

Flooding Plan

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Services	Applicable
Trustwide	X
Mental Health and LD	
Community Health Services	

Version Control Summary

Version No.	Date	Author	Reason
1	July 2014	Petra Nittel	Formerly part of the Emergency Plan up to version 10. With creation of Incident Response Plan now a separate document.
1.1	June 2015	Petra Nittel Martin Westwood	Updated to include Luton & Bedfordshire Directorate
1.2	January 2018		Annual review – update to Bedford flood risk assessment

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1. Introduction

The key to a successful response to any emergency is an early and accurate assessment of the nature of the incident.

Understanding the risk of flooding and preparing for it will help to maintain business continuity, minimise the damage from flooding and the distress flooding can cause.

It is possible that locations served by the Trust will become subject to flooding periodically, and there is some evidence to suggest that the frequency and severity of floods may well increase in the future. Flooding can occur at any time of the year, just as easily in the summer as in the winter.

None of the properties that are currently occupied by the Trust in East London are liable to flooding from rivers or the sea. However, in severe flooding it is likely that urban areas not normally impacted by flooding may be affected if drainage systems are unable to cope.

The Luton & Bedfordshire Directorate occupies buildings in Central and North Bedfordshire that are affected by flooding from the river Great Ouse.

It is important to have plans in place to help to prevent flooding in Trust properties, as well as to address the challenges of continuing service delivery during a flood should circumstances change.

2. Aim

The aim of this plan is to establish a coordinated management response to the threat of flooding across the Trust. It also aims to provide a structured response to emergencies caused by severe flooding

3. Objective

The objectives of this plan are to

- Set out the responsibilities for planning and management for/of a period of flooding
- To protect life and to defend key facilities
- Set out the business continuity management arrangements during a period of flooding

4. Plan

4.1 Trigger

The Emergency Planning Manager and the Associate Director of Risk and Governance, as well as the Director on Call, receive Flood Guidance Statements from the Flood Forecasting Centre. Occasionally, if neither the Emergency Planning Manager or the Associate Director of Risk and Governance are available, Flood Guidance Statements will be automatically forwarded to an identified member of that team.

This plan will be triggered when a Met Office alert level of yellow or higher or an Environment Agency flood warning is announced for the areas that the Trust covers.

NHS England (London), Local Resilience Forums and Commissioners may be informing the Trust and/or ask for assurance on how the Trust is responding.

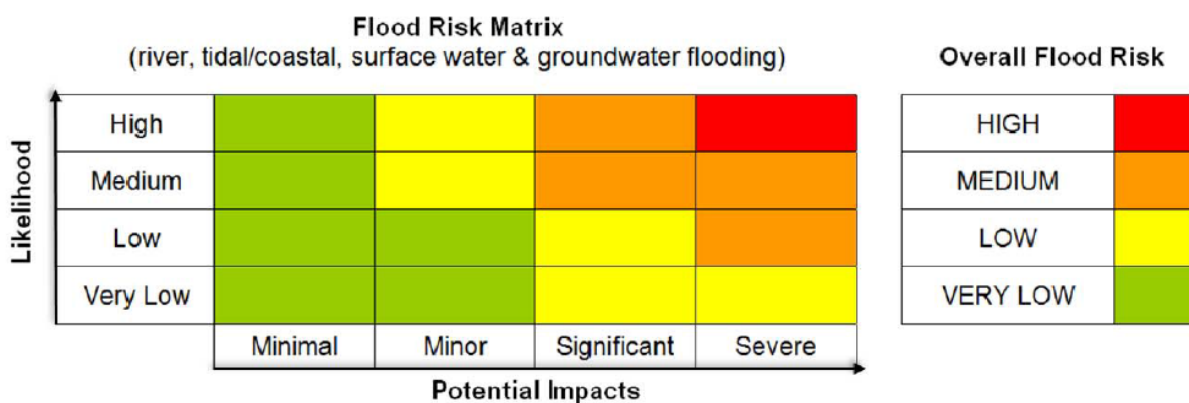
4.2 Flood Warnings

Flood warnings are published by the Met Office <http://www.metoffice.gov.uk/public/weather/flood-warnings/#?tab=floodWarnings> or the Environment Agency <http://apps.environment-agency.gov.uk/flood/3days/125305.aspx>

4.2.1 The **Met Office Flood Forecasting Centre in conjunction with the Environment Agency** publishes **Flood Guidance Statements** containing

- General overview of the flood risk
- Assessment of the flood risk
- Weather warnings and flood warnings
- Specific area of concern map

The MetOffice uses a Flood Risk Matrix to assess the likelihood against the potential impacts and assigns a risk colour and level.



