

**RUNNYMEDE BOROUGH COUNCIL AND  
SURREY COUNTY COUNCIL**

**Runnymede**  
BOROUGH COUNCIL



**RUNNYMEDE JOINT COMMITTEE**

**DATE:** 18-03-2019  
**LEAD** Ian Good, County Emergency Planning Officer  
**OFFICER:** Surrey County Council and Surrey Fire and Rescue

**SUBJECT:** Progress Report on the Partnership Response to Flooding in the Lower Thames Catchment

**AREA(S)** ALL  
**AFFECTED:**

**SUMMARY OF ISSUE:**

To provide an overview of the ongoing progression of improvements made following the major flooding in 2014 affecting the Lower Thames catchment, to advise Members how we are better prepared should another major flooding incident occur.

**RECOMMENDATIONS:**

The Runnymede Joint Committee is asked to note:

- The continued work of the Surrey Flood Risk Partnership Board in the management of Flood Risk in the Borough and surrounding areas
- The role of the Surrey Local Resilience Forum in the partnership role of preparing for and responding to flood emergencies in Surrey
- The improvements made by the SLRF, SCC, RBC and EA to ensure as partners we are collectively better prepared for any future Major Incident, in particularly flooding.
- The need to support the community resilience agenda with a high regard to the needs of vulnerable residents

**REASONS FOR RECOMMENDATIONS:**

This report is for information only.

**1. INTRODUCTION AND BACKGROUND:**

The key lessons that partners felt need to be addressed following the flooding of 2013/14 are included in Appendix 1.

The key areas for both Surrey County Council and the Surrey Local Resilience Forum have been identified as,

- To improve the coordination of the partnership response there is need to ensure that all plans and response arrangements support the Joint Emergency Services Interoperability Principles, (JESIP)
- All agencies should ensure that they have the appropriate level of manager/commander at both the Strategic and Tactical Coordinating Groups
- The need to establish improved cross border working with other Local Resilience Fora
- Provide clarity on the individual partner roles in support residents during an emergency
- Improve the capture and use of information to identify and support vulnerable residents

RBC's key lessons learnt from the major floods in 2013/14:

- Residents were very confused about the different roles and responsibilities of the different partner organisations related to flooding.
- RBC did not have enough specialist resource to manage the event over such a prolonged period, particularly during the 24/7 hour rota stages.
- The valuable local knowledge and skills of community volunteers were not harnessed to their full potential. Centres would have benefited from more support to disseminate donations.
- Vulnerable people lists needed to be shared more efficiently (having to manually transcribe took longer than desired).
- The Customer Service element of the response could have been managed more effectively if there was one central team. It was extremely difficult to meet the demands from residents for sandbags.

## **2. ANALYSIS:**

### **Role of the Surrey Flood Risk Partnership Board**

Surrey County Council has established a local flood risk partnership. This brings together all the relevant organisations that have a part to play in managing flood risk. The Surrey Flood Risk Partnership Board will enable the county council (as the lead local flood authority) and its partners to take forward their new roles for local flood risk management as set out in the Flood and Water Management Act (2010) and the Flood Risk Regulations 2009.

The main objective of the Partnership Board is to provide strategic leadership on flood risk management in Surrey. In doing so, it will promote the principles of partnership and efficiency, through delivery of a multi-agency work programme. It will provide a forum for all Risk Management Authorities (including the Environment Agency, water companies, the highways authority and Internal Drainage Boards) to co-operate and share plans, resources and information on all types of flood risk. It will also allow an alignment of priorities and investment.

The core membership consists of senior representatives from the following Risk Management Authorities (RMAs) and organisations:

- Surrey County Council
- 11 Borough and District Councils
- Environment Agency
- Thames Water
- Surrey Fire & Rescue

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The wider membership includes the Highways Agency, Network Rail, Surrey Police, Southern Water, Surrey County Council Cabinet Member for Transport & Environment, UK Power Networks, the Upper Medway Internal Drainage Board, the National Trust, Basingstoke Canal Authority, the Ministry of Defence.

The Partnership Board will play a role in developing a programme of flood risk works for Surrey. It will be able to comment on and endorse proposed schemes from all the RMAs and boroughs and districts in Surrey. Some projects may also be developed in partnership, where different flood risks are managed by different RMAs. Approved projects will be prioritised in a forward programme that is in line with the Local Flood Risk Management Strategy. The Partnership Board will compile all individual submissions into a single programme for Surrey. This will then be presented to the Thames Regional Flood and Coastal Committee for approval.

