



CWP Flood plan

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Type of document	Plan	
Target audience	All CWP staff	
Document purpose	This document is Cheshire and Wirral Partnership NHS Foundation Trust's (CWP) Flood Plan, which will enable it to quickly respond to the needs of staff, service users, visitors, contractors and buildings which are at risk of being affected by flooding.	

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CWP documents to be read in conjunction with	HR6 GR7	Trust-wide learning and development requirements including the training needs analysis (TNA) Major incident plan
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Training requirements	There are no specific training requirements for this document.
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Financial resource implications	No
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Equality Impact Assessment (EIA)

Initial assessment	Yes/No	Comments
Does this document affect one group less or more favourably than another on the basis of:		
<ul style="list-style-type: none"> • Race • Ethnic origins (including gypsies and travellers) • Nationality • Gender • Culture • Religion or belief • Sexual orientation including lesbian, gay and bisexual people • Age • Disability - learning disabilities, physical disability, sensory impairment and mental health problems 	No	
Is there any evidence that some groups are affected differently?	No	
If you have identified potential discrimination, are there any exceptions valid, legal and/or justifiable? N/A		
Is the impact of the document likely to be negative?	No	
<ul style="list-style-type: none"> • If so can the impact be avoided? • What alternatives are there to achieving the document without the impact? 	N/A N/A	

• Can we reduce the impact by taking different action?	N/A	
Where an adverse or negative impact on equality group(s) has been identified during the initial screening process a full EIA assessment should be conducted.		

If you have identified a potential discriminatory impact of this procedural document, please refer it to the human resource department together with any suggestions as to the action required to avoid / reduce this impact.

For advice in respect of answering the above questions, please contact the human resource department.

Was a full impact assessment required?	No	
What is the level of impact?	Low	

Document change history

Changes made with rationale and impact on practice
1.

External references

References
<ol style="list-style-type: none"> 1. Community Risk Registers 2. Developing a multi-agency flood plan preliminary guidance for LRFs and Emergency Planners Civil Contingencies Secretariat 2008 3. Report on the lessons learned from the Summer 2007 flooding experiences from an Estates & Facilities perspective 4. North Lincolnshire report to the Board following the floods of 2007 5. Merseyside Multi-agency Major Emergency Response and Recovery Plan (Appendix F)

Monitoring compliance with the processes outlined within this document

Is this document linked to the NHS litigation authority (NHSLA) risk management standards assessment?	No
	NB - The standards in bold above are those standards which are assessed at the level 2 and 3 NHSLA accreditation.

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Section 1

1. Introduction and purpose

In 2007 unprecedented levels of summer rainfall caused major flooding in parts of Gloucestershire and South and East Yorkshire affecting the local health economy and major infrastructure. The effects of climate change may mean that flooding of this nature is more likely to become an increasingly common event in future, which could affect both urban and rural parts of Cheshire and Wirral. Flooding may be localised but occur simultaneously across the area amounting to a series of major incidents, which may be short term or protracted.

This document is Cheshire and Wirral Partnership NHS Foundation Trust's (CWP) Flood Plan, which will enable it to quickly respond to the needs of staff, service users, visitors, contractors and buildings which are at risk of being affected by flooding. The main objective is to protect life and wellbeing, maintain essential services and plan for recovery. This plan incorporates lessons learned from the floods of 2007 and the recommendations of the Pitt Review.

This document should be read in conjunction with the CWP Major Incident Plan, CWP Business Continuity management system and procedures, CWP strategic Business Continuity Plan, local service line Business Continuity Plans and the Cheshire Local Resilience Forum Flood Plan.

This plan covers all geographical areas covered by CWP but highlights in particular those sites which have been identified as being at risk of flooding.

1.1 Aim

The CWP Flood Plan will provide a framework for response and recovery to a flooding incident; Ensuring that CWP are able to quickly respond to the needs of staff, service users, visitors, contractors and buildings which are at risk of flooding.

1.2 Objectives

The objectives of the CWP Flood Plan are:

- Ensure response and recovery protects life and wellbeing, maintaining and coordinating critical services to those affected;
- Outline appropriate triggers for escalation in periods of increased needs and service demand;
- Clearly identify the appropriate clinical and corporate roles and responsibilities in the event of a flooding emergency;
- Provide a framework for response and recovery to a flooding emergency;

1.3 Scope

This document will inform all CWP staff and stakeholders of the response and recovery requirements to respond to a flooding emergency.

This document outlines:

- The likelihood and impact of flooding across the Trust footprint;
- The plan trigger levels;
- The flood warning system;
- The Trust's responsibilities and specific flood actions services must take;
- Mapping estates, assets or infrastructure belonging to the Trust that will be critical during a flood;
- The physical and mental health issues following a flood.

1.4 Testing and validation

This plan will be tested and validated through exercises developed as part of CWP's annual emergency planning training and exercising programme, the responsibility for which lies with the

Emergency Planning sub committee. The plan will be reviewed as necessary in light of learning from incidents, exercises and comments received.

Day to day accountability for emergency planning response has been devolved to the Deputy Director or Nursing and Therapies.

1.5 Audit and Amendment

The plan will be subject to on-going review and revision. A formal review will be every 5 years which will be completed by the CWP Emergency Planning sub committee. All amendments will be audited and communicated to partners. Procedures within the plan may be reviewed more regularly.

1.6 Freedom of Information

Release of information contained in this document should be considered with regard to Freedom of Information and Data Protection legislation

1.7 Monitoring and review

The Emergency Planning Sub-Committee (EPSC) is responsible for co-ordinating, monitoring and reviewing this plan and ensuring that the flood plans of the Local Authorities and other local health agencies / organisations are compatible. This plan will be reviewed 5 yearly, or following activation of the plan.

2. Types of flooding and warnings

As the climate changes, the chance and consequences of flooding are increasing, mainly from excessive rainfall which leads to rivers overflowing their banks or increasing surface water levels caused by a failure of drainage systems. More intense summer rainfall, along with increased rainfall in winter, adds to existing risks for urban areas, particularly where man-made drainage systems lack the adequate capacity (or could become blocked as a result of the excessive water). In addition the spread of urbanisation reduces the natural capacity of the land to soak up and drain away water.

Rivers are classified by the environment agency as main rivers and ordinary watercourses. The Agency is responsible for the flood prevention measures on main rivers. Ordinary watercourses, including drains and sewers are the responsibility of various bodies such as local authorities and other landowners.

There are six types of flooding, the responses to which are similar:

- River;
- Coastal;
- Surface water (flash floods, burst water mains);
- Sewer;
- Groundwater;
- Reservoir.

2.1 River / watercourse flooding

Occurs when freshwater flows exceed the capabilities of rivers and watercourses, this type of flooding can result from a breach of flood defences following heavy rainfall and/or melting snow which causes abnormally high water levels in rivers and tributaries.

History can be defined as the flooding history geographically in Cheshire, Greater Manchester and Merseyside.

Risk	Generally low
History	No reports in last ten years

2.2 Coastal flooding

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.

Risk	Medium depending on weather conditions
History	No reports in last ten years

2.3 Surface water / rainwater flooding

Can occur when intense rainfall exceeds the capacity of the drainage system; is very much a localised event and generally has short 'lead times' making prediction difficult. Surface water flooding can occur where no watercourse exists and can be exacerbated by topography, drainage systems and surfaces with low permeability. A water main burst can occur as a result of poor maintenance, age, general works or other external factors. The responsibility for the initial response to an emergency lies with United Utilities.

Risk	Medium and unpredictable if drains / pipes collapse
History	Reported in Liverpool within the last year

2.4 Foul sewage flooding

Occurs when sewers are overwhelmed by heavy rainfall or when they become blocked. The impact of foul sewage flooding is likely to be localised. Land, property and rivers can become contaminated with raw sewage.

As with water mains burst flooding the impact is likely to be localised and the responsibility for the initial response to an emergency lies with United Utilities.

Risk	Low but unpredictable if sewers collapse
History	No reports in last ten years

2.5 Groundwater flooding

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.

Risk	Low
History	No reports in last ten years

2.6 Reservoir flooding

Some CWP sites fall in the River Bollin Macclesfield Flood warning area. The safety record for reservoirs is excellent but it may still be possible that a dam may fail resulting in a large volume of water being released very quickly. Local Authorities are responsible for Reservoir Flood Planning.

Risk	Extremely low, but severe impact if dam collapses
History	No incidents resulting in the loss of life since 1925

3. Environment agency flood warning codes

The Environment Agency plays a central role in managing flood risk from all causes of flooding including rivers, coastal, groundwater, reservoirs and surface water and ensuring the emergency services and public know when and where it will flood. Wherever possible the Environment Agency aims to issue flood warnings at least 2 hours before flooding is due in England.

Table 1 - Definition of flood warning codes provided by the environment agency

 <p>FLOOD ALERT</p>	<p>This means “Flooding is possible. Be prepared”. We issue Flood Alerts for targeted specific locations that are at risk of flooding.</p> <p>It will indicate that flooding is possible and that people should make some low impact preparations (e.g. move small valuable items upstairs, check travel plans) and remain vigilant.</p>
 <p>FLOOD WARNING</p>	<p>This means that “Flooding is expected. Immediate action required”. We mainly target Flood Warnings at specific communities that are at risk from flooding. Some Flood Warnings may apply to stretches of coast and river.</p> <p>It will indicate that flooding is expected and that people should take more direct impact actions e.g. move belongings upstairs.</p>
 <p>SEVERE FLOOD WARNING</p>	<p>This means “Severe Flooding. Danger to life”. All customers who receive a Flood Warning will receive a Severe Flood Warning if conditions are met.</p> <p>It will be used in extreme circumstances to tell people that flooding is posing significant risk to life or significant disruption to communities which could also cause risk to life. Depending on the circumstances it would indicate that people should evacuate the area or take shelter within safe buildings.</p>
<p>Warning No Longer In Force</p>	<p>We issue a message to tell people that the flood threat has passed and includes useful advice on what to do next.</p>

The telephone call is an automated message of 40-60 seconds duration giving a warning and the Floodline number (0845 988 1188). Should the call not be answered it will be repeated three times at five minute intervals.

