



Flood Response in Dudley

Prepared by Contingency and Disaster
Management Dudley MBC

Dudley Metropolitan Borough Flood Response

This public version of the Council's Flood Response has been published on the Internet to enable access to information about emergency preparations and planning to respond to major flooding. Due to the confidential nature of parts of this document, certain sections of information have been removed.

All of the emergency response plans maintained by the Council are updated on a regular basis by Contingency and Disaster Management in conjunction with other responding agencies.

This plan is distributed to emergency response staff and partner agencies who play an active role in the response to major incidents.

If you would like any further information on emergency plans maintained by Dudley MBC please contact the Contingency and Disaster Management Unit, disaster.mgt@dudley.gov.uk

All contact details for Council staff and partner agencies are held within the Council's Major Emergency Plan.

All Dudley Emergency Plans are reviewed on an annual basis.

Foreword

The risks of flooding, from rivers, drainage systems and heavy rain is with us all the time. It may happen very quickly, often with little warning. After heavy rainfall many rivers naturally flow out of their banks and into a flood plain.

The Environment Agency (EA) is the lead organisation on flood defence and reports at policy level to the Department for Environment, Food & Rural Affairs (DEFRA). The main river watercourses for which it is responsible provide flood defences of strategic importance. This work, together with the Environment Agency's overall direction and supervision of all aspects of flood defence, is vital for sustaining the existing urban agricultural and natural types of land use found on the river plains of England and Wales.

Because people living and working in river flood plains cannot be assured of protection, there is the need to warn of impending inundation so that action is possible to mitigate damage and risk to life. The Environment Agency is the lead organisation on flood warning and its key responsibilities in relation to Main Rivers include direct remedial action to prevent and mitigate the effects of an incident, to provide specialist advice, to give warnings to those likely to be affected, to monitor the effects of an incident, and to investigate its causes. In essence the Environment Agency, local authorities and the emergency services are required to work together to protect people and property.

Lead responsibility for emergency response & recovery planning rests with the local authorities. Emergency services – police, fire and rescue service, and ambulance – collaborate with the council and each other to produce emergency response plans and to exercise those plans to ensure prompt and effective responses to major civil emergencies. For fluvial flooding the Environment Agency should ensure that it contributes its specific expertise to planning and response activities.

This plan reflects the known risks of flooding within the area of Dudley Metropolitan Borough. It details the response and actions of the local authority to incidents of flooding and summarises the response of the emergency services and other agencies.

The extent of flooding within the borough is limited and the Risk Register indicates a low risk of major flooding.

It is however important that we plan for those areas which are prone to flooding.

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1. General Information

- 1.1. This plan has been developed to integrate the alert and response procedures of the emergency services, the local authority, and the Environment Agency in respect of incidents of flooding in Dudley.
- 1.2. It should be read in conjunction with the relevant contingency plans of the emergency services, the local authority, the Environment Agency and any other additional organisation or agency. Particular attention is drawn to:

The Dudley MBC Emergency Plan

- This Plan sets out a generic framework for response by the Council in case of an emergency.

The Flood Response Plan is an addendum to the Major Emergency Plan and reflects general the following information and actions:

- A general description of flood risks and warning arrangements.
 - A description of roles and responsibilities of organisations involved in disseminating flood warnings and responding to flood emergencies.
 - References to additional organisations that may be able to offer advice or assistance during a flood emergency.
- 1.3. **A major flooding incident** is one which involves the flooding (fluvial or pluvial) of a significant number of properties or significant disruption to key parts of the infrastructure. It also requires the implementation of special arrangements by one or more of the emergency services, the local authority or the Environment Agency for one or more of the following:
 - The initial treatment, rescue and transport of a large number of casualties or evacuees.
 - The direct or indirect involvement of large numbers of people.
 - The handling of a large volume of enquiries generated both from the public and the media.
 - The mobilisation and organisation of the emergency services and supporting organisations for example the local authority or British Waterways, to respond to the threat of death, serious injury or homelessness to a large number of people.
 - 1.4. The response to a major flooding incident involves a number of organisations working together at a local level, including Police, Fire & Rescue Service, Ambulance Service, the local authority, Environment Agency and other services such as British Waterways. Irrespective of

the particular responsibilities of organisations and agencies who may be involved they will all work to the following common objectives:

- To save life and alleviate suffering associated with the incident, at the scene and elsewhere.
- To prevent the incident from escalating.
- To safeguard the environment.
- To facilitate a joint co-ordinated approach through liaison.
- To protect and preserve the scene
- To provide a joint response to the media.
- To prevent or minimise the adverse effects on the health and welfare of those involved in the incident.
- To gather and collate information.
- To update family & friends on relevant issues.
- To investigate the cause.
- To contribute to the debriefing process and subsequent investigation/inquiries.
- To maintain the service normally provided.
- To provide continued support, welfare and liaison to all involved in the incident after the initial response.
- To restore normality after all necessary actions have been taken.

2. Aim

2.1. The aim of this plan is to identify hazards and set out the roles, responsibilities and actions to be taken by the emergency services, the local authority and the Environment Agency in the event of flooding incidents in Dudley.

3. Method

3.1. Hazards

A number of water courses flow through Dudley Borough and are prone to flooding in periods of extreme rainfall. These are as follows:

The River Stour, through Wordsley, Wollaston, Stourbridge, Lye, Cradley and Halesowen as shown in maps 1,2,3,6,10 on pages 5,6,7,10 and 14 respectively.

Dawley Brook in Kingswinford, maps 7 and 8 on pages 11 and 12.

The River Tame in Coseley, map 9 on page 13.

Mousesweet Brook in Quarry Bank, Dudley Wood and Darby End, maps 4 and 5 on pages 8 and 9.

There is also a tributary on the River Stour running through Norton, where there is a possibility of flooding, map 12 on page 16; however the tributary here is culverted and unlikely to flood.

Smestow Brook goes into Sedgley; there has been some localised flooding in Sedgley Mill Park due to bank undercutting.

There are also some areas which have been prone to pluvial (surface water) flooding in the past. These however, are dependant on the position and intensity of the rainfall, together with drainage conditions at the time of the rainfall.

The Environment Agency has identified flood risk areas within Dudley and the surrounding area. Where these areas have a flood forecasting facility they are termed Flood Watch and Warning Areas. The flood warning service provided within Dudley Metropolitan Borough Council is described at Annex A.

There are other flood hazards which can be identified as a result of previous flooding. (See above for the required detail relating to this).

3.2. Multi-Agency Response

- Within Dudley, the Environment Agency, emergency services and the local authority will need to respond to rapidly changing situations. Emphasis is therefore placed on a multi-agency approach and close liaison at all times. Annex B contains roles and responsibilities of the various organisations and agencies involved.

3.3. Extendibility

- This plan provides for a structure of response which is flexible so that relevant agencies can respond effectively to flooding incidents as the situation develops. It is recognised that much of the response is local, however, it should be remembered that actions taken in respect of flooding in one area may have a serious effect in other areas. This particularly applies to traffic management and also the allocation of limited resources.

3.4. Command and Control

- Arrangements for command, control and co-ordination of flooding incidents are shown at Annex C.

3.5. Public Information

- The local authority will use their Public Information and Media Plan to provide the public with information at Annex D.

3.6. Rest Centres

- In the event of members of the public being evacuated during flooding incidents it may be necessary for welfare needs and accommodation to be provided at Annex E.

4. Administration

4.1. Debriefing

- Advances in handling infrequent incidents of this type are dependent on sharing information. Debriefing of flooding incident responses from all agencies and directorates of the council will be undertaken and lessons learned will be reflected in amendments to this plan.

4.2. Review

- This flood plan will be reviewed by the Contingency and Disaster Management Unit on an annual basis.

Annex A

Flood Warning Service

1. Introduction





- These arrangements summarise the schemes that are in place for the dissemination of flood warnings. The detailed actions to be taken by each of the main agencies in these arrangements are set out in their own operational procedures.
- It is unlikely that any warning would be possible for flooding resulting from a breach in a reservoir dam, or flash flooding when surface water drains cannot cope. Awareness of a surface water flooding problem is dependent upon the local authority monitoring known trouble spots and on information received from the general public by the Police or local authority.

