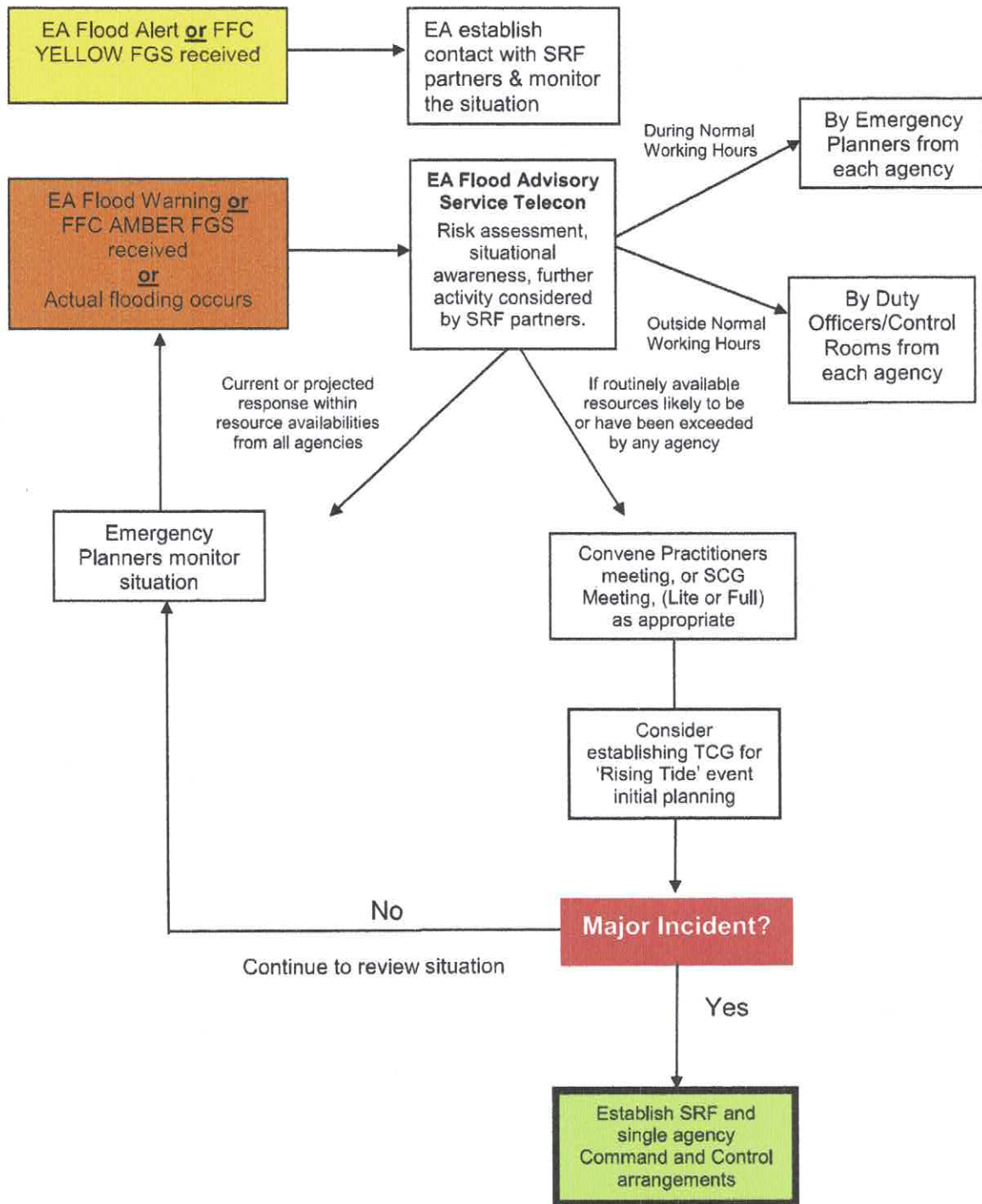


5.3 Activation Procedure

The following diagram shows the steps to be taken in the activation of the SRF flood response:



6 INCIDENT MANAGEMENT

6.1 Response Framework

The generic emergency response framework for a major flood incident is in line with the [SRF Generic Response Plan](#). The outline roles and responsibilities of each organisation during a major flooding incident are listed in Section 8.

Each responding organisation must ensure that they have operational procedures and plans in place for responding to flood incidents. Such plans should include specific roles and responsibility for their staff.

6.2 Coastal Flood Aide Memoire

This plan is a generic over-arching plan; however, response to a major flooding incident will involve a number of organisations working together at a Tactical level. The Coastal Flood Aide Memoire, at Annex E, outlines significant planning considerations to be actioned within optimum timescales in order to facilitate a coordinated response including deployments of national mutual aid resources. It is designed to assist SRF multi-agency responders in preparing and implementing effective multi-agency tactical arrangements for a forecast coastal flood event.

6.3 Reservoir Flooding

The plan also includes response to a reservoir flood event. Again the response will be conducted under the auspices of the [SRF Generic Emergency Response Plan](#). The framework, (See Annex A), provides guidance for response to the off-site or downstream consequences of flooding from any of the reservoirs in Suffolk, or close to the borders, where an inundation may affect areas in the county.

6.4 Local Authority Operational Flood Plans

Local Authority District Flood Plans inform and support the local authority operational response to flooding for locations considered to have a high flood risk.

These plans provide local intelligence that may be useful during a flooding event such as:

- Risk information –, flooding source (coastal, tidal, fluvial, surface water or reservoir inundation), properties affected.
- Vulnerable people – identification of vulnerable locations e.g. schools, care homes.
- Key infrastructure – locations of infrastructure that may be affected by flooding
- Community information – Links to local Community Emergency Plans, etc.

Local Community Emergency Plans may also have been developed by local groups (Parish Councils, etc.) and these will be listed in the plans in the community section. Responders should have regard for these community plans as they could play a major part in the successful response and recovery to a flooding event.

All flood plans are located for Responders on Resilience Direct

7 WARNING AND INFORMING

7.1 Warning and informing the public

During a major incident, the process for warning and informing the public is initially led by the EA; the SRF will subsequently establish an Information Centre/ Media Coordination Cell (see the SRF Communications Plan for further details). Each organisation will be responsible for

keeping their own websites, social media accounts and media statements up to date and linked to the key messages and information agreed via TCG/SCG and the EA.