CWP Flood Warning Code Procedure

Within CWP the flood warning codes will be received by the Emergency Planning and Business Continuity Team. The Emergency Planning and Business Team will forward the flood warning message details to;

- CWP Emergency Planning Officer
- CWP Executive On-call
- Identified Single Point of Contact for each location at risk of flooding

CWP Emergency Planning and Business Continuity Team will only respond to the Flood Warnings in hours (Monday – Friday, 0900-1700).

This procedure will be reviewed on an annual basis and/ or following activation of the CWP Flood Plan.

Met office severe weather warnings

The Met Office’s Severe Weather Warnings Service (NSWWS) aims to warn of severe or exceptionally severe weather likely to adversely affect large numbers of people or present a danger to life. The

current system has been in place since March 2011. Warnings are depicted on the Met Office website using a “traffic light” system on maps of the UK.

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

There are two levels of warning, available up to five days ahead:

- **Alerts** – are issued more than 24 hours ahead;
- **Warnings** – are issued up to 24 hours ahead.

Warnings will be issued for: rain, snow, wind, fog and ice and the warning level will be based on a combination of the likelihood (how likely the event is to occur) and the impact (the potential impact the expected conditions may have). A combination of likelihood and impact will be measured against a matrix to give each warning a colour:

- Yellow;
- Amber;
- Red.

Table 2 - Met office weather warnings risk levels

Green	No severe weather expected
Yellow	Be aware – Remain alert and ensure you access the latest weather forecast
Amber	Be prepared – Remain vigilant and ensure you access the latest weather forecast. Take precautions where possible.
Red	Take action – Remain extra vigilant and ensure you access the latest weather forecast. Follow orders and any advice given by authorities under all circumstances and be prepared for extraordinary measures.

The risk of flooding

Postcode details of properties for which CWP are responsible have been submitted to the Environment Agency and they have advised that three properties are eligible for Flood Warnings and one is eligible for a Flood Alert ([see 3.5](#)).

In order to receive the warnings and alerts the properties have been registered with the Agency, with contact details submitted. At least one contact needs to be a 24 hour contact number. The contact methods available are by: telephone, fax, email and text.

Therefore this plan takes into account whether any properties fall within these broad areas of areas susceptible to surface water flooding and whether there could be potential access issues getting in and out of these sites.

The sites identified for flood warnings and alerts are as follows:

- Springview, Clatterbridge Hospital in a flood zone and eligible for a flood alert see table 1 above (Wirral Catchment). The likelihood of flooding is significant meaning there is a 1 in 75 chance of flooding each year;
- Barnabus Centre and George Street House in Macclesfield are in a flood zone and eligible for a flood warning. (River Bollin in Macclesfield Flood Warning Area where there is potential access issue from surface water flooding and possible reservoir inundation from Teggsnose, Ridgeway, Bottoms and Tentabank). The likelihood of flooding is moderate, meaning there is between a 1 in 75 and 1 in 200 chance of flooding each year;

- Product Store in Borders Industrial Estate, Saltney is in a flood zone and eligible for a flood warning. (Hawarden Embankment). The likelihood of flooding is low, meaning there is a 1 in 200 chance of flooding each year.

For the full list of affected properties please see [appendix 7](#).

Additionally, lessons learned from the 2007 floods as reported in “Report on the lessons learned from the summer 2007 flooding experiences from an estates and facilities perspective” highlighted the following:

- Access in major incident room to television news was very helpful – TV acquired;
- Work with PCT and community pharmacies on contingency plans to maintain access to medication – close links between Lloydspharmacy and pharmacy department;
- Buy mobiles on different networks as a contingency against telephone disruption – two mobiles covered by privilege access scheme in major incident room;
- Staff awareness of business continuity planning, which can be completely separate to a major incident plan, needs to be improved. Issues of inconsistency arose with regard to staff leaving their workplaces early and local functional managers making decisions which impacted across all Trust staff - business continuity training rolling out across teams, wards and services; proposed inclusion in mandatory training and induction;
- 4x4 vehicle arrangements proved beneficial to enable access to patients in flooded areas – reliant on good will of staff;
- Ensure training and information on emergency planning is embedded within the organisation and responsibilities and decision-making processes are clarified – as above under business continuity planning.

4. Risk registers

Cheshire, Greater Manchester and Merseyside Risk Register

Within Cheshire, the risk of an emergency resulting in a flood is rated as Medium to Very High.

Within Greater Manchester, the risk of an emergency resulting in a flood is rated as Medium to Very High

Within Merseyside, the risk of an emergency resulting in a flood is rated as High to Very High.

See [appendix 10](#) for detailed flooding risks.

Links to corporate risk register

Any risks identified as part of monitoring arrangements for the impact of flooding will be added to the CWP Corporate Risk Register and scored appropriately.

5. Triggers for activating the flood plan

Triggers:

- Met Office severe weather warnings;
- Environment Agency flood alerts and warnings;
- Reports of flooding from staff, visitors and the public / local radio.

Actions:

- Alert and standby procedures;
- Prioritise essential services;
- Implementation procedure – BCP lead and General Manager (not local ward / team / department managers);
- People to notify / inform;
- Open major incident room;

- Other generic actions, depending on the scale of the incident.

Table 5 Trigger and local response levels

Triggers in areas covered by the Flood Warning service	Local Response Level	Triggers in areas not covered by the Flood Warning service
Environment Agency constantly monitors rainfall and river levels		Met Office issues a severe weather warning.
Flood warnings activate the plan		Flood Forecasting Centre issues flood guidance statement
Environment Agency issues flood alerts and warnings	Level 0 Low flood risk	CWP Emergency Planning team receives weather warnings and reports of flooding.
 FLOOD ALERT	Level 1 Moderate flood risk	Severe weather warning and / or reports of minor flooding.
 FLOOD WARNING	Level 2 Substantial flood risk	Reports of property flooding.
 SEVERE FLOOD WARNING	Level 3 Severe flood risk	Reports of significant / catastrophic flooding.
Warning no longer in force	Level 4 Recovery	Floodwater recedes

It can be recommended that at local response level 2 the CWP Flood Plan is activated by the CWP Executive On-call.

6. CWP response levels and actions

At no time should anyone put their own life at risk

Local Response Level	Triggers and key considerations	Actual or forecast impact	Action
Level 0 Low flood risk	Triggers No flood warning / watches and / or no warnings of severe weather in force that may result in flooding.	No flooding occurring	No specific response, normal awareness of possible flood risk. If local incident (caused by burst main or sewer for e.g.) <ul style="list-style-type: none"> – Notify estates or contact estates on call (out of hours) informing them whether assistance is required to manage the initial incident response or for recovery only; – Notify manager or 2nd tier on call manager (out of hours); – Contain event locally and minimise further damage if safe to do so; – Maintain client and staff safety; – Consider implementing BCPs and relocation of services if required.
	Key considerations <ul style="list-style-type: none"> – News and weather reports on TV and radio; – Email intelligence received about likelihood of flooding. 		

Local Response Level	Triggers and key considerations	Actual or forecast impact	Action on receipt of flood alert
<p>Level 1 Moderate flood risk</p> 	<p>Triggers Flood watches in force; And / or Warnings of severe weather in force that may result in flooding; And / or Reports of minor impact flooding</p> <p>Key considerations</p> <ul style="list-style-type: none"> - Operational staff should be prepared to manage potential impact of flooding on services; - Emergency Planning Officer, estates and communications team continue to monitor information from EA website, MET Office and media sources; - Be prepared to support other multi-agency responders as appropriate; - Coordination of service-specific BCPs. 	<p>Low impact flooding of fields, gardens and minor roads</p>	<p>As for level 0 plus:</p> <ul style="list-style-type: none"> - Prepare a flood kit/grab bag of essential items; - Identify and prioritise vulnerable service users for community support via CareNotes Alert ; - Review appointments systems to ensure plans are in place to prioritise appointments at short notice should severe flooding occur; - Teams ensure they have current contact details for patients in case non-urgent appointments need to be cancelled at short notice; - Teams identify how they would cancel pre-booked non-urgent appointments, if necessary; - Preparatory response e.g. mobilise resources (sandbags), porters help to move identified equipment to safer area; - Communications to inform staff of flood risk; - Support other multi-agency responders as appropriate e.g. by placing trained staff on stand-by to attend rest centres as appropriate; - Consider water quality issues for home dialysis patients;

Local Response Level	Trigger and key considerations	Actual or forecast impact	Action on receipt of flood warning
<p>Level 2 Substantial flood risk</p> 	<p>Triggers Food warnings in force; And / or Warnings of severe weather in force that are likely to result in flooding; And / or Reports of property flooding</p> <p>Key considerations</p> <ul style="list-style-type: none"> – Consider whether situation requires ‘stand by’ or declaration of Major Incident (Director On-Call); – If Major Incident has not been declared consider requirement to coordinate public information provision across two or more agencies (NHS ‘Silver’ and Multi-Agency Tactical response may trigger ‘Gold’ Comms protocols); – Consider impact of staff availability due to school closures, road transport links disruption in line with current BCPs. 	<p>As level 1 plus: High impact flooding which may result in risk to life, homes and businesses. Main roads and infrastructure may be affected. Evacuations may be required.</p>	<p>As for level 1 plus:</p> <ul style="list-style-type: none"> – Prepare to activate Flood Plan and procedures in affected sites – STANDBY; – Prepare to activate Strategic BCP – STANDBY; – Consider declaring “standby for major incident”; – 2nd and 3rd tier on call implement specific BCPs in affected sites, assessing what support is required from Estates, Facilities and IT (incident response or recovery); – Activate gathering of local daily sitreps and agree reporting arrangements for command and control structure; – Operational staff identify vulnerable patients within flood risk area and impact on local healthcare sites; – Cancel outpatient clinics in affected sites and inform patients and carers; – Move to a safer place; – Estates/contractors provide sandbags / floodboards to protect properties under threat and put flood protection equipment in place – Estates advise on when and how to turn off gas, electricity and water supplies if safe to do so; – Comms to direct staff to flood page of emergency planning intranet for flood action cards, flood messages, advice and guidance; – Consider staff re-deployment and alternative working arrangements; – Mobilise trained staff to attend rest centres as required with action cards, grab bags and to consider medium and long-term working arrangements.