### **Surrey's Local Resilience Forum**

Surrey's Local Resilience Forum (LRF) is a multi-agency partnership made up of representatives from local public services, including the Emergency Services, Local Authorities, NHS England and the Environment Agency, which are all Category 1 responders under the Civil Contingencies Act 2004. The LRF is also supported by Category 2 responders, such as Highways England and utility companies.

The Surrey LRF brings together all agencies with a significant role to play in responding to and recovery from the effects of emergencies, and was formed to meet the requirements of the Civil Contingencies Act 2004. The LRF aims to plan and prepare for local incidents and large scale emergencies including flooding.

The Surrey Local Resilience Forum also delivers a programme of training for partners who are involved in preparing and responding to incidents.

Key areas of activity which have resulted in improvements since 2014 floods

### **Flood Elevation and Defence**

The River Thames between Datchet and Teddington has the largest area of undefended floodplain in England. Over 15,000 homes and businesses within the area are at risk from flooding. The River Thames Scheme (RTS) will reduce the risk of flooding to homes, businesses and critical infrastructure (roads, sewerage network, and power supplies). We need a range of solutions to manage the risk of flooding in the River Thames Scheme area and so the scheme consists of:

- Construction of 14km of new flood channel between Datchet and Shepperton
- Improvements to the weirs at Sunbury, Molesey and Teddington to increase the amount of water that can flow through them
- Community Resilience Measures (CRM)
- Major Incident Planning
- Habitat creation, including recreational areas

### **Funding**

The Environment Agency have identified funding sources of £354 million – more than half the funding required for the construction of the scheme. This includes

government investment of more than £290 million and partnership funding of more than £60 million.

Partners are continuing to work together on ongoing negotiations with government, business and industry to secure the remaining funding.

Whilst work to secure the funding progresses we are working with local authorities to prepare for submitting our planning application.

For more information about the River Thames Scheme, please visit our website [www.gov.uk/riverthamesscheme](http://www.gov.uk/riverthamesscheme).

Runnymede Borough Council (RBC) is actively working with the Environment Agency through Runnymede's Chief Executive and Corporate Director of Planning and Environmental Services to provide ongoing support and advice through the Programme Board and Sponsorship Group. RBC's Strategic Projects Manager is also actively liaising with third party stakeholders regarding funding as well as facilitating and supporting integration with related Surrey infrastructure projects including the proposed Heathrow Expansion and Southern Rail link.

### **Temporary Flood Defence**

Since the 2014 Floods the Environment Agency has been working with Defra, local partners and communities to identify suitable locations for Temporary Flood Defences. There is a strict criteria to assess locations which ensures that they do not replace Flood Alleviation Schemes on a permanent basis or cause flooding to new properties elsewhere. A number of locations have been identified across Surrey and Runnymede including Chertsey and Egham Hythe.

We have developed Temporary Defence Deployment Plans in a number of locations and continue to improve these plans and work with partners in preparation for any possible major flood in the region. In October 2018 we delivered Exercise Atlantis which tested Surrey LRF partner's response to a major flood at a strategic level and involved the physical deployment of a Temporary barrier in Weybridge.

### **Surrey Local Resilience Forum Response to Flooding**

Surrey Local Resilience Forum (SLRF) maintains a suite of plans and capabilities to allow a partnership response to those risks that have been identified as part of the Surrey Community Risk Register. In relation to flooding of the Lower Thames Catchment the following plans are seen as the main partnership arrangements,

- Surrey Major Incident Protocol
- Major Flood Protocol for the River Thames from Maidenhead to Teddington (shared with Thames Valley LRF)
- SLRF Adverse Weather Plan
- Surrey LRF Emergency Recovery Protocol
- Runnymede Borough Council Multi-Agency Flood Plan

Since the flooding in 2014 the SLRF has been working to improve the response to the needs of communities and residents affected by flooding. These include improvements in the command, control, coordination and communication in line to developments in national practice and the identification and support to vulnerable people in our communities.

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## **The Joint Emergency Services Interoperability Programme – (JESIP)**

JESIP produced was much needed practical guidance to help improve multi-agency response. The Joint Doctrine: the interoperability framework sets out a standard approach to multi-agency working, along with training and awareness products for organisations to train their staff.

Whilst the initial focus was on improving the response to major incidents, JESIP is scalable. The five joint working principles and models can be applied to any type of multi-agency incident and in fact could be utilised in a multitude of environments where organisations need to work together more effectively.

The programme initiated the largest and most successful joint training initiative across the emergency services. Now JESIP is about all responders integrating the JESIP ways of working and models into all policies, procedures until staff use JESIP as a matter of course.

