

**RUNNYMEDE BOROUGH COUNCIL AND  
SURREY COUNTY COUNCIL**



**RUNNYMEDE JOINT COMMITTEE**

**DATE:** 19 November 2018

**LEAD OFFICERS:** Sarah Walsh (RBC's Corporate Head of Strategy), Nick Moon (Managing Director of Applied Resilience which is the contractor for RBC) and Ian Good (Head of Emergency Management, SCC)

**SUBJECT: FLOODING: LESSONS LEARNT AND PREPAREDNESS**

**AREA(S) AFFECTED: ALL**

**SUMMARY OF ISSUE:**

The main purpose of this report is to advise on the emergency planning learning points from the 2014 floods and preparations in place should the local authorities have to respond to another major flooding incident.

**RECOMMENDATIONS:**

**The Runnymede Joint Committee is asked to note this report.**

**1. INTRODUCTION AND BACKGROUND:**

1.1 The last major incident in Runnymede was the Lower Thames flooding of 2014. Apart from flooding, we also plan for the risks set out by the Surrey Community Risk Register (CRR). This register is put together by the Partners of Surrey Local Resilience Forum (SLRF) Risk Assessment Working Group. The likelihood of various risk types shared by Central Government through the National Risk Register and the local Risk Assessment Working Group assess the expected impact on the communities in Surrey. Full details, including the public CRR itself, can be found on the Surrey County Council website:

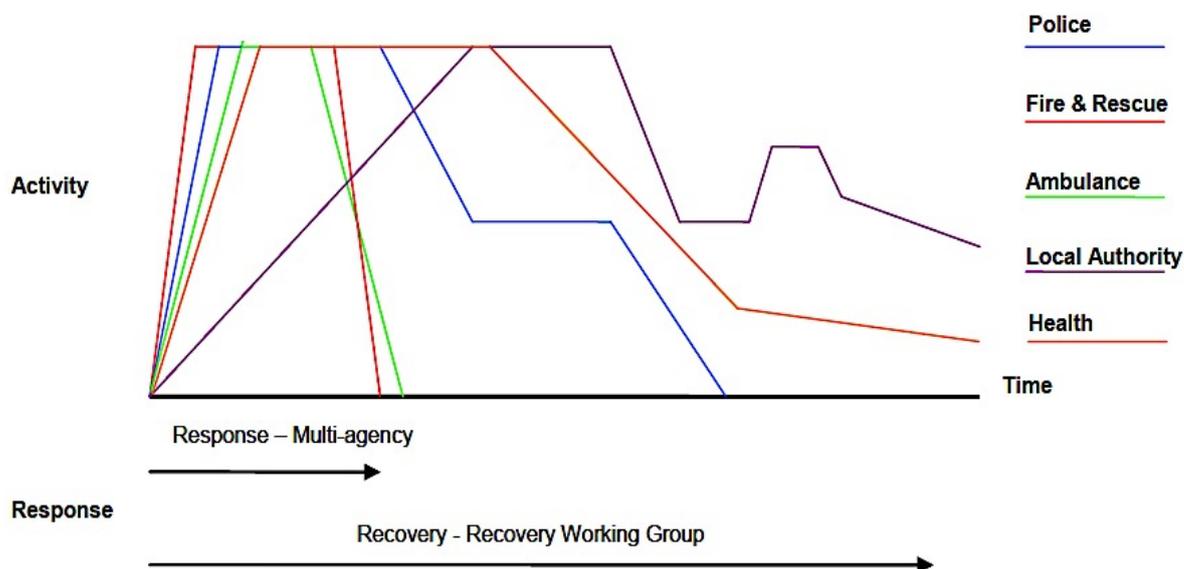
1.2 [https://www.surreycc.gov.uk/\\_\\_data/assets/pdf\\_file/0008/71729/Surrey-LRF-Community-Risk-Register-2018-2019-ZM.pdf](https://www.surreycc.gov.uk/__data/assets/pdf_file/0008/71729/Surrey-LRF-Community-Risk-Register-2018-2019-ZM.pdf)

1.3 The Surrey Major Incident Protocol describes the agreed procedures and arrangements for effective coordination during a major incident including the response, alert and notification of all agencies. It also includes the formation of the Strategic Coordinating Group and the recovery protocol. This is based on the Civil Contingencies Act 2004 and the associated regulations and guidance. The purpose of this document is to describe the agreed procedures and arrangements for the

[www.surreycc.gov.uk/runnymede](http://www.surreycc.gov.uk/runnymede)

effective co-ordination of agencies and organisations joint efforts. The protocol explains how the Strategic Coordinating Group and the group's roles throughout the incident including the relevant organisation leads for the different aspects the response.