Local Response Level	Trigger and key considerations	Actual or forecast impact	Action
<p>Level 3 Severe flood risk</p> 	<p>Triggers Severe flood warnings in force; And / or Warnings of severe weather in force that are highly likely to result in flooding; And / or Reports of significant, catastrophic flooding</p> <p>Key considerations</p> <ul style="list-style-type: none"> – Consider operational response required (Bronze); – Advise staff to consider and plan journey to and from work based on advice from Police, Local Authorities and media. 	<p>As level 2 plus: Very high impact flooding which may result in extreme danger to life and property.</p> <p>Main roads and infrastructure affected. Evacuations may be required.</p>	<p>As for level 2 plus:</p> <ul style="list-style-type: none"> – Implement Flood Plan, Strategic BCP and Major Incident Plan and open Major Incident Room ACTIVATE; – Be prepared to evacuate affected properties Major Evacuation Plan STANDBY OR ACTIVATE; – Call 999 if in immediate danger; – Police co-ordinate multi-agency response; – Multi-agency control centres open; – Agree reporting and data collection for sitreps for Silver / Gold; – Ensure re-located services and staff are fully-informed and supported in order to maintain services; – Ensure staffing levels are maintained.

Local Response Level	Trigger and key considerations	Actual or forecast impact	Action
Level 4 Recovery	<p>Triggers Flood warnings / severe flood warnings downgraded; And / or All clears issued; And / or No warnings of severe weather in force that may result in flooding</p>	Flood water Receding	<ul style="list-style-type: none"> – Health and safety checks carried out by Estates and IT; – Ensure that utility providers are engaged in recovery process in the event of power, water or communications failure; – Deep-cleaning of affected properties carried out by Facilities; – Engage Finance in recovery process to advise on resource issues; – BCP Leads / General Manager arrange for affected services to continue in alternative venue or return to own property as appropriate STAND-DOWN; – Consider longer-term re-location of services if necessary; – Report local response and recovery to Silver / Gold; – Liaise with Health Protection Agency, Public Health in response to potential/actual pollution incidents; – Ensure mental health services (psychiatric and psychological) can meet any increased needs of affected clients, staff and general population; – Ensure frontline staff have and can distribute information about recovering homes after a flood (see appendix 1).
	<p>Key considerations</p> <ul style="list-style-type: none"> – Set up 'Hot and Cold' debrief sessions; – Establish when normal working arrangements will be achieved via BCPs as soon as practicable; – Assess wider impact on service users, carers and any affected staff; – Share lessons learned from incident with relevant trusts, agencies and local authorities. 		

7. Duties and responsibilities

7.1 Cheshire and Wirral Partnership NHS Foundation Trust will

- Raising awareness among staff about any risk of flooding;
- Identifying individuals who are at particular risk from conditions worsening as a result of flooding or who fall into a high risk group. These people are likely to be already receiving care;
- Identifying any changes to individual care plans for those in high risk groups, including those with chronic illness or severe mental illness, including initiating daily visits by formal or informal carers to check on people living on their own;
- Identifying minimum staffing levels required to maintain services;
- Prioritising core services and identifying service users in need of urgent access to clinical services;
- Taking note of severe weather forecasts issued by the Met Office by email and hazard manager and communicating severe weather warnings and alerts to staff via communications department;
- Taking note of flood warnings issued by the Environment Agency and communicating flood alerts and warnings to staff via communications department;
- Providing those sites already identified as at risk of flooding with appropriate measures and resources with assistance from estates department and outside contractors as required;
- Changing rotas, allowing staff to work flexibly if childcare and carers' issues are problematic;
- Following command and control structures applied by Cheshire NHS Resilience locally and trust wide to ensure consistency of approach with regard to staffing issues, communications etc;
- Offering mutual support to neighbouring trusts (for example: beds, mattresses, shelter) if possible (this will be coordinated, where required, through Cheshire NHS Resilience).

7.2 Chief Executive and Directors

The Chief Executive has overall responsibility for ensuring that the organisation complies with the statutory duties under the Civil Contingencies Act 2004, complies with C24 under the Standards of Better Health and good practice guidance Department of Health NHS Emergency Planning Guidance 2005. All Directors have a responsibility to be familiar with the Business Continuity policy and to ensure that BCM becomes part of the everyday culture for the organisation.

The Executive Team will also ensure that contracts with suppliers of critical goods and services must include a requirement for the supplier's business continuity processes to be approved and exercised to the satisfaction of this organisation.

The Chief Executive is responsible for nominating spokespersons and approving press releases, statements and stories to be used in media handling.

7.3 Director of Nursing, Therapies and Patient Partnership

The Lead Director, supported by the Executive Team, must ensure that the policy is implemented and to nominate a responsible officer, to be known as the Emergency Planning Officer, and adequate resources from within the organisation to ensure that business continuity plans are developed.

7.4 Emergency Planning Officer/ Deputy Director of Nursing & Therapies

The Emergency Planning Officer leads on the development of Emergency Planning and Business Continuity Planning and is supported by the Emergency Planning Sub-Committee to ensure that emergency preparedness and business continuity arrangements are in place and are robust across Service Lines and Corporate Services.

7.5 Emergency Planning and Business Continuity Coordinator

The Emergency Planning and Business Continuity Coordinator supports the Emergency Planning Officer on the development of Emergency Planning and Business Continuity Planning and is supported by the Emergency Planning Sub-Committee to ensure that emergency preparedness and

business continuity arrangements are in place and are robust across Service Lines and Corporate Services.

7.6 Business Continuity Planning Leads

Each Service Line / Service Unit and Corporate Department must have a designated Business Continuity Planning Lead (BCP Lead). Each BCP Lead must have one day per month protected for Emergency Planning work.

Each BCP Lead will be responsible for the following:

- Ensuring that risk assessments and business impact analysis are undertaken for each service and risks entered onto the organisational/departmental risk register
- Ensuring that the training of key staff within each Department is undertaken, including giving a documented localised induction to staff involved in the BCM process
- Completing the Business Continuity Plan template and ensuring that it is reviewed annually or following any major change; is tested and maintained
- Ensuring that staff are aware of the need to escalate to the appropriate on-call Manager in the event of any disruption to service and that a report incorporating lessons learned is completed and forwarded to the Emergency Planning Officer within a week of the event.

7.7 Service Line / Service Unit Managers

Each Service Line / Service Unit is managed by a General Manager / Head of Service who will be responsible for the following:

- Overall ownership and co-ordination of crisis management and business operational recovery for the relevant Service Line.
- Plan maintenance, policy, review and testing activities relevant to the Service Line / Service Unit, together with BCP Lead.
- Implementing the BCP in response to incidents affecting the Service Line, together with BCP Lead.
- Ensuring that the BCP Lead has a suggested minimum of one day per month protected time for Emergency Planning work, for some services, to be agreed within the PDP and to be reviewed annually.
- Ensuring all relevant departments within the Service Line are able to discharge their individual responsibilities to normal service levels.

Community Care Western Cheshire may be required to provide staff to assist at rest centres and humanitarian assistance centres. CCWC will support patients with life-threatening illnesses in the community, patients whom would otherwise require hospital admission. Identify at risk and vulnerable groups.

7.8 Clinical Service Managers

Each Clinical area is managed by a Clinical Service Manager (CSM) who will be responsible for the following:

- Defining, communicating and implementing policy to ensure resilience of service provision against potential threats to normal service.
- Defining the operational response to an incident.
- Minimising the impact and duration of an incident affecting the service.
- Ensuring effective operational practices are in place and well-rehearsed to ensure swift restoration of normal service following all anticipated business disruptions.
- Communicating policy and plans with existing employees together with Line Managers during supervision.
- Policy and plans to be highlighted during local induction for all new employees by the relevant manager.

7.9 Associate Director of Informatics

The Associate Director of Informatics is responsible for the following:

- Defining, communicating and implementing policy to ensure resilience of Information and Communications Technology (ICT) activities against potential threats to normal service.
- Defining the operational response to an incident in this area.
- Minimising the impact and duration of an incident affecting the service.
- Ensuring effective operational practices are in place and well-rehearsed to ensure swift restoration of normal service following all anticipated business disruptions.
- Ownership of all policy, plans and activities to ensure the staff can follow required processes using suitable technology and infrastructure to maintain and recover normal service for the organisation.
- Minimise potential threats and impact of those threats to the organisation through technical operations, including those arising from infrastructure, staff and suppliers, as well as other external threats.
- Providing all necessary enabling technical facilities to allow staff to be productively employed as soon as possible, in the event of an incident, or situation.
- Ensuring all reasonable precautions are in place to protect staff in technical operations, in accordance with prevailing Health and Safety legislation and published best practice.
- Ensuring all necessary plans, processes and technology are in place to minimise the likelihood of a threat to the organisation, through loss, or underperformance of a supplier to technical operations.
- Ensuring effective and timely communications with key suppliers before, during and after incidents and situations.
- Engage necessary support from suppliers before, during and after incidents and situations to minimise their impact and duration.

7.10 Director of Finance

The Director of Finance is responsible for the following:

- Ownership and responsibility for ensuring that revenue-generating and cash collection activities are maintained at the normal level in the face of threats.
- Establishing effective Business Continuity Planning to combat threats to these operations, so as to reduce, or remove the impact and/or duration of such threats.
- Ensuring the people, processes and technology required are in place to maintain normal services for revenue and cash generation.
- Defining and executing policy of managed communication with customers and prospects, in the event of a threat, incident, or situation deemed to require it.
- Defining, communicating and implementing policy to ensure resilience of Finance activities against potential threats to normal service.
- Defining the operational response to an incident in this service.
- Minimising the impact and duration of an incident affecting this service.
- Ensuring effective operational practices are in place and well-rehearsed to ensure swift restoration of normal service following all anticipated business disruptions.
- Establishing and maintaining necessary arrangements to enable financial commitments to be met in a situation.
- Re-negotiating financial facilities and arrangements as necessary to minimise the effects of the situation on the organisation.
- Managing all exceptional financial transactions during a situation, including all insurance and banking matters arising.