2. Environment Agency Local Flood Warning Plan

- The Environment Agency (EA) Local Flood Warning Plan is distributed to the various organisations that may have an operational response during flooding and sets out the involvement of the Environment Agency as the lead warning organisation. A copy of this plan is held by the Contingency and Disaster Management Unit. This document does not cover the operational response procedures of other organisations.
- The EA issue flood warnings based on conditions within catchment areas and the coast. It uses this data and Meteorological Office information to forecast the impact in Flood Warning Areas. The level of warning issued depends upon the forecast severity of the incident.
- In order to ensure an integrated approach to emergency planning the plan covers the local authority area rather than EA boundaries. Cross-boundary issues occur where these two boundaries are not the same and therefore the EA has nominated the Central Area of the Midlands Region as the lead for the production of this Local Flood Warning Plan.

3. Flood Warning Code System

- The EA operates a four stage system that includes an "all clear" stage when all flood warnings and flood watches are removed. The actions necessary at each stage are clearly identified and communicated to the relevant recipients. The definition of each stage is described in full in The Environment Agency's Guidance for Flood Warning Codes. A brief summary is given below:

Warning Level	Definition
FLOOD WATCH 	Flooding of low-lying land and roads expected. Be aware! Be prepared! Watch out!
FLOOD WARNING 	Flooding of homes & businesses is expected. Act now!
SEVERE FLOOD WARNING 	Severe flooding is expected. There is extreme danger to life and property. Act NOW!
ALL CLEAR 	Flood Watches or Warnings are no longer in force in this area.

4. Coverage of Warning Codes

There are many different sources and types of flood risk and flooding including river, coastal, estuarial, sewer, surface water, overland flow, burst water mains, etc. The flood warning codes do not apply to, or cover, all these types of flooding. The 'codes' apply only to flooding from rivers and the sea, or flooding related to rivers and the sea, such as from sewers unable to discharge into swollen rivers.

The Flood Warning Service applies in "Flood Warning Areas". Flood Watches however provide more general information and may be issued for entire river catchments or groups of river catchments. This is in contrast to Flood Warnings and Severe Flood Warnings which are more closely targeted at the residents of specific Flood Warning Areas.

5. Flood Watch 'Only' Service

Flood Watch allows the EA to extend coverage of flood warnings to the wider flood plain within river catchments or collections of catchments. This approach may result in the EA providing a different level of service to people at risk of flooding. Some people in the wider flood plains will only receive a Flood Watch Service, in contrast to some locations which will receive a targeted Flood Warning Service. A Flood Watch Only Service is viewed as an interim measure unless it is shown that it is not technically possible to offer anything more. The ultimate goal is a targeted Flood Warning Service for all areas, provided it is technically and financially feasible to do so.

6. Summary of Local Flood Warning Service

At present the only service that the Environment Agency is able to offer for the Dudley MBC area is a FLOOD WATCH: RIVER STOUR AND SMESTOW BROOK (031WAF109). This would be issued by the Environment Agency's West Area (who may operate an incident room from either the Tewkesbury or Shrewsbury office) via fax. The Central area (Fradley) boundary also covers part of Dudley MBC, but no flood watches or warning areas cover this area of the borough.

Although WARNINGS are issued for the River Stour for adjacent areas (as listed in section 13), nobody at Dudley is signed up to receive any of these.

- A flood watch service is provided by the Midlands West Area of the Environment Agency and applies to the following river catchments:
 - River Stour
 - Smestow Brook

Flood Warnings

As appropriate the flood watch is transmitted to the following organisations that may have an operational response:

- Dudley Metropolitan Borough
- Police
- Fire and Rescue Service
- Ambulance Service NHS Trust
- Network Rail
- Severn Trent Water
- South Staffs Water
- Central Networks
- BT
- British Gas Transco

Source: Environment Agency Local Flood Warning Plan.