7.2 Environment Agency Information, Warnings and Advice

The EA's 'Floodline' and the flood information (link below) will be the predominant method of providing information on areas liable to (or actually) flooding. The EA will issue a flood alert, flood warning or severe flood warnings using a variety of methods:

- Automated voice messages to landline and mobile phones; via the 'Floodline' service (See below):
- Fax
- SMS text
- E-mail
- Social media –Facebook (www.facebook.com/environmentagency) and Twitter (@EnvAgency)
- Broadcast (by using radio and television stations or other suitable means).

The EA's 'Floodline' service is available 24/7 and provides the public with advice on flood incident related issues. The number is 0345 988 1188. The public can access either pre-recorded information or talk to a call handler. The EA's live flood warning and river level information can be accessed via the public through:

<https://www.gov.uk/check-if-youre-at-risk-of-flooding>

7.3 Key messages

During the response to a flood incident, the following information / key messages should be provided to the public:

- Basic details about the incident / warnings in place / and weather forecasts
- Implications for health and welfare
- Advice, guidance, and reassurance
- Latest information on response and recovery efforts
- Information about the practical implications of the emergency (e.g. effect on traffic, power supplies, telephones, water supplies)
- Information on how the public can help themselves protect their homes and family, including the purchasing flood protection equipment and sandbags
- Information on support facilities that have been established e.g. helplines, information points in communities
- Information on any disruption to organisations' services
- Information on use / availability of sandbags / flood protection equipment in general.

7.4 Communication methods

Information will be communicated to the public via a variety of media during a flood emergency including:

- Individual organisation websites, and SRF website (www.suffolkresilience.com).
- Social media networks - Facebook and Twitter
- Local media – both print and broadcast. Local radio stations (not complete listing):

BBC Radio Suffolk	01473 250000	radiosuffolk@bbc.co.uk
	01473 340707	
Heart FM	01603 671180	ipswich.newsdesk@heart.co.uk

Town 102	01473 530100	news@town102.com
The Beach	0845 345 1050	news@thebeach.co.uk

- Helplines (Suffolk County Council are able to activate a Suffolk Emergency Helpline to supplement local points of contact for the public, if requested by SRF partners. This will augment information being provided by other organisations contact centres, but can also act a single, local point of contact for the public)
- Organisations' electronic newsletters/ circulations that are public facing
- Telephone contact with Community Emergency Groups
- Appropriate organisations contacting any vulnerable service users in affected areas
- Door knocking – usually used for residents in immediate danger where evacuation may be necessary. Police will lead on this, but other organisations / community representatives may be asked to support
- Public information points in affected communities
- Leaflets / publications (flood related leaflets already in existence).

A list of flood public information and guides is at Annex F.

8 ROLES AND RESPONSIBILITIES

8.1 Category 1 and 2 Roles and Responsibilities

The roles and responsibilities relevant to a major flood event are listed in Annex G:

8.2 Voluntary Organisations

The numerous voluntary organisations, nationally, regionally and in Suffolk, have the potential to provide additional capacity and specialist capability for any incident response or during the recovery phase. A dedicated Suffolk Voluntary Organisations Group (SVOG) is part of the SRF framework. An electronic directory (available on Resilience Direct) has been produced by the SRF to highlight each organisation's capabilities and how they can be contacted in times of crisis. SRF plans acknowledge the support that voluntary organisations provide but will not rely upon this support to deliver a core response unless this has been formally agreed. There are formal agreements between some Category 1 & 2 responders and SVOG members. The capacity/coordination of voluntary organisations during large scale, widespread incident, should be an SRF consideration. Probable support roles for voluntary organisations are shown below:

Organisation	Capability
General support	
Salvation Army	Premises/welfare support/ recovery activities
British Red Cross	Volunteers and staff trained to assist with a range of emergency situations.
Warning and Informing	
Eastern Community Assistance Team (EA-CAT)	May be able to assist with door to door, etc.
Evacuation	
EA-CAT	Multi-seat, all-terrain vehicles
N&S 4x4	Multi-seat transport capable of limited wading, working

Organisation	Capability
	relationships with SFRS and SULSAR
Transport	
EA-CAT	Multi-seat all-terrain vehicles Ability to move people from outlying areas to evacuation centres. 4x4's able to act as trailer 'tugs' so can move large amounts of welfare packs/water/sanitary kit.
N&S 4x4	General capability, 4x4 vehicles with trained, assessed and insured drivers, central coordination and communication.
British Red Cross	Transport – two land rovers (subject to availability).
Rest Centres	
EA-CAT	Assistance from Community Assistance Team
Samaritan's Purse	Volunteer chaplaincy team support
Churches Together	Welfare support
Salvation Army	Premises/welfare support
Rapid Relief Team	Catering and temporary shelter (Marquis style)
British Red Cross	Volunteers and staff trained to assist.
Search and Rescue	
EA-CAT	Some of our members have trained previously with SULSAR, providing the transport of teams.
N&S 4x4	Transport; well-practiced integration with SULSAR
NSARDA	Rescue dogs
Welfare and counselling support; Recovery activities	
Churches Together	Welfare, emotional and spiritual support
Salvation Army	Welfare, emotional and spiritual support, general activities
Victim Support	Emotional and practical support provided in the event of a crime i.e. theft from property, assault
EA-CAT	Some members' vehicles have winches fitted and could be deployed to assist Emergency Services, where required
Samaritan's Purse	Assist householders, usually those who are elderly or un-insured or underinsured, clear away debris from their homes and gardens and carry out basic rectification to make the homes safe. Emotional and spiritual support
CRUSE	Bereavement support

8.3 Community Emergency Groups

As part of the national community resilience programme, Suffolk local authorities maintain a Community Emergency Group (CEG) system across the county. These groups are routinely supported by the JEPU and where available can offer support to the emergency response by acting as a conduit for information and in some cases providing practical support for people who might be affected by the incident (e.g. community rest centres). CEGs are triggered and subsequently managed through the JEPU or relevant district/borough council Emergency

Control Centre, when activated. Further detail on Suffolk CEGs can be found at: <http://www.getpreparednow.co.uk/>.

8.4 Spontaneous (Convergent) Volunteers

A spontaneous volunteer is defined as an 'individual who is unaffiliated with official response organisation [organised voluntary sector organisations are recognised as part of the official response], yet without extensive pre-planning, is motivated to provide unpaid support to the response and/or recovery to an emergency'.