7.11 Associate Director of Workforce and Deputy Director of Operations

The Associate Director of Workforce and the Deputy Director of Operations are responsible for the following:

- Defining, communicating and implementing policy to ensure resilience of Human Resources activities against potential threats to normal service.
- Defining the operational response to an incident in this area.

- Minimising the impact and duration of an incident affecting the service.
- Ensuring effective operational practices are in place and well-rehearsed to ensure swift restoration of normal service following all anticipated business disruptions.
- Ensuring the welfare needs of staff are met during a situation.
- Sourcing interim, or replacement staff as appropriate to the situation.

7.12 Head of Communications

The Head of Communications is responsible for the following:

- Providing a nominated spokesperson.
- Providing press releases, statements and stories to be used in media handling to the Chief Executive.
- Ensuring staff, service users and other stakeholders are informed of situations, as directed by the Major Incident Management Team.
- Notifying stakeholders when normal services will be/has been restored and what (if anything) will be done to avoid the same scenario happening in the future.
- Defining key messages for staff, service users and partners.

7.13 All Employees

- All employees should be familiar with the Business Continuity Policy and must be aware of the plans that affect their service and their role following invocation of the business continuity plan.
- Communication with existing employees will be by the Clinical Service Manager and Line Managers via supervision.
- Policy and plans will be highlighted during local induction for all new employees by the relevant manager.
- Any staff who are sub-contracted; bank or agency workers; volunteers; trainee students etc. (NB this list is not exhaustive) will be supported to comply with the policy and plans by the relevant manager.

8. Vulnerable groups

For the purpose of this plan, certain factors may contribute to a person being more vulnerable to physical and mental illness after a flood incident, these include:

- **Older age:** over 75 years old, or those living on their own or in a care home;
- **Those living on their own without support or homeless;**
- **Chronic and severe illness:** including heart conditions, diabetes, respiratory or renal insufficiency.

Parkinson's disease, learning disability or severe mental illness

9. Communicating with the public about the risk

Community staff will keep in contact with vulnerable clients who are dependent upon their phone lines (e.g. dialysis patients) and consider how they are to deal with it if the phone network fails completely. The Environment Agency will organise public awareness campaigns, arrange for the broadcasting of messages and provide advice on what to do before during and after a flood event. Flooding information from the Environment Agency website is included in [appendix 1](#).

Health and social care workers will be mindful of vulnerable clients who are at risk of flooding, and where possible assist with the development a flood plan ensuring that everyone is aware of what to do should the need arise to use it. They should arrange, where appropriate, for a daily visit/phone call by a formal or informal carer (family, neighbour, friend, voluntary and community sector workers) during the flooding. Phone calls/visits (if possible) should be considered especially for those living on their own and without the contact of a daily carer.

10. Physical and mental health conditions

It is likely that any underlying physical and mental health condition will be exacerbated by the stressful situation caused by flooding. Although many people will undoubtedly suffer from anxiety as a result of any flooding this would be a normal reaction to the event. Increased levels of unhappiness in those affected by flooding and increased levels of physical illness (coughs, colds, bronchitis) in those living in damp conditions are likely to increase. Community nursing staff may have to deal with these additional physical illnesses along with their routine work amongst vulnerable clients.

Past incidents have shown that some individuals experience feelings similar to bereavement, (shock, disbelief, anger, blame and finally acceptance) as a result of being flooded. Psychological impacts have included increased levels of anxiety during periods of rainfall, and also as a result of living in temporary accommodation and dealing with the aftermath with insurers / builders and subsequent financial difficulties. There may well, therefore, be an increase in referrals from primary to secondary mental health services should the effects of a large-scale flooding incident be prolonged. Primary care mental health teams should also factor in an increase in referrals to services and prioritise clients accordingly.

Flooding obviously increases stress levels on the general health and well-being of the section of the population who were/are affected. Psychological help and service provision would therefore need to be ongoing over a number of months.

Advice and guidance leaflets together with useful contact numbers and websites are to be found in [appendix 1](#).

11. Duties and responsibilities (external agencies)

11.1 Environment Agency

Issue flood warnings. Receive and record details of flooding incidents. Monitor the situation and advise other organisations. Deal with emergency repairs and blockages on main rivers and own structures. Respond to pollution incidents. Advise on waste disposal issues.

11.2 Police

Take an overall co-ordinating role during the incident. In the event of the agreed procedures for warning and informing communities at risk not being effective, then, where practicable, assistance will be given.

11.3 Fire and Rescue Service

Rescue and respond to all emergency incidents as required. Assist the populace where a need is identified and the use of Fire Service personnel and equipment is relevant.

Give assistance with pumping operations, depending on the situation prevailing at the time, priority being given to calls where flooding involves a risk to life, of fire or explosion and to calls from hospitals, residential homes for the elderly, public utilities and food storage depots.

To assist other relevant agencies, particularly the local authority, to minimise the effects of major flooding on the community.

11.4 Ambulance

North West Ambulance Service will support, where appropriate, the evacuation of vulnerable persons and supporting the local authorities.

11.5 Local Authority

Provision of general advice and information to the public including flood prevention measures, advice on health and environmental issues in conjunction with the local health authority.

Co-ordinating emergency arrangements; maintain safe conditions on the roads; put flood warning signs on the highway; organise road closures and traffic diversions; clear blockages on highway drainage systems; may take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system

Provide flood warning dissemination (by local agreement with Environment Agency); emergency assistance (S138 LGA 1972) — provide sandbags; clear blocked watercourses (Land Drainage Act powers); environmental health issues — pollution; clear blocked road channels and gully gratings — street cleaning; emergency planning support groups.

11.6 Water companies

Clear blockages in public sewers; may take action to protect property from flooding by water from the public water mains or discharges from the public sewerage systems

11.7 Electricity, gas and telecommunication companies

Attend to emergencies relating to their service at properties where life is at risk as a result of flooding; attend to flooding emergencies at their own serviced installations.

11.8 Large industrial companies

Protect own premises and installations; provide resources which could be hired.

Section 2

12. West Cheshire, East Cheshire and Wirral flood planning arrangements

- All teams, wards and corporate departments have individual business continuity plans to be activated by the general manager and business continuity lead / or 2nd tier on-call when faced with floods; staff shortages; loss of utilities, or loss of building;
- In the event that a BCP is activated by a general manager, BCP Lead or 2nd tier on-call, then 3rd Tier on-call director should be notified via Trust Board reception 01244 397397, or Countess of Chester switchboard out of hours 01244 365000, then to be escalated as appropriate;
- CWP has an overarching, tested strategic business continuity plan and major incident plan with action cards to be implemented if necessary;
- Managers must consider that some of their staff may suffer from a chronic or severe illness which could be exacerbated by living or working in damp conditions and should consider them to fall into the vulnerable category. They may be more susceptible to illness after a flooding incident. Further advice and support is available through accessing the occupational health service on Chester and south east office 01244 397676, Wirral Office 0151 604 7262;
- For infection, prevention and control issues there is a dedicated IPC team of 2 nurses and 1 advanced practitioner working 9-5 Monday to Friday. 01244 397 312. For IPC issues out of hours contact the out of hours public health on-call number via the Countess of Chester switchboard 01244 365000;
- For temporary staffing, the use of bank and agency nursing and admin staff can be organised. 0151 482 7881;
- For problems arising from utilities and buildings the estates department has a dedicated team of on-call engineers who can be called upon to rectify difficulties;
- For Wirral, contact 0151 652 8628 (9–5) and for out of hours please call 0151 678 5111 (Arrowe Park switchboard) and ask for the CWP on-call estates officer.
- For Chester / western Cheshire, contact 01244 852 189 (9 – 5) and for out of hours please call 01244 365000 (Countess of Chester switchboard) and ask for the CWP on-call estates officer;
- For Millbrook Unit and mid / east Cheshire, contact 01625 663 851 and for out of hours please call 07917 228 099 (estates officer on-call mobile);
- Estates will advise on the placing of flood boards across openings; blocking airbricks; creating sandbag walls or temporary defence systems;

- For issues around working from home and accessing IT the ICT department is able to provide the infrastructure and is available for urgent calls 24/7 to provide emergency support 01244 852 345;
- For staffing issues, advice and guidance during a flooding incident contact human resources department available 9-5. 01244 852 335;
- All staff must be aware of the risks associated with working in or nearby to floodwater, such as:
 - Health issues when contact is made with floodwater;
 - Risk of electrocution;
 - Hidden objects / trip hazards beneath the water;
 - The power of water and how easy it is to become unbalanced.

If any staff are expected to play a role in flood response and recovery they should receive appropriate training in relevant health and safety policies and procedures.

- CWP will ensure there are appropriate and adequate resources, (both equipment and personnel) that can be sustained over a protracted period if required. Please refer to Pandemic Flu Plan for actions when faced with staff shortages;
- For activating the **3rd tier on-call**, 9-5 please call Trust board reception **01244 397397**, for out of hours please see switchboard numbers below:

Hospital	Name	Email	Telephone	Fax
Arrowe Park	Jan Powell	JanettePowell@nhs.net	0151 678 5111	0151 604 7147
Arrowe Park	Liz Davies	ElizabethDavies@nhs.net	0151 678 5111	0151 604 7147
Clatterbridge	Susan Wallace	SWallace1@nhs.net	0151 334 4000	0151 482 7602
Countess of Chester	Switchboard supervisor	switchboard.supervisor@coch.nhs.uk	01244 365 000	01244 365 055
Macclesfield	Jane Taylor	Joanne.audley@echeshire-tr.nwest.uk	01625 421 000	01625 661 423

13. Communications plan

The sharing of information and intelligence before a flooding event and effective communication during a flooding event is the key to providing the most effective response. The Communications team will ensure that all messages are consistent with those from other agencies as directed by Cheshire Strategic Coordination Group and the Cheshire NHS Resilience.