1.4 Figure 1: Phases of a Major Incident



1.5 The Civil Contingencies Act 2004, defines different organisations as either Category 1 or Category 2 Responders. Those in Category 1 are organisations at the core of the response to most emergencies (the emergency services, local authorities, NHS bodies). Category 1 responders are subject to the full set of civil protection duties. They will be required to:

- assess the risk of emergencies occurring and use this to inform contingency planning
- put in place emergency plans
- put in place business continuity management arrangements
- put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency
- share information with other local responders to enhance co-ordination
- co-operate with other local responders to enhance co-ordination and efficiency
- provide advice and assistance to businesses and voluntary organisations about business continuity management (local authorities only)
- Category 1 and 2 organisations come together to form 'Surrey Local Resilience Forums' which will help co-ordination and co-operation between responders across the County.

1.6 Category 2 organisations (the Health and Safety Executive, transport and utility companies) are 'co-operating bodies'. They are less likely to be involved in the heart of planning work but will be heavily involved in incidents that affect their own

sector. Category 2 responders have a lesser set of duties - co-operating and sharing relevant information with other Category 1 and 2 responders.

1.7 At some point during the response, the lead role will pass from the emergency services to the Lead local authority. This reflects the move from the consolidation phase to the recovery phase. The Strategic Co-ordinating Group will decide when this will happen.

1.8 In the event of a flooding incident involving more than one Borough or District, the Chief Executives of the affected area may nominate a lead authority, or define responsibility for co-ordination of the major incident response. In incidents where two or more of the Boroughs are affected, or for cross border incidents with the response largely within Surrey, the County Council will assume the lead, supported by the Districts/Boroughs. SCC is also designated "Lead Local Flood Authority" (LLFA) and takes a lead role on managing the risk of surface water flooding.

1.9 The responsibilities for the two tiers of Local Government during an incident are based on the day to day functions that are provided to residents. During any incident there is a need for all responders to be flexible in their approach and adapt to the needs of our communities. As a guide the shared roles and division of responsibilities are seen as:

1.10 Local Authority responsibilities:

The primary responsibilities of local authorities are:

- Support the emergency services
- Provision of welfare to those in distress
- Co-ordinate the activities of the various departments and other agencies
- Release information that has been agreed by the Multi-agency Information Group (MIG) to the media and give advice to the public
- Keep local authority services going in as normal way as possible
- Lead on recovery for community

1.11 A further breakdown of the responsibilities between the Borough and County Council is show below.

Both the Borough and County Council	Borough Council	County Council
Liaison with emergency services Transport Arranging equipment Media management and public information Repairs, demolition and clearance Closing footpaths and open spaces Waste management Assisting with EACs Recovery CCTV support (Where available)	Setting up Rest Centres Advice on structural conditions Setting up Emergency Control Centres Advice on food, preventing disease etc. Excess deaths assistance (public health function) Temporary accommodation/ long term rehousing Environmental Health May provide sandbags (in line with their sandbag policy) Waste collection	Advice on storing fuel Specific welfare and trauma support Public health Waste disposal Animal health Liaison with government departments, local authorities, voluntary groups, utilities and other organisations Managing traffic (road closures and diversions) Forestry May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system Communication support

1.12 The remainder of this report details the previous issues/lessons learnt since the major floods in 2014 and the subsequent actions taken by Surrey CC/Surrey Local Resilience Forum, Runnymede Borough Council and the Environment Agency.

