

# **COVENTRY CITY COUNCIL**

## **MULTI AGENCY**

## **FLOOD PLAN**

**Draft 31st March 2009**



## **Forward**

To be completed by LRF and inserted.

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## Document Control and Distribution

This Multi Agency Flood Plan is maintained and updated by Coventry City Council.  
All responders are asked to advise the team of any changes in circumstances that may materially affect the Plan in any way.

Members of Coventry Local Resilience Working Group should approve changes to the plan.

Plans are individually numbered to aid distribution control.

### Distribution / recipients:

Plan number	Organisation	Department	Post holder title
1			

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## 1 INTRODUCTION

Following the summer floods of 2007, a number of initiatives were progressed. Among them Sir Michael Pitt was asked to conduct a review into all aspects of flooding in the UK with particular reference to multi-agency working.

The report was published in July 2008 and local authorities have been encouraged to develop multi-agency flood plans. The Environment Agency is the lead organisation on flood defence and reports at policy levels to the Department for Environment, Food and Rural Affairs (DEFRA).

The area covered by Coventry City Council's boundary has not historically been subject to significant flooding. However, Environment Agency maps have disclosed areas of risk. The City Council's Multi-Agency Flood Plan notes these areas and indicates the locations and approximate number of vulnerable people in these areas.

The term vulnerable is widely used and in this document relates to residents who receive services from the City Council's Community Services, Children's Services, Emergency Services Unit Lifeline Officers and the Primary Care Trust although we recognise that anyone may become vulnerable due to flooding issues and would provide support as appropriate.

Responsibility for emergency response and planning rests with the 'blue light' services, the Environment Agency and the Local Authority. This plan notes the areas of the flood risk in Coventry and details the roles of partner agencies during flooding incidents. This includes areas relating to previous flash floods which in Coventry are more common than fluvial flooding.

Coventry has two rivers flowing through its boundaries, the River Sherbourne and the River Sowe. Coventry City Council (CCC) have a Service Level Agreement with the Environment Agency for these two main rivers and currently have a dedicated two man standby team to manage flooding or pollution incidents within the Coventry boundary. CCC Highway's Emergency standby team and other officers as outlined within the Coventry Emergency Planning Manual support this team.

Appendix C provides information on the Screens and Brook Course checks, completed weekly.

## **2 AIM**

The aim of this document is to identify areas that may flood and the roles and responsibilities of partner organisations in the event of flooding within the Coventry boundary.

## **3 OBJECTIVES**

To define the areas of responsibility and roles of the organisations contributing to the plan.

To define the areas that may have a significant flood risk.

To provide guidance on implementing and maintaining Coventry's City response to flooding.

To ensure joint working in all areas including the rescue and welfare of residents and those travelling through the city, press and media, the welfare of staff and all recovery from the incident.

## **4 OWNERSHIP**

This plan has been written following contributions from agencies that form the Coventry Local Resilience Forum General Working Group.

The Coventry City Council's Plan will be updated by the authors (Coventry Resilience Team) when any new information becomes available.

New risk assessments, lessons identified from incidents and exercises restructuring of organisations or significant changes in river levels, water-tables or use of land may all need to be addressed.

Coventry City Council has other plans that may be used in conjunction with this plan including the Rest Centre Plan, Humanitarian Assistance, City Centre Evacuation, Temporary Mortuary and the Emergency Planning Manual.

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## 5 The Risk of Flooding

Coventry historically does not tend to flood. Some areas containing properties however, have been identified as having significant risk of flooding. Flood Zone 3 as described by the Environment Agency have a 1 in 100 year floodplain, 1% chance of happening every year. Areas that have been identified as having a significant risk of flooding have been grouped into areas and as much information as possible regarding these areas are show within the tables contained in this chapter.

Two properties in the significant risk area for flooding are identified within the plan as being older people's residential care properties.

In the event of any risk of flooding in an area Coventry City Council (CCC) and Coventry Primary Care Trust (PCT) would use their databases to check for up to date information concerning vulnerability of people.

CCC have also identified those areas of medium and low risk, however these are not covered by this plan and will be reviewed as part of future risk assessments or as new information becomes available.

**Residents of Coventry are reliant on Public Information including Media and Web Sites to provide alerts and do not have access to other flood warning systems.**

<b>Description: 5A</b>		
<b>Grid Ref SP 2977; SP3077; SP3177</b> 185-197 and 202-212 Canley Road 18-40 and 21-51 The Riddings		
<b>Number of properties at risk</b>	<b>Number of vulnerable people at risk</b>	<b>Key vulnerable infrastructure</b>
41	Not known	Gas Pump in Area
<b>Flooding History (If known)</b>		
<b>Flood Defences / Alleviation Measures (if any)</b>		
<b>Evacuation Centre</b>		
Westwood Technology School, Mitchell Avenue CV4 8DY Capacity 650 024 7646 7779 Out of Hours 087914 827737/024 7642 6935 or 07772296018/024 7642 6934 Refer to Rest Centre Plan		

<b>Description: 5B</b>		
<b>Grid Ref: SP2981.</b> 1-13 Browns Lane 132-176 Butt Lane 2-36 Washbrook Lane		
<b>Number of properties at risk</b>	<b>Number of vulnerable people at risk</b>	<b>Key vulnerable infrastructure</b>
46	9 Browns Lane (Careline)	
<b>Flooding History (If known)</b>		
Police M1 report that Butt Lane + Brownhill Green Road can cause concern with flash flooding. CCC 17.12.2008 Report from Highways that Browns Lane, Windmill Hill, Washbrook Lane, Butt Lane of substantial water culminating in this low lying area when brook overflowed. Water quickly disappeared. Sandbags to Hairdressers in Washbrook Lane and residents in Butts Lane. Residents complaints in Butt Lane – water slowed up in the brook course		
<b>Flood Defences / Alleviation Measures (if any)</b>		
<b>Evacuation Centre</b>		
Coventry Hill Hotel, Rye Hill, Coventry CV5 9 HP 024 76402151 Quality Hotel, Birmingham Road, Allesley, Coventry CV5 9BA (to be used as a place of safety not bedrooms unless agreed with insurers or CCC)		

