinfect all areas affected after cleaning up
Disinfecting also avoids mildew and moulds

3. Dry

Take furniture, bedding and clothing outside to avoid mould.
Use fans plus industrial heaters and dehumidifiers
Have the central heating on at 22 deg C or above
Drying out can take weeks or even months. If it's done too quickly, it can cause structural and long term damage.
Good ventilation is essential – keep windows and doors open on dry days and remove any air brick covers.

Find more in the Environment Agency Leaflet “What to do Before, During & After a Flood”

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 relevant Water Company)

Where can I get more information?

Keep up to date with:

Local radio stations

Updated Information about Flood Warnings: Floodline 0845 988 1188

<http://www.environment-agency.gov.uk/homeandleisure/floods>

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”

Insurance Advice

- Reasonable costs of temporary emergency repairs will be paid by the insurers, but make sure to keep receipts
- Household buildings and contents policies and many business policies cover damage by flood. If residents are uninsured they will be responsible for covering all costs of flood damage
- Damage to cars is covered by comprehensive motor policies
- The cost of reasonable alternative accommodation will usually be met up to stated limits, if their home has been made uninhabitable

Policyholders should try to salvage their belongings but without putting themselves at risk and contact their insurance company, broker or agent as soon as possible for advice on their claim.

5.5 Draft Letter to Residents

Advice to residents affected by flooding

Dear Resident,

Many of you have been affected by some of the worst flooding to have hit (*insert name*) for decades.

(Insert name) Council is working closely with other agencies, including Hampshire Police, Hampshire Fire and Rescue Service, Utility Companies and the Environment Agency, co-ordinating the on-going efforts to resolve the problems as quickly as possible.

We responded to the crisis immediately.

Our first concerns were for those of you whose homes were being flooded. A rest centre was established at.....(*insert if required*) and the offer made to evacuate people living in the worst hit homes. (Transport to the centre was arranged, where food and drink, clothing, blankets and medical support were all available.)

(We arranged to get extra pumping equipment into the area and we are extremely grateful to the speedy response of the organisations concerned (including the Royal Navy and the Maritime & Coastguard Agency) – *insert if required*

The situation today is that the authorities remain confident that there will be no further serious flooding problems, even if more rain falls tonight, as has been forecast. – *insert if required*

Clean-up teams have been working in all waterlogged areas clearing all roads of water and flood debris, as well as grassed areas – where some water remains.

The council has provided ten builders' skips for you to leave water-damaged items such as carpets, bedding etc but we strongly advise you to contact your insurers before throwing out any items which you intend to claim for. They are located in and around.....(*insert area/location as required*). Rubbish may also be taken to the Council Household Waste Recycling Centres at:

List

We would like to reaffirm that your drinking water is perfectly safe. But you are asked to take sensible hygiene precautions.

Hardship Fund/Crisis Loan

A hardship fund may be set up for people in serious need. However if so, 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 contents insurance. Alternatively, a crisis loan may be available from the Department for Work and Pensions Jobcentre Plus team on 0800 731 9091. Additional budgetary loans and issues regarding funerals and maternity are also managed by the Jobcentre Plus team on 0845 6088580.

If you need further advice on dealing with the flood please call Hampshire County Council (insert telephone helpline if relevant)

Useful Contacts

The following information may be useful if you still have problems arising from the floods.

The '*Buy with Confidence*' scheme offers a list of local trade people who have been checked by the trading standards team. Both *Buy with Confidence* and *Customer First* have received national recognition from the Office of Fair Trading and are members of the [Local Authority Assured Trader Scheme Network](http://www3.hants.gov.uk/tradingstandards/bwc.htm), which sets minimum standards for local authority good trader schemes. Contact them on 0845 404 0506 or via the internet at

<http://www3.hants.gov.uk/tradingstandards/bwc.htm>

Always use reputable companies and individuals to undertake your work. It will pay dividends in the long run.

Beware of Rogue Traders.