Under the Civil Contingencies Act (2004) CWP have a duty to Inform, warn and advise the public ensuring that all staff are kept staff informed, both with generalised flood advice, and more specific Trust-related incidents and response. There is also an obligation to communicate with service users, carers and other stakeholders if CWP services are adversely affected by the incident.

The Trust will use the existing communication methods such as the intranet site and all-user emails to deliver important information including, but not exclusively, the following:

- Basic details about the incident (when, how, where, why if possible);
- Implications for local health and social care services;
- Advice, guidance and reassurance (such as the effects on roads and major routes across the Trust footprint and outlying areas; effects on power supplies, utilities etc);
- Current actions being taken to resolve the situation;

General flooding advice made available to stakeholders:

- Listen to local radio and TV weather forecasts for advice from the Environment Agency, Met Office and/or emergency services;
- If your building is likely to be affected, empty ground floor furniture drawers and cupboards and put above anticipated water level. Place the contents and any furniture you can move onto desks;

- If flood protection equipment is available (i.e. sandbags, flood boards or airbrick covers, put them in place);
- Ensure that you do as much as you can during daylight.

Level 0 Low Flood Risk	No local messages Routine monitoring of news and weather sources
Level 1 Moderate Flood Risk	Consider generalised information messages for staff Closer monitoring of news and weather sources, including the Met Office and the Environment Agency
Level 2 Substantial Flood Risk	Increase messages to staff. Communication activity is likely to be part of a co-ordinated multi-agency response at this point.
Level 3 Severe Flood Risk	At this stage the multi-agency command and control structures will be triggered. The role of the Trust will be to co-ordinate operational flood response activities as determined by NHS Silver or Multi-Agency Silver/Gold Command. Media and public communications activity will be managed under the code of practice detailed by the LRF Media Protocol.
Level 4 Recovery	The recovery phase may be very long and a return to normal functions will be difficult to define. Clear and timely information and intelligence sharing will still be necessary to inform and assist the Recovery Working Group (RWG) and other agencies who may still be responding to the incident

14. Evacuation and sheltering

Refer to the [CWP Evacuating Buildings Plan](#) for arrangements for evacuating and sheltering staff and service users in all major hospital sites. All other sites will implement their BCP in relation to fire, flood and loss of building and re-locate to their pre-identified alternative accommodation.

In a flood event, the responding officer of the local authority will identify the most appropriate rest centres and will gain access to vehicles for evacuation (for a list of trust vehicles available to help with evacuation please refer to [appendix 6](#)).

15. Recovery

As the floodwater recedes, the emergency response may still be ongoing as the recovery phase begins.

In response to a flooding incident a Strategic Coordination Group may be convened. As the recovery phase begins, a Recovery Coordination Group will be assembled, this group will be chaired by a local authority representation. The local authority will lead the recovery of the community and help to restore the economy, infrastructure and the environment in partnership with other agencies and organisations and the private sector.

Recovery from a minor flood will usually form part of normal operations without special arrangements. However, a severe flood affecting many people and properties will require a coordinated response. Please refer to the [Major Incident Plan](#) on the role of the recovery team.

Common issues following flooding are as follows:

- Clean up and waste disposal;
- Repairs to infrastructure and assets (buildings, roads, bridges etc);
- Restoration of power, communications and water supplies including sewage;
- Insurance issues;
- Displaced services and businesses;
- Humanitarian assistance needs including the homeless, displaced residents and increased psychological impacts.

Membership and the work of the recovery team will be determined by the incident that has occurred but will be influenced by:

- How recovery activity will be managed so that, as far as possible, normal activity can be resumed and then maintained;
- Status of systems: IT, telecommunications, power, water;
- Accommodation requirements including identification of alternate temporary accommodation;
- Outcomes of the incident debrief and immediate and longer-term effects of the incident e.g. staff fatigue;
- Replacement and investment priorities;
- The ability to secure temporary replacement equipment;
- The financial issues including the cost of full reinstatement of services;
- The legal compliance issues including formal inquiry arrangements;
- Communications issues: media interest;
- Potential arrangements for receiving VIPs e.g. Ministers, MPs etc.

The recovery team will continue to operate until a point defined by the director in charge, at which time the Trust will revert to “business as normal” management.

16. Key infrastructure

A list of properties at potential risk of flooding used by CWP is to be found in [appendix 7](#). All main hospital sites are located on major health parks and would liaise with neighbouring trusts over access issues. Chester gates (IT network) is partially susceptible to surface water flooding; Vale House in Winsford (IT server in the basement) there is a potential access issue due to surface water flooding; although Clatterbridge is at risk of flooding the IT server is located in the roof space;

Section 3

Appendix 1 - Useful contact numbers, websites and advice leaflets

Floodline number	0845 988 1188
Countess of Chester Hospital	01244 365000
Macclesfield District General Hospital	01625 421000
Wirral University Teaching Hospital	0151 678 5111 or 0151 334 4000

CWP useful numbers are to be found above in [Section 14](#)

1. Practical advice on recovering from a flood
<http://www.environment-agency.gov.uk/homeandleisure/floods/default.aspx>
2. Guidance for people living near reservoirs
<http://www.environment-agency.gov.uk/homeandleisure/floods/114476.aspx>
3. Health advice leaflets from the Health Protection Agency
<http://www.hpa.org.uk/Topics/EmergencyResponse/ExtremeWeatherEventsAndNaturalDisasters/EffectsOfFlooding/>
4. Health advice, coping without mains water
http://www.hpa.org.uk/web/HPAwebFile/HPAweb_C/1194947340948
5. Health advice, general information following floods
http://www.hpa.org.uk/web/HPAwebFile/HPAweb_C/1194947339369
6. Health advice, how to clean up safely following floods
http://www.hpa.org.uk/web/HPAwebFile/HPAweb_C/1194947420817
7. FAQs from the Health Protection Agency
http://www.hpa.org.uk/web/HPAweb&HPAwebStandard/HPAweb_C/1213686561005
8. Direct.Gov Flooding in your area
<http://www.direct.gov.uk/en/HomeAndCommunity/WhereYouLive/FloodingInYourArea/index.htm>
9. Preparing for a flood
http://www.direct.gov.uk/en/HomeAndCommunity/WhereYouLive/FloodingInYourArea/DG_10014599
10. After a flood – clearing up
http://www.direct.gov.uk/en/HomeAndCommunity/WhereYouLive/FloodingInYourArea/DG_180028
11. Altering your home to protect against flooding
http://www.direct.gov.uk/en/HomeAndCommunity/WhereYouLive/FloodingInYourArea/DG_180045
12. BBC Weather Tide Tables for the North West
http://news.bbc.co.uk/weather/coast_and_sea/tide_tables/5/

Appendix 2 - Action Cards

Action card – General Manager / BCP Lead	
Role	To manage the incident locally and prepare for recovery
Reports to	3 rd tier on-call
Background	To be read in conjunction with the Local BCPs, BCMS procedures and evacuation action cards

Actions to be taken before a flood

1. Read and understand required actions in this flood plan.
2. Understand what the different levels of flood warning mean.
3. Know which buildings are in a flood area.
4. Know what the likely source of flooding is.
5. Know what the direction of the flooding is likely to be.

Actions to be taken during a flood

1. Risk assess the situation.
2. Alert 3rd tier on call and communications department if there is likely to be media interest.
3. Liaise with locally affected team/ward/department and instruct them to implement the local BCP.
4. Liaise with Estates, Facilities, IT for advice and support as necessary.
5. Open lines of communication with affected area and feed back to 3rd tier / emergency planning officer.
6. Ensure safety of staff, patients, visitors and contractors at all times.
7. Capture daily sitreps.

Recovery

1. Plan how to recover services.
2. Liaise with estates, facilities, IT, temporary staffing, HR as necessary to re-instate services.

Action card – Staff member receiving the flood alert / warning	
Role	To inform line manager, 2 nd or 3 rd tier on call manager
Reports to	Line Manager
Background	To be read in conjunction with the Local BCPs, BCMS procedures and evacuation action cards

Actions to be taken before a flood

1. Read and understand required actions in this flood plan.
2. Understand what the different levels of flood warning mean.
3. Know what the likely source of flooding is.
4. Know what the direction of the flooding is likely to be.
5. **Inform line manager, 2nd or 3rd tier on-call manager of the flood alert / warning. Inform communications department if there is likely to be media interest.**

Actions to be taken during a flood

1. Ensure safety of staff, patients, visitors and contractors at all times.
2. Follow any instructions from line manager, estates, IT.
3. See section 1 part 7 for local response levels and action.

Action card – Estates Department	
Role	To inform line manager, 2 nd or 3 rd tier on call manager
Reports to	Line Manager
Background	To be read in conjunction with the Local BCPs, BCMS procedures and evacuation action cards

Actions to be taken before a flood

1. Read and understand required actions in this flood plan.
2. Understand what the different levels of flood warning mean.
3. Know what the likely source of flooding is.
4. Know what the direction of the flooding is likely to be.

Actions to be taken during a flood

1. Ensure safety of staff, patients, visitors and contractors at all times.
2. Follow any instructions from line manager, estates, IT.
3. See section 1 part 7 for local response levels and action.
4. Advise On-call staff at the implications of flood water to CWP infrastructure.

Action card – Team / Ward / Department Manager	
Role	To manage the incident locally and prepare for recovery
Reports to	Line Manager
Background	To be read in conjunction with the Local BCPs, BCMS procedures and evacuation action cards

Actions to be taken before a flood

1. Read and understand required actions in this flood plan.
2. Understand what the different levels of flood warning mean.
3. Know what the likely source of flooding is.
4. Know what the direction of the flooding is likely to be.