<b>Description: 5C</b>		
<b>.Grid Ref: SP3382 + SP3383 + SP3483</b> 2 – 22 + 32-36 Romford Road 5 – 9 + 20 – 48 Moreland Road 8;10;25-31 Blenheim Avenue 11 -25 Morland Road 1;11-39; 2-32 Selworthy Road 1-35 +2-12 Dunster Place 46-62; 49-67 St Luke's Road 84-96 Kirkdale Avenue 9-85; 4-84 Whitmore Park Road 7; 41-93 Selworthy Road Flats 1-26 Marshdale Avenue 2-12; 1-11 Hallam Road 1-7; 2-8 Berkett Road		
<b>Number of properties at risk</b>	<b>Number of vulnerable people at risk</b>	<b>Key vulnerable infrastructure</b>
300	10 Romford Road 14 Whitmore Park Road 31 Selworthy Road <b>All have Care line</b>	Sub Station Dunster Place. Gas Meter house and sub station, Blackburn Road. Sub station Bungalow Estate Lady Lane
<b>Flooding History (If known)</b>		
<b>Flood Defences / Alleviation Measures (if any)</b>		
<b>Evacuation Centre</b>		
Holbrooks Community Centre - Capacity 150 Jubilee Crescent Community Centre - Capacity 300 See Rest Centre Plan		

<b>Description: 5D</b>		
<b>Grid Ref:</b> <b>SP3681 + SP3581</b> 1-12A;15-21;23;24;25;28-36;36A;109;109A New Green Park, Wyken Croft(Caravan Park) 9-35 Parry Road 7 – 15 Sullivan Court 3-7;8 Exmouth Close 6-12; 9-15 Plymouth Close 12-16; 19-23 Starcross Close 5-8 Heybrook Close 24-68 Sidmouth Close		
<b>Number of properties at risk</b>	<b>Number of vulnerable people at risk</b>	<b>Key vulnerable infrastructure</b>
95	31 properties are on a caravan site with residents aged over 55	
<b>Flooding History (If known)</b>		
<b>Flood Defences / Alleviation Measures (if any)</b>		
<b>Evacuation Centre</b>		
Henley Green Community Centre - Capacity 275 Wyken Croft CV2 1HQ 024 7661 1200 Refer to Rest Centre Plan		

<b>Description: 5E</b>		
<b>Grid Ref: SP3781</b> 25;27;29;31 Darnford Close (3 storey family homes)		
<b>Number of properties at risk</b>	<b>Number of vulnerable people at risk</b>	<b>Key vulnerable infrastructure</b>
4		
<b>Flooding History (If known)</b>		
<b>Flood Defences / Alleviation Measures (if any)</b>		
<b>Evacuation Centre</b>		
<p>Henley Green Community Centre - Capacity 275          Wyken Croft CV2 1HQ          024 7661 1200</p> <p style="text-align: right;">OR</p> <p>Wyken Community Centre - Capacity +1000          Westmoreland Road          Coventry CV2 5BY      024 7661 937/76612634/76612926          Refer to Rest Centre Plan</p>		

<b>Description: 5F</b>		
<b>Grid Ref: SP3880</b> Coventry & Warwickshire University Hospital, Clifford Bridge Road		
<b>Number of people / properties at risk</b>	<b>Number of vulnerable people at risk</b>	<b>Key vulnerable infrastructure</b>
<b>Flooding History (If known)</b>		
<b>Flood Defences / Alleviation Measures (if any)</b>		
<b>Evacuation Centre</b>		
Wyken Community Centre - Capacity +1000 Westmoreland Road Coventry CV2 5BY      024 7661 937/76612634/76612926 Refer to Rest Centre Plan		

<b>Description: 5G</b>		
<b>Grid Ref: SP3179</b> 1-17 Cricket Close Flats 1-49 Bowles Court 1-17; 2-6 Pavillion Way		
<b>Number of properties at risk</b>	<b>Number of vulnerable people at risk</b>	<b>Key vulnerable infrastructure</b>
70		Sub station off Pavillion way behind Morrisons
<b>Flooding History (If known)</b>		
<b>Flood Defences / Alleviation Measures (if any)</b>		
<b>Evacuation Centre</b>		
Queens Road Baptist Church - Capacity 400 Queens Road CV1 3EG 024 7652 0621 (day) See Rest Centre Plan for more details		

<b>Description: 5H</b>		
<b>Grid Ref: SP3279</b> 71-75 Waverly Road 1-54 Cumbria Close 8 Maplebeck Close		
<b>Number of properties at risk</b>	<b>Number of vulnerable people at risk</b>	<b>Key vulnerable infrastructure</b>
58		Sub station The Arches Industrial Estate
<b>Flooding History (If known)</b>		
<b>Flood Defences / Alleviation Measures (if any)</b>		
<b>Evacuation Centre</b>		
Queens Road Baptist Church - Capacity 400 Queens Road CV1 3EG 024 7652 0621 (day) See Rest Centre Plan for more details		

<b>Description: 5</b>		
<b>Grid Ref: SP3080</b> 493-531; Grange Hotel; Holly Cottage, Holyhead Road 662 Allesley Old Road Kings Acre, Parkhill Drive		
<b>Number of properties at risk</b>	<b>Number of vulnerable people at risk</b>	<b>Key vulnerable infrastructure</b>
24		
<b>Flooding History (If known)</b>		
<b>Flood Defences / Alleviation Measures (if any)</b>		
<b>Evacuation Centre</b>		
Coventry Hill Hotel, Rye Hill, Coventry CV5 9 HP 024 76402151 Quality Hotel, Birmingham Road, Allesley, Coventry CV5 9BA (to be used as a place of safety not bedrooms unless agreed with insurers or CCC)		