In Surrey partners have been working to implement the principles of JESIP across the plans and capabilities that are required to support residents during an incident. Command and Control arrangements based on the JESIP Doctrine were developed to support the major events of 2015 including the Magna Carta and Armed Forces Day celebrations and protracted incidents. One of the guiding aspects of the doctrine is that commanders co-locate to allow for the effective management of an incident. These command and control principles were also tested as part of the Exercise Atlantis the Strategic Exercise, which took place in October 2018.

## **Identifying and supporting vulnerable people – (Vulnerable People Reporting System – VPRS)**

Following the debrief actions from the flooding in 2013/14, Local Authorities and Health Sector partners worked together to ensuring that we improved how we identify and support vulnerable service users and patients during an incident or emergency.

In September 2015 a project team was formed to developing what came to be called the Vulnerable People Reporting System. This system aimed to improve on the existing practice of our multi-agency partnership for responding to vulnerable people in emergency incidents, by automating the collation, validation, analysis and consolidation of data required to support individuals.

The system provides a mechanism which allows responders to be more flexible in their approach to identifying and supporting known vulnerable residents. It allows the identification of residents to be done in a quicker and more accurate way, and reduces the pressure on responders to respond quickly out of hours to identify residents, therefore allowing more time and effort to be put into supporting the residents who may need further assistance during an emergency incident.

VPRS is embedded in the response arrangements of the SLRF and is routinely used during evacuations to identify vulnerable people to ensure that their needs are met by responders.

## **Testing and Exercising**

Surrey County Council and the Environment Agency led on an exercise on behalf of the SLRF in October 2018. This was a strategic level exercise of the Lower Thames Incident Protocol aimed at testing the plans in place and developing an understanding of the temporary flood defences that have now been included.

The exercise was designed to ensure that the learning gained through the response to the flooding in 2013/14 has been addressed through changes to our response to flooding which remains a high risk for our residents. The exercise aimed to,

- Test and exercise the response capabilities to a major flood scenario in the Lower Thames Area
- Test the support arrangements to the Lower Thames Incident Protocol (EA Ref - IMSE5000126/R, April 2015)
- Ensure that information required for a Strategic Coordinating Group (SCG) to make a decision for the deployment of the Temporary Flood defence is understood in line with the Joint Decision Making model
- Include deployment of the new temporary flood defences in the Weybridge area

The Strategic level exercise took place at Mount Browne and include the Gold Support provided by the Surrey Police. Responding partners were asked to ensure that organisations provided the level of response to support the Strategic Coordinating Group that would be provided for any response.

As part of the exercise the Environment Agency also deployed one section of the Temporary Flood defence in the Weybridge area. This allowed the joint working between the Environment Agency staff and contractors while working alongside the military as a means to assess the resource requirements for a wider deployment should it be needed.

## **New Emergency Planning business model at Borough level**

RBC recognised during the major floods that it did not have enough specialist resource to respond to a prolonged Major Incident, with only having a 0.5 FTE Emergency Planner. In recognition of the importance of building resilience and the need to have an efficient and effective response to flooding, the Emergency Planner set up a mutual company, Applied Resilience, with Runnymede and Spelthorne councils becoming shareholders. The Emergency Planner has now become the Managing Director of this mutual which delivers emergency planning/business continuity services to six different councils.

The benefits of the new model are that it now provides each council with access to a team of specialist Emergency Planners which will provide additional capacity during an incident, it provides additional capacity day-to-day to address the needs of community groups and individuals seeking advice on personal flood resilience, and it enables the councils to work more efficiently because many documents can be drafted once and tweaked to reflect local circumstances. The mutual has recently paid a £3,000 dividend to Runnymede Borough Council to be reinvested into Emergency Planning such as further equipment for rest centres and telecommunications support. The mutual was shortlisted for Best Business Model at the LGC Awards 2018.

## Community Resilience and Support to Residents

Following the floods of 2013/14, Surrey recognised that more work needed to be done with individuals and communities in Surrey to increase their resilience by building capacity in local areas to support the work of the Local Resilience Forum in preparing for, responding to and recovering from emergencies. Such emergencies in Surrey could include flooding, snow, pandemic flu, prolonged utility outage or terrorism

Surrey Prepared, a partnership chaired by Surrey County Council, made up of district and borough councils, emergency services, the Environment Agency, utility companies and the voluntary sector was established to help individuals and communities grow stronger and cope with an emergency. Surrey Prepared comes under the structure of the Surrey Local Resilience Forum, which is chaired by Director of Community Protection and Emergencies (Chief Fire Officer) Steve Owen-Hughes.

The Surrey Flood Risk Management Strategy, which is set by the Surrey Flood Risk Partnership Board, aims to make Surrey more resilient to flooding on a long term basis through a co-ordinated approach with residents and partners. The Strategy contains eight objectives which aim to reduce the impacts of flooding within the county. These cover issues such as maintenance, flood investigation, resilience, landowner responsibility, planning, investment and partnership working.