## Surrey County Council/Surrey Local Resilience Forum

Topic	Issue	Action	Outcome
<b>Plans</b>	Plans required updating in order to incorporate lessons and learning from 2014, and subsequently flooding incidents in other parts of Surrey, such as Woking and Caterham.	Plans have been updated, including:  Surrey Major Incident Protocol (SMIP) Multi Agency Flood Plans (updated by each borough/ district) SLRF Emergency Recovery Protocol Adverse Weather Plan	Lessons learned are embedded in the procedures of all responding agencies in Surrey.
<b>Tactical Coordination</b>	The importance of implementing the Joint Emergency Service Interoperability Principles including the co-location of Tactical and Strategic Commanders during an incident is increasingly recognised.	Chertsey Fire Station has been equipped to act as a location for Tactical Coordinating Group (TCG) during a major incident. This will allow Tactical (Silver Commander) to work together and aid shared situational awareness and co-ordination of resources.	Co-located commanders, working together to provide a shared understanding of risks and information
<b>Community Resilience</b>	The efforts of the community to help themselves and their neighbours was not linked in to agencies' response in a manner that was complimentary. Valuable local knowledge and skills were not harnessed to their full potential.	Surrey Prepared is a working Group of the LRF, which has been set up county wide since 2014. The administration functions of the group are carried out by Surrey County Council. A range of Category 1 and 2 responders, as well as the voluntary sector, meet regularly to discuss community resilience. At these meetings, ideas and experiences are shared, materials developed and events organised both on a local and county wide level.	The effort of the large numbers of officers assigned to work on community resilience across a wide range of organisations is not duplicated. Issues are tackled by a diverse range of officers with skills and experiences.

<b>Recovery</b>	The recovery phase on an incident is usually passed on to the local authority to manage. It has been acknowledged that this process needs to be better reflected in our planning processes.	The Surrey Local Resilience Forum has agreed the partnership plan for the move to Recovery. In 2018, recovery was included as a half day element of exercise COMET.	Local authorities will be more prepared to take on the responsibility of being the lead agency during the recovery phase of an incident.
<b>Spontaneous Volunteers</b>	Spontaneous volunteers who were not associated with any organisation arrived to provide assistance in the local area in 2014. There were, however, very few structured initiatives for people when they arrived (often from other areas of the country). At best, they became a drain on already stretched resources, and at worst at times it caused public order issues. There was a need to figure out a way to harness this goodwill in a structured manner.	<p>Surrey County Council have put in place a Memorandum of Understanding (MoU) with Team Rubicon (An organisation made up of ex-service men and women), who if available will organise spontaneous volunteers.</p> <p>Surrey County Council will be working with the British Red Cross will soon be rolling out an initiative to allow members of the public to pre-register their interest in volunteering if a major incident happens in the local area. Once the campaign materials have been finalised, partners will spread the campaign through their own channels to help increase uptake in the locality.</p> <p>There is expected to be further guidance published by the Civil Contingencies Sect, based on the national learning from the Grenfell and Manchester incidents in 2017.</p>	The skills, experience and goodwill of the public will be harnessed during a major incident. It will be better organised and can be used to compliment agencies' response.
<b>Donations</b>	During the flooding in 2014, rest centres were inundated with donations from the public in the form of physical goods. Cataloguing and storing the excess goods became a drain on resources. This is something that also happened on a huge scale after the Grenfell Tower fire tragedy in another jurisdiction.	Lessons from previous events, both locally and nationally, have shown that clear messaging needs to be put out in order to control donations and encourage people to provide financial assistance in the form of money rather than goods. Organisations have corporate credit cards to purchase goods as and when they are needed. Surrey County Council have worked with The Community Foundation for Surrey to provide the management of financial donations.	Staff and storage resources will be freed up by not having to catalogue, sort and store vast amounts of goods.