<b>Description: 5J</b>		
<b>Grid Ref: SP3478 + SP3379</b> Callice Court, 155 Far Gosford Street (663 flats University Accommodation, 7 Blocks owned by Unite) Tel: 024 7652 0600 Julian Lavender (electricians on ground floors no back up generators) 21-35 Vecqueray Street 1-33 Bodiam Hall, 9 Lower Ford Street (private flats) Hever Hall (Private Flats 1-35) Carnick Hall (Private Flats 1-25) Mornea Hall (Private Flats 1-33) Caister Hall (private flats 1-36) 59-83 + 98-118 Lower Ford Street Bus Station		
<b>Number of properties at risk</b>	<b>Number of vulnerable people at risk</b>	<b>Key vulnerable infrastructure</b>
789	Unit CG072 Callice Court is a disabled unit	Bus Station 3 Sub stations
<b>Flooding History (If known)</b>		
<b>Flood Defences / Alleviation Measures (if any)</b>		
<b>Evacuation Centre</b>		
St Peters Community Centre - Capacity 260 Charles Street Hillfields CV1 5NP 024 7663 2877 or 07960 520 446		
OR		
The Welcome Centre - Capacity 400 47A Parkside CV1 2HG 024 7622 6064 or 024 7652 5326 See Rest Centre Plan for more details or more centres as required		

<b>Description: 5K</b>		
<b>Grid Ref: SP3278</b> 20-26A Starley Road Flats 5-55 Vicroft Court, Victoria Road (residents association mixed social housing) 56-58 Victoria Road		
<b>Number of people at risk</b>	<b>Number of vulnerable people at risk</b>	<b>Key vulnerable infrastructure</b>
62	20a Starley Road (careline)	
<b>Flooding History (If known)</b>		
<b>Flood Defences / Alleviation Measures (if any)</b>		
<b>Evacuation Centre</b>		
The Welcome Centre - Capacity 400 47A Parkside CV1 2HG 024 7622 6064 or 024 7652 5326		
OR		
Queens Road Baptist Church - Capacity 400 Queens Road CV1 3EG 024 7652 0621 (day) See Rest Centre Plan for more details		

<b>Description: 5L</b>		
<b>Grid Ref: SP3278 + SP3279</b> 1-34 Watchmakers Court, Meadow Street Flats 1-52 Spon Gate House 4-16 Sovereign Row 89-116 Spon End Flats 46-61 Compass Court (association)		
<b>Number of properties at risk</b>	<b>Number of vulnerable people at risk</b>	<b>Key vulnerable infrastructure</b>
135		
<b>Flooding History (If known)</b>		
<b>Flood Defences / Alleviation Measures (if any)</b>		
<b>Emergency Centre</b>		
Queens Road Baptist Church - Capacity 400 Queens Road CV1 3EG 024 7652 0621 (day)		
OR		
The Welcome Centre - Capacity 400 47A Parkside CV1 2HG 024 7622 6064 or 024 7652 5326 See Rest Centre Plan may need to move people to Wyken Community Centre		

<b>Description: 5M</b>		
<b>Grid Ref: SP3279</b> Bonds Hospital, Bond Street Bonds Court, Bond Street 1-40 Hillman House, Smithford Way 3-3d;5;7 Lower Holyhead Road Mercia House, The Precinct		
<b>Number of properties at risk</b>	<b>Number of vulnerable people at risk</b>	<b>Key vulnerable infrastructure</b>
176	Bonds Hospital have 50 elderly residents <75% with mobility problems. Bonds Court have 30 elderly residents <75% with mobility problems 36 Hillman House (careline)	Hillman House electrics are in basement
<b>Flooding History (If known)</b>		
None. Talks have taken place with care home re residents		
<b>Flood Defences / Alleviation Measures (if any)</b>		
<b>Evacuation Centre</b>		
<b>NB Will require specialist homes for many of the elderly residents</b> Queens Road Baptist Church - Capacity 400 Queens Road CV1 3EG 024 7652 0621 (day)		
OR		
The Welcome Centre - Capacity 400 47A Parkside CV1 2HG 024 7622 6064 or 024 7652 5326 See Rest Centre Plan		

<b>Description: 5N</b>		
<b>Grid Ref: SP3476 + SP3477</b> 1-5;25-27 Abbey Way 22-39 Bankside Close Waste Reduction Unit, Bar Road		
<b>Number of properties at risk</b>	<b>Number of vulnerable people at risk</b>	<b>Key vulnerable infrastructure</b>
23		Waste Reduction Unit Bar Road
<b>Flooding History (If known)</b>		
<b>Flood Defences / Alleviation Measures (if any)</b>		
<b>Emergency Centre</b>		
Cheylesmore Community Centre - Capacity 400 Arundle Road CV3 5JX 07884 431488 024 7650 4655/2226		

<b>Description: 5Q</b>		
<b>Grid Ref: SP3683</b> 5;7;13;15; 38-48 Canberra Road 268;347;345;343 Aldermans Green Road		
<b>Number of properties at risk</b>	<b>Number of vulnerable people at risk</b>	<b>Key vulnerable infrastructure</b>
14		
<b>Flooding History (If known)</b>		
<b>Flood Defences / Alleviation Measures (if any)</b>		
<b>Emergency Centre</b>		
Grangehurst Primary School Anderton Road Off Jackers Road Coventry CV6 6JN 024 7636 5999		

<b>Description: 5P</b>		
<b>Grid Ref: SP3779</b> 25;26;27;28 Triumph Close 29-36 Block of flats Triumph Close		
<b>Number of people / properties at risk</b>	<b>Number of vulnerable people at risk</b>	<b>Key vulnerable infrastructure</b>
11		Pump House off the Riddings
<b>Flooding History (If known)</b>		
<b>Flood Defences / Alleviation Measures (if any)</b>		
<b>Emergency Centre</b>		
Wyken Community Centre - Capacity +1000 Westmoreland Road Coventry CV2 5BY 024 7661 937/76612634/76612926 Refer to Rest Centre Plan		

## 6 Surface Water Flooding

The following tables show areas that have experienced conditions of excess surface water flooding. Within these areas no properties have been identified as having been flooded. Any change to this will result in plans being updated.