There is a strong link between the work of Surrey Prepared and the Surrey Flood Risk Partnership Board, especially around Objective 5 of the Strategy on resilience, and officers act as the link between these groups to ensure the work streams align and complement each other. This is particularly relevant in areas of Surrey that were badly affected by recent flooding and have established Flood Action Groups. These Groups are generally made up of residents that have been directly affected by flooding, and look at the reasons why they were so badly affected, and consider ways to reduce any future impact.

Surrey Prepared's long term vision is to empower people to locally support each other through a joined up approach, which complements the aims, and assists the delivery, of the 'Community Vision for Surrey in 2030'.

The aim of Surrey Prepared over the next three years is to support and enable individuals and communities of Surrey to increase resilience through partnership working by:

- a. Increasing resilience by developing and promoting access to resources;
- b. Establishing networks between community groups and businesses;
- c. Enhancing communication and engagement efforts through clear, joined-up working and messaging.

It is important that the community understands that resilience builds upon and supports existing response arrangements, and does not replace them. Local emergency responders will always prioritise those in greatest need during an emergency, especially where life is in danger. There may be times when communities are affected by an emergency, but life is not in immediate danger, so if the community is resilient and can take steps to prepare for and respond to an emergency it would enable them to help themselves until further assistance is provided.

## **Surrey Prepared's Approach**

Surrey Prepared has developed a wide range of resources to help communities to understand their risks and how they may be able to help themselves prepare for, respond to and recover from an emergency situation. These resources are both focussed at the individual as well as community level and are available electronically via the updated Surrey Prepared website [www.surreycc.gov.uk/surreyprepared](http://www.surreycc.gov.uk/surreyprepared).

Having developed resources, Surrey Prepared's current main focus is on promoting individual resilience whilst ensuring that both existing groups, as well as new ones that want to form, are supported appropriately.

The County Council leads on developing relationships with organisations at the countywide level (or higher) and promotes key messages both directly and via these key organisations such as Surrey Association of Local Councils, Surrey Community Action, Alzheimer's, Sight for Surrey etc. The district and borough councils lead locally on the relationship with local groups and spreading key messages through relevant local networks and mechanisms.

Surrey Prepared also recognises that each partner organisation employs a large number of Surrey residents, and as such partners are asked to take the key messages for individuals back to their organisations and see how they can be promoted to colleagues.

### **Activating and alerting the community in an emergency**

In an emergency the LRF partners have established arrangements to respond to a range of emergencies that are regularly tested. This includes contacts across all partners including voluntary sector agencies. On a local level, the district and borough councils would communicate directly with any local Community Resilience Groups that have indicated that they would like to be involved in a response in line with the agreed protocol. Alongside this, they may also contact relevant Parish or Town Councils or other local groups to see if they could provide help locally – depending on the emergency, this would happen whether or not a formal emergency plan was in place.

On behalf of the LRF the SCC Emergency Planning Team has developed a protocol with Team Rubicon who will assist in supporting spontaneous volunteers within the county in the event of an emergency. The aim of the MOU is to provide arrangements to link to an established voluntary group that is able to provide resource and personnel to support the partnership recovery arrangements. Team Rubicon are also able to support local residents and groups with links to responding agencies and provide Health and Safety advice when working in a hazardous environment, such as an area that has recently been flooded.

Surrey Prepared, working with the Surrey wide Communications Group develops and circulates a themed monthly communication toolkit to residents and local groups. This campaign started in May 2018 and has focussed on a range of issues including business continuity, heatwave, young people, rural preparedness, emergency preparedness, stay well this winter, flooding and adverse weather and be social this Christmas. The toolkit includes a number of tweets, images and articles that can be shared through partners' channels. From 3 September to 11 December these messages were viewed 642,242 times.

Surrey's more vulnerable residents are a key target group and specific work has been carried out to promote the following messages which will be a feature article in the

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

January 2019 edition of the Surrey Disability Register Newsletter and were also promoted widely at the Surrey Association of Local Councils Conference in November 2018:

- To encourage people with a vulnerability to sign up to a priority register for each of their utilities. This was a feature in the December 2018 edition of Surrey Matters.
- To get a free Message in a Bottle to enable emergency services to quickly access your information at home. These are available from local Lions clubs and enable vulnerable residents to store their personal and medical details in the bottle in the fridge. Should they need assistance, the emergency services will be able to quickly access their information and provide appropriate support. The Surrey County Council is working with Lions to enable Surrey Fire and Rescue to distribute Message in a Bottle to vulnerable residents they assist.
- To request a Safe and Well visit from Surrey Fire and Rescue
- To encourage people to tell family, friends and carers where they are going if they have to evacuate their home, as well as any providers of care packages.