If spontaneous volunteers are not properly managed they can divert resources and attention away from response and recovery activities. Spontaneous volunteers who are not involved in the official response activities, may also engage in providing emergency help away from the official response, potentially placing themselves and those they aim to help in danger.

At the earliest opportunity during the response to an emergency, a senior local authority officer should assess situation around the incident scene to determine the scale of spontaneous support; this assessment should include discussions with any pre-existing community groups. This assessment and consultation may subsequently lead to the tasking of the organised voluntary sector with a view to the engaging of spontaneous volunteers as required to support humanitarian assistance response.

If the situation dictates, and it is appropriate for the 'employment' of spontaneous volunteers, the establishment of a Volunteer Reception Centre (VRC) facility should be considered for the administration/management of the volunteers. A Spontaneous Volunteer Coordinator should be appointed and dependent on local authority resources, consideration should be given to approaching organised voluntary sector organisations or an established Community Emergency Group, to assist in staffing/management of the VRC. Operational communications links should be created between the local authority ECCs and the Tactical Coordinating Group (TCG) Voluntary and Community Sector Coordinator (VCS Coord).

All agencies at the incident scene should be made aware of the establishment of a VRC in order to direct potential SVs away from the immediate incident scene. An appropriate public communication message should be prepared for media/social media broadcast indicating the SV approach/requirement.

9 ADDITIONAL INFORMATION

9.1 Vulnerable People

Suffolk response and recovery strategies for dealing with incidents take account of considerations posed by vulnerable people. There is no central list of vulnerable people, instead information held by many different agencies will be brought together at the time of an incident as part of an Evacuation Cell at the TCG, or just prior if warnings are available, to ensure that vulnerable people can be supported during any emergency. Sources of information on vulnerable people within Suffolk, are known as 'list of lists'.

It should be noted that during a major flood incident anyone has the potential to become vulnerable due to the factors in disaster-related incidents. However, for a significant number of people the experience can be serious as it has the potential to remove them from established support mechanisms and expose vulnerabilities. Vulnerable groups within the community may need special provision both in implementing any preparatory or precautionary measures for a potential flood event (moving furniture, personal effects,

or putting flood protection measures in place), or in response to a flood incident (evacuation).

There is a SRF Protocol to assist in the identification of vulnerable groups and individuals. This provides a flexible process for collating and sharing information between Category 1 and 2 Responders whilst maintaining individual's confidentiality.

9.2 Humanitarian Assistance.

During a flood incident, care of the public affected by the event is a primary objective of any response or recovery activity. This may entail the provision of physical assistance psychological support and social aftercare in the short, medium and long term. Rest Centres will be established either by the Local Authority with assistance individuals or from Voluntary Organisations. Local Community Emergency groups may also set up evacuation centres supporting their communities. These will provide a place of safety for people directed to evacuate their properties.

In the longer term, after the immediate impacts for any flood have subsided, Local Authorities may establish a Community Help Point (CHP) or a Humanitarian Assistance Centre (HAC) close to the incident scene. The role of the CHP is to help signpost people to shelter in Rest Centres and provide guidance and advice on where people can access support, care and advice.

9.3 Flood Defences

The provision of flood defences is covered in works programmes agreed between DEFRA and local authorities. Flood defences in Suffolk are owned, maintained and operated by a mixture of the Environment Agency, Local authorities and private land owners. In some areas where the flood risks are significant, specific arrangements have been put in place to reduce the flood risk.

Lowestoft Temporary Flood Barrier. Waveney District Council (WDC) has 1400m of temporary tidal defences to protect the centre of Lowestoft in the event of a tidal surge, until the permanent flood defence capital project is completed. Details of the LTFB are at Annex H.

9.4 Provision of sandbags

Local authorities do not have a statutory duty to supply sandbags. The current policy moved away from the historic position where sandbags were provided or made available to individuals. This is because sandbags are relatively ineffective and have a number of serious deficiencies:

- Sacking material is biodegradable and is costly to store for long periods of time.
- Filling and laying bags is strenuous, labour intensive and time consuming. It takes 2 people one hour to fill 12 sandbags and each sandbag will need approximately 15kg of sand. Building a sandbag wall up to 60cm high by 1 metre in length requires approximately 80 filled sandbags.
- Sandbags do not prevent properties flooding.
- When contaminated by flood waters, they need to be disposed of in landfill as they may be contaminated by chemicals and sewage.
- Large parts of the county are sparsely populated which presents a problem supplying individuals at risk, in time, across a wide area.

This Policy was accepted by the Local Authority Joint Emergency Planning Policy Panel in March 2009 and was endorsed and adopted by all Suffolk councils in 2014 and restated in 2016. It has also been agreed as the Suffolk Resilience Forum (SRF) policy.

The Suffolk Flood Risk Management Partnership also promotes flood resilience and provides advice through the Suffolk Flood Risk Management Strategy. This is designed to help everyone in Suffolk understand and manage the risk of flooding, and sets out the responsibilities of all major stakeholders, including water companies, landowners, households and community groups to manage flood risk. The partnership establishes the extent, risk and potential impact of flooding from all sources (tidal, river, surface water) across the county to enable strategic decisions to be made about the level of acceptable risk and the extent of resources to be allocated to reduce this risk.

The picture below demonstrates the ineffectiveness of sandbags (with water having penetrated the sandbag wall), compared to propriety flood protection equipment (keeping water out of the house).



If the property is at risk, they should:

- register to receive flood warnings.
- consult with their insurer regarding taking protective measures that may reduce excess charges or premiums.
- Install proprietary flood mitigation and flood protection measures (e.g. air brick covers, sandbags, floodgates).

The public and businesses are strongly urged to identify if their properties are at risk of flooding. Flood protection advice and information is available through the sources listed at Annex F.

However, NO house can be made totally flood proof.

The SRF contingency planning will respond to assist with the protection of properties identified as 'at risk' and to provide community protection i.e. where several properties or businesses can be protected by diverting water.

9.5 Mutual aid

Mutual aid should not be relied upon as a vital component of any planned activities as key equipment and personnel will be in high demand. It is probable that other counties on the East coast (and indeed, the UK) will be involved trying to access the same resources in their own emergency response.

Suffolk Constabulary and Suffolk Fire & Rescue Service have national mutual aid arrangements in place. During a major flooding incident, mutual aid will be co-ordinated on behalf of Suffolk Constabulary through the National Police Co-ordination Centre (NPoCC). Suffolk Fire & Rescue Service will seek mutual aid through the Fire & Rescue Service National Co-ordination Centre (FRSNCC).