<b>Description: 6A</b>
Brownhill Green Road between Long Lane and Waste Lane
<b>Flooding History (If known)</b>
13/12/2008 – Substantial water coming out of the garden nursery and allotments. The road was closed off but motorists still tried to carry on leaving 4 -5 cars broken down outside the nursery. The flood adjacent to the allotments subsided suggesting that it was the volume of water from the allotments indicating that the drains worked. The flood outside the nursery did not subside and the Drainage Section cleared gullies – suggesting that the drains were blocked with debris that was in the heavy flow of water from the nursery land.
<b>Flood Defences / Alleviation Measures (if any)</b>
<b>Emergency Centre</b>
Identified in Rest Centre Plan

<b>Description: 6B</b>
Butts Road – The Arches Industrial Estate
<b>Flooding History (If known)</b>
River Sherbourne overflowed and affected 4-5 units. When the rain stopped the water quickly retreated.
<b>Flood Defences / Alleviation Measures (if any)</b>
Sandbags obtained before CCC arrived and we positioned 12 more at doorways.
<b>Emergency Centre</b>
Identified in Rest Centre Plan

<b>Description: 6C</b>
Hawkes Mill Lane, Ted Pitts Lane
<b>Flooding History (If known)</b>
13.12.08 - Substantial run off of water from fields at the top of Docker's Hill running in the channel past Tedd Pitts Lane. Flooding in some gardens, but did not reach houses. Some of the problem caused by gullies full of gravel from deteriorating carriageway. Problem subsided when rain eased although water continued to come off fields
<b>Flood Defences / Alleviation Measures (if any)</b>
<b>Emergency Centre</b>
Identified in Rest Centre Plan

<b>Description: 6D</b>
A45 inward bound from Birmingham just past Brick Hill Lane
<b>Flooding History (If known)</b>
13.12.08 – Inside lane had a pond developing caused by the overflow of the nearby brook. Advisory sign put out. If rain had continued the inside lane would need to be closed.
<b>Flood Defences / Alleviation Measures (if any)</b>
<b>Emergency Centre</b>
Identified in Rest Centre Plan

<b>Description: 6E</b>
Coat of Arms Bridge Road
<b>Flooding History (If known)</b>
13.12.08 - under railway bridge affecting Bridge Cottage. Did not enter frontage due to raised blocks and hardcore. Road closed off until flood disappeared later in the afternoon. Leaves and debris in gullies affecting drainage.
<b>Flood Defences / Alleviation Measures (if any)</b>
Dozen sandbags delivered to ensure additional protection for the future. Resident has since built a brick wall in front of cottage which has alleviated problem
<b>Emergency Centre</b>
Identified in Rest Centre Plan

In addition to this West Midlands Police have provided the following information (5/2/09) of known areas that have previously been prone to surface water flooding. No properties have been identified as being flooded .

#### **M1 OCU (Little Park Street)**

Broad Lane @ Banner Lane, Eastern green  
 Broad Lane @ Hockley Lane Eastern Green  
 A45 Brimingham Road near Bricks Hill Lane  
 Foleshill Road @ Ringway  
 Long Lane @ Brownhill Green Road  
 Butt Lane, Allesley

#### **M2 OCU (Chace Avenue)**

A45 Toll Bar Island  
 A45 Stonebridge Highway (towards Toll Bar)  
 Coat of Arms Bridge Road, Stivichall  
 London Road (railway bridge, near cemetery)  
 Kenilworth Road (into city) @ Leamington Road

#### **M3 OCU (Stoney Stanton Road)**

Hen Lane, Holbrooks  
 Foleshill @ Broad Street

## **7 Communications Plan**

Coventry has strong and long standing partnership working arrangements between all agencies. Communications between agencies is key in any emergency and all agencies contributing to this document appreciate the vital importance of communications during major incidents and make appropriate reference within their own incident plans.

Coventry's Local Resilience Forum have agreed a communications plan and would implement this as required. For escalating incidents the West Midlands LRF communications plan would become operational.

Coventry City Council has a long standing mutual aid agreement with Warwickshire County Council and mutual aid agreements between Local Authorities within the West Midlands Conurbation are in the final stages of being approved.

### **Communicating with the Public**

Coventry City Council are developing ways in which they communicate with the public regarding all risks. This is a key feature of the resilience team Work Plan for 2009/10. This includes developing the strategy that was started with BBC Coventry and Warwickshire during the February 2009 "What if ..." Campaign.

Individual partner agencies have information on their web sites that link to specialist sites on how to develop resilience to floods and what to do before, during and after flooding.

Section 11, "General Public Advice", of this document provides further information and signposts useful sites.

The Environment Agency organises public awareness campaigns, arranges for the broadcasting of messages and provide advise of what to do before during and after a flood event. There is flooding information on their website including a search facility on postcodes to see if properties are in a flood risk area. Anyone who is at risk is advised to develop a flood plan and make sure that everyone in their household is aware of what to do should the need arise.