<b>Vulnerable People</b>	County wide, vulnerable people lists were manually transcribed during 2014 flooding, which was time consuming and delayed the multi-agency response.	<p>Surrey County Council has lead on the deliver of the Vulnerable People Reporting System (VPRS) work with all partners of the Surrey Local Resilience Forum. The 'Vulnerable People Plans' which recognise that a dynamic risk assessment is needed in incidents to establish whether vulnerable people need to be supported in their homes or relocated. Detailed plans have been written to help staff with the process. This new electronic system is live and has been activated successfully in a number of incidents such as utility outages. The system identifies vulnerable people in the County and allows the relevant support to be provided to residents address their needs in an incident. As the system works off a confidential multi-agency database, SCC Emergency Management Team coordinate the information sharing with the Emergency Services as required.</p> <p>Surrey County Council is working to continue developing the system alongside professional partners in the Local Resilience Forum such as the utility companies and NHS Acute Trusts to ensure that the response for vulnerable people in an incident is as comprehensive as possible.</p>	Key staff from Independent Living will be able to send vulnerable people reports to the Emergency Management Team in Surrey CC virtually instantly. Vulnerable residents will be tended to sooner, and staff can focus on attending Emergency Assistance Centres or providing in-situ support.
<b>Customer Services</b>	The integration of the Customer Service element of the response was acceptable, but could be improved.	RBC have worked to improve the integration of Customer Services with the Environment Agencies Extended Floodline Service as well as how it internally handles and channels calls relating to an emergency. As a result of the 2014 flooding, the council was able to bring together a list of residents' most frequently asked questions in the incident and these are available to the customer service teams.	Better journey for residents as well as more accurate and timely information for responders.

## Runnymede Borough Council

Topic	Issue	Action	Outcome
<b>Sandbags</b>	Despite having no legal duty to defend residential property, in 2014 RBC were inundated with requests for sandbags. The effort put in to meeting this demand would have been better spent on dealing with our legal obligations surrounding the welfare needs of residents. There was no policy against which to benchmark our efforts relating to sandbag distribution.	<p>A sandbag policy is now in place, and is publicly available on the Council's website. It aims to harness the strengths of both RBC and the local community so that those who want sandbags have the opportunity to access them. RBC will offer equipment and space, and public volunteers will provide the manpower required to fill and distribute them.</p> <p>The policy is underpinned by a detailed operational plan covering logistics and communications.</p> <p>To compliment the policy, we have been engaging with resident groups about alternative products to sandbags to try and deter people from become reliant on sandbags, despite their very limited use.</p>	Our limited human resources during an incident will be focused on ensuring resident's immediate welfare needs are met. We can focus on arranging both short and long-term accommodation, food, clothing etc.
<b>Community Resilience</b>	The efforts of the community to help themselves and their neighbours was not linked in to agencies' response in a manner that was complimentary. Valuable local knowledge and skills were not harnessed to their full potential.	Underpinning Surrey Prepared work, on the ground in partnership with the Environment Agency RBC officers have been meeting with community groups to enhance their understanding of emergency planning, and to learn about the challenges they faced during 2014 flooding. The new community flood plan template aligns with agencies' operational response. Community workshops and drop in events have been organised to provide the community with information and support. Community logs have been established and are held centrally on Knowledge Hub, so that there is a current multi-agency overview of our growing network of resilient communities.	Our relationships with the community and the plans will foster a mutually beneficial response in future. We understand better the capacity of certain areas to respond and what help they might require. The most

		<p>Community resilience is an important part of the resilience work programme at Runnymede and since the 2014 flooding, the authority has been working with community groups at different levels. Examples of the work we have completed include:</p> <ol style="list-style-type: none"> <li>1. Running community flood fairs throughout the borough to provide advice on flood resilience and available resources such as hydrosnakes as an alternative to sandbags. Residents are able to liaise with the authorities on roles and responsibilities in a flooding event and seek clarity on questions arising from the 2014 flooding.</li> <li>2. Creating a new borough wide sandbag policy in line with feedback from residents. The policy establishes further sandbag distribution centres which will be lead by community volunteers with the support of the council for equipment and advice. The council has also invested in further equipment to support the community at these centres for example sand hoppers, shovels, tabards and signage.</li> <li>3. Providing information packs with answers to a set of community driven 'frequently asked questions' in relation to flooding.</li> <li>4. Working with community groups to develop their local level emergency plans.</li> <li>5. Incorporating community level plans' requirements into the borough's Multi-Agency Flood Plan.</li> <li>6. Establishing a coordinated approach to spontaneous volunteering whereby interested individuals will be signposted to assist the voluntary sector via Voluntary Support North Surrey.</li> <li>7. Working with Surrey Prepared to disseminate information on flood safety, setting up flood groups,</li> </ol>	<p>pressing local issues are understood and can be planned for.</p>
--	--	--	---