Typical examples of impacts from flooding aligned with the flood risk matrix are shown below:

Flood Impacts Table			
Minimal Impacts	Minor Impacts	Significant Impacts	Severe Impacts
<ul style="list-style-type: none"> • Generally no impact, however there may still be • Isolated and minor flooding of low-lying land and roads • Isolated instances of spray/wave overtopping on coastal promenades • Little or no disruption to travel although wet road surfaces could lead to difficult driving conditions 	<ul style="list-style-type: none"> • Localised flooding of land and roads – risk of aquaplaning • Localised flooding could affect individual properties • Individual properties in coastal locations affected by spray and/or wave overtopping • Localised disruption to key sites identified in flood plans (e.g. railways, utilities) • Local disruption to travel – longer journey times 	<ul style="list-style-type: none"> • Flooding affecting properties and parts of communities • Damage to buildings/structures is possible • Possible danger to life due to fast flowing/deep water/ wave overtopping/ wave inundation • Disruption to key sites identified in flood plans (e.g. railways, utilities, hospitals) • Disruption to travel is expected. A number of roads are likely to be closed 	<ul style="list-style-type: none"> • Widespread flooding affecting significant numbers of properties and whole communities • Collapse of buildings/structures is possible • Danger to life due to fast flowing/ deep water/ wave overtopping/ wave inundation • Widespread disruption or loss of infrastructure identified in flood plans (e.g. railways, utilities, hospitals) • Large scale evacuation of properties may be required • Severe disruption to travel. Risk of motorists becoming stranded

4.2.2 The **Environment Agency** constantly monitors rainfall, river levels and sea conditions to forecast the possibility of flooding. If necessary, the **Environment Agency** can be contacted:




Incident hotline 0800 80 70 60 (24hrs)
Floodline 0845 988 1188

Hazard Manager

Hazard Manager is a one-stop information source for the emergency response community. It is an interactive web portal using maps which can be overlaid with weather and incident related information. It allows users to access their services in one location. "Events" are posted when there is an active incident, which is essential for keeping responders up-to-date with the very latest information and developments as they happen.

The Trust has an account for Hazard Manager, details of which are shown in the Emergency Contact List which is kept on the k-drive. Insert web address.

Environment Agency Flood Warning Levels:




Warning type		Meaning	When it is used
	Flood Alert	Flooding is possible. Be prepared.	Two hours to two days in advance of flooding
	Flood Warning	Flooding is expected. Immediate action required	Half an hour to one day in advance of flooding
	Severe Flood Warning	Severe Flooding. Danger to life.	When flooding poses a significant threat to life.

4.3 Command and Control Arrangements

The response against each **Met Office** alert level is shown below

Alert Level	Overall Flood Risk	ELFT Action
Green	Very low	None
Yellow	Low	Flood Plan is activated. Emergency Planning Manager, Associate Director of Assurance or another identified member of Assurance Team monitor MetOffice Forecasts.
Amber	Medium	Emergency Planning Manager, Associate Director of Assurance or another identified member of Assurance Team monitor MetOffice Forecasts (Director on call out of hours). Director of Operations, Director of Estates and On-Call Director is informed of the Amber Alert. Communications Team will send out briefing to staff.
Red	High	Director of Operations or On-Call Director establishes an Incident Management Team to manage the response. Business continuity plans activated.

The response against each **Environment Agency** alert level is shown below:

Warning type		Meaning	When it is used	ELFT Action
	Flood Alert	<p>Flooding is possible.</p> <p>Be prepared.</p>	Two hours to two days in advance of flooding	Emergency Planning Manager or Associate Director of Assurance or another identified member of Assurance Team monitor MetOffice and Environment Agency Forecasts.
	Flood Warning	<p>Flooding is expected.</p> <p>Immediate action required</p>	Half and hour to one day in advance of flooding	<p>Emergency Planning Manager or Associate Director of Assurance or another identified member of Assurance Team monitor MetOffice Forecasts (Director on call out of hours).</p> <p>Director of Operations, Director of Estates and On-Call Director is informed of the Amber Alert.</p> <p>Communications Team will send out briefing to staff.</p>
	Severe Flood Warning	<p>Severe Flooding.</p> <p>Danger to life.</p>	When flooding poses a significant threat to life.	Director of Operations or On-Call Director establishes an Incident Management Team to manage the response. Business continuity plans activated.