7. Methods Used

Flood warnings are broadcast by regular media bulletins on local radio and television, and in some cases warnings will also be issued directly to people affected if requested. The table below summarises the methods used to communicate warnings in Flood Warning Areas covered by the EA plan.

Summary of Flood Warning Methods for the Dudley Area						
Facsimile	FWD*	Flood Wardens	Loudhailers	Sirens	TV and Radio	Other Methods
Areas where Fax is used Flood watches are issued to professional partners via fax (and possibly email)	Areas where FWD offered	No Flood Wardens operate	Loudhailers are not used for Flood Warning Areas within this Plan	Sirens are not used for Flood Warning Areas within this Plan	All participating TV and radio stations	'Other' methods are not used for Flood Warning Areas within this Plan

*FWD = Floodline Warnings Direct

Source: Environment Agency Local Flood Warning Plan

8. Receipt of Warnings by Local Authorities

- Dudley Council receives the flood watch. The Council's 24 Hour Call Centre will receive the flood watch, which will be passed to Council Officers.

9. Area Incident Rooms

- The Environment Agency Area Incident Rooms at Shrewsbury, Tewkesbury and Fradley, Lichfield will be opened as appropriate, when there is sufficient activity regarding flooding incidents.
- The Environment Agency informs professional partners that incident rooms are open and closed by fax.
- An Area Incident Room will then be continually staffed until such a time as the situation subsides and will respond to requests for information and forecasts.
- When the Area Incident Room is NOT operational, there is no-one to answer the telephones or deal with the fax machines and therefore the usual contact points should be used.

10. Floodline Quickdial Codes

A Public Information Service called Floodline has been set up by the Environment Agency. Under this service pre-recorded information is available by dialling the number below and enter 1 when prompted for current flood information, followed [when prompted] by the appropriate quick dial code below:



Area	Quick Dial Code
River Stour & Smestow Brook (Flood Watch) This is the only service Dudley receives at present.	0523335

Information on outlying areas

River Stour at Kinver	0523331
River Stour from Caunsall to Wolverley	0523332
River Stour at Kidderminster	0523333
River Stour from Hoobrook to Stourport	0523334

Annex B

Flood Defence Emergency Response Roles and Responsibilities

The response to a major flooding incident involves a number of organisations working together at a local level, namely the Police, Fire Service, Local Authority, Environment Agency and other bodies such as British Waterways, the public utility companies, the communications media, voluntary organisations and the public.

1. The Emergency Services

a. Police

At a major flooding event, the primary areas of police responsibility may include:

- To save life in conjunction with the other emergency services.
- To co-ordinate and communicate between the emergency services, local authority and other supporting organisations both at the scene of the incident and elsewhere.
- To secure, protect and preserve the scene, and to control sightseers and traffic through the use of cordons.
- To ensure access and egress for all emergency services.
- To investigate the incident, obtaining and securing evidence in conjunction with other investigative bodies where applicable.
- To collate and disseminate casualty information.
- To identify the dead on behalf of HM Coroner.
- To prevent crime.

b. Fire & Rescue Service

The Fire & Rescue Service role in a major flooding event may include:

- life-saving through search and rescue;
- fire fighting and fire prevention;
- rendering humanitarian services;
- provide and/or obtain specialist advice and assistance where hazardous materials are involved.
- salvage, damage control and environmental protection;

- the provision of specialist equipment e.g. pumps, rescue equipment and lighting;
- safety management within the inner cordon (rescue zone)

c. West Midlands Ambulance Service NHS Trust

The primary areas of Ambulance Service responsibility at a flooding incident include:

- to save life in conjunction with the other emergency services;
- to provide treatment, stabilisation and care of those injured at the scene;
- to provide sufficient ambulances, medical staff, equipment and resources;
- to establish effective triage points and systems, and determine the priority evacuation needs of those injured;
- to provide a focal point at the incident for NHS resources at the scene, with direct communications links to hospitals, control facilities and any other agency as required;
- to alert all appropriate hospitals/NHS departments of 'Major Incident Standby' or 'Declared' incidents and ensure provision of accurate information;
- to nominate and alert receiving hospitals;
- to provide transport, if required, to the incident scene for the Medical Incident Officer (MIO), Mobile Medical/Surgical Teams and their equipment;
- to arrange the most appropriate means of transporting casualties to receiving hospitals;
- to maintain appropriate documentation of the movement of casualties;
- to maintain the Health and Safety of all NHS personnel at the scene;
- to maintain emergency cover throughout the West Midlands Ambulance Trust area and return to a state of normality at the earliest time.