Actions to be taken during a flood

1. Risk assess the situation.
2. Alert 2nd tier on call and communications department if media interest.
3. Liaise with BCP lead / general manager and implement the local BCP as appropriate.
4. Move patients, staff, visitors and contractors to a safe place (either by moving to a safer place within the building or by evacuating as a last resort).
5. Liaise with estates, facilities, IT for advice and support as necessary.
6. Prioritise essential services.
7. Move equipment, furniture etc out of the way of flood water if safe to do so.
8. Allow for staff shortages caused by e.g. school closures / emergency carers' leave or other flood related reasons and review staff rotas accordingly to maintain essential services.
9. Keep briefed of the current situation through communications bulletins and local radio.
10. Ensure community staff are aware of road closures / traffic infrastructure problems and can arrange community visits / discharges accordingly.
11. Keep open lines of communication and feed back to 2nd tier / BCP lead / emergency planning officer.
12. Capture daily sitreps and report back to BCP lead.

Recovery

1. Plan how to recover services.
2. Liaise with estates, facilities, IT, temporary staffing, HR as necessary to re-instate services.

Action card – Community staff attending rest centre	
Role	To attend the rest centre and assist other agencies to minimise the impact on the local community and help prepare for recovery
Reports to	Line Manager
Background	To be read in conjunction with the Local BCPs, BCMS procedures and evacuation action cards

Actions to be taken before a flood

1. Read and understand required actions in this flood plan.
2. Prepare a flood kit / grab bag of essential items to take to local authority rest centre / survivor reception centre / evacuation centre.

Actions to be taken during a flood

1. Attend local authority rest centre as instructed by line manager.
2. Assess the health needs of people at rest centre ensuring they get access to care or support they need including urgent medication.
3. Act as a sign-post for other parts of CWP's services.
4. Distribute flood information and health-related flooding information as required.

Recovery

1. Maintain contact with line manager advising of immediate, medium and long-term needs of people attending rest centre.
2. Participate in planning for recovery.

Appendix 5 - Water suppliers

Details correct at time of issue.

All service lines are encouraged to use this information within their own local Business Continuity Plans.

CWP site	Water supplier
Aqua House, 45 - 51 Broughton, Chester	Dee Valley Water
Ashton House Hospital	United Utilities
Barnabas Centre, Bridge House, 15 Brook Street	United Utilities
Blacon Clinic. Church Way. CH1 5HS	To be confirmed
Bowmere Hospital, Chester	Dee Valley Water
Catherine House Eaton Street Crewe	To be confirmed
Cherrybank, Chester	Dee Valley Water
Chester Road 146a	To be confirmed
Chester Gates Business Park Unit A Telford Court	United Utilities
Churchside Walk 9. Glan Aber Drive	Dee Valley Water
Clark House Hulley Rd	United Utilities
Clatterbridge Hospital	United Utilities
Cleveland Street 3 Maple House	United Utilities
Congleton Road 40 Field House	United Utilities
Coronation Rd, Conference Block Kingsley Resource Centre	United Utilities
Crewe Health Centre	To be confirmed
Crook Lane 152 Wharton Winsford	United Utilities
Delamere St	To be confirmed
Denton House Denton Drive	United Utilities
Eastway Countess of Chester Health Park	Dee Valley Water
Eaton House Eaton Street	United Utilities
Edleston Road 67, Crewe	United Utilities
Edleston Road 67a, Crewe	United Utilities
Edleston Road 69a Crewe	United Utilities
George St House, George St Macclesfield	United Utilities
Great Sutton Health Centre. CH66 3PB	To be confirmed
Greville Drive 2 Bungalow	United Utilities
Greville House. Greville Drive	Dee Valley Water
Hawthorn Centre Commerce House Dene Drive	To be confirmed
Hope Farm	United Utilities
Jocelyn Solly House Victoria Rd Macclesfield	United Utilities
Kemple Unit	To be confirmed
Lache Health Centre. CH4 8HX	To be confirmed
Lime Walk House Victoria Rd Macclesfield	United Utilities
Mary Dendy Unit Chelford Rd Macclesfield	United Utilities
Mercury House	To be confirmed
Mill Lane 40	United Utilities
Mill Street Crewe	United Utilities
Millbrook Unit	United Utilities
Neston Clinic	United Utilities
Penkett Road	United Utilities
Pensby Clinic	United Utilities
Pine Lodge 79 Liverpool Rd	Dee Valley Water
Primrose Ave 30 Haslington Crewe	United Utilities
Psychiatric Wing Boiler Room Liverpool Rd	Dee Valley Water
Risley Street Macclesfield	United Utilities
Rosemount Centre Chester Rd Macclesfield	United Utilities

CWP site	Water supplier
Saddlebridge. Soss Moss	To be confirmed
Springbank Chester Rd Macclesfield	To be confirmed
Soss Moss Nether Alderley Macclesfield	United Utilities
St Ann Centre, 71 St Ann Street Chester	Dee Valley Water
St Annes St. The Willows. CH1 3HT	To be confirmed
St Martins Clinic. St Martins Way. CH1 2NR	To be confirmed
Stalbridge Rd 54 Crewe	United Utilities
Upton Clinic	Dee Valley
Unity House (Rowan House) York Road	United Utilities
Sycamore House	To be confirmed
Vale House (Winsford Health Centre)	United Utilities
Wellington House. Delamere St. Crewe	To be confirmed
Wellington Road. Cherrybank	United Utilities
Willows	To be confirmed
York House	To be confirmed

Utility provider	Contact details
ELECTRICITY	
Scottish Power	0845 2727000
Southern Electric	0845 0701601
EON	0845 0550065
N Power	0845 1663360
GAS	
British Gas	0800 9754889
Total	01737 275587
N Power	08701 611030
WATER	
United Utilities	0845 6020264
Dee Valley	01978 833200

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Appendix 7 - List of affected properties

The codes **013WAFWI** and **CH21** refer to the unique flood warning code for each flood warning area:

- 013WAFWI is the Flood Alert code for the Wirral Catchment with Heswall, Ellesmere Port, Bebington, Hoylake and Wallasey;
- CH21 refers to the River Bollin in Macclesfield Flood Warning Area;
- Lower Dee Valley refers to the Hawarden Embankment Flood Warning Area.

Area	Site	Property	Address	Post code	In flood zone	In flood warning area	Flood watch area	Susceptible to surface water flooding	Affected by reservoir inundation	River levels on the internet	Comments
Wirral community											
Wirral		Pensby Clinic	281 Pensby Road, Pensby	CH61 5UB	No	No	No	Partial	No		
Clatterbridge hospital											
Wirral		Springview - CGB	Clatterbridge Rd, Bebington	CH63 4JY	Yes	No	013WAFWI	Partial	No		
St Catherine's site											
Wirral		SCH Stein Centre	St Catherine's Hospital, Birkenhead	CH42 0LQ	No	No	No	Partial	No		
West community											
West		Chester Gates	Unit A, Telford Court, Coalpit Lane, Dunkirk Lea, Chester	CH1 6LT	No	No	No	Partial	No		
West		Churchside Walk	Flat 9, Glan Aber Drive, Hough Green, Chester	CH4 8LL	No	No	No	Partial	No		
West		Sycamore House	1st Floor Sycamore House, Lloyd Drive, Ellesmere Port	CH65 9HQ	No	No	No	Yes	No		
West		Unity House	York Road, Ellesmere Port	CH65 0DB	No	No	No	Partial	No		
Young persons site Liverpool Road complex											
West		Pine Lodge - YPC	79 Liverpool Rd, Chester	CH2 1AW	No	No	No	Partial	No		

Area	Site	Property	Address	Post code	In flood zone	In flood warning area	Flood watch area	Susceptible to surface water flooding	Affected by reservoir inundation	River levels on the internet	Comments
Chester health park											
West		Bowmere Hospital	CoC Health Park, Liverpool Rd, Chester	CH2 1BQ	No	No	No	Partial	No		
East community											
East		Barnabus Centre	Bridge House, 15 Brook St, Macclesfield	SK11 7AA	Yes	CH21	No	Potential access issue	Yes- See comments	Old Mill Lane	Reservoirs Teggsnose, Ridgigate, Bottoms, Tentabank
East		George Street House	George St, Macclesfield	SK11 6HS	Yes	CH21	No	Potential access issue	Yes- See comments	Old Mill Lane	Reservoirs Teggsnose, Ridgigate, Bottoms, Tentabank
Mid community											
Mid		Field House	40 Congleton Rd, Sandbach	CW11 1HJ	No	No	No	Partial	No		
Mid		Hawthorns Centre	1st Floor, Commerce House, Dene Drive, Winsford	CW7 1AS	No	No	No	Partial	No		
Mid		Primrose Avenue	30 Primrose Avenue, Crewe	CW1 5NY	No	No	No	Partial	No		
		Ropewalks	Suite 5, Ropewalks, Bond Street, Macclesfield	SK11 6QJ	No	No	No	Partial	No		
Mid		Winsford Health Centre	Vale House, High Street, Winsford (summer 2007)	CW7 2AS	No	No	No	Potential access issue	No		

Area	Site	Property	Address	Post code	In flood zone	In flood warning area	Flood watch area	Susceptible to surface water flooding	Affected by reservoir inundation	River levels on the internet	Comments
Various sites											
Wirral	Community	Prenton Resource Centre	227 Prenton Hall Rd, Prenton, Birkenhead	CH43 3AG	No	No	No	Potential access issue	No		
Wirral	Community	Arrowe Park Hospital	Arrowe Park Rd, Upton	CH49 5PE	No	No	No	Partial	No		
East	Community	Weston Clinic	Earlsway, Macclesfield	SK11 8SR	No	No	No	Potential access issue	No		
Mid	Community	Denbigh Crescent (Dane Housing)	18 Denbigh Crescent, Middlewich	CW10 0EJ	No	No	No	Partial	No		
Mid	Community	Lawton Street Congleton	54 Lawton Street, Congleton	CW12 1RS	No	No	No	Potential access issue	No		
Mid	Community	Long Lane South	137 Long Lane South, Middlewich	CW10 0AT	No	No	No	Partial	No		