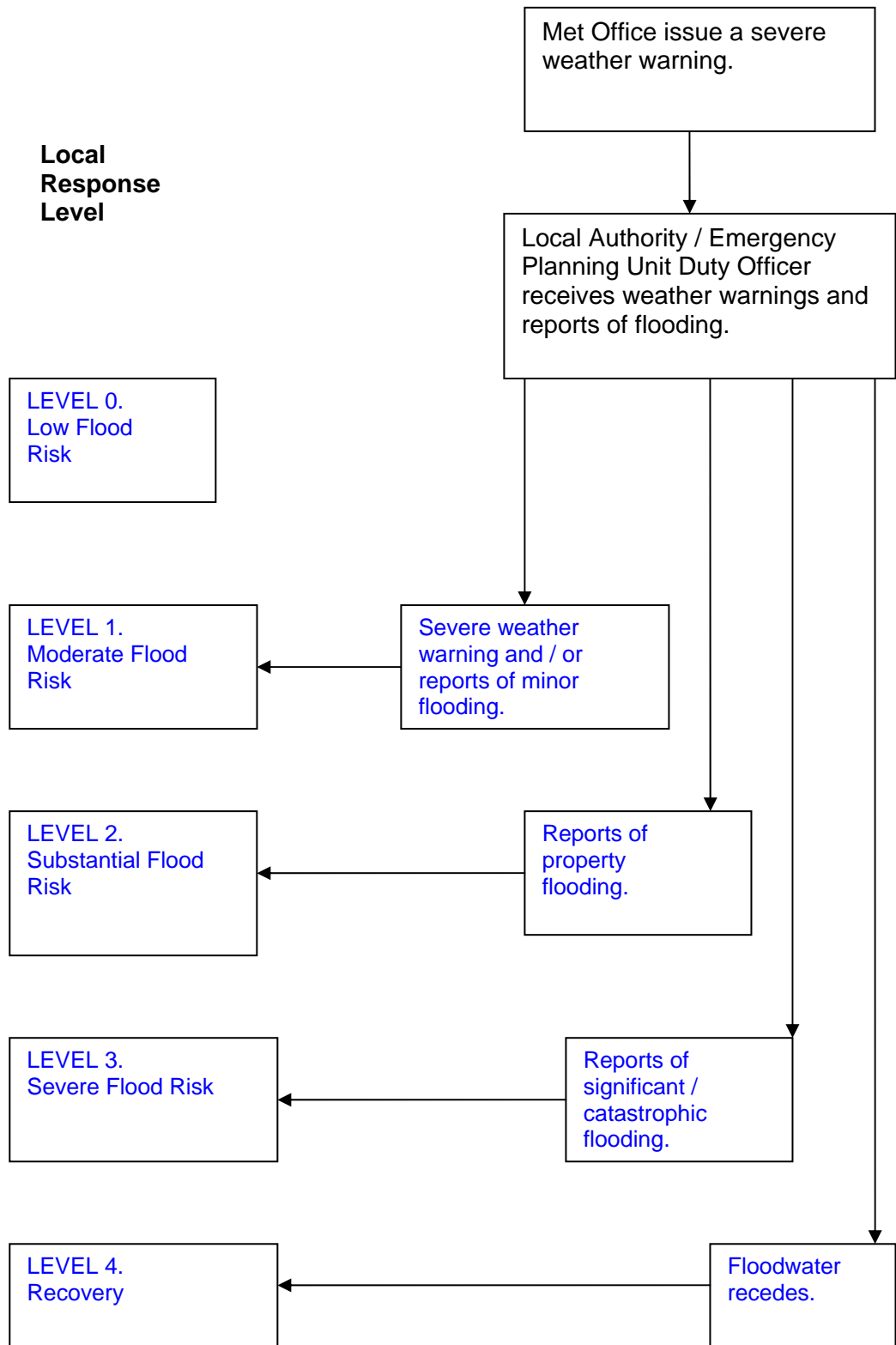
## **8 Triggers**

Coventry is not part of a flood watch and relies heavily on local and national intelligence to warn of flooding.

The Environment Agency and the Met Office (who provide email alerts) are two forms of information who can pre identifying flood risks in the area. Government Office West Midlands also contact Coventry regarding extreme weather in the region. Upon receiving alerts Police, Fire and Coventry City Council will look to mitigate known risks, help with road closures or try to provide support to those who may be about to be flooded.

Coventry Emergency Services Unit may receive calls from either blue light services, the public or other agencies and put into action its emergency plan if required. This would include sending a forward control officer to the scene to assess the situation and using resources and activating other plans as the situation required.

# Triggers for Coventry City Council



## Local Response Level Definitions

An alert level describes the expected scale of response to a flood incident. These are defined as

Local Response Level	Trigger	Actual or forecast impact	Response
<b>LEVEL 0 (Low flood risk)</b>	No warnings of severe weather in force that may result in flooding	No Flooding occurring	No specific response, normal awareness of possible flood risk
<b>Level 1 (Moderate flood risk)</b>	Warnings of severe weather in force that may result in flooding And/or Reports of minor impact flooding	Low impact flooding of fields, gardens and minor roads	<ul style="list-style-type: none"> <li>Individual responders of flood plans and procedures may be activated</li> <li>Some routine or preparatory responses may be underway, e.g. diversion of minor roads, duty officers put on standby, resources mobilised</li> <li>Heightened awareness of flood risk</li> </ul>
<b>LEVEL 2 (Substantial flood risk)</b>	Warnings of severe weather in force that are likely to result in flooding And/or Reports of property flooding	As level 1, plus: High impact flooding which may result in risk to life, homes and businesses	As for level 1, plus: <ul style="list-style-type: none"> <li>Multi agency flood plan (MAFP) activated</li> <li>Responders undertake actions contained in MAFP</li> <li>Consider the need for one agency to lead multi agency coordination</li> </ul>
<b>LEVEL 3 (Severe flood risk)</b>	Warnings of severe weather in force that are highly likely to result in flooding And/or Reports of significant, catastrophic flooding	As Level 2, plus: Very high impact flooding which may result in extreme danger to life and property	As for level 2, plus: <ul style="list-style-type: none"> <li>One agency coordinate multi agency response</li> <li>Multi agency control centre opens</li> </ul>
<b>LEVEL 4 (Recovery)</b>	Severe flood warnings downgraded And/or All clears issued And/or No warnings of severe weather in force that may result in flooding	Flood water receding	Local authority to take the lead role in facilitating of the rehabilitation of the community and restoration of the community

## 9 Actions, Roles and Responsibilities

### Flood Specific Roles and Responsibilities

Organisation	Risk	Preplanning	Emergency Response			Recovery
			Minor flood (medium consequence)	Major flood (high consequence)	Notes	
<b>Environment Agency</b>	Ensuring that Emergency Services and other professional partners are well briefed on the likelihood and implications of flooding	<p>Ability to provide a National overview of all flood risks, including surface water and ground water.</p> <p>Monitoring of soil moisture deficit in the catchments (met Office provides this information)</p> <p>Maintenance and operation of vital flood defences on Main Rivers to mitigate the impact of flooding.</p> <p>Check EA flood defences for breaches and clear blockages on Main River bridges and culverts (some of this work is contracted back to</p>	Operate an Area Incident Room from which the flood event is managed	Operate an Area Incident Room from which the flood event is managed	In the process of installing river flow gauges on the River Sherbourne, River Sowe and Canley Brook later in 2009.	