2. Local Authorities

The principal concerns of local authorities in responding to a major flood emergency are to provide care and support for the people affected in their

area. Generally they do so by working closely with the emergency services and other agencies involved in the combined response. The precise nature and extent of the response will depend upon available resources and local arrangements.

The Council's involvement may be required in responding to a flooding emergency. The Council, as land drainage authorities, are primarily responsible for assisting with flooding to property and the highway.

This response is summarised below.

- Co-ordination of the local authority response and liaison with other organisations, including provision if required of a representative to support Police arrangements for co-ordination
- Emergency care including feeding, accommodation and welfare for those who have been evacuated from their homes or those affected by flooding but remaining in their homes.
- Emergency transport for personnel, equipment, materials such as sandbags and, if necessary, evacuation.
- Information services for liaison with the media on the local authority response and for information to the public, relatives of evacuees etc.
- Flood alleviation – for flood prevention, clearance of blocked culverts on Ordinary Watercourses, for dealing with flooded roads and diversions and for other assistance to the public, and issuing of sandbags on request.
- Emergency environmental health advice for action relating to environmental problems caused by flooding. Environmental health officers will also be responsible for advising any affected food business operators of measures needed to ensure the protection of public health during the clean up and subsequent trading phases.
- Joint agency co-ordination of non-life threatening floods and of the recovery phase following a flooding incident.
- Co-ordination of the voluntary response.
- Co-ordination of the recovery phase of an incident.

3. Environment Agency

The Environment Agency role in a major flooding event is as follows:

- Issues flood warnings.
- Maintains and operation of vital flood defences.

- Monitors water levels and flows on Main Rivers, assessing risk and advising the emergency services and local authority.
- Checks flood defences and undertake essential repairs and maintenance as necessary, monitors and clears blockages of Main River culverts, and breaches of defences.
- Advises the Police on the need to declare a major civil emergency.
- Supports the joint response by providing representatives to the various emergency control points.
- By local agreement, once it has ensured that its own systems and defences are secure, the Environment Agency supports the Police and local authority by providing materials, equipment and manpower, as far as its resources and other duties permit.

4. British Waterways

British Waterways is responsible for:

- Protecting its own structures, some of which are flood defences.
- Its own navigation system and, along with other bodies helps to warn the public using the navigation system.
- Provide specialist equipment, materials and other resources as appropriate by local agreement.

5. Utility Companies

Utility companies will:

- Secure their services and equipment to ensure continuity of supply where possible.
- Repair services disrupted by flood events.
- Provide alternative means of supply where the situation permits during service disruption if life and health risks are identified.
- Advise local authorities and the communications media when disrupted services will be reinstated.

6. Dudley Primary Care Trust (PCT)

In the event of major flooding incidents the PCT's role will be:

- To provide any public health service that is needed and
- To make arrangements for the medical care of people displaced from their homes.

When people are evacuated from their homes they may need special arrangements for access to community nursing, pharmaceuticals or general medical services, the provision of which could be arranged by the PCT. There may be a risk of gastro-enteritis and other illnesses occurring. While seeking to ensure that such risks are not over emphasised, the PCT would ask GPs to keep a watchful eye for such illnesses.

Jointly with the Council's Environmental Health Department the PCT would issue general hygiene advice to people returning to their homes after flooding. This would cover matters such as the cleaning and disinfection of food preparation surfaces and refrigerators.

7. The Communications Media

The communications media organisations will be requested to:

- Issue flood warnings received from the Environment Agency to agreed standards.
- Issue updated information during a flood event.
- Issue stand-down messages received from the Environment Agency to agreed standards.