Requests for mutual aid can also be made to other local authorities. Appeals will always be considered, but it may be difficult for organisations to provide support. Other organisations may also have mutual aid arrangements (e.g. memorandums of understanding) in place.

Other requests for mutual aid from organisations should be coordinated with MHCLG Resilience and Emergencies Division (RED) or any multi-SCG/LRF Response Coordinating Group (ResCG) arrangement, set up by MHCLG.

9.6 Health and Safety

Operating in floodwater brings dangers not normally encountered in an everyday working environment.

All responders should obey the health and safety guidelines of their own organisation. Wherever possible, staff who attend the scene of flooding should have received water awareness training; if at all viable, Personal Protective Equipment (PPE) should be worn by emergency responders on-scene.

Staff should undertake a dynamic risk assessment before working near floodwater or operating in hazardous conditions. Care should be taken over the following dangers:

- Floodwater can cover ditches, manholes, access hatches and other hazards, leaving a deep hole into which people can fall or drive into
- The force of floodwater can sweep people off their feet
- Floodwater may be contaminated with sewage, hazardous chemicals and debris
- Water conducts electricity.

10 CRITICAL INFRASTRUCTURE

10.1 Types of critical infrastructure

Some locations in Suffolk are designated Critical National Infrastructure (CNI). Their nature and location is classified. Suffolk Constabulary will advise locations that are identified as Critical National Infrastructure if the warning level is increased and instigate liaison to ensure that these locations are protected as required.

Other infrastructure which provides essential services is designated as Critical Infrastructure (CI). The nature of public service provision and the inter-dependence between public and private interests is complicated. Flooding can affect essential public services provided by private companies, who in turn rely on public sector organisations to support the emergency response. Examples of Critical Infrastructure include:

- Power stations
- Primary electrical sub-stations
- Ports
- Hospitals
- Telephone exchanges and telecommunications masts
- Railway network
- Major roads, highways and bridge structures
- Water and sewage treatment works

- Reservoirs/dams
- Emergency Services' stations / HQs.

Consideration is also to be given to other important sites:

- COMAH sites
- Nursing and care homes
- Nurseries and schools
- Caravan, camp and mobile home sites
- Fuel depots and petrol stations
- Prisons
- Nature reserves and Sites of Special Scientific Interest (e.g. Minsmere).

A loss of Critical Infrastructure carries a serious threat to personal health and has adverse effects on the emergency response. The TCG should be capable of assisting critical infrastructure operators in their response to flooding. Examples of asset failure include:

- Reservoir/dam failure
- Power failure
- Closure of port
- Pumping station failure
- Structural damage or collapse of a road or rail bridge, or major drain.

Critical Infrastructure operators are recommended to attend or be represented at the TCG and/or SCG. Infrastructure operators have detailed knowledge about their sites; they can accurately estimate if asset failure will occur and the consequences of it doing so. Furthermore, operators are aware of back-up options in their network that can secure or 're-zone' supply. Sharing this information with the SCG/TCG is integral to the emergency response.

Each Critical Infrastructure operator should have:

- Trained and experienced personnel
- Stockpiles of contingency equipment
- Dedicated, resilient communications
- Command and control facilities
- Methods of notification to regulators and other stakeholders
- Robust Business Continuity arrangements.

Vulnerable people are especially at risk from disruptions in service provision. The TCG should aid organisations and facility owners in the identification and support of such people.

Asset failure within the administrative boundaries of neighbouring authorities may still directly affect Suffolk. Similarly, asset failure in Suffolk may affect other areas. The Critical Infrastructure operator should ensure all relevant organisations are notified of threats to their facilities, any possible asset failure or requests for multi-agency assistance.

All Critical Infrastructure operators are to:

- Secure their services, equipment and continuity of supply
- Repair any disrupted services
- Provide alternative means of supply during service disruption (if public health is threatened)
- Provide information and advice to the SCG, TCG, media, businesses and public.

Wherever possible, the TCG and SCG should support Critical Infrastructure operators in the fulfilment of these duties.

10.2 Infrastructure at risk of flooding in Suffolk

Outline details of infrastructure is included in the District Flood Risk Summaries at Annex I. These lists are not exhaustive due to the increasing risk of surface water flooding to previously unaffected sites.

11 EVACUATION

The decision to carry out a planned evacuation will be made by the SCG/TCG, if formed. Any evacuation will call for a multi-agency response and the activation of generic and specific emergency plans.

The TCG, led by Suffolk Constabulary, is responsible for the operational planning of any planned evacuation with the role of coordinating resources and the actions of multi-agency partners. Coordination will involve commanders / liaison officers discussing and making decisions on the priorities, resources, future decision making and response activities of each agency, including their integration, in order to avoid potential conflicts, prevent duplication of effort, minimise risk and promote successful outcomes.

More information on the decision process and the activities of the Tactical Coordination Group is at Annex E.

- The Local Authority Flood Response Plans for specific communities should be used to support any decisions, planning which properties are at risk and what supporting activity is required to evacuate in a timely and safe manner.
- The Environment Agency can further advise on the need to evacuate an area at risk from fluvial flooding. Local authorities can provide guidance about logistical problems, such as arranging suitable emergency accommodation (e.g. Evacuation or Rest Centres) and the transportation of evacuees.

If evacuation is advised the most effective method(s) of notification should be agreed. It is vital that the messages are broadcast at the appropriate time, for example it will be safer to move people in daylight slightly nearer the time of the high tide rather than at night. Suffolk Fire & Rescue Service can provide information about the risks associated with water rescue.

Even where temporary flood barriers have been erected, these offer a limited level of protection as limited flooding may still occur and they cannot guarantee to withstand exceptional flood pressures. In these circumstances, a catastrophic flood barrier failure can be more dangerous than a rising water flood event. Consequently, even areas seemingly flood free, protected by a temporary barrier will be advised to evacuate

There are some key issues that must be considered:

- Evacuation must not become a rescue scenario.
- People should not be advised to walk through flood waters with the attendant danger to life, injury or ill health that they pose.

The method of notification will depend on the area; some may be appropriate for house to house visits by Community Emergency Groups or police. Local flood plans contain more specific detail.

Evacuees may initially be directed to a place of safety, such as a community or village hall or public house, by the emergency services. The relevant local authorities should be informed of the whereabouts of this place of safety. The needs of evacuees will be assessed, and a suitable Rest Centre activated.