		<p>CCC).</p> <p>Once EA's own systems and defences are secure, support Emergency Services and LA.</p> <p>Establish compliance with the Reservoirs Act 1975.</p>				
<b>West Midlands Fire Service</b>	<p>The saving of life; rendering humanitarian services; preservation and protection of property; safety for those persons operating within the inner cordon; management of hazardous materials and the protection of the environment; salvage and damage control operations; strategic leadership responsibility during the</p>	<p>Standard Operating procedures to deal with incidents involving large scale flooding.</p> <p>Water Awareness training to all personnel and equipment.</p> <p>Specialist water rescue teams available with associated resources.</p> <p>Portable pumping units and high volume pumps resources.</p> <p>Regular exercise planner.</p> <p>Multi agency agreements and exercises to test emergency response</p>	<p>Local resources deployed to deal with localised incidents and isolated flooding.</p> <p>Operational level of management and control.</p> <p>Risk to life and property.</p>	<p>High demand on local resources.</p> <p>Additional resources drafted in from West Midlands Fire Service and regional FRS if required.</p> <p>Implementation of Major Incident Plan.</p> <p>National response possible.</p> <p>Multi agency approach and instigation of Silver and Gold Control to establish a command structure and communication links.</p> <p>Identification of rendezvous points and marshalling areas. Securing access routes and prioritising areas to maintain key services</p>		

	response phase for rescue, water rescue and pumping operations.			and city infrastructure. Identifying cordons and areas of safety. Prioritise the location assess risk to life risk and potential numbers of rescues required		
<b>West Midlands Police</b>	On receipt of calls from the public or patrolling officers decision taken as to whether incident is serious or not	Partnership working with relevant agencies and relevant named contacts.  Major Incident Plan	Evacuation of residents, imposition of cordons, diversion arrangements, implementing Survivor/Rest Centres with partners.  Coventry will generally assume overall command working with partner agencies.	Evacuation of residents, imposition of cordons, diversion arrangements, implementing Survivor/Rest Centres with partners Coventry will generally assume overall command working with partner agencies.	Would not see the risk high and therefore the need to instigate Gold Command. Experience locally has been of impassable roads with some inundation of residential areas (not leading to serious outcomes)	To take lead until roads become passable. In the event of displaced people to take command until the local authority takes over.
<b>West Midlands Ambulance Service</b>	Not being able to access flood area  Communications failure	Major Incident plan. Testing, training and reviewing plans with appropriate partner agencies	To provide a focal point at the incident, through an Ambulance Control Point and take command of all ambulances and NHS resources at the scene (command and control)  To provide as safe as possible working area to save life  To provide communications facilities for ambulance and NHS resources at the scene			

			and links with receiving and supporting hospitals  To prioritise the needs of those injured using the nationally triage system			
<b>Coventry City Council</b>	To provide appropriate support to people and businesses affected by flooding.	To identify areas subject to flooding using EA guidance and local knowledge. To work with partner agencies to develop a specific Coventry Flood Plan. To identify ways of identifying those residents that may become more vulnerable during flooding	Liaise with other agencies and residents and assist where appropriate. Open rest centres and follow plans for the welfare of those evacuated.	Open Coventry DECC and treat as a major incident using existing plans and working with partner agencies		To lead and liaise with partners. Lead Government Departments and other agencies on recovery processes.
<b>University Hospital Coventry &amp; Warwickshire</b>	Ability to deal with a surge on capacity within the Emergency Department.  Ability to deal with an increased number of hospital admissions.  Ability to accelerate discharges in	Standard Major Incident Planning activities and Business Continuity Management processes exist to identify critical services which must be delivered and prioritisation of these alongside available resources	Where casualty numbers are small and/or the clinical issues presenting are minor: Deal with casualties using regular patient pathways through the Emergency Department	Where casualty numbers are high and/or the clinical issues presenting are significant: Activation of Major Incident Plan, utilise casualty triage arrangements, consider business continuity issues for rest of hospital, if admissions are likely to be higher than normal, consider cancelling	Much of the Trust activity when receiving individuals affected by flooding will be dictated by the numbers of casualties and or the type and severity of injuries/illnesses presenting.	Where the Major Incident Plan has not been activated, recovery will be as per usual patient admission/discharge. Where the Major Incident Plan has been activated, consideration will be given to Recovery

	consultation with the Primary Care Trust.			electives/out patient appointments.		Management early in the response around rescheduling any cancellations and moving patients around the hospital.
<b>Coventry PCT</b>	<p>Meeting changes in workload arising from transfer of patients from receiving hospitals, including early discharge arrangements to free beds.</p> <p>Ability to cope with an increased number of people needing GP or District Nurse support.</p> <p>Ensuring effective communications are maintained to contract services, staff and the public to</p>	<p>Standard BCM plans and Emergency plans to cope with increase in demand. Invoke emergency plans to provide support in any Emergency Centre opened by the Local Authority to provide medical support as requested</p>	<p>Where casualty numbers are small and/or the clinical issues presenting are minor: Use regular patient pathways.</p> <p>Invoke emergency plan if required</p>	<p>Where the number of people affected is high and/or there are other health issues, liaising with the relevant agencies.</p> <p>Where emergency centres are accommodating displaced people, supporting the local authority in their response to people's medical needs.</p>		<p>Ongoing patient support as required.</p> <p>Sharing information with other agencies as needed</p>

	minimise the effects of the incident.					
<b>Severn Trent Water</b>	To react to any flooding affecting the public sewage system	Monitor forecasts and flood warnings  Incident Management planning and training	Liaise with the Environment Agency to ascertain and predict expected effects of the weather  Liaise with relevant STW Duty Managers to ensure any necessary precautions are taken to protect STW assets and maintain service including existing contingency plans	Where there is a major impact on STW assets consider calling an incident management team and mobilising resources from other counties to support the response	To effect temporary or permanent repairs as appropriate based on the incident	

## 10 Recovery

As floodwater recedes, the emergency response may still be ongoing as the recovery phase begins. The local authority may be expected to lead the recovery of the community and help to restore the economy, infrastructure and the environment in partnership with other agencies and organisations in the private and voluntary 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 continuation of the coordinated response that will have addressed the emergency phase.