Community Care Western Cheshire Properties

Area	Property	Address	Post code	In flood zone	In flood warning area	Flood watch area	Susceptible to surface water flooding	Affected by reservoir inundation	River levels on the internet	Comments
Cheshire	Mercury House	High Street, Tattenhall, Cheshire	CH3 9PX	No	No		Partial/potential access issues	No		
Cheshire	Tarporley Health Centre	Park Road, Tarporley	CW6 0BE	No	No		Partial	No		
Chester	Tarvin Clinic	Hallfields Road, Tarvin, Chester	CH3 8ET	No	No		Potential access issue	No		
Chester	Hope Farm Clinic	Hope Farm Lane, Great Sutton	CH66 2RQ	No	No		Partial/potential access issues	No		
Chester	Upton Clinic	Weston Grove, Upton, Chester	CH2 1QJ	No	No		Yes	No		Shallow surface water
Chester	Borders Industrial Estate	Unit 2a, Borders Industrial Estate, River Lane, Saltney, Chester	CH4 8RJ	Yes	Yes	Lower Dee Valley	No	No		Flood Warning Area - Hawarden Embankment
Wirral	Willaston GPs	Greenbank, Neston Road, Willaston	CH64 2TN	No	No		Potential access issue	No		
Chester	Community Rehab	Countess Of Chester Health Park, Liverpool Road, Chester	CH2 1HJ	No	No		Partial	No		
Chester	Physio Portacabin	Countess Of Chester Health Park, Liverpool Road, Chester	CH2 1UL	No	No		Partial	No		
Cheshire	Wrenbury Medical Centre	The Surgery, The Green, Nantwich Road, Wrenbury	CW5 8EW	No	No		Potential access issue	No		

Area	Property	Address	Post code	In flood zone	In flood warning area	Flood watch area	Susceptible to surface water flooding	Affected by reservoir inundation	River levels on the internet	Comments
Ellesmere Port	Whitby Group Practice	114 Chester Road, Whitby, Ellesmere Port	CH65 6TG	No	No		Partial	No		
Chester	1829 Building	Countess Of Chester Health Park, Liverpool Road, Chester	CH2 1HJ	No	No		Partial	No		
Ellesmere Port	Ellesmere Port Hospital	114 Chester Road, Ellesmere Port	CH65 6SG	No	No		Partial	No		

Appendix 8 - General advice for the public

The following are suggested items of advice to provide the public before, during and after a flood. This advice will be issued to the public (either by the communications team or via the Mersey Media Plan) and is consistent with the information contained within the Mersey Multi-Agency Flood Plan and other regional Resilience Forums. The following information should be made available to staff and the public before, during and after a flood using all available media and communication systems;

Before a flood

1. Prepare a flood kit and include the following:
 - Warm clothes;
 - Torch (check batteries);
 - Radio (wind up or battery powered);
 - Food;
 - Water;
 - Other drink;
 - Mobile phone (pre input useful numbers);
 - Any medicines that you might need to take;
 - Any important documents that you have;
 - A first aid kit.
2. Collect personal belongings, including insurance and bank details, essential telephone numbers and keep them together in a waterproof bag.
3. Move people, pets, valuables and sentimental items upstairs or in a high place downstairs.
4. Keep a separate list of useful telephone numbers to hand (this should include your local Council, your insurance company and Floodline (0845 988 188)).
5. Find out where and how to turn off your Gas and Electricity. Ensure that you switch it off if flooding is imminent before evacuating.
6. If possible, move electrical equipment and furniture upstairs.
7. Any furniture that you cannot move upstairs, try to raise well off the floor.
8. Alert neighbours and assist the elderly, infirm and those with small children.
9. Block doorways and air bricks.
10. Avoid walking and driving through floodwater, there could be hidden hazards.
11. Keep up to date with local radio for further information and announcements and via Floodline 0845 988 1188.

During a flood

1. Continue to listen to situation updates on your local radio and via Floodline 0845 988 1188.
2. Keep dry and out of floodwater if possible.
3. Stay in your property, if safe to do so, until advised otherwise by the emergency services or the floodwater has receded.
4. Do not walk or drive through flowing floodwater.
5. If it is necessary to walk through shallow floodwater, take care for hidden holes, obstacles or other hazards.
6. Do not walk on river banks, sea defences or cross bridges over torrential rivers.
7. Avoid contact with floodwater and wash any exposed parts before handling food or attending to wounds.
8. If possible, move electrical equipment and furniture upstairs.
9. If evacuation becomes necessary:
 - Stay calm and do not panic.
 - Police officers and / or other officials will try to visit all properties at risk to advise on the requirement to evacuate.
 - If road conditions permit, move vehicles to unaffected areas and ask friends /family if you can share their parking facilities.

- You will hear about your evacuation point for transport and the location of the reception centre either verbally or by a leaflet.
- Try to check that any elderly / vulnerable family members or neighbours know about the evacuation.
- Try to inform family members / friends as to where you are evacuating.
- Listen to the advice of the authorities and follow any instructions to leave a property.

After a flood and returning home

1. Contact your insurers as soon as possible and follow their advice. Most insurers have a 24hr helpline. Do not throw away damaged goods until your insurer has authorised you to do so. It is a good idea to take photographs of the damage.
2. Check the safety of electricity and gas before use. A qualified electrician needs to check any electrical equipment and circuits that have been exposed to floodwater.
3. Avoid contact with any remaining floodwater or items having had contact with floodwater unless wearing protective gloves / clothing.
4. Boil all tap water until it is declared safe by the water supply company.
5. Wash yours and your children's hands frequently with bottled water if your supply has not been declared fit for use. Disinfect any children's toys.
6. Dispose of any contaminated food, including tinned food, defrosted food, and packaged food that have been exposed to floodwater.
7. Seek medical assistance if any health issues appear, especially flu like symptoms.
8. Ventilate your property whilst taking care for security.
9. Do not throw rubbish and furniture outdoors, wait for organised collections.
10. During these hard times, bogus / cowboy builders / traders are frequently offering their services. Make sure that you get a written quotation on letter headed paper with a landline contact number and address.

If you feel unwell

If you feel unwell this does not necessarily mean that you are suffering from any infection. If you are concerned, contact NHS Direct on 0845 4647 or visit your family doctor. You should seek medical advice if you become ill after accidentally swallowing contaminated water or mud; particularly if you develop diarrhoea, fever or abdominal pain within 10 days of being in contact with floodwater or sewage.

Appendix 9 - Pitt review recommendations for health organisations

The Pitt Review (2007) provided a comprehensive independent review of the 2007 floods to establish what lessons could be learned and what changes would be required to adapt to the increasing risk of intense and heavier rainfall.

The review concluded that there is a need for clear and consistent health advice on the risks to physical (and mental) health to be made available to all people affected; both during the response and throughout the recovery phase. The review also concluded that the following components were essential to underpin preparations for and managing the impact of a flood:

- Knowing where and when it will flood;
- Reducing the risk of flooding and it's impact;
- Being rescued and cared for during an emergency;
- Maintaining power and water supplies and protecting essential services;
- Better advice and help for people to protect their families and homes.

Recommendation number	CWP response
<p>44 Category 1 and 2 responders should assess the effectiveness of their emergency response facilities, including flexible accommodation, IT and communications systems, and undertake any necessary improvement works.</p>	<ul style="list-style-type: none"> – CWP, having a large geographical spread, is able to move staff around to alternative accommodation. All BCPs describe pre-identified alternative venues; – IT and Comms systems have a layered fallback in place: handsets can be re-routed; staff can use mobile phones / landlines, two privileged phones to be allocated under the mobile phone privileged access scheme.
<p>71 The Department of Health and relevant bodies should develop a single set of flood-related health advice for householders and businesses which should be used by all organisations nationally and locally and made available through a wide range of sources.</p>	<ul style="list-style-type: none"> – Advice leaflets from Direct.Gov, the Environment Agency and the Health Protection Unit, are to be found in appendix 2
<p>72 Local response and recovery coordinating groups should ensure that health and wellbeing support is readily available to those affected by flooding based on the advice developed by the Department of Health.</p>	<ul style="list-style-type: none"> – Through membership of the Local Resilience Forum to support the public; – Staff Support Service is available for members of staff who need counselling and support; – Advice and support is available through Occupational Health Chester and South East 01244 397676; – Wirral 0151 604 7262; – For Infection, Prevention and Control issues Monday to Friday 9-5 call 01244 397 312; – For IPC issues out of hours contact the out of hours public health on-call number via the Countess of Chester switchboard 01244 365000.
<p>74 The monitoring of the impact of flooding on the health and wellbeing of people, and actions to mitigate and manage the effects, should form a systematic part of the work of recovery coordinating groups.</p>	<ul style="list-style-type: none"> – Through membership of the Local Resilience Forum; – Through the recovery team organised to plan post-incident recovery within the trust.