Suffolk Constabulary will, as far as practicable, take steps to ensure the security of property left empty after evacuation. In the event of an extended evacuation local authorities may have to consider other security arrangements.

More information on evacuation issues is contained in the [SRF Guide to Evacuation and Shelter](#) and in Section 8 of the [SRF Generic Emergency Response Plan](#).

12 RECOVERY

12.1 Recovery

Although the immediate protection of life is the priority, the way in which the recovery / reoccupation element is managed is very important. In accordance with Suffolk's response to other types of major incidents this will be considered during the immediate response phase. A Recovery Working Group (RWG) will be established as soon as practicable, so that when conditions are appropriate to transfer the coordination role from the police to the local authority, this be a seamless process.

12.2 Transfer from Response to Recovery

The decision to move from the response phase to the recovery phase should be taken by the SCG. This decision may be made when the EA issue a relevant 'warning no longer in force' message, but should also be based on personal judgement, experience and consultation with partner organisations.

When this decision has been taken, a formal handover from the SCG (or TCG, if SCG not convened) to a Recovery Coordinating Group (RCG) should be made and a meeting to discuss recovery arrangements immediately (on transfer of authority, the RWG becomes the RCG). This transfer of responsibility should be agreed upon and recorded by all organisations involved in the response. The SCG and TCG should be stood-down; however, the RCG may still require support from the STAC and Media Cell (if established); these groups should be stood-down by the RCG at an appropriate time.

The RCG chair should decide which organisations should be represented at the RCG.

12.3 Suggested actions for the RCG

Aims and objectives for the recovery phase should be agreed by the RCG. Suggested initial targets may include the following:

- Providing guidance and support to flooded residents and businesses
- Restoring utility supplies and transport infrastructure
- Ensuring the demand on public services (including healthcare) is returned to normal levels
- Safeguarding the environment
- Re-establishing tourism in the area.

The process used will reflect those laid down in the [SRF Recovery Plan](#). Further information and advice is also available from the National Recovery Guidance: (www.gov.uk/national-recovery-guidance)

Annexes

- A. Generic Off-Site Reservoir Emergency Plan
- B. Flood Alert and Flood Warning Area Maps and Codes
- C. Flood Alert and Flood Warning descriptions
- D. Flood Advisory Service
- E. Tactical Aide Memoire for coastal flooding
- F. Flood Information and Advice
- G. Category 1 and 2 organisations - Roles and Responsibilities
Specimen Evacuation Notice
- H. Lowestoft Temporary Flood Barrier (LTFB)
- I. Flood Risk Summary Sheets by District
- J. Specimen Evacuation Notice.

Annex A Generic Off-Site Reservoir Emergency Plan

IF YOU ARE RESPONDING TO A RESERVOIR EMERGENCY, TURN IMMEDIATELY TO NEXT PAGE FOR ACTIVATION, NOTIFICATION & IMMEDIATE TASKS.

1. Introduction

This Annex is a stand-alone response plan that addresses the off-site, or downstream, consequences of flooding from any of the reservoirs in Suffolk, or close to the borders where an inundation may affect areas in the county. It provides a framework in order that those responding to an incident can work together as efficiently and effectively as possible. The direct consequences of an incident may include the need to provide for the evacuation, transport and accommodation of a number of evacuees, as well as damage to the local infrastructure and environment.

2. Plan Triggers

The following events may lead to activation of the plan either as actual or potential breaches, and will require site specific planning and response:

- Reservoir inspections – any 1975 Reservoir Act section 10 / 12 enforcement action indicates a requirement for closer monitoring of the potential risk.
- Land slippage following heavy rain / saturated ground may lead to overtopping or failure.
- Earth embankment movement – earthquake or other cause such as terrorism.
- A Cascade failure following heavy rain and overtopping of one reservoir into others.