4.4 Informing the Public

Warning and informing the public on the risk of flooding is the responsibility of the Met Office, the Environment Agency and Local Authorities.

NHS England (London), Commissioners, Local Authorities and Public Health England via the local Health Protection Unit may also provide advice to areas affected by flooding.

Evacuation of affected communities will be led by the Local Authorities, who may contact the Trust for lists of vulnerable people under the Trust's care. The Trust's Incident Response Plan sets out how lists of vulnerable people are generated.

5 Actions

5.1 Yellow Alert and/or Flood Alert

On receipt of a Yellow Alert or Flood Alert, the Emergency Planning Manager, Associate Director of Assurance or another identified member of the Assurance Team will inform the Director of Operations, the Director of Corporate Affairs, the Director on Call and the Director of Estates. The Communications Team will be asked to inform all staff.

Service Directors should ensure that teams are aware of the Flood Watch and follow the Flood Watch advice.

Service Directors should nominate a local representative from each site to check whether the Flood Watch will affect them. This can be done by calling the Environment Agency Flood line on **0845 988 1188**.

The planning lists in section 9 should be used.

Out of hours the Director on call will monitor the alerts received on the on-call mobile phone and communicate the alerts to on-call managers and activate this plan. An on-call log will be started.

Flood Alert Actions:

- Ensure mobile phones are charged
- Ensure staff members know where the Business Continuity Plan and the Evacuation Plan for the site are.

5.2 Amber Alert and/or Flood Warning

On receipt of an Amber Alert or Flood Warning, the Emergency Planning Manager, the Associate Director of Assurance or another identified member of the Assurance Team will inform the Director of Operations, the Director of Corporate Affairs, the Director on Call and the Director of Estates. The Communications Team will be asked to inform all staff.

Service Directors should ensure that teams are aware of the Flood Watch and follow the Flood Watch advice.

Service Directors should nominate a local representative from each site to check whether the Flood Watch will affect them. This can be done by calling the Environment Agency Flood line on **0845 988 1188**

The planning lists in section 9 should be used.

Out of hours the Director on call will monitor the alerts received on the on-call mobile phone and communicate the alerts to on-call managers and activate this plan. An on-call log will be started.

Immediate Flood Warning Actions:

- Assess the vulnerability of any service users likely to be affected
- Prepare to evacuate staff and service users
- Ensure that no documents are stored on the floor
- Put plugs in sink holes and baths
- Ensure that electrical items such as portable fans, toasters etc. are kept off the floor
- Put flood protection in place
- Move critical equipment

5.3 Red Alert and/or Severe Flood Warning

On receipt of a Red Alert or Severe Flood Warning, the Emergency Planning Manager or the Assurance Team will inform the Director of Operations, the Director of Corporate Affairs, the Director on Call and the Director of Estates. The Communications Team will be asked to inform all staff. An Incident Management Team may be established by any of these Directors.

Service Directors should ensure that teams are aware of the Flood Watch and follow the Flood Watch advice.

Service Directors should nominate a local representative from each site to check whether the Flood Watch will affect them. This can be done by calling the Environment Agency Flood line on **0845 988 1188** checking the Environment Agency website.

The planning lists in section 9 should be used.

Out of hours the Director on call will monitor the alerts received on the on-call mobile phone and communicate the alerts to on-call managers and activate this plan. An on-call log will be started.

Immediate Severe Flood Warning Actions:

- Move service users to safe place with means of escape in readiness for evacuation.
- Decide what support will be needed by service users in the community based upon the assessment of vulnerability
- Assess whether such support is available, and if not, communicate this to the Director of Operations.
- Assess whether staff are able to travel to and from work.
- Assess whether staff are able to travel patients and service users.
- If flooding is approaching the buildings or other risks are imminent, activate the Incident Response Plan.
- Co-operate with Emergency Services

5.4 Serious or Widespread Flooding

In a serious or widespread flood, the Incident Response Plan should be activated and an Incident Response Team appointed as set out in the Incident Response Plan. An Incident Response Centre will be established at Trust Headquarters or, if that is not practicable at any of the other sites that are listed in the Incident Response Plan. The venue used will be decided by the Incident Response Team Manager for the incident taking into account the site(s) affected.