Agreed partnership communication has been put together to outline the responsibilities of those who own a property next to a watercourse, along with a short video demonstrating how to clear a ditch <https://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/emergency-planning/prepare-for-emergencies/news/take-a-look-at-our-new-resources>. This is one simple way to help prevent flooding.

A workshop was held by Surrey Prepared in June 2018 for community resilience groups and interested individuals to consider a range of different emergency scenarios including wildfires, water outages and flooding to explore possible actions that could be taken at an individual, neighbour and community level. The learning from this workshop has helped inform materials available via the website ([www.surreycc.gov.uk/surreyprepared](http://www.surreycc.gov.uk/surreyprepared) ).

A simple proforma has been developed for residents to complete to enable them to access key information quickly and easily in an emergency. This is available via the website <https://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/emergency-planning/prepare-for-emergencies/news/emergency-information-leaflet>

With the direction set by the new Director of Community Protection and Emergencies (CFO) the Fire Service are reviewing the resources that will be available to community groups. In the coming months arrangements will be made with the local Station Commanders to establish links with local groups. This will include greater access for community groups and residents to meeting rooms and Fire Stations, training such as water safety and greater engagement under the Community Protection agenda.

### **Working with Young People**

The Duke of Cornwall Community Safety Award was developed to give young people the opportunity to learn what to do in an emergency situation, such as severe weather, a fire or long term power cut. As well as teaching them to protect themselves, the process makes them think about how to prepare their families and consider vulnerable people in their communities. There are three different awards aimed at different age groups from 5 years to 18 years. Within Surrey 25 Army Cadets in Reigate have successfully completed the award for the older age group, and 20 children at North

Downs Primary School in Brockham are in the process of completing the award for the younger age group through the school's 'Outdoor Explorers Club' run by the Brockham Emergency Response Team (BERT). Surrey Prepared is also working with Surrey Police Cadets to get the Award integrated within their curriculum and anticipate that this will be rolled out during the year.

Some Surrey schools that were affected by the flooding in Runnymede in 2013/14 took part in learning events to share their experiences with professionals. As part of this learning Save the Children have designed a Preparing for Emergencies Schools Workshop and Lesson Plan Toolkit which can be utilised by schools to make sure that Children are prepared for emergencies. It aims to build their knowledge, resilience and make sure their voices are heard in emergency planning and response. This work has been promoted to Surrey schools.

### **3. OPTIONS:**

3.1 This report is for information.

### **4. CONSULTATIONS:**

4.1 There are no plans for consultation.

4.2 Engagement with partner is undertaken as part of the duties placed on category one and two responders as defined by the Civil Contingencies act.

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

5.1 There are no financial implications.

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

6.1

<b>Area assessed:</b>	<b>Direct Implications:</b>
Crime and Disorder	Slight implications or increased crime during flood incidents
Equality and Diversity	No significant implications (impacts seen and relating to safeguarding)
Localism (including community involvement and impact)	Significant implications
Sustainability (including Climate Change and Carbon Emissions)	Significant implications (regarding long term viability of communities living with flood risk)
Corporate Parenting/Looked After Children	No significant implications
Safeguarding responsibilities for vulnerable children and adults	Significant implications
Public Health	Significant implications

6.2 Surrey Prepared sets out the countywide multi-agency framework, but by its very nature community resilience is a very local initiative and the resources are used in a way which works in the local area.

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

- 7.1 The Committee is asked to note the contents of this report.
- 7.2 Governance for emergency planning and flooding continue to be provided through each organisations own political structures.

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

- 8.1 Surrey Prepared will continue to meet regularly to discuss, promote and enable individual and community resilience
- 8.2 Key aims for the coming year include:
- To develop additional ways to promote messages through existing networks, for example through Neighbourhood Watch or through individual Care Plans.
  - To explore with Surrey Fire Rescue opportunities for developing closer community links and opportunities with local Fire Stations.
  - To develop a training offer for individuals and community groups to increase their resilience.
  - To further promote the Duke of Cornwall Award within Surrey
- 8.3 Members are asked to support communications messages regarding Surrey Prepared messages and identify additional channels to officers.