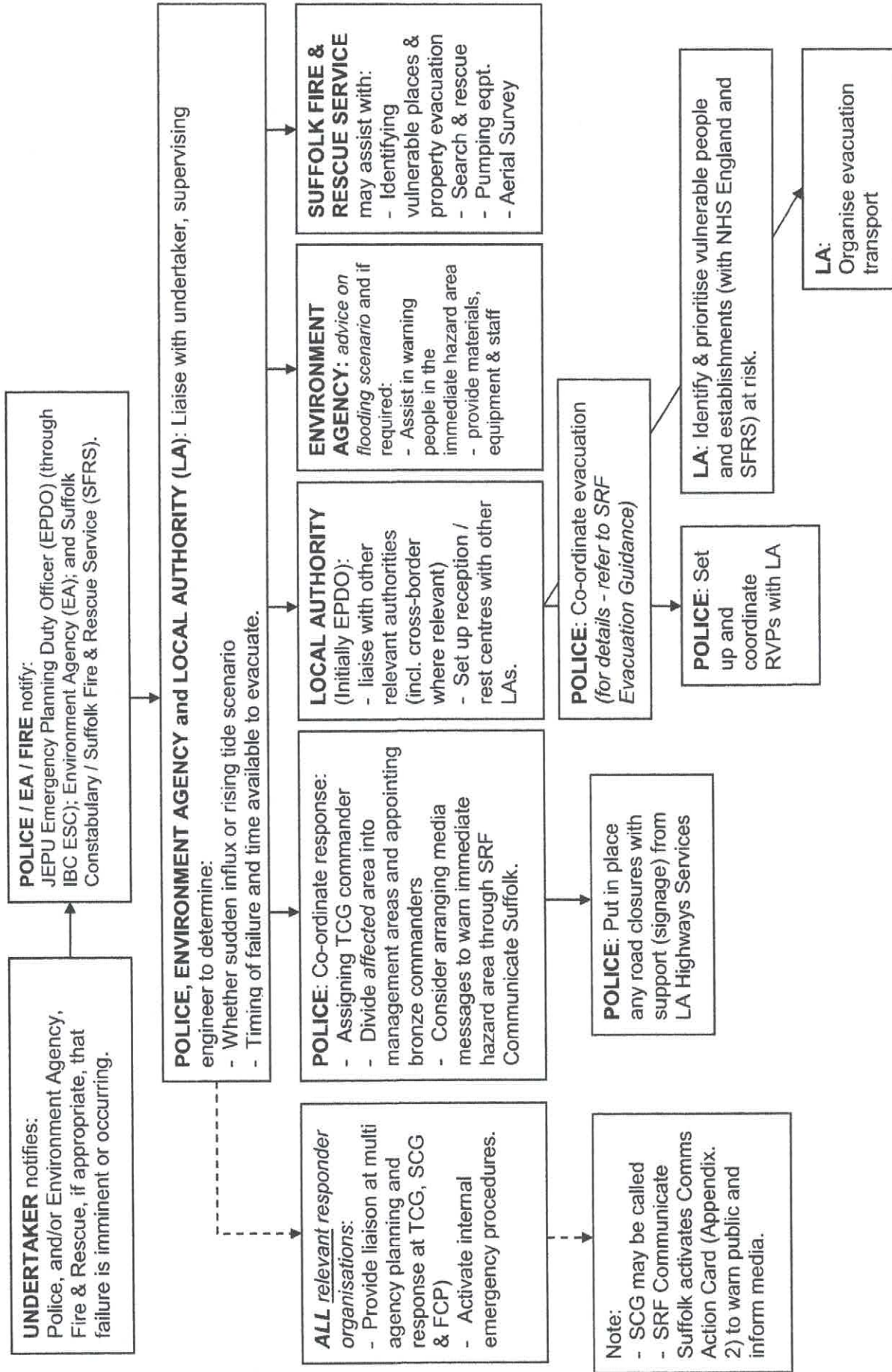
3. In the Event of an Emergency

If a reservoir breach is occurring or deemed imminent, the initial alert or notification will normally be received from the Reservoir owner/manager/operator (known as the **Undertaker**), (it may come from any other informant) to the Police, the Environment Agency or the Local Authority (LA), this generic plan should be activated.

All registered large raised reservoirs have a legal requirement to contact the EA incident hotline on 0800 80 70 60 to report any incident:

<https://www.gov.uk/reservoirs-a-guide-for-owners-and-operators>

The Police, Environment Agency and / or the Joint Emergency Planning Unit (JEPU), will activate the plan and co-ordinate the initial activities of the SRF response of the emergency services, local authority and other key partners under the control of the Police-designated Tactical (Silver) Commander. If appropriate, and time permitting, a full SRF Command and Coordination structure may be established. Notification & main tasks for responders when incident is occurring or imminent are in the figure on the next page:

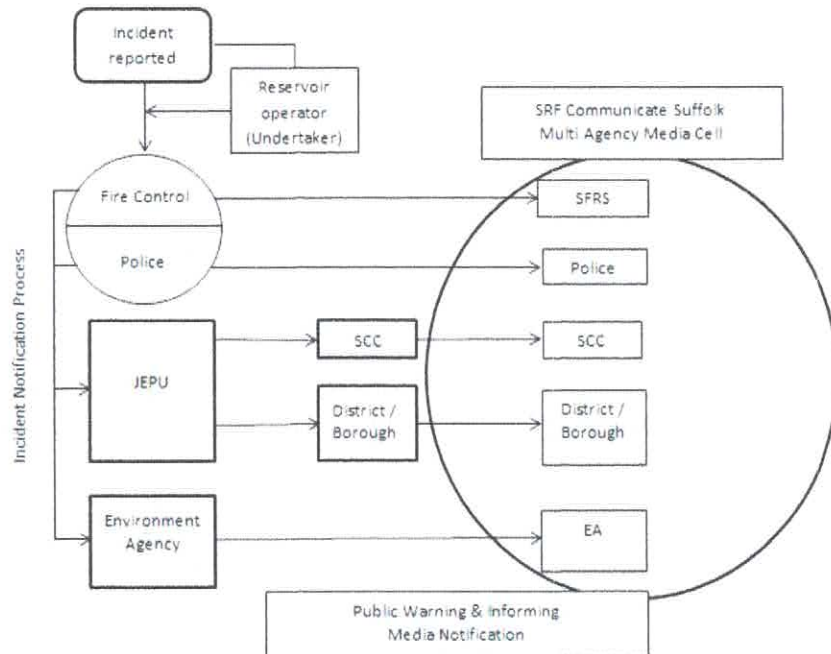


Communications Overview and Action Card

5. Media

In the event of a major potential or actual dam breach incident the Police will initially take the co-ordinating lead in the response to the media in its' overall Public Information role.

This diagram represents the notification process for a reservoir incident and the subsequent activation and multi-agency working process to ensure that all responding agencies coordinate activities aimed at providing unified warnings and advice to the public and common information to the media.



6. Activation

This action card is activated in consultation between the responding organisations when an Offsite Reservoir emergency may be, or has been, declared.

7. Key Actions

- Is the notification for action, standby or information only?
- Police will lead media response until/if a SRF Media & Communications Cell (MCC) is set up.
- Establish which Agency will lead and coordinate communications response for the incident.
- Consult SRF responding agencies Comms Teams / Officers regarding warning advice and further media releases.
- Confirm if a Major Incident has been declared; review and confirm details and confirm release of holding statement.

- Disseminate warning advice to residents within the Risk Area (with Incident Commander) via media outlets and share information with partner agencies.
- Discuss with Chair of the SCG the requirement to establish MCC with SRF responding agencies to support response activity.
- Establish frequency and content of further media releases and information with SCG / TCG / Incident Commander.
- Notify ALL agency Call / Contact Centre facilities of all media releases for information to support any public queries directed to the call centre (Consider need for FAQs).
- Establish where the media response will be coordinated from 'on the ground'.
- Identify and provide briefing to Spokesperson for the incident.
- Identify requirement for a Media RV Point (in consultation with Incident Commander).
- Consider activating SRF public website homepage with 'Incident' news alert, holding statement & link to further information.
- Consider need for Mutual Aid support from SRF Communicate Suffolk partners, not directly involved in the incident.
- Confirm contact details & 'cc' alternative generic Comms email details for SRF responding agency Comms Teams / Officers.
- Produce in conjunction with the MCC closing statements, including recovery issues / advice and provide update for all SRF participating responders website pages as appropriate.