Beware traders and workmen who arrive on your doorstep unannounced offering to do work for you. Agree nothing until you have seen a written quotation and are satisfied that they are reliable and competent. Use the Buy with Confidence Scheme wherever possible. (See above)

If you feel you qualify for a reduction in council tax because your home has been made unusable, call the council tax enquiry line within your district council on (insert number).

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 Southern Water bases your bill is too high, contact the District Council

Any other problems? We may be able to help or advise (insert Telephone helpline)

.....
Signature / Post Holder Required
Issued by Hampshire County Council / District Council

5.6 Draft Public Health Information Sheet

Public Health Information Sheet

Environmental Health

Information Sheet

Flood Damage To Homes

Area of responsibility

Our duties relate to public health, that is to say matters relating to making a house fit for living in after flooding has occurred. Your insurance company (house and contents may be with different providers) will deal with payments for repairs and replacement of damaged possessions. Before disposing of any items remember to contact your insurance company for advice.

If you live in rented accommodation your Landlord will be responsible for structural repairs. If your home is uninhabitable our Housing Advice Team, telephone (*insert number*) may be able to help.

If you have no other means of being re-housed, contact the Homelessness Team on (*insert number*)

General Advice

Flood damage may have caused contamination by pathogenic (disease causing) organisms originating from overflowing sewers within the floodwater. Fortunately any contamination will have been diluted by the volume of water. These simple measures will assist in avoiding illness.

- Wear rubber gloves when clearing up damage and watch out for glass, nails etc. from broken furnishings.
- Cover any cuts with waterproof dressings to avoid infection.
- Remember to wash you hands before eating or drinking anything or smoking.
- Should you feel unwell in the days following your clear up operation see your Doctor and mention that your home has been flooded.
- If you have concerns regarding electrical safety contact your supplier.

- Soft furnishings will generally need to be discarded, remember to take photos for your insurance claim.
- We may be able to assist in providing skips or special collections for bulky waste but there may be a charge, please contact us on (insert number) for more information
- Pump, sweep, shovel water and debris out of property.
- Once back to hard surfaces wash everything with a detergent solution to remove mud and silt.
- Repeat the washing process.
- Once everything is visibly clean sanitise/disinfect all surfaces with a bleach solution of approximately 100/200 ppm chlorine. This approximates to 2 capfuls of bleach in a standard bucket of tepid water. This stage is essential to control the disease causing bacteria and viruses.
- Once the property is clean it needs to be allowed to dry. Natural ventilation, opening windows and doors is effective, depending upon the time of year and can be assisted by commercial hot air dryers and/or dehumidifiers.
- We may be able to provide information on where to hire such equipment.

Drinking Water

- It is likely that water will be cloudy or discoloured after a period of flooding.
- Information regarding the need to boil water etc before consumption will be provided to you by your supplier.
- If you have concerns regarding the safety of your supply contact your water company
- Thoroughly clean any taps by washing with detergent twice and then wiping with a bleach solution as described above.
- Allow all taps to run for 10 minutes to flush out potential contamination.

In the Kitchen

- All food preparation surfaces, equipment, cutlery, crockery, etc must be cleaned by washing with detergent twice and then dipping/wiping in a bleach solution as described above.
- Any foods, even if wrapped, that have come into contact with floodwater must be disposed of.

- If there are large quantities of foods (more than once black bag full) please contact us for guidance on disposal.
- If your electricity supply has been interrupted leave freezers closed. The insulation of the cabinet will ensure the foods stay frozen for several days providing no warm air is allowed to enter.

If you would like more information, please contact the Environmental Health Department at:-

(Insert relevant District Council)

5.7 Health and advice leaflets – Health Protection Agency



Flooding presents a number of risks to health, drowning being the most obvious. Serious injury can be caused by falling into fast flowing water or from hidden dangers under the water, such as missing manhole covers. The stress and strain of being flooded and cleaning up can have a notable impact on mental health and wellbeing.