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**Consulted:**

Director of Community Protection and Emergencies (Chief Fire Officer, Surrey Fire and Rescue and Chair of the Local Resilience Forum

Surrey Prepared

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

**Annexes:**

Annex 1 – Key lessons to be addressed from 13/14 floods

**Background papers:**

None

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Annex 1 – Key lessons to be addressed from 13/14 floods

LRF Ref	LRF Action Description	SCC/SFRS	RBC	SLRF Comment
4.01	Review silver locations (may not understand awareness on the ground but greater benefit as footprint is large?) need to communicate and this was felt better as Mount Browne. If there was a purpose built command centre this could be different	SCC/SFRS undertook a review of Fire Station location and established a number of sites where extra communication resource was provided to support partnership working, this included Chertsey Fire Station for Lower Thames planning		
4.02	There needs to be silver representative from D+Bs affected. The boroughs could have used borough ILO from unaffected Borough or District to be a link	SCC reviewed all arrangements to ensure Physical Tactical and Strategic Representation in line with the roles requirements of JESIP	The Council will review the available resource during each incident to determine the most appropriate person.	All partner agencies have reviewed their own arrangements to ensure that where needed the Tactical Roles outlined in JESIP can be provide to the TCG for 24 hour working
4.03	Review cross border working, specifically with London Boroughs	SCC Have worked with MHCLG –RED and Head of EM, now chairs a SE and London EP Group to look and cross border risk and threat		
4.04	Cross border working actions need to be clearer and what needs to be done	See 4.03		
4.05	Look at London cross border working to DCLG RED will assist facilitating	See 4.03		
4.06	Need to build relationships within Sussex Police partners need to be clearer on plans			New Lead Force arrangements have embedded since the flooding 2014

<b>4.07</b>	Review teleconference numbers, sometimes oversubscribed and over ran	Review of numbers complete, agreement that there should be representation of Golds at SCG will help to solve this issue		Some of the overrun issues would have been avoid with effective representation of 'Golds' at the SCG
<b>4.08</b>	To review multi-agency flood plan – include historic data			
<b>4.09</b>	Could the plans be simplified? What briefing sheets/plans are available for those who come in need to get up to speed quickly	SCC owned SLRF plans have been reviewed to JESIP. Where possible information has been reviewed and removed if not needed. Plans have been tested through Exercise Atlantis	The Multi-agency Flood Plan has been updated.	Plan owners have reviewed in line with JESIP Principles, where possible information is contained in flow charts etc, LRF exploring Staff Officer role to support SCG Chair
<b>4.10</b>	Look at provision for temporary housing	Mass evacuation plan to provide short-term accommodation (up to 72 Hours) and MOU with site owners has been reviewed since flooding incident.	The Council continuously reviews opportunities to increase its temporary accommodation options.	
<b>4.11</b>	How we integrate military into plans maybe needs looking at, but how much can we rely on them? Need to look at other options to fill gaps	SCC and SFRS meet regularly with the JRLO to review planning and resource assumptions for areas (i.e. Boat and Water Rescue)		National review of MACA now completed to simplify the process for requesting military support against agreed tasks has been completed
<b>4.12</b>	Review MISPER process and decisions are communicated – if your moving to tell someone what to do with people who want to stay in own home	This is now included under the VPRS and Welfare plans, service users are told to inform loved ones when they move location. There is an expectations MISPERs will still occur, but through the Welfare Cells there will be a more timely resolution		
<b>4.13</b>	Review management of secure information, information on vulnerable people was printed and handed out without the service	SCC Have delivered the VPRS for the SLRF to digitise the process. Formal arrangements are now in place for	RBC staff will share the required information using the new system.	SLRF has reviewed arrangements and now has agreed arrangements for the evacuation of vulnerable

	user's permission and the correct controls on who has access.	information to go to emergency services		residents and support vulnerable residents when not evacuating
<b>4.14</b>	Review lead agency depends on need what level this needs to be			SLRF Has clarified necessary capability leads with all partners
<b>4.15</b>	Review resources of sandbag delivery explain and communication expectations to public	SCC have purchased 20K 'flood sacs' to be held as a tactical option to support the Wider Temporary flood defence deployment	RBC has created and raised awareness about its new Sandbag Policy.	
<b>4.16</b>	See how we can feed in bronze liaison link to silver and gold D+B role there could be vital – would have helped		The Council will review the available resource during each incident to determine the most appropriate person.	Action has been superseded with the introduction of JESIP and colocation of appropriate commanders
<b>4.17</b>	How can people help selves – community resilience groups, voluntary agencies	(Update in body of report)	Update in body of the report	SLRF and the Surrey Community Partnership Team are leading on the Surrey Prepared working to develop community and resident resilience of a range of incidents including flooding
<b>4.18</b>	Work to be done on wider CAT 2 engagement especially around CNI and what effect floods etc. can have on them	SCC/SFRS have provided training to SSE/Thames water on the expected roles with JESIP for utilities. Water companies have increased resourcing to support C3 arrangements,		CAT2 (utility) attendance at controls is expected, but continued pressures remain for CAT 2 organisations with a national or regional footprint.
<b>4.19</b>	Awareness to flag requests early, easier to stand up to military early			Included as a TCG/SGC agenda item to ensure there is discussion on this are as part of partnership meetings
<b>4.20</b>	To review if we've raised expectations of deployment will we have resource in the future?	The resourcing of the SCC response arrangements is assessed regular and reviewed through the transformation	The Council is due to shortly survey its staff to determine the likely willingness of staff to provide support	SLRF has put assurance processes in place to allow partners to raise