More details on arrangements for Warning and Informing are in the [SRF Communications Plan](#)

Suffolk Flood Alert Area Codes

BROADS:	
054WATBT3	Tidal River Waveney
TIDAL:	
054WACDV3B	Suffolk coast from Lowestoft to Bawdsey
054WACDV3C	The Suffolk Coast at Southwold
054WACDV4A	The Tidal Deben Estuary
054WACDV4B	The Suffolk and Essex Coast from Felixstowe to Clacton including the Orwell and Stour Estuaries
SUFFOLK FLUVIAL:	
054WAFSF1	River Waveney upstream of Ellingham
054WAFSF2	Suffolk Coastal Rivers
054WAFSF3A	Rivers Minsmere and Yox
054WAFSF3BC	Thorpeness Hundred River & River Ore
054WAFSF4AC	Rivers Deben and Lark
054WAFSF4DE	Rattlesden River and River Gipping
054WAFSF4FG	River Gipping downstream of Needham Market
054WAFSF5	Rivers Box and Brett
052WAFLRK	The Rivers Lark and Kennett in Suffolk
052WAFLTH	Little Ouse and River Thet

Suffolk Flood Warning Area Codes


BROADS:	
054FWTBT3a	The tidal River Waveney from Ellingham Marshes to Belton
054FWTBT3b	Isolated low lying properties along the tidal River Waveney
SUFFOLK TIDAL:	
054FWCDV3B1	Lowestoft Seafront and Docks
054FWCDV3B2	North bank of Lake Lothing
054FWCDV3B3	South bank of lake Lothing, Brooke Business park to Mutford Lock
054FWCDV3B4	Oulton Broad near Mutford Lock
054FWCDV3B5	Riverside Business park and Kirkley
054FWCDV3B6	Benacre Marshes and Kessingland Beach
054FWCDV3B7	Walberswick, Dunwich and surrounding marshes
054FWCDV3B8	Tidal river Wang including Wangford
054FWCDV3B9	Blythburgh and marshes upstream of A12

SUFFOLK TIDAL:	
054FWCDV3B10	Marshland behind Minsmere Sluice including Middleton and Sizewell
054FWCDV3B11	Aldeburgh and Thorpeness
054FWCDV3B12	Snape, Iken and surrounding marshland
054FWCDV3B13	Orford Ness to Bawdsey including Butley
054FWCDV3C1	Southwold and surrounding marshes
054FWCDV4A1	Felixstowe Ferry and Bawdsey Quay
054FWCDV4A2	Isolated Riverside properties on the Deben Estuary
054FWCDV4A3	Felixstowe Ferry Hamlet and the Deben Marshes
054FWCDV4A4	Woodbridge and Melton
054FWCDV4B1	South Felixstowe including the Port of Felixstowe
054FWCDV4B2	Orwell Estuary from the Orwell Bridge to Felixstowe including Pin Mill
054FWCDV4B3a	Tidal River Orwell at Ipswich Quay
054FWCDV4B3b	Tidal River Orwell at Ipswich West Bank and Bourne Brook
054FWCDV4B4	Tidal Orwell at Ipswich wet Dock and upstream of Stoke Bridge
054FWCDV4B5	North and South bank of the Stour Estuary from Shotley gate to and including Brantham
Please note 4B6 and 4B7 cover ground in Essex County only	
054FWCDV4B8	River Stour upstream of Cattawade Barrage


SUFFOLK FLUVIAL:	
054FWFSF1A	River Waveney from and including Diss to Bungay
054FWFSF1B	River Waveney from and including Bungay to Ellingham
054FWFSF2A	Wrentham watercourse from and including Wrentham to the coast
054FWFSF2B	Chediston watercourse at Halesworth
054FWFSF2C	Blyth and Walpole Rivers and the Bramfield Watercourse
054FWFSF3A	Rivers Minsmere & Yox from and including Sibton to Middleton
054FWFSF3B	Thorpeness Hundred river from Knodishall to Aldringham inclusive
054FWFSF3C	River Ore from and including Framlingham to Blaxhall
054FWFSF4A	River Deben from Debenham to Cretingham inclusive
054FWFSF4B	River Deben from downstream of Cretingham to Bromeswell including Wickham Market
054FWFSF4C	River Lark from Clopton to Martlesham
054FWFSF4D	Rattlesden River from Rattlesden to Combs Ford inclusive
054FWFSF4E	River Gipping through Stowmarket to upstream of Needham Market
054FWFSF4F	River Gipping through Needham Market
054FWFSF4G	River Gipping from downstream of Needham Market to upstream of London Road Bridge Ipswich
054FWFSF5A	River Box from Boxford to Thorrington Street inclusive
054FWFSF5B	River Brett from and including Lavenham to Higham

Annex C Flood Warning Code Descriptions


Flood Alert

Flood Warning code, icon and strapline	Purpose	Triggers	Impact on ground (when threshold exceeded)	Multi-agency Response
 <p>FLOOD ALERT FLOODING IS POSSIBLE BE PREPARED</p> <p>Prepare</p>	<p>To warn people of the possibility of flooding and encourage them to start making simple / low impact preparations for flooding.</p> <p>Notes</p> <p>The aim is for customers to receive a Flood Alert between 2 and 12 hours prior to levels exceeding Flood Alert thresholds and during waking hours.</p> <p>Flood Alerts can be issued for individual tides or a specified series of tides.</p> <p>Updates are issued to the Internet and Floodline only, to inform customers of new developments or continuing situation.</p>	<p>Forecasts received, based on; threshold exceedance, telemetry data (rain gauge, river level, groundwater levels, etc), forecasts of Result Threshold exceedances, etc that indicate that flooding will occur.</p> <p>Forecast rainfall which sufficiently correlates to expected rapidly responding flooding.</p> <p>High astronomical tides, surge & wind forecasts and alerts from UKCMF that threshold levels are likely to be exceeded.</p> <p>Output from our tidal forecasting models, tide detection gauges and observations.</p> <p>Site observations</p>	<p>For low lying land and floodplain warnings, issued in advance of:</p> <p>Flooding of fields, recreation land and car parks;</p> <p>Flooding of minor road infrastructure (A (non-trunk) B, C & Unclassified)</p> <p>Farmland flooding (arable & pasture)</p> <p>Spray/waves overtopping on coast</p> <p>Overland flow from rivers and streams</p> <p>Localised flooding due to heavy storms (could be linked to river flooding re: surcharge from drains)</p> <p>For Alerts in advance of flooding to property, likely to be issued when the conditions above have already been met.</p>	<p>Monitor situation:</p> <p>Check current FGS (Hazard Manager) for additional information.</p> <p>Maintain watch on National Severe Weather Warning Service or EA Flood Warnings.</p> <p>If concerned, contact EA Duty Officer / Incident Room.</p> <p>Alert EA & Cat 1 & 2 partners to any incidents of flooding.</p>