There is also a serious danger posed by carbon monoxide fumes from the indoor use of generators to dry out buildings. Infections arising as a result of floodwaters in this country are rare as harmful microbes in floodwater usually become very diluted. There are, however, a number of precautions that can be taken.

In the event of major floods, the HPA works with local agencies, including the NHS, police, local government and Environment Agency to provide expert advice on protecting the health of the local community, particularly from microbiological and chemical hazards. Our local Health Protection Units, liaising with national colleagues who specialise in environmental hazards, infectious diseases and emergency planning, can provide a focal point for health protection advice to local responders and the public. The Environment Agency has a key role in warning people about the risk of flooding, and in reducing the likelihood of flooding from rivers and the sea.

<http://www.hpa.org.uk/Topics/EmergencyResponse/ExtremeWeatherEventsAndNaturalDisasters/EffectsOfFlooding/>

The above link includes information on:

- Health Advice: General information following floods
- Health Advice: How to clean up safely following floods
- Health Advice: Coping without mains water

6 Recovery, Remediation and Stand down Procedure

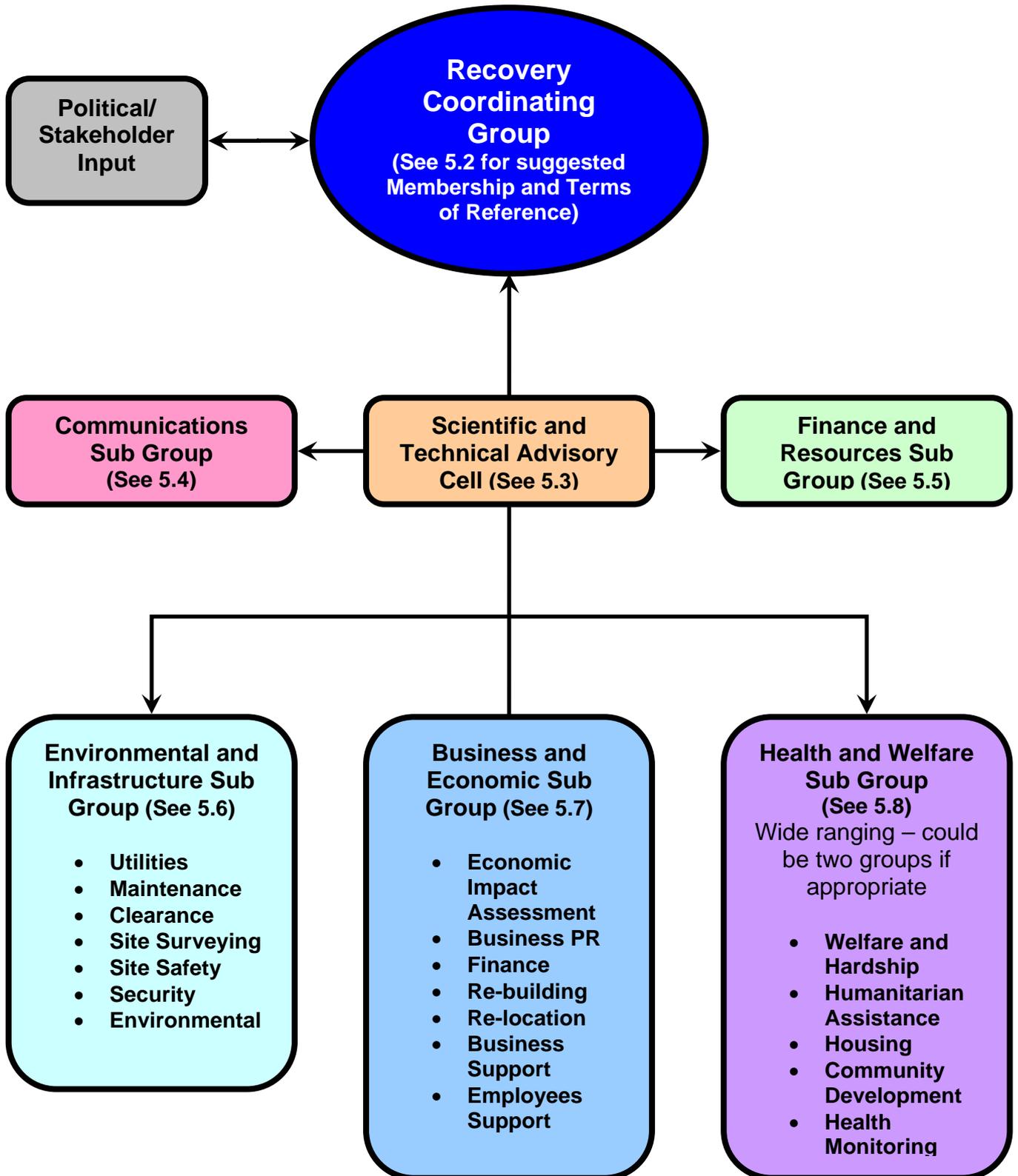
6.1 Recovery Co-ordinating Group

The work of the Recovery Co-ordinating Group will begin at the strategic level but once appropriate representatives become available, will move to an agreed local authority facility depending on the areas affected. Membership may comprise of representatives from the following agencies:

- (a) Hampshire County Council
- (b) District / Borough / Unitary Council
- (c) SHIP PCT Cluster
- (d) Health Protection Agency
- (e) Environment Agency
- (f) Department for Environment Food & Rural Affairs (DEFRA)
- (g) Food Standards Agency (FSA)
- (h) Utility Companies (gas, water, electric)
- (i) Government Decontamination Service
- (j) Other agencies as appropriate
- (k) Voluntary Sector & Animal Welfare organisations

The subject of recovery and remediation is covered in greater detail within documents produced by UK Resilience but also within the HCC Major Incident and Community Recovery Plan; the HIOW LRF Community Recovery Plan and all Hampshire Districts Emergency Response Plans.

A summary of overall responsibilities appears on the next page.



6.2 Remediation

Remediation issues may include:

- (a) characterising the extent and nature of contamination and damage arising from the incident;
- (b) preparing an environmental impact characterisation report;
- (c) identifying options for clean up of contamination and disposal of waste matter;
- (d) preparing a suggested remediation plan for approval by the Co-ordinating Group;
- (e) preparing a post-remediation report.
- (f) Longer term community and welfare support

6.3 Environmental Considerations

Flooding can have a wide range of impacts on the environment. An SCG may request a Science and Technical Advice Cell (STAC) to be convened, and to consider and provide advice on such environmental issues. Some issues may be longer term and a specific recovery sub-group may be required to address them. These are some of the issues that may need to be considered:

- **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 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 Environment Agency to discuss the most appropriate course of action.
- **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 and the Environment Agency will be available to advise and support. Advice to property owners can be seen in the form of pre-prepared press releases in Section 5 of this plan.

6.4 Stand-Down Procedure

On receipt of the All Clear message from Floodline the Emergency Planning Unit will:

- (i) *Notify all relevant County Council Departments / District Councils and issue “Stand Down” messages if appropriate at that time.*
- (ii) If flood alerts/warnings have been recently cancelled, stay tuned for updates in case the weather deteriorates and new flood alerts or warnings are issued
- (iii) Review emergency procedures
- (iv) Prepare appropriate reports
- (v) Produce debrief reports (HCC to “Investigate” flooding incidents in accordance with statutory duty Section 19 of Flood and Water Management Act 2010 and agreed criteria).

However according to the scale and nature of the incident there may be a period between the receipt of the “All Clear” message and the return to normality when the Emergency Services will withdraw and hand over control for the return to normality to the Local Authority Chief Executive / Corporate Director. Depending on the extent and nature of the flooding this period may be short or prolonged and the need to staff the Emergency Control Centre will be a matter for judgement at the time. In reality, for events requiring the operation of an ECC, the HCC Major Incident Plan is likely to have been invoked.