### **Households and Businesses**

Private households affected by flooding should firstly contact their insurance company and/or landlords. Insurance companies will advise on what processes to take and more information can be obtained from the Environment Agencies' web site. [www.environment-agency.gov.uk/flood](http://www.environment-agency.gov.uk/flood). Other general advice and web sites for information are in Section 9 General Public Advice of this document.

CCC will provide up to date information on its web site and via its contact centre for those affected. If appropriate, it may provide communal skips for those streets affected. CCC Environmental Health Officers will advise on Health and Safety issues.

Common issue following flooding include:

- Clean up and waste disposal
- Repairs to public assets / infrastructure – schools, buildings, roads, bridges
- Restoration of power, communications and water
- Domestic and business insurance issues
- Displaced businesses
- Humanitarian assistance needs including
  - Homeless/displaced residents
  - Psychological impacts

The local authority will either lead a Recovery Coordinating Group or open a Humanitarian Assistance Centre if the scale and impact of the incident make this appropriate.

## 11 General Public Advice

The period after a flood in your home or business is usually the most stressful and, with that, comes the dawn of reality that 'it happened to me'.

With a little effort you can make a plan of action that will help you get through this distressing period. Take the following steps to recover from flood.

Before a flood
Prepare a Flood kit and include the following: Pack a small bag with essential belongings and include 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 and a first aid kit. Keep this bag easily accessible.
<ul style="list-style-type: none"><li>▪ Keep a separate list of useful telephone numbers to hand (this should include your local Council, your insurance company and <b>Floodline – 0845 988 188</b>).</li></ul>
<ul style="list-style-type: none"><li>▪ Find out where and how to turn off your Gas and Electricity.</li></ul>

Risk of flood
<ul style="list-style-type: none"><li>• Keep up to date with local radio for further information and announcements and via <b>Floodline 0845 988 1188</b>.</li></ul>
<ul style="list-style-type: none"><li>• Alert neighbours and assist the elderly, infirm and those with small children.</li></ul>
<ul style="list-style-type: none"><li>• Any furniture that you cannot move upstairs, try to raise well off the floor.</li></ul>
<ul style="list-style-type: none"><li>• Move people, pets, valuables and sentimental items upstairs or in a high place downstairs.</li></ul>
<ul style="list-style-type: none"><li>• If possible, move electrical equipment and furniture upstairs.</li></ul>
<ul style="list-style-type: none"><li>• Collect personal belongings, including insurance and bank details, and essential telephone numbers together, and keep them in a waterproof bag.</li></ul>
<ul style="list-style-type: none"><li>• Ensure that you switch off your Gas and Electricity if flooding is imminent before evacuating.</li></ul>

## During a flood

- Continue to listen to situation updates on your local radio and via Floodline 0845 988 1188.
- Keep dry and out of floodwater if possible.
- Stay in your property, if safe to do so, until advised otherwise by the emergency services or the floodwater has receded.
- Do not walk or drive through flowing floodwater.
- If it is necessary to walk through shallow floodwater, take care for hidden holes, obstacles or other hazards.
- Do not walk on river banks, sea defences or cross bridges over torrential rivers.
- Avoid contact with floodwater and wash any exposed parts before handling food or attending to wounds.
- Avoid walking and driving through floodwater, there could be hidden hazards.

## 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.
- Listen to the advice of the authorities and follow any instructions to leave a property.

## After a flood / returning home

- 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.
- 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.
- If your gas meter or any gas appliance has been submerged, contact the British Gas emergency free phone 0800 111 999 before switching the gas on or trying to light any appliance.
- Avoid contact with any remaining floodwater or items having had contact with floodwater unless wearing protective gloves / clothing.
- Boil all tap water until it is declared safe by the water supply company.
- 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.
- Dispose of any contaminated food, including tinned food, defrosted food, and packaged food that have been exposed to floodwater.
- Seek medical assistance if any health issues appear, especially flu like symptoms.
- Ventilate your property whilst taking care for security.
- Use fans, and dehumidifiers to dry out your property.
- Do not throw rubbish and furniture outdoors; wait for an organised collection.
- During these hard times, bogus / cowboy builders / traders are frequently offering their services. Make sure that you get a written quotation that is on letter headed paper with a landline contact number and address.
- Assemble equipment and supplies: ensure you have gloves, masks and other protective gear, buckets, mops, squeegees, plastic bags, bleach, detergent and also containers for soaking bedding and clothing, and lines to hang them to dry. You may also need to hire extension cables, submersible pumps, wet/dry vacuum cleaners, dehumidifiers or space heaters..

## Food premises affected by flooding

- There may be a serious and imminent risk to health in food premises where there has been flooding. All food premises that have been affected by flooding **MUST** contact an Environmental Health Officer on 02476 83 1849.

## What personal help can I get?

- The [Citizens Advice Bureau](#) and other organisations may be able to help if you feel under pressure, their numbers can be found in the phone book.
- The Samaritans [www.samaritans.org/coventry](http://www.samaritans.org/coventry) offer confidential and emotional support to those experiencing personal crises Tel: 08457 90 90 90.
- National Flood Forum, set up by flood victims to help others cope with flood situations and the trauma and loss that follows Tel: 01299 403 055 [www.floodforum.org.uk](http://www.floodforum.org.uk).