Even if a flood does not directly affect a Trust property, a major incident may still arise. This could be due to many circumstances, for example:

- Loss of critical infrastructure e.g. water or power supply
- Transport difficulties leading to staff absence
- Closure of schools leading to staff absence
- Partner organisations requiring support from the Trust

The Incident Response Team will ensure that:

- a risk assessment should be carried out for the affected location
- risks and consequences from flooding are appropriately mitigated at Trust and service level
- all parties and agencies required in the response are identified and included in the response (i.e., Estates Department, landlords)
- a communication plan is devised, to inform internal and external stakeholders, service users and carers
- up to date information from the Environment Agency and MetOffice is obtained
- liaison with emergency services is established where required
- liaison with Local Authorities is established where required to obtain information or notify of issues and request assistance or action
- recovery is planned and achieved
- costs are recorded (see section 6)
- the Surge Plan is activated, if required

Contact details for local partner Trusts, Local Authorities and Estates Teams of multi-occupied sites are listed in the Emergency Plan.

5.5 Mutual Aid

The Incident Management Team will assist with mutual aid arrangements with other providers to support the delivery of essential services.

NHS England (London) may be assisting with arrangements for mutual aid and will be communicating this to the On-Call Director.

5.6 Debrief

Debriefing will proceed as set out in the Incident Response Plan.

5.7 Recovery

Recovery will proceed as set out in the Incident Response Plan.

6 Reporting

It is likely that NHS England (London), Local Resilience Forums and Commissioners will introduce a reporting process. This may be via the existing SitRep system or a bespoke system and will be by exception only.

The Incident Management Team will establish an internal reporting system. This may be in advance of sit reps required by external organisations.

Where there are instances of loss, harm or damage, these will be captured on the Datix Incident Reporting System and the Incident Policy followed.

7 Cost Capture

A cost centre for expenses incurred during and as a result of the flooding incident should be established. The cost centre in the Incident Response Plan may be used if the flooding was unexpected.

Action:

The Director in charge of the Incident Response should establish a budget record for all costs incurred so that expenditure relating to the incident may be tracked.

Apportionment of costs will need to be agreed by Incident Management Team / Executive Team.

Action:

The Director of Operations will issue clear guidance to staff on how to record costs and expenses in relation to staff absence.

8 Staff Absence

There might be instances where staff are unable to attend work or return home.

Action:

Human Resources may need to issue guidance to staff on how to record absences and financial implications if they are unable to travel to work due to the transport or weather conditions as per Leave Policy. Local business continuity plans should be activated.

9 Planning for Flooding

The most effective way to prepare the Trust for flooding is to put together business continuity arrangements before a disruption occurs. This will equip services to recover from the incident. Services are required to assess the risk of flooding and how life and property can be protected as part of business continuity planning.

The Trust's main role during a period of flooding will be to ensure business continuity of critical and essential services across the Trust.

9.1 Flood Risk Assessment

Location	Specific Risk	Risk to Inpatient Unit	
Newham	The Thames Barrier assists in the prevention of flooding along the Thames River. The majority of south Newham will be flooded in the event of a barrier failure.	There are no major hospitals within the flood risk areas of the Tidal Thames downstream of the Thames Barrier within East London.	Each local authority has identified the risk of various types of flooding (rivers, fluvial, surface water and ground water) and maps are available for each London Borough.
Tower Hamlets	Tower Hamlets has a risk of flooding along the Thames River and River Lee areas including the Blackwall Tunnel.	Localised flooding may occur due to surface, ground water flooding.	
Hackney	The River Lee runs through Hackney and areas of Hackney Wick have been identified as at risk from flooding		
Richmond	Richmond may be affected by high water levels in the Thames.	No inpatient services	
Luton	There is no specific flooding risk to Trust services in Luton	No inpatient services	
Bedford	Blunham, Bromham and parts of Bedford (Duckmill Lane, Priory Marina area, Cardington Road, Castle Mill) have a risk of flooding from the River Ouse. No specific risk to Trust Services in that our services are not located in the flood risk areas. There may be resultant transport issues.	No inpatient services.	
Barnet	There is no specific flooding risk in Barnet	No inpatient services	

The following lists identify important and specific activities that can be done to prepare for flooding many of the activities will also have contributed to the development of general business continuity plans.