		<p>accessing funding for groups and promoting attendance at regional community group workshops.</p> <ol style="list-style-type: none"> <li>8. Establishing the community issues log on Knowledge Hub to ensure that engaged groups' concerns are noted, priority rated, tracked and addressed swiftly.</li> <li>9. Addressing specific needs of vulnerable people in the borough – providing letters reminding them of how to seek assistance in a flood incident and reiterating the value of signing up to Priority Registers.</li> <li>10. Collaborating with the National Flood Forum and the Environment Agency to 'recruit' flood wardens. There are currently no flood wardens in the borough however once recruited, wardens will be provided with support and training from the borough and Surrey County Council.</li> </ol> <p>In recognition of the importance of resilience building and the need to have an efficient and effective response to flooding, the borough has doubled its emergency planning resource since 2014. This allows for greater availability to address the needs of community groups and individuals seeking advice on personal flood resilience.</p>	
<b>Training and Exercising</b>	<p>2014 was a protracted event that required rest centres, Borough emergency centres and housing issues to be staffed for long shifts over a number of weeks. There is a need to ensure that organisationally we have the staff who are competent and willing to fill the rota requirements.</p>	<p>Major incident flooding exercise: delivered on the 17<sup>th</sup> and 18<sup>th</sup> October 2018 tested RBC's planning and response capacity.</p> <p>Borough Emergency Centre: Training sessions and exercise in 2017.</p> <p>Rest Centre- talk through training and audit of stock.</p> <p>Incident Liaison Officers.</p> <p>Relevant officers will attend Psychological First Aid training to provide a greater level of welfare support to residents as well as colleagues,</p>	<p>More Council staff are aware of our legal obligations to respond to incidents, and feel equipped to respond if called upon. Lessons from 2014 are not lost as new staff join the organisation.</p>

<b>Vulnerable People</b>	County wide, vulnerable people lists were manually transcribed during 2014 flooding, which was time consuming and delayed the multi-agency response.	<p>The council has worked closely with the Surrey County Council to implement the Vulnerable People Reporting System (VPRS) locally in line with the Surrey Local Resilience Forum's 'Vulnerable People Plans' which recognise that a dynamic risk assessment is needed in incidents to establish whether vulnerable people need to be supported in their homes or relocated. Detailed plans have been written to help staff with the process. This new electronic system is live and has been activated successfully in a number of incidents such as utility outages. The system identifies vulnerable people in the borough and allows the relevant social services teams to contact these residents to establish their needs in an incident. As the system works off a confidential multi-agency database, responding staff are aware of which teams are responsible for contacting the individuals therefore vulnerable people are less likely to receive multiple calls or be omitted in an incident.</p> <p>Surrey County Council is working to continue developing the system alongside professional partners such as the utility companies to ensure that the response for vulnerable people in an incident is as comprehensive as possible.</p>	Key staff from Independent Living will be able to send vulnerable people reports to the Emergency Management Team in Surrey CC virtually instantly. Vulnerable residents will be tended to sooner, and staff can focus on attending Emergency Assistance Centres or providing in-situ support.
<b>Customer Services</b>	The integration of the Customer Service element of the response was acceptable, but could be improved.	RBC have worked to improve the integration of Customer Services with the Environment Agencies Extended Floodline Service as well as how it internally handles and channels calls relating to an emergency. As a result of the 2014 flooding, the council was able to bring together a list of residents' most frequently asked questions in the incident and these are available to the customer service teams.	Better journey for residents as well as more accurate and timely information for responders.

**1.13 Detailed below is the information provided by the Environment Agency on the actions they have since taken following the floods in 2014.**

**Environment Agency**

**a) Temporary flood barriers**

**ISSUE:** Some temporary defences were deployed the 2014 flooding. The Chertsey Sausage is an example of this. There was a need to make formal plans based on evidence and modelling to increase national stock and deploy them in the most beneficial manner.

**ACTION:** As part of Runnymede Borough Council's multi agency flood plan and response to severe flooding should it occur Runnymede Borough Council have the ability to deploy temporary flood defences.

Temporary flood defences can come in different forms, sandbags being one of them. It is Runnymede Borough Council's policy that, in events of flooding of a sufficient scale, Direct Services will provide resources to strategic locations throughout the Borough where Community Sandbag Distribution Centres (CSDCs) may be opened (see Sandbag Policy). At these centres, residents requiring sandbags will be able to fill, collect, and transport their own sandbags. Any volunteers who have made themselves available through pre-agreed voluntary agencies may also be used to help make sandbags at these CSDCs centres.