What Financial help can I get?
<ul style="list-style-type: none"> <li>• Contact Coventry City Council for advice regarding council tax relief if you are unable to live in your property Tel: 024 7683 3333.</li> </ul>
<ul style="list-style-type: none"> <li>• Contact the Citizen Advice Bureau to find out if any grant or alternative support is available.</li> </ul>
<ul style="list-style-type: none"> <li>• The Department of Work and Pensions offers advice for people affected by flooding <a href="http://www.dwp.gov.uk/aboutus/news/floods062007.asp">www.dwp.gov.uk/aboutus/news/floods062007.asp</a>.</li> </ul>

Useful Links
<ul style="list-style-type: none"> <li>• National Flood Forum <a href="http://www.floodforum.org.uk">www.floodforum.org.uk</a> Contact details for the National Flood Forum, a charity set up to give support and assistance to communities and individuals who have been flooded or are at risk of flooding, and to campaign for flood alleviation Old Snuff Mill Warehouse, Bewdley, Worcestershire DY12 2EL Phone number 01299 403055 Fax 01299 403101</li> </ul>
<ul style="list-style-type: none"> <li>• Environment Agency <a href="http://www.environmentagency.gov.uk">www.environmentagency.gov.uk</a>.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Norwich Union <a href="http://www.nurs.co.uk/riskadvice/index.htm">www.nurs.co.uk/riskadvice/index.htm</a></li> </ul>
<ul style="list-style-type: none"> <li>▪ BDMA <a href="http://www.bdma.org.uk">www.bdma.org.uk</a></li> </ul>
<ul style="list-style-type: none"> <li>▪ BBC weather <a href="http://www.bbc.co.uk/weather/ukweather/warnings.shtml">www.bbc.co.uk/weather/ukweather/warnings.shtml</a></li> </ul>
<ul style="list-style-type: none"> <li>• Met Office warnings <a href="http://www.metoffice.gov.uk/weather/uk/uk_forecast_warnings.html">www.metoffice.gov.uk/weather/uk/uk_forecast_warnings.html</a></li> </ul>
<ul style="list-style-type: none"> <li>• ABI publishes guidelines to help developers make their properties more flood-resistant and insurable. <a href="http://www.abi.org.uk/">http://www.abi.org.uk/</a></li> </ul>





# Appendix B

## Resources [assets]

Part of CCC Service Level Agreement with the Environment Agency is to ensure that initial personnel are deployed on site within 1 hour and that the additional resources listed below are available to this dedicated team within a 2-hour response time.

Contact for the above resources and Standby Team is through Coventry's ESU (24/7)  
024 7668 1369.

Resource	Who / Where
250 Sandbags	Whitley Depot
40 tonne loose sand	Whitley Depot
Boat	Whitley Depot
2" Pumps	Whitley Depot
3G mobile access to drainage plans	Duty Officer
Compressors	Whitley Depot
Access Winch	Whitley Depot
Generators	Whitley Depot
Flood Lights	Whitley Depot
Hand Tools	Whitley Depot
Jet Vac Gully Tanker	Whitley Dept
Excavator	Whitley Depot/Savage
10 Tonne Lorry	Wayne Ashby & John Hughes
Jet Vac Vehicles & Tankers	Wilkinsons
Signs & Cones	Whitley Depot
Straw Bails	Whitley Depot
Environmental Spill Kits	Whitley Depot
Herras Fencing	Whitley Depot

## Appendix C SCREEN'S CHECK LIST

LOCATION OF SCREEN	DATE CLEANED	FOLLOW UP WORK REQUIRED
Alderminster Road (Under Bridge)		
Blackburn Road Culvert		
Broad Lane / Banner Lane		
Canley Ford (In Wood)		
Coat of Arms Bridge Road		
Cubbington Road		
Duggins Lane / Nailcote Ave		
Eastern Green Lane		
Eburne Road		
Elkington Street		
Four Pounds Ave		
George Elliot Road		
Hearsall Common		
Hinkley Road		
Houldsworth Cres		
Lawley Close		
Leaf Lane		
Meadow St		
Minton Road		
Padstow Road		
Pandora Road (In Field)		
Pickford Green Lane		
Potters Green Road		
Radford Road Allotments		
Saddler Road		
Sir Henry Parks Road		
Upper Spon Street		
Washbrook Lane		
Watery Lane (In Field)		
Watery Lane Corley		
Wyken Croft		
Yew Close		

<u>Driver</u>	<u>Date</u>
<u>Mate</u>	<u>Signature</u>

## **BROOK COURSE CHECK LIST**

<b>LOCATION OF BROOK COURSES</b>	<b>DATE CLEANED</b>	<b>FOLLOW UP WORK REQUIRED</b>
Goldthorn Close to Jenkins Ave		
Jenkins Ave to Alderminster road		
Alderminster Road to Nod Rise		
Nod Rise to Whitaker Road		
Whitaker Road to Allesley Old Road		
Grayswood Ave to Four Pounds Ave		
Four Pounds Ave to the rear of DFS		
DFS to Upper Spon St		
Halford Lane to Bennetts Rd		
Meadow St to Upper Spon St		
Simon Stone St Grid to Weavers Walk		
Bell Green Road to Weavers Walk		
Eburne Road to Hillmorton Road		
Hillmorton Road to Jun River Sowe		
Gosford St to Gulson Road		
Gulson Road to Humber Ave		
Humber Ave to London Road Bridge		
Coat of Arms Bridge (side of park)		
Hearsall common screen to Tile Hill Lane		
Sir Henry Parkes Rd to Burnsall Rd		
Eastern By-Pass to Clifford Bridge Rd		

<u><b>Driver</b></u>	<u><b>Date</b></u>
<u><b>Mate</b></u>	<u><b>Signature</b></u>

## Appendix D Evacuation Records

Gold or Silver Control will decide if this action is practical during any incident and advise agencies accordingly.

### Premises marking to assist checking during evacuation

Premises Marking Aide Memoir	
S	Premises secure and no answer
E	Premises entered and checked
O	Occupants have not been traced
T	Occupants have been traced elsewhere
X	Occupants refuse to leave
M	Occupants awaiting medical evacuation
✓	Occupants have been evacuated
>	Premises have been re-occupied

Markings should be:

- As large as possible (to assist quick observation / identification from the street)
- Displayed on the left side of the door
- In chronological order – top to bottom
- As close as possible to eye level
- Clearly visible to a person observing the premises from the front or normal side of approach
- By wax crayons or similar waterproof marking

**NB: Legal issues.**

**If used, the code used must not be placed in public facing copies of the plan as it alerts people with criminal intent.**