8. The General Public

Members of the general public are advised to:

- Make themselves aware of the action which they should take in the event of flooding if they live or work in an area covered by a flood warning service. Prepare a flood plan if they know they live in an area at risk of flooding.
- Avoid putting themselves at risk.
- Move property, including motor vehicles, to higher ground upon receiving a flood warning.
- Stay aware of developing conditions by listening to local radio and/or listening to Floodline, tel: 0845 988 1188 or on the website at www.environment-agency.gov.uk/subjects/flood/floodwarning/.
- Refer to the following Environment Agency publications found at <http://www.environment-agency.gov.uk/subjects/flood/826674/830330/>:

Preparing for a Flood
During a Flood
After a Flood

- Further information at www.dudley.co.uk/emergencies

Annex C

Command and Control

1. Introduction

- Fundamental to the successful control and co-ordination of a major flooding emergency and to secure the protection of life and property is the liaison of all the emergency and rescue/support services. A recognised and nationally agreed structure has been adopted, based upon three levels of command, which can be applied to each organisation. These are known as **Strategic**, **Tactical** and **Operational**, or **Gold**, **Silver** and **Bronze**.
- In using this universal structure, the emergency services, local authority, Environment Agency and other relevant support services will be in a position to optimise communications with each other and clearly understand each others' functions and authority, as well as ensuring all parties clearly understand their own role in the combined response. This framework retains sufficient flexibility to suit local circumstances and the evolving situation, while controlling the emergency with defined levels of command.
- It is a characteristic of the command and control chain that the management framework tends to be implemented from the bottom up. At the start of any incident for which there has been no warning, the **Operational** level will be activated first. Either the escalation of the incident or a greater awareness of the situation may require the implementation of a **Tactical** level of response, and finally, a **Strategic** level, should this prove necessary.

2. The Gold Silver and Bronze System

Operational (or Bronze) Level

- On arrival at the scene, the emergency services will take appropriate immediate measures to contain the emergency, assess the extent of the problem and concentrate on their specific tasks within their area of responsibility. This takes place at the operational level and is the normal day-to-day arrangement for responding to any emergency.
- These arrangements will usually be adequate for the effective resolution of most emergencies. However, for more serious incidents, particularly ones requiring significantly greater resources, it may be necessary to implement an additional tactical level of management.

Tactical (or Silver) Level

- Silver Commanders will operate from a Silver Control, which should wherever possible be co-located with other services' Silver controls and form the Incident Control. This will usually be located near to the scene or at an appropriate venue. Each Silver Commander will be responsible for formulating a tactical plan to carry out the strategy of Gold and must liaise with other Silver Commanders and attend joint Tactical Co-ordination Group meetings to ensure close liaison as the emergency develops.
- Certain types of emergency may require more than one Silver location and the appropriate number of Silver Commanders.
- If it becomes apparent that resources or expertise beyond the level of the Silver Commander are required, it may be necessary to implement a strategic level of management.

Strategic (or Gold) Level

- In exceptional circumstances, one or more agencies may find it necessary to implement a **strategic** (or Gold) level of management. The purpose of implementing a strategic level is to establish a framework of policy within which tactical managers will work.
- The officer designated as having overall command is known as the Gold Commander who is normally a senior police officer, and will operate from Gold Control. This will be established at police headquarters.
- Strategic command for major incidents should be seen as standard practice not the exception. It is easy to dismantle if not required and removes the potential for tactical managers/commanders to be reluctant to ask for a strategic level of management/command. The need for a strategic level may arise if tactical management does not have the required resources or expertise available. It may also arise if there is a need to co-ordinate more than one incident or scene for which tactical command has been established. Strategic management is normally undertaken away from any major emergency scene.

3. Co-ordination of the Recovery Phase Following a Flood Incident

When the risk to life or property from a flood incident has diminished, the local authority may agree with the police when it is appropriate to take over responsibility for co-ordination during the recovery phase.