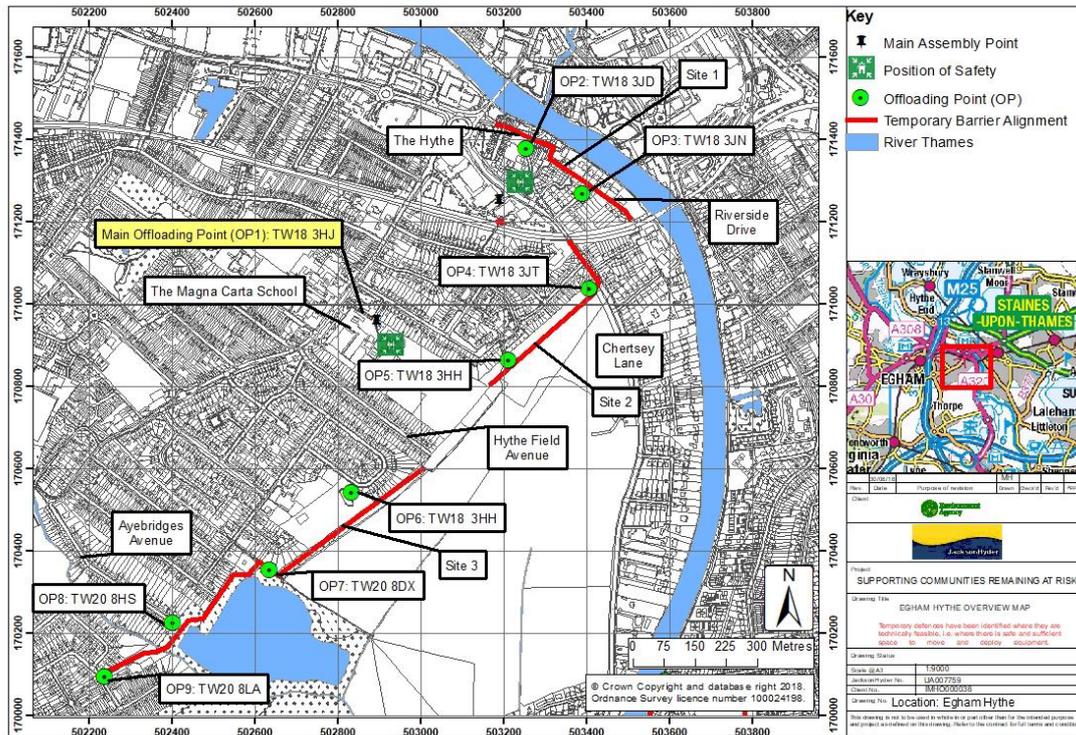
The borough's plans would also work in collaboration with the Surrey Adverse Weather plan. The Met Office National Severe Weather Warning Service (NSWWS) will be the warning system used for triggering Surrey's response.

Depending on the type of flood alerts or level of flooding the decision may be made by the Strategic Coordinating Group to mobilise temporary flood defences provided by the Environment Agency which act as a barrier to limit further flooding. Depending on the extent and forecast duration of flooding, the military may be called upon to assist with the deployment of such barriers.

The Multi Agency Flood Plan 2018 includes an appendix with the temporary flood barrier deployment locations.

Displayed below are maps of the temporary flood deployment locations.

Egham Hythe



**Further Information:**

This temporary barrier has the potential to reduce the risk of flooding to over 1000 properties.

Enabling works have been completed to ensure that the barrier can be put up quickly, this includes building a bespoke structure across the Meadlake Ditch (see picture)