These lists are not exhaustive and not all measures listed here are suitable for all services. Depending on the service, its location and its functions, a flood will affect service delivery and the business continuity plans that are in place differently. For example, in terms of location, it may be possible to share some resources or staff between services or Directorates.

9.2 Assessing the impacts of flooding				
The list below gives some guidance to basic steps that could make a service more resilient.				
Complete	In progress	Not started	Not applicable	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Identify key services that must be maintained
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Identify the key services which would be affected by the flooding.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Which critical activities and resources (including employees) support the key services (e.g. raw materials, suppliers, sub-contractor services/products, security)?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Consider how internal resources could be re-allocated to ensure the delivery of key services is maintained. Are staff able to safely cover other roles to ensure that key services can be delivered? Will additional training be required?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Consider whether service users might need to be evacuated and know where they will be evacuated to how this will happen.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	In relationship with the Estates Team or landlords, consider what flood protection equipment needs to be put in place.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Consider which critical equipment needs to be moved, where to and how.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Discuss with suppliers/subcontractors whether they have robust Business Continuity Plans in place – your service’s resilience is only as good as those on whom it depends. Ask your suppliers how they plan to respond to the flooding and what support they will give to your organisation. Consider whether future contracts should reflect concerns.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Decide how a reduction in service could be achieved while still delivering key services. How non-critical work would be stopped safely, smoothly and restarted again when possible to do so.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	How will the support functions be affected by a flooding incident? E.g. building maintenance, cleaning, food provisions for staff.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Assess the feasibility of increasing flexible working for staff (e.g. working from home).

9.3 Travelling to and from the place of work

Getting staff to their place of work can be difficult during a adverse weather, but there are various options to consider in order to overcome this obstacle.

Complete	In progress	Not started	Not applicable	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Document how staff usually travel to work and whether and what alternative forms of transport would be available if required
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Consider whether it is possible for staff to work from home and support this where feasible.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Consider the use of satellite offices, if you have them. Staff may live closer to these offices and therefore it may be easier for staff to get to those locations to work.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is car-sharing possible for some staff?
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Encourage staff to use alternative means of transport instead of private vehicles, this may take longer but may enable staff to get to the organisation's premises. This could take the form of offering flexibility in their working time or providing relevant facilities e.g. bike racks, showers etc.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is it possible to organise communal travel for some staff, for example by taxi or minibus.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are there local hotels or other facilities where staff could stay?

9.4 Communication

It is crucial to have clear and concise messages ready to give to your staff, stakeholders, and suppliers in the event of disruption.

It is important to ensure that the appropriate message is delivered to the correct people be they a staff member or a service user or carer.

Complete	In progress	Not started	Not applicable	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Have an agreed procedure on how to communicate plans to staff and what might trigger the business continuity plan being Implemented.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Have clear and concise messages ready, and a means of communicating to your staff that you are implementing some business continuity measures and how this will affect them.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ensure that you have a named contact that people within the organisation are aware of and emergency contact details of staff.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Have clear and concise messages ready, and a means of communicating them to your staff, to let them know that business is returning to normal and that business continuity measures are no longer in effect.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Consider the messages you might need to give to service users and other stakeholders and the process for doing so. In some circumstances it may be useful to discuss possible impacts in advance. This dialogue will help inform planning on both sides and will be particularly important if services are likely to be affected.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Consider how your suppliers are going to be affected by a flooding event in the area. Ensure there are clear lines of communications between you both and a process of keeping supplier and organisation informed of progress. Discuss with your suppliers how they intend to respond to a flooding incident in the area.

10. Reference Documents

London Strategic Emergency Plan, March 2010, version 6, published by the Government Office for London

Flood plan guidance for communities and groups – published by the Environment Agency

Local Flood Risk Management Strategy for Central Bedfordshire – February 2014, published by Central Bedfordshire Council