In this case, the local authority will establish appropriate arrangements for liaison between all relevant agencies. Dependent upon the nature and scale of the recovery response, such arrangements could include:

- Co-option of representatives from relevant organisations onto the local authority Emergency Response Teams – refer to Major Emergency Plan.

Annex D

Public Information

1. Environment Agency

The Environment Agency takes the lead in producing information for the public at risk of flooding. This information typically includes fact sheets, and flood plans. This information is distributed to the public at risk in line with the requirements of the Flood Warning Service Strategy.

- A Floodline Flood Pack is also available with the following fact sheets in:
 1. Flooding – Who can help?
 2. The Flood Warning Service – Know your Codes
 3. Preparing for a flood
 4. Make a family flood plan
 5. What to do if a flood happens
 6. Cleaning up after a flood

Floodline can also provide translations of many of the above into a range of languages and can provide information in Braille, large print and cassette format.

Web Site www.environment-agency.gov.uk/flood provides general information.

2. Local Authorities

The Council has produced a Flood Warning Information leaflet, which is available on the website www.dudley.gov.uk/emergencies and at local authority public information points for general public access, with the aim of providing a guide to householders about:

- Actions to be taken to prepare for a flood.
- Actions to mitigate the effects of flooding.
- Public health advice.
- Contact points for information advice and action by local authorities.

3. Sandbags

- Provision of Sandbags by Local Authorities

The contact number to request sandbags is 01384 812345.

- **How to Use Sandbags**

- It is essential to fill and lay sandbags correctly. They must not be over-filled (no more than half to 3/4 full) and when laid, well stamped

down to force the upper bags to mould themselves to the lower bags. Build up the layers like brickwork with the bottom row butted up tight to each other, end to end and well stamped down before laying the second row on top. If the wall is more than two sandbags high, there should be double line of bottom sandbags, followed by a second double line, then a single line on top.

- If you are unable to get ready-made sandbags, you can make your own sandbags using compost bags, carrier bags or pillowcases filled with sand or earth. Put a plastic sheet down first to act as an extra seal.
- When protecting your home against flooding, all possible water entry points should be examined and sealed, including airbricks, air vents, and openings for electricity, gas, and water. If you do seal any gas vents remember to switch off the gas supply first to prevent the build up of carbon monoxide gas in your home.
- Seals around windows and doors should be made watertight, and where advance preparations are carried out, exterior walls should be protected.
- Waterproof wall sealants can be purchased from builders merchants, whilst temporary covers for vents may be purchased from suppliers of flood protection products.
- Remember that airbricks and air vents should only be sealed during flood conditions.

4. Kite marked Flood Protection Products

The following products have been independently tested and proved fit for purpose and as such have been awarded the national Kitemark. However, the local authority does not endorse any individual product or company and takes no responsibility for any issues or disputes arising as a result of their purchase or use.

Floodgate	Floodgate Ltd. 49-51 Lammas Street, Camarthen, Wales, SA31 3AL Tel: 01267 234205 Fax: 01267 232752 Email: sales@floodgate.ltd.uk Website: www.floodgate.ltd.uk	Awarded Kitemark for: Door board
Floodguards International Limited	Brunningshams Farm, Heath Ride, Wokingham, Berkshire, RG40 3QJ Tel: 0118 9733535 Fax: 0118 9733596 Email: sales@floodguards.com Website www.floodguards.co.uk	Awarded Kitemark for: Door board Window board Patio board Airbrick Cover
Geodesign Barriers Ltd.	3 Fore Street, Topsham, Exeter, Devon, EX3 0HF Tel: 01392 876100 Fax: 01392 874407 Mobile: 07890 983239 Email: britt.warg@palletbarrier.com Website: www.palletbarrier.com	Awarded Kitemark for: Pallet barrier flood defence system
Flood Ark Limited	The Forge, The Street, Lyng Norwich, Norfolk, NR9 5QZ Tel: 01603 879977 E-mail: info@floodark.co.uk Website: www.floodark.co.uk	Awarded Kitemark for: Door board Window board Patio board Airbrick cover
Flodef Ltd	Unit 1 & 2 Pontarddulais Workshops, Pontarddulais, Swansea, SA4 8SG Tel: 01792 881 166 E-mail: info@flodef.com Website: www.flodef.com	Awarded Kitemark for: Building Skirt Systems