		projects, the risk of asymmetric and protracted incident remains. A more formal Mutual Aid Agreement with SE7 partners has been agreed.	out of hours during a prolonged incident.	concerns regarding resourcing of various plans and arrangements
<b>4.21</b>	To build up a natural picture around flood defences	Established a GIS support cell to provide the graphical information for deployment for the temporary flood defences		SLRF inclusion of GIS Cell in SCG plans and wider LRF planning
<b>4.22</b>	When we task military need a point of contact on the ground to improve effectiveness	Military lead will liaise with either SFRS or Police incident commander on the ground, if necessary will deploy with a NILO	The Council will review the available resource during each incident to determine the most appropriate person.	
<b>4.23</b>	EA to look at areas at risk – is there a better location to deploy defences which will protect property?	EA have completed work for Temporary Flood Defence and where needed undertaken enabling works, SCC have now included this in the relevant plans		Tested through Exercise Atlantis
<b>4.24</b>	Clarify roles and responsibilities with Water Companies.			SLRF have worked with utility companies to clarify their roles, although the challenges for regional companies in responding to local areas was highlighted
<b>4.25</b>	Review response and recovery around toilets and skips – whose responsibility is it	SCC Have arrangements in place to support the sanitary needs of Social Care Clients or provide emergency accommodation	Work is progressing through the SLRF Local Authority Group to establish the appropriate arrangements to support residents not receiving Social Care	
<b>4.26</b>	Review how we get information into different agencies and points of contact. Be clear on what we're asking each other to do i.e. for info for action	SCC have reviewed the response arrangements to ensure that there is the appropriate level officers at the various controls to support the	The Council will review the available resource during each incident to determine the most appropriate person.	The adoption of JESIP with the collating of commanders to share situational awareness and

		collocating of commanders required for JESIP working		understanding of risk is a key means of clear communication flows
<b>4.27</b>	Review communications strategy and responsibilities	SCC and SFRS have review communication support to allow for collocation or flexi working (as required by the incident) can be maintained during a protracted incidents.	The Council will support the SLRF Communication Plan to disseminate information to its local communities.	SLRF Communication Plan has been reviewed with the aim of exploiting existing links where possible. There is a relationship to the Surrey Prepared work regarding pre-incident warning and informing.
<b>4.28</b>	To review how volunteers can support the event, especially spontaneous groups that set themselves up	SCC have reviewed of volunteer groups and LRF lead partners has taken place since 2014 with new links for operational response etc, (direct MOU for SURSAR with SFRS etc). New MOUs established to provide support to spontaneous groups through Team Rubicon.	Individuals are signposted to assist the voluntary sector via Voluntary Support North Surrey, and community groups will be linked in with Team Rubicon's coordination effort during an incident.	SLRF has reviewed how Voluntary Groups work with SLRF partners to build on the capabilities of the various sectors. This links to the Surrey Prepared work of the SLRF.
<b>4.29</b>	To capture data of properties flooded need clear definitions – some varied some not	Systems on in place at the contact centre to capture this information	The Council is engaged in ongoing discussions at SLRF Adverse Weather Group around data collection.	SLRF Have coordinated work for a common procedure,
<b>4.30</b>	Ensure bronze and silver communications are in place	See 4.26	The Council will review the available resource during each incident to determine the most appropriate person.	See 4.26
<b>4.31</b>	Highways engineer could have benefitted from talking to highways England representative	Direct contact has now been established between NMIC and HE Godstone for Highways Managers		