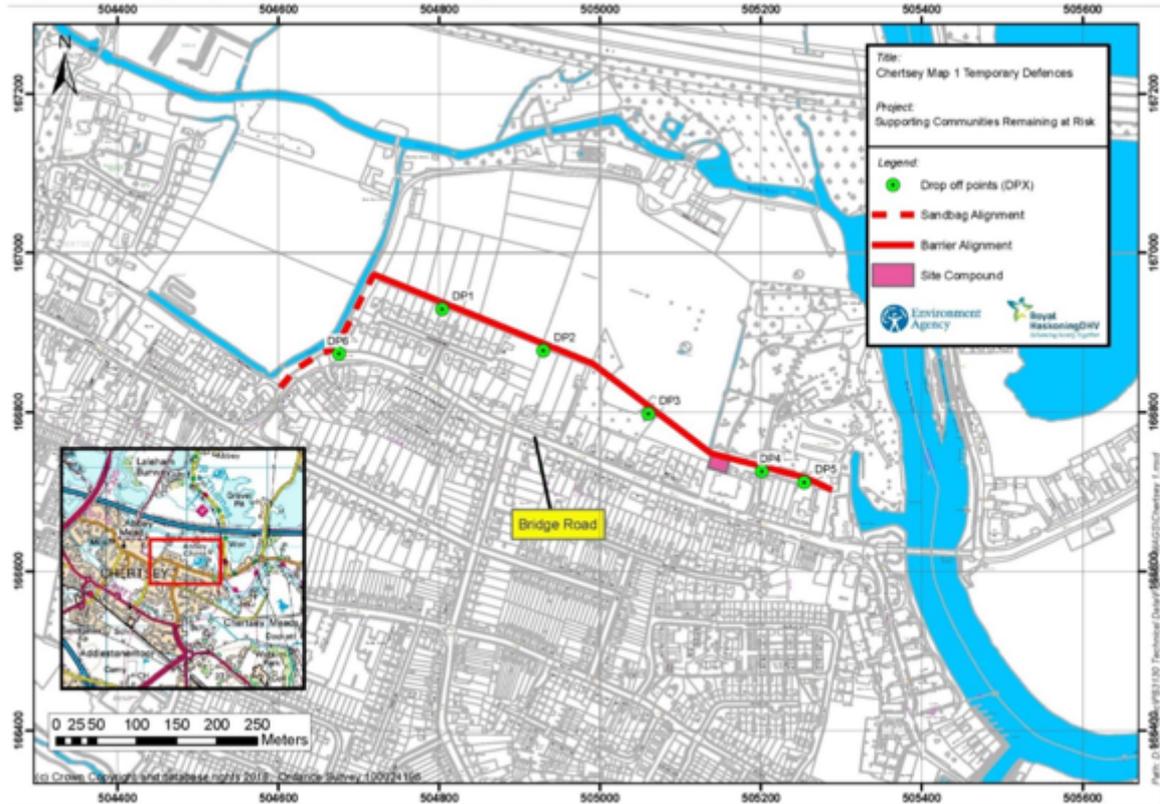
Community Engagement with the local flood group, and mailings to local residents have been carried out.

All modelling to ensure that nearby communities are not detrimentally affected by the barrier is complete. This shows that there is no detriment.

A deployment exercise took place in Egham Hythe in April 2017

Chertsey

Map 4 of Chertsey temporary flood defence offloading areas



**Further Information:**

This temporary barrier has the potential to reduce the risk of flooding to approximately 200 properties.

Analysis of modelling to assess if there is any detriment to neighbouring communities is not yet complete. The alignment is being amended to have both ends extended to stop water creeping around the edges.

This is a different location to the ‘Chertsey Sausage’ in 2014.

Some engagement with the local community has taken place, but more will need to happen once modelling is complete.

Across England, there are approximately 150 communities where temporary barriers are suitable. Within Surrey there are 13 locations. There is a national stock of over 40km of barriers, stored in strategic hubs across the country. The nearest hub is in the Environment Agency’s depot in Sunbury. A logistics contract with Stobart’s mean that barriers can be delivered within a 12 hour period.

**How do temporary barriers reduce flood risk?**

Temporary barriers are portable metal frames, with a water proof barrier. They work by creating an artificial wall to block the flow of water across the floodplain, preventing it from reaching those properties at risk and without increasing the impact of flooding elsewhere.

When there is no longer a risk of flooding the temporary barriers are completely removed. The barrier is checked and put back into storage ready to be used again.

Temporary barriers do not offer the same standard of protection as permanent flood defences and do not work in all locations. We have used a range of criteria to decide where they could be used:

- the barrier will protect more than five properties, from a 3.3% (1:30) chance of flooding in any year
- Offer a practical method of reducing the impact of flooding and are economically viable
- Will not significantly increase the impact of flooding elsewhere for other properties or communities
- Would not encircle and therefore isolate the community from additional support
- Our ability to forecast flooding gives us enough time to deploy the defences
- There is support from the local authority, partner organisations and the community

We are working alongside our partners in local government, the emergency services, as well as private, voluntary and community organisations to ensure that it is possible to deploy these defences if required.