Annex E

Rest Centres

1. Introduction

- During or following a flooding emergency, it may be necessary for the local authority to provide care to members of the public, who have been evacuated from their homes and require temporary accommodation.
- A Rest Centre is a building designated for the temporary accommodation of evacuees. It will be managed by local authority staff.
- In the case of flooding, survivors may be unable to return to their homes for weeks or perhaps months. It could be necessary to provide a long-term service, not only to survivors but also their communities.

2. Roles and Responsibilities of Responding Organisations

- In most situations, the local authority, will provide accommodation and care for homeless/displaced people. It is important therefore for potential Rest Centre staff to understand the roles of all involved organisations.
- The local authority has a statutory duty to provide accommodation for homeless persons and will be asked by the Contingency and Disaster Management Unit to make suitable arrangements for the provision of temporary accommodation in an emergency. The local authority's Adult and Children's Services will provide support in staffing within the rest centre; in particular they will concentrate on their normal tasks of welfare provision.
- Volunteers may also be asked by the local authority to provide specific welfare services within the Rest Centre. The local authority may request volunteers to undertake general support services within the centre, such as registration and de-registration, if they are available and not deployed by local authority staff.

Members of volunteer organisations such as British Red Cross, the Women's Royal Voluntary Service, St John Ambulance, the RSPCA, RAYNET and also the Clergy response team have vital roles to play in the care of evacuees and survivors of flooding at Rest Centres.

3. Selection of Premises

- Selection of suitable centres during an emergency will be made by the Contingency and Disaster Management Officers in consultation with the police and/or the Fire and Rescue Service. When choosing a Rest Centre the following points should be taken into consideration:
 - The type of incident and its likely duration.
 - The number of people actually or potentially involved.
 - Proximity to the scene of the incident.
 - Availability of transport.

The local authority has agreements to use premises as Rest Centres from its own building stock as well as agreements with other organisations.

This document is to be used in conjunction with the following:

- Dudley MBC Major Emergency Plan
- Dudley MBC Public Information and Media Plan
- Dudley MBC Call Centre Guide
- Dudley MBC Registrars Emergency Contacts
- Dudley MBC DPC Emergency Call out Plans
- Dudley MBC DUE Emergency Plan
- Dudley MBC Social Services Emergency Plan
- Dudley MBC Fuel Crisis Plan (Draft)
- Dudley MBC Role of the Elected Member in Emergencies
- Dudley MBC Rest Centre Managers Guide
- Dudley MBC Rest Centre Locations and associated documents
- Support Officers Guide
- Dudley Emergency Information Helplines Guide
- Dudley MBC Temporary Mortuary Plan
- Dudley MBC Crisis Support Team Protocol
- Dudley MBC Crisis Support Team Handbook
- Dudley MBC Feeding Plan
- Dudley MBC CBRN Recovery Plan
- Council Buildings Evacuation Plans
- Dudley MBC Pandemic Plan
- Hazard Identification Document
- Dudley and Worcestershire Clergy Response
- Interfaith Contacts
- Public Advice for Emergency Situations
- Town Centre Evacuation
- Dudley MBC ITC Disaster Recovery Plan
- Dudley MBC Business Continuity Plans
- Community Business Continuity template
- Business Continuity to the Community
- Coroners Court/temporary Magistrates Court, Keyholders
- Election Count Plan

Associated documentation held by Emergency Planning

GLOSSARY

Fluvial flooding	Flooding that occurs as a result of high water levels in a river channel.
Pluvial flooding	Flooding caused by intense rainfall, often of short duration, that exceeds the capacity of the local drainage systems. Pluvial “Localised flooding” (also known as ‘surface water’ or ‘pluvial’ flooding) usually happens in urban areas or on roads where drainage systems are unable to cope with heavy spells of rainfall. Rainwater is unable to drain away and quickly builds up, running down streets and flowing into buildings and causing flooding in unexpected places.