



The following comments were made by delegates in the workshops:

ADDRESSING FLOODING ISSUES IN THE EVACUATION GUIDANCE	
<p>Procuring goods & services (contractors) to support evacuation.</p> <p>Business Continuity Good will planning Immediate access to funding Bellwin Better to hire rather than to buy Database of resources Goodwill could be unreliable Service Level Agreements with local suppliers MACA – always consider military Use of volunteers</p>	<p>“stay-in-tune-in”....or get out! (managing a panicing public)</p> <p>Dedicated channel Local elected members to front media Tune in to ... BBC “Communicating in a crisis” No facilities – no powers Critical incident management Local radio stations EA Flood warnings system Regular information updates Realistic expectations of capability Loud hailers / police helicopters</p>



ADDRESSING FLOODING ISSUES IN THE EVACUATION GUIDANCE	
<p>Communication during a flood (“push” or “pull”)</p> <p>Information before flood event</p> <p>Regular communication and information to the affected communities on health advice.</p> <p>Gold group with media strategy</p> <p>Advice from insurance industries</p> <p>Provide update information to evacuees</p> <p>Flood fairs, parish presentations, booklets to flood plain premises.</p> <p>Resilience of communications</p> <p>Consistent message and information</p> <p>Nominated spokesperson (elected members ?)</p> <p>Historical data</p> <p>BBC Connecting in a Crisis</p>	<p>Protecting vacated properties (homes and businesses)</p> <p>Police role followed by Local Authority / Insurers to assess damage.</p> <p>Identification of high value / risk premises before flood and make plans</p> <p>Environmental protection</p> <p>Strategy for recovery and return</p> <p>Personal / corporate business continuity plans</p> <p>Information to the public to make sure they lock up their own homes and make secure as possible</p> <p>Police – Law enforcement support – military security</p> <p>Gold strategy</p> <p>Personal responsibility</p> <p>Media profile</p> <p>Comms</p>



ADDRESSING FLOODING ISSUES IN THE EVACUATION GUIDANCE	
<p>Dealing with Vulnerable groups during a flood (sick / elderly / children / less-abled)</p> <p>Transport Registering / identification Database Definition of “vulnerable” for different organisations Self registration Identifying and understanding their needs Stay put instead of evacuation for short term Health care needs Identify suitable accommodation Carers getting to vulnerable in the flooded area Rescues – specialised equipment and human resources Language barriers Independent advisory groups</p>	<p>Dealing with vulnerable sites during a flood (schools / prisons / hospitals etc).</p> <p>Crisis management plans Protect critical sites e.g. electricity sub stations Stores for supplies Supply routes could be located at pre-planning Planning applications Risk assess evacuation Hazardous material Valuables ? Security of sites after evacuation Alter planning law Early communication to assist decision making process Business Continuity Prioritise resources</p>

ADDRESSING FLOODING ISSUES IN THE EVACUATION GUIDANCE	
<p>How can RCCCs best contribute during a flood emergency?</p> <p>Needs trigger to bring them in. Regional Strategy for wide area incidents Conduit between region and Whitehall Prioritise Regional resources Don't get involved where not needed!!! Channel information requests 2nd tier decision making Arrange financial assistance Press for Emergency Powers Co-ordinate regional media response. Best for alerting central Government to issues and requests for help</p>	<p>Recovery – Who’s problem? Who pays? Who’s responsible?</p> <p>Everyones! Advise public to use flood boards rather than sandbags Lord Bellwin / Central Government Insurance / Utilities Local Government / Environment Agency Health Authorities – mental health issues Charitable funds Voluntary and Community Groups Self help Bottom line – who cares in a crisis Government problem so in effect UK Plc</p>



ISSUES SPECIFIC TO MY ORGANISATION ARE....	
Local Authority :	<p>Need for mutual aid with adjoining authorities in event of mass evacuation</p> <p>What is best practice for Tactical (Silver) co-ordinating group and organisational silvers. Tactical co-ordination group cannot be near all the flooding areas</p> <p>Have a visible presence in flooded areas to reassure people that they are not on their own</p>
Police :	<p>Resilience of specialist resources</p> <p>Regular exercises / meetings – you must know your partner agency lead personnel, you then have confidence in them</p> <p>Public order</p> <p>Vulnerable / Insecure Premises</p>
Fire Service :	<p>Responsibility for carrying out any rescues</p> <p>Specialised Training required</p> <p>Specialised Equipment required</p> <p>Dealing with hazardous materials</p> <p>Degree of involvement – when does fire responsibility end</p>
Ambulance :	
Health:	
EA :	
Military :	<p>Whilst Military cannot be guaranteed due to Defence commitments all plans should have a paragraph on use of military resources if available,</p> <p>Military Command and Control assets and expertise should always be considered as part of plan.</p>
Other :	<p>Regional Director – no regional plans to deal with larger than local scenarios – e.g. local plans in place to deal with one water treatment plant being taken out of action but no consideration given to whole area being affected and all water treatment plants being inundated.</p>