Recovery, or remediation as it is also known, may take months to complete, as it seeks to address the enduring human, physical, environmental, social and economic consequences of serious flooding. Inter-agency liaison procedures have been considered, alongside ongoing communications concerns and pre or post incident community tensions. The Government publication ‘*Emergency Response and Recovery*’ covers the subject at length.

6.5 Debriefing

Debriefing of staff and those supporting the Local Authority operation is vital. It is imperative that records of actions and decisions taken in relation to the Local Authority response to any flooding incident are noted within debriefing processes and fully documented and retained as they will be required by the Emergency Planning Unit for post incident reports and may well be required for any subsequent inquiry or litigation.

If an investigation is to be carried out in accordance with Section 19 of the Flood and Water Management Act 2010, a template will be made available by Hampshire County Council.

6.6 Financial Assistance

National Recovery Guidance - Economic Issues - Financial impact on Local Authorities

Background and Context

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. Some of these costs will be covered by insurance policies or local funding streams, however some will not. In these instances, local authorities will often look to Central Government Departments for support in meeting the additional costs incurred.

Policy and Guidance

The flooding incidents of summer 2007 were both widespread and exceptional in nature. In response to the flooding and Sir Michael Pitt's recommendation on recovery funding, Government put together, for the first time, a financial package to assist affected local authorities with the costs of recovery.

In the event of an exceptional emergency, individual departments (Communities and Local Government (CLG), Department for Transport (DfT), Department for Environment, Food and Rural Affairs (DEFRA) and Department for Education (DfE), will now consider providing financial support for various aspects of the recovery effort.

The supporting guidance for these funding arrangements can be found using the links below:

- DCLG: [Support for Recovery from Exceptional Emergencies](#)
- DfT: [Emergency Capital Highway Maintenance scheme](#)
- DEFRA: [DEFRA recovery funding arrangements](#)
- DfE: [DfE recovery funding arrangements](#)

Communities

Communities and Local Government's recovery funding arrangements may be activated at ministerial discretion in the event of an exceptional emergency which has a major impact on communities.

There is no automatic entitlement to financial assistance: Ministers will decide whether to activate the arrangements based on the impact of a particular emergency and whether funding is available from within existing departmental resource.

Transport

The Department for Transport will consider bids from local authorities for additional funding to cover reconstruction/repair work following an emergency. Each application is considered on its merits and requires Ministerial approval. These arrangements are similar to the Bellwin scheme.

The Guidance for claiming emergency capital highway maintenance funding sets out how claims should be progressed with the Department for Transport (DfT). This guidance has been produced following the June / July 2007 floods and may be subject to change.

To be considered, the damage must be such that it needs capital investment to rectify, works must be required urgently and cannot wait to be completed over a number of years as per normal funding.

DfT expects a local authority to find funds from its own resources of up to 15% of the in-year Local Transport Plan highways maintenance capital allocation provided to the authority. There is no set minimum or maximum amount DfT would consider funding (subject to the 15% figure).

Environment

Department for Environment, Food and Rural Affairs (DEFRA) funding scheme may be activated at Ministerial discretion in the event of an exceptional emergency which has a major impact on the environment causing significant, long lasting or permanent damage, pollution and contamination.

The scheme is designed to help meet some of the costs associated with the long term environmental damage that results from an exceptional emergency. These costs must be over and above those normally incurred by local authorities and outside those met by other funding schemes.

The scheme does not replace the existing Bellwin arrangements.

Schools

Department for Education funding support may be activated at ministerial discretion – subject to the availability of funding – in the event of exceptional emergencies that have a major impact on communities, and the services to those communities that fall within the policy remit of the Department for Education.

Emergency support will be intended to help meet some of the exceptional costs incurred by local authorities in supporting affected communities during the recovery phase after an emergency; only costs relating to schools or services for children, young people and families will be considered, and only top tier authorities will be eligible. Any such costs would have to be over and above those normally incurred by local authorities and outside those met by other funding schemes (e.g. Bellwin).