Appendix 10 – Risk Register Extracts

Extracts from Cheshire Community Risk Register

Risk Ref	Hazard sub-category	Likelihood	Impact	Rating	Controls in place
H19	<p>Flooding: Major Coastal / Tidal affecting more than 2 UK regions</p> <p>Outcome Description Many coastal regions and tidal reaches of rivers affected. Major sea surge, tides, gale force winds and potentially heavy rainfall. Excessive tide levels and many coastal and/or estuary defences overtopped or failing. Drains 'back up'. Inundation from breaches in defences would be most probably unpredictable, rapid and dynamic with minimal or no warning. The depth and flow velocity would be CLRF uncertain.</p> <p>Widespread structural damage. Flooding of up to 300,000 properties for up to 14 days. Up to 150 fatalities 2000 casualties, 40,000 in need of rescue</p>	3	4	Very high	<ul style="list-style-type: none"> – Warrington local flood response plan – Halton flood response plan – Northwich Flood Plan – Congleton Flood Plan – Chester Flood Plan – Macclesfield Flood Plan – Ellesmere Port & Neston Flood response Plan – CLRF Emergency Response Manual – CLRF Rest Centre Plan – CLRF Mass Fatalities Plan – CLRF Media Plan – CLRF Crisis Support Plans – CLRF Humanitarian Assistance Centre Plan – CLRF Recovery Plan – Police Operational procedures – Local Authority Emergency Plans – USAR procedures – NHS North West Major Incident Plans – GONW Regional Response Plan – NWAS Major Incident Plan – Lead PCT Activation Plan – Receiving Hospitals Major Incident Plans – PCT Major Incident Plan – HPA Major Incident Plan – Environment Agency Major Incident Procedures – Environment Agency Flood Warning Systems – Casualty Bureau Procedures – Utilities Plans – Highways Agency Plans – Military Aid to the Civil Community

Risk Ref	Hazard sub-category	Likelihood	Impact	Rating	Controls in place
H21	<p>Flooding-Major Fluvial flooding affecting parts of more than 2 UK regions.</p> <p>Outcome Description - A single massive fluvial event or multiple concurrent regional events following a sustained period of heavy rainfall extending over 2 weeks (combined with snow melt). Would include major flooding affecting a single large urban area. Closure of primary transport routes, some infrastructure collapse, loss of essential services for up to 0.2 million homes for up to 14 days. Up to 5000 people needing assistance. Rural flooding 10,000 properties for up to 2 days 20 fatalities and 3200 casualties</p>	3	4	Very high	<ul style="list-style-type: none"> - Warrington local flood response plan - Halton flood response plan - Northwich Flood Plan - Congleton Flood Plan - Chester Flood Plan - Macclesfield Flood Plan - CLRF Emergency Response Manual - CLRF Rest Centre Plan - CLRF Mass Fatalities Plan - CLRF Media Plan - CLRF Crisis Support Plans - CLRF Humanitarian Assistance Centre Plan - CLRF Recovery Plan - Police Operational procedures - Local Authority Emergency Plans - GONW regional response plan - USAR procedures - High Volume Pump procedures - NWS Major Incident Plan - Receiving Hospitals Major Incident Plans - PCT Major Incident Plan - HPA Major Incident Plan - Environment Agency Major Incident Procedures - Environment Agency Flood Warning Systems - Utilities Plans - Highways Agency Plans - Military Aid to the Civil Community - Casualty Bureau Procedures - Agency Business Continuity Plans - Maritime & Coastguard agency plans

Risk Ref	Hazard sub-category	Likelihood	Impact	Rating	Controls in place
HL16	<p>Major Local Coastal / Tidal Flooding affecting more than 1 region Outcome Description Sea Surge, High Winds, Spring Tide, Heavy Rainfall. Affecting 1000-10000 properties for up to 14 days. Up to 20 fatalities and 300 casualties and 200 missing persons. Up to 50,000 people evacuated. Failure Of Defences. Affecting Properties, Structural Damage. Economic Impact. Rural impact</p>	3	4	Very high	As above
HL17	<p>Localised Coastal / Tidal Flooding in 1 region Outcome Description - Sea Surge, High Tides, Gale Force Winds Affecting One Region. Some Defence Failures. 1000 Properties flooded for up to 14 days Up to 10 fatalities and 150 casualties, 100 missing persons. Large scale evacuation required</p>	3	3	High	As above
HL18	<p>Local Urban Flooding (fluvial or surface run off) Outcome Description - A sustained period of heavy rainfall extending over 2 weeks perhaps combined with snow melt resulting in flash flooding and steadily rising river levels which could threaten a large urban town. Localised flooding of 1000-100000 properties for 2-7 days. Up to 15 fatalities and 150 casualties, large scale evacuation. Transport disruption</p>	3	4	Very high	As above
HL19	<p>Local Fluvial Flooding Outcome Description - 2 Weeks Heavy Rain perhaps combined with snow melt resulting in flash flooding and steadily rising river levels. Localised flooding of 100-1000 properties for 2-7 days. Up to 5 fatalities, 50 casualties up to 5000 people evacuated.</p>	4	3	High	As above

Risk Ref	Hazard sub-category	Likelihood	Impact	Rating	Controls in place
	Transport disruption				
HL20	<p>HL20 Localised extremely hazardous flash flooding</p> <p>Outcome Description - Heavy localised rainfall in steep valley catchments leading to extremely hazardous flash flooding. No flood defences in place. No warning service. 200 properties affected.</p>	3	4	Very high	As above
H44	<p>Major reservoir / dam failure / collapse</p> <p>Outcome Description - Collapse without warning resulting in almost instantaneous flooding. Significant movement of debris (including vehicles) and sediment. Complete destruction of some residential and commercial properties and serious damage of up to 500 properties. Several thousand other properties could be flooded. Up to 200 fatalities. Up to 1000 casualties. Up to 50 missing persons and people stranded. Hazardous recovery amongst collapsed infrastructure and debris. Water supply to homes and business is lost. Up to 200 people need temporary accommodation for 2-18 months.</p>	1	4	Medium	<ul style="list-style-type: none"> - CLRF Emergency Response Manual - CLRF Rest Centre Plan - CLRF Mass Fatalities Plan - CLRF Media Plan - CLRF Crisis Support Plans - CLRF Humanitarian Assistance Centre Plan - CLRF Recovery Plan - Police Operational procedures - Local Authority Emergency Plans - GONW regional response plan - USAR procedures - High Volume Pump procedures - NWS Major Incident Plan - Receiving Hospitals Major Incident Plans - PCT Major Incident Plan - HPA Major Incident Plan - Environment Agency Major Incident Procedures - Environment Agency Flood Warning Systems - Utilities Plans - Highways Agency Plans - Military Aid to the Civil Community - Casualty Bureau Procedures - Agency Business Continuity Plans - Maritime & Coastguard agency plans

Table 4 - Extracts from Merseyside Community Risk Register

Risk Ref	Hazard or threat sub-category	Outcome description	Likelihood	Impact	Risk	Capability	Controls in place	Risk priority	Lead Responsibility	Review date
SW1	Severe Weather Major flooding of populated area – Major Localised Fluvial Flooding	Sustained period of heavy rainfall over two weeks, perhaps with snow melt, steadily rising river levels over a region. Localised flooding > 100 and <1,000 properties. Some impact on minor roads, some A roads / trunk roads impassable. Some main rail lines / minor rail lines and stations closed. Most waterways closed	Possible (4)	Moderate (3)	High	Warning systems and plans in place and practised. Staff well trained. Lessons learned from events elsewhere e.g. High Volume pumps available	<p>Environment Agency contingency plans for pumping station failure.</p> <p>Environment Agency Local Flood Warning Plan. Environment Agency Annual Flood Warning, Emergency Planning and Response meeting. Additional resources provided by agencies detailed in Merseyside Multi Agency Flood Plan.</p> <p>Local Authority Major Emergency Plans.</p> <p>EA staff trained on Base Controllers (Silver) and Liaison Officers.</p> <p>Police Force Plan no. 2 – ACPO Emergency Procedure Manual, 3 – Procedures for Emergencies, 13 – Flood Warning Plan for Merseyside. Highways Agency – Contingency Plans, VMS Traffic Officer Service at Regional Control Centre & Incident Support Units.</p> <p>Scottish Power – Flood Plans</p>	5	Environment Agency	Sept 2010

Risk Ref	Hazard or threat sub-category	Outcome description	Likelihood	Impact	Risk	Capability	Controls in place	Risk priority	Lead Responsibility	Review date
	Major Local Fluvial Flooding	Sustained period of heavy rainfall over two weeks, perhaps with snow melt, steadily rising river levels over a region. Localised flooding > 1000 and <10,000 properties. Some impact on minor roads, some A roads / trunk roads impassable. Some main rail lines / minor rail lines and stations closed. Most waterways closed.	Unlikely (3)	Significant (4)	Very high	See above	See above	5	Environment Agency	Sept 2010
SW1	Severe Weather Major flooding of populated area cont. Major local coastal / tidal flooding	Sea surge, spring tides, gale force winds, heavy rainfall affecting more than one Region, some defences overtopped or failing at multiple locations. Flooding of more than 1000 and less than 10,000 properties. Multi-Agency response invoked, possible large scale evacuation required. Sudden failure of defences, tidal inundation would be rapid and wave impact would cause structural damage to properties. Impact on infrastructure includes disruption to traffic for 1-3 days, impact on access to agricultural land and impact to infrastructure.	Unlikely (3)	Significant (4)	Very high	See above	See above	5	Environment Agency	Sept 2010

Risk Ref	Hazard or threat sub-category	Outcome description	Likelihood	Impact	Risk	Capability	Controls in place	Risk priority	Lead Responsibility	Review date
	Localised coastal / tidal flooding	Sea surge, spring tides, gale force winds, heavy rainfall, some defences overtopped or failing at multiple locations. Flooding of more than 100 and less than 1,000 properties. Multi-Agency response invoked, possible large scale evacuation required. Impact on infrastructure includes disruption to traffic for 1-3 days, impact on access to agricultural land and impact to infrastructure e.g. sewage treatment.	Possible (4)	Moderate (3)	High	See above	See above	5	Environment Agency	Sept 2010
SH4	Structural hazards Structural collapse of dam or reservoir	Complete destruction or serious damage to up to 200 downstream properties. Several thousand other properties could be flooded. Extent of downstream effect could reach 50-60 km depending on topography. Up to 2000 fatalities could occur but this would be mitigated by the extent of warning time given and evacuation taking place effectively	Rare (2)	Catastrophic (5)	High	Multi agency flood plan (maf). Planning for potential floods. Inspection programme.	Merseyside Multi Agency Flood Plan Environment Agency Annual Flood Warning, Emergency Planning and response meeting. Inspection programme. Highways Agency – Regional Control Centre, VMS and portable VMS. Police Force Plan no. 2 – ACPO Emergency Procedure Manual, 3 – Procedures for Emergencies. United Utilities Dams – Process in place for warning emergency responders and the public.	3	Environment Agency	Sept 2011

Extracts from Greater Manchester Risk Register available at;

http://www.agma.gov.uk/cms_media/files/grt_man_crr_2008_published_sept_2008.pdf