It is important to note that there is no guarantee they will be deployed every time because each flood is different and temporary defences do not work in all situations. For example should the UK have a widespread storm, then difficult decisions will be made nationally and locally on the locations to be prioritised to receive a temporary barrier. Not all locations that have a Temporary Defence Deployment Plan would definitely have a defence deployed.

Other considerations:

Traffic Management Plans (TMPs): this includes road closures and road signage before the barrier is deployed. A TMP for each barrier location is being developed in conjunction with the Lead Local Flood Authority

Vulnerable residents: consider whether vulnerable residents are impacted (either benefitting or adversely affected) by the barrier deployment

Critical sites: consider if critical sites are impacted (either benefitting or adversely affected) by the barrier deployment

**OUTCOME:** Particularly vulnerable areas of the borough could potentially benefit from having a well-planned and modelled physical barrier between their properties and flood water. This is a more systematic approach to that which took place in 2014.

#### **b) General Operations:**

**ISSUE:** The lead time in both forecasting and subsequent reaction to Lower Thames Flooding in 2014 was not as swift as it could have been.

**ACTION:** New plans and procedures have been put in place, focusing on earlier escalation based on improved forecasting and tools.  
Increased and improved mutual aid arrangements have been forged and formalised.  
New contracts to facilitate their use during response  
New national logistics contract Eddie Stobart to store, track and transport stock to sites  
.

**OUTCOME:** New plans and procedures have been put in place, focusing on earlier

escalation based on improved forecasting and tools.  
Increased and improved mutual aid arrangements have been forged and formalised.  
New contracts to facilitate their use during response  
New national logistics contract Eddie Stobart to store, track and transport stock to sites  
Stobart's is to deliver stock to site within 12hrs of the request. This also includes  
removing from site, cleaning and storage.  
The Lower Thames Protocol is being updated to reflect the addition of temporary barriers

### **3. OPTIONS:**

3.1 Not applicable

### **4. CONSULTATIONS:**

4.1 Runnymede Borough Council consulted with community groups prior to approving the new sandbag policy, receiving generally very positive feedback.

### **5. FINANCIAL IMPLICATIONS:**

5.1 No funding is being requested at this time.

5.2 RBC has received a dividend payment from Applied Resilience of £3000 for the last financial year which can be used to enhance the work of the community groups.

### **6. WIDER IMPLICATIONS:**

6.1 None

### **7. CONCLUSION AND RECOMMENDATIONS:**

7.1 Major incidents are, by their nature, challenging to respond to. This is particularly true of major protracted flood events, with Runnymede one of the highest flood risk boroughs in the country. Emergency planning must continue to focus on what can be improved, working with partners, residents and businesses to prepare for, respond to and recover from emergencies, as well as constantly learn from incidents from across the UK and further afield.

7.2 Surrey County Council and Runnymede Borough Council operate within a complex multi-agency environment, co-ordinated through the Surrey Local Resilience Forum. Since the flooding of 2013/14 great efforts have been made to ensure that the effective response elements are maintained (in a very challenging financial climate) and that where shortcomings or potential improvements are identified, that these are acted upon within the available resources so that residents can have the best available support during an emergency.

## **8. WHAT HAPPENS NEXT:**

8.1 Members to consider the report and advise Officers if they feel the current levels of activity is appropriate with the level of resource available.

### **Contact Officer:**

Sarah Walsh, Corporate Head of Strategy (RBC), 01932 425693  
Ian Good, Head of Emergency Management (SCC), 020 8541 9168

### **Consulted:**

Applied Resilience (supplier for RBC Emergency Planning and Business Continuity services) and the Environment Agency.

### **Annexes:**

- 1 – River Thames Progress Update 2018
- 2 – SCRR CLO Brief Egham Hythe March 2017
- 3 – SCRR CLO Brief Chertsey Winter 2016

### **Background papers:**

Surrey Major Incident Protocol (SMIP)  
Runnymede Borough Council Emergency Plan

---

This page is intentionally left blank