No insurable costs would be met by DfE funding – authorities that choose to self-insure will not receive any more favourable treatment.

For further information on funding issues relating to schools, see [Damaged School Buildings](#).

The DCLG, DfT, DEFRA and DfE funding arrangements outlined above are in addition to the support provided in the response phase through the existing [Bellwin](#) scheme in England. The [Bellwin](#) scheme does not apply in the recovery phase.

Bellwin Scheme of Emergency Financial Assistance to Local Authorities

The Government operates a scheme of emergency financial assistance (Bellwin) to assist local authorities in covering costs they incur as a result of work in coping with emergencies such as, typically, floods.

A 'Bellwin' scheme may be activated in any case where an emergency involving destruction of, or danger to, life or property occurs and, as a result, one or more local authorities incur expenditure on, or in connection with, the taking of immediate action to safeguard life or property, or to prevent suffering or severe inconvenience, in their area or among its inhabitants.

Bellwin is **not**, however, applicable for the recovery phase of an incident, since the grant is limited by Section 155 of the Local Government and Housing Act 1989 to contributing to immediate costs incurred on or in connection with safeguarding life or property or preventing inconvenience following an incident. It is important to be aware that precautionary actions and longer term clearing up actions are ruled out by the terms of the statute.

[General guidance notes](#)] are issued from time to time, which set out the conditions applying and more general information about the Bellwin Scheme. This includes qualifying emergencies, who can claim, grant rates and thresholds and how to notify an incident or make a claim.

Lead Central Government Department

Whilst DEFRA is the lead Central Government Department for flooding , Department Communities and Local Government (DCLG) will co-ordinate any requests for assistance under the Bellwin Scheme.

There is no agreed protocol to identify a Lead Government Department (or co-ordinating government department) in relation to claims that fall outside the Bellwin Scheme. Each individual government department will consider what, if any, financial support it can provide.

Glossary

Term or Abbreviation	Explanation
AWO	Adverse Weather Office
Bronze	Single agency operational level of management in an incident
Cat 1 Responder	Category 1 responder <ul style="list-style-type: none"> • Those organisations at the core of the response to most incidents (emergency services, local authorities, Environment Agency, local health organisations)
Cat 2 Responder	Category 2 responder <ul style="list-style-type: none"> • Cooperating organisations involved in the response to an incident (Health and Safety Executive, transport and utility companies)
CCA	Civil Contingencies Act 2004 <ul style="list-style-type: none"> • Statutory framework for the delivery of civil protection
DEFRA	Department for Environment Food and Rural Affairs
EA	Environment Agency
FFC	Flood Forecasting Centre
FGS	Flood Guidance Statement
Gold	Single agency strategic level of management of an incident
HART	Hazardous Area Response Team
HLOW	Hampshire and Isle of Wight <ul style="list-style-type: none"> • Geographical description based on police force area
HFRS	Hampshire Fire and Rescue Service
HPA	Health Protection Agency
LRF	Local Resilience Forum <ul style="list-style-type: none"> • Principal mechanism for multi-agency cooperation between Category 1 and 2 responders
MCA	Maritime and Coastguard Agency



NHS	National Health Service
NSWWS	National Severe Weather Warning Service
PCT	Primary Care Trust
RCG	Recovery Coordinating Group <ul style="list-style-type: none"> • Sub group of SCG
SCC	Strategic Coordination Centre
SCG	Strategic Coordinating Group <ul style="list-style-type: none"> • Multi-agency group providing strategic direction in an incident
SHIP PCT	Southampton, Hampshire, Isle Of Wight & Portsmouth Primary Care Trust
Silver	Single agency tactical level of management in an incident
SOU	Strategic Operational Unit
STAC	Scientific and Technical Advice Cell <ul style="list-style-type: none"> • Sub group of SCG
TCG	Tactical Coordinating Group <ul style="list-style-type: none"> • Multi-agency group providing tactical management of an incident