<b>4.32</b>	Review the distribution of flood guidance statements.	SCC have cascade of flood guidance statements to duty teams in place. Flexible solution that allow for editing during planning and response.	The Council distributed a flood guidance booklets to all properties in the flood zone and periodically reviews the booklet which is available on the Council's website.	SCC have reviewed the plans for SLRF with the greater use of the Flood Guidance Statements for the trigger of partnership activity and response
<b>4.33</b>	Actions agreed at the tactical teleconferences need to be communicated to strategic leads to improve co-ordination and decision making.	SCC duty system allow for clarity on the on-call team at all levels to allow for point to point communication between levels of command and roles	Council leads will review the actions shared through Resilience Direct.	Through JESIP improvements METHANE and IIMARCH allow a documented means to share information. Good telecon discipline is needed to allow for time to allow Tactical to Strategic link
<b>4.34</b>	To ensure that the SCG physically meet at a location where possible. This should be documented as a requirement within the Surrey Major Incident Plan.	See 4.26	The Council will review the available resource during each incident to determine the most appropriate person.	Core SCG attendance agreed in SMIP, with expectance that some attendance will be incident driven
<b>4.35</b>	Review how information is gathered for the situational awareness/CRIP. A multi- agency RECCE team could be established to own this task during a response.			Multi agency would be used if appropriate with reporting using JESIP tools, with the greater use for GIS Mapping and drone footage now in place to link to control rooms
<b>4.36</b>	To document military capabilities, likely tasks and request processes within the Surrey Major Incident Plan.	SCC have met with military and agreed what capabilities should be included and review period		SMIP review completed and issued in new versions
<b>4.37</b>	To reduce the reliance on local authorities' community resilience needs to be built in to a greater degree across Surrey.	SCC is leading the Surrey Prepared work stream with links to the roles the wider civil society can take to become resilient linking to local and national groups are required	Update in main body of the report.	SLRF have adopted the Community Resilience work as a working group of the LRF to be lead through the LRF planning and oversight
<b>4.38</b>	To ensure consistency across Surrey around sandbag access and distribution a sandbag	See 4.15	The Council has created a new Sandbag Policy which will provide greater resilience through co-	This has not been achieved with each borough adopting their own procedure

	policy needs to be created, including learning from this event.		ordinating community volunteers at Community Sandbag Distribution Centres.	
<b>4.39</b>	To ease gridlock issues within areas police traffic control should be contacted at an early stage to reduce issues.			
<b>4.40</b>	The process to identify vulnerable people and to warn and inform them of a possible event needs improvement.	SCC sponsored project has produced a digitised system to allow for the timely identification of vulnerable people with the Governance arrangements to allow information to be passed to the Emergency Services to assist in the evacuation of vulnerable residents	RBC staff will share the required information using the new system.	SCC on behalf of the SLRF have reviewed current welfare plans in light of the VPRS and have adopted arrangements for evacuation of vulnerable residents and in situ plans.
<b>4.41</b>	The requirement of liaison officers from district and boroughs as well as CNI sites need to be documented as a requirement within the Major Incident Plan dependant on incident. A reporting template could also be produced to ensure that they articulate requirements clearly at silver/gold meetings.			See 4.26
<b>4.42</b>	The location of the control centre needs to be reviewed to ensure that appropriate infrastructure is in place to support both gold and silver groups.	SCC and SFRS have reviewed the estate and have identified suitable locations to support partnership working (TCG etc)		SLRF have asked all partners to review the estate and provide location to support partnership team working and colocation of commanders (JESIP)
<b>4.43</b>	Membership of the SCG needs to be updated within the Surrey Major Incident Plan.			Core Membership of the SCG has been identified in line with JESIP with the expectation that

				commanders will collocate as necessary
4.44	A review of the communications plan needs to occur and the plan needs to be refined, including how we communicate and share information across agencies.			SLRF Communication Plan has been reviewed with the aim of exploiting existing links where possible. There is a relationship to the Surrey Prepared work regarding pre-incident warning and informing.
4.45	The partnership needs to determine what metrics are measured during a response and how this is done from an early stage e.g. sandbags, number of affected roads, what affected means. This should be documented as a procedure within appropriate plans.	SCC and SFRS contact centre and control have adopted the SLRF reporting template with training of staff provided.	The Council will look to provide the requested information if a standard partner template can be provided to assist consistency.	SLRF Template for control rooms has been provided and agreed with partners. There is a need to manage expectations as to whether the
4.46	In multi-agency communications we need to promote the LRF partnership, this needs to be in the multi-agency communications plan.	SCC continuing the engagement with Local and Joint Committees, inclusion of the LRF role is in member induction	The Council will support the delivery of the Multi-agency Communications Plan.	SLRF has a briefing pack created, given feedback from B and D CEOs, greater links are needed to the Surrey CEO group

#### Other LRF Debriefs

- 1 A3 Coach Crash, North of Hindhead Tunnel
- 2 October Storm 2013
- 3 December - January 2014 Flooding
- 4 February 2014 Flooding and Strategic Debrief
- 5 February 2015 Mortuary Capacity Debrief
- 6 Exercise Dual Tempest
- 7 Exercise COMET
- 8 Caterham Flash Flooding June 2016
- 9 Woking Flash Flooding May 2016
- 10 Bramley Gas Outage December 2016