Flood Warning

Flood Warning code, icon and strapline	Purpose	Triggers	Impact on ground (when threshold exceeded)	Multi-agency Response
 <p>FLOOD WARNING FLOODING IS EXPECTED. IMMEDIATE ACTION REQUIRED</p> <p>Act</p>	<p>To warn people of expected flooding and prompt them to take action to protect themselves and their property</p> <p>Notes The aim is for customers to receive a Flood Warning at least 2 hours prior to the onset of flooding.</p> <p>A Flood Warning can be issued directly (i.e. without the prior issue of a Flood Alert) if warranted by a forecast or observations.</p> <p>Sent to all customers in Flood Warning areas who are registered, including EDW customers</p>	<p>Information received based on threshold exceedance, telemetry data, tidal forecasting models, weather radar data, rain gauge alarms, rainfall forecasts, flow forecast model output, forecasts of Result thresholds</p> <p>exceedances that indicate flooding will occur;</p> <p>Actual flooding;</p> <p>Site observations;</p> <p>High astronomical tides, surge & wind forecasts and alerts from UKCMF that threshold levels are likely to be exceeded</p> <p>A breach in defences or failure of a tidal surge barrier or dam.</p>	<p>Flooding of homes.</p> <p>Flooding of businesses.</p> <p>Flooding of cellars and basements.</p> <p>Flooding to roads with Major impacts.</p> <p>Flooding to rail infrastructure.</p> <p>Wave/spray overtopping;</p> <p>Extensive flood plain inundation (including caravan parks or campsites).</p> <p>Flooding of major tourist/recreational attractions.</p>	<p>EA to inform partners of identified risk area(s) and level of threat.</p> <p>Consider establishing TCG / SCG</p> <p>Consider implementing Tactical / Operational Flood Plan actions.</p> <p>Review supporting Emergency Plans.</p> <p>Consider mobilisation of resources – personnel, plant, flood protection, voluntary organisations</p> <p>Consider Implement / activation of evacuation plans and arrange for rest centres to be set up.</p>

Severe Flood Warning

Flood Warning code, icon and strapline	Purpose	Triggers	Impact on ground (when threshold exceeded)	Multi-agency Response
 <p>SEVERE FLOOD WARNING SEVERE FLOODING. DANGER TO LIFE.</p> <p>Survive</p>	<p>To warn people of significant risk to life or significant disruption to the community</p> <p>Notes <i>Could be issued before or during flooding and in exceptional cases, after flooding.</i></p> <p>A Severe Flood Warning can be issued directly (i.e. without the prior issue of a Flood Warning) if warranted by a forecast of rapid onset severe flooding.</p> <p>Sent to all customers in Flood Warning areas who are registered, including EDW customers</p>	<p>Information received based on telemetry data, weather radar data, threshold exceedance or forecast threshold exceedance (in some cases), raingauge alarms, rainfall forecasts, flow forecast model output, that indicate significant flooding will occur.</p> <p>Actual flooding where the conditions are deteriorating.</p> <p>Site observations.</p> <p>A breach in defences or failure of a tidal surge barrier or dam that is likely to cause significant risk to life.</p> <p>Discussions with partners.</p>	<p>Deep and fast flowing flood water.</p> <p>Debris in the water that could cause death or injury.</p> <p>Potential/observed collapse of buildings/structures.</p> <p>Large town/city isolated by flood waters with no obvious means of escape.</p> <p>Critical resources/infrastructure for communities disabled (no access to food, water, electricity)</p> <p>Large volumes of evacuees.</p> <p>Military support</p>	<p>Convene TCG / SCG meeting (in consultation with Cat 1 & 2 partners).</p> <p>Identify risk / effected areas.</p> <p>Activate Operational Flood Plan actions.</p> <p>Consider / Implement activation of evacuation plans and arrange for rest centres to be set up.</p>

No Longer in Force

Flood Warning code, icon and strapline	Purpose	Triggers	Impact on ground (when threshold exceeded)	Multi-agency Response
<p>This is <u>not</u> a Flood Warning code, but refers to the message that is issued to customers when a Flood Alert is no longer in force.</p> <p>There is no icon or Strapline for "Warning no longer in force".</p>	<p>To inform customers that the threat of flooding has passed and no more flooding is expected. To remove the Flood Alert/ Warning/ Severe in force.</p> <p>Notes</p> <p><i>Alert/ Warning no longer in force messages must only be issued during waking hours (between 6am and 9pm).</i></p> <p><i>EDW customers will not receive warnings no longer in force messages.</i></p>	<p>Risk of tidal flooding has passed and no significant tides forecast; A Flood Alert/ Flood Warning was issued and levels have dropped back below threshold levels and no further flooding is expected.</p> <p>A Severe Flood Warning was issued and conditions on the ground have improved and partners collectively agree that a Severe Flood Warning status is no longer needed for that flood warning area.</p>	<p>No new impacts in terms of flooding, as flood water starts to recede.</p> <p>Standing water following flooding.</p> <p>Flooded properties.</p> <p>Damaged infrastructure</p>	<p>Recovery Stage to return to pre-event status. This will vary depending on the scale of the incident.</p>

The words in italics in the actual or forecast impact column are the Environment Agency definitions for the messages

Annex D Flood Advisory Service

Each morning the Flood Forecasting Centre and the Environment Agency (EA) in conjunction with the Met Office, hold a teleconference to decide on the detail of the Flood Guidance Statement.

The Flood Guidance Statement (FGS) provides a 5 day outlook of the weather and highlights potential problems by colouring each county one of four colours. These are explained in the table below.

Key	Very low risk	Low risk	Medium risk	High risk
River & Coastal Flooding Probability > 100 properties will Flood, or extreme danger to life From rivers or the sea	< 20%	≥ 20% to <40%	≥ 40% to 60%	≥ 60%
Extreme Rainfall Probability that ERA thresholds will be met, leading to possible surface water flooding	< 10%	≥ 10% to <20%	≥ 20% to 60%	≥ 60%
Suggested actions	Business as usual	<ul style="list-style-type: none"> Consider liaising with partner organisation Be aware of the latest weather flood warnings and alerts 	<ul style="list-style-type: none"> Consider liaising with partner organisations Consult surface water flood maps and local flood warning plan maps as appropriate Consider activating emergency procedures 	

If any counties are coloured **AMBER**, the EA will consider inviting partners, by Local Resilience Forum (LRF) boundaries, to a teleconference to assess the risk and coordinate a multi-agency response.

The EA Area Incident Room will initiate this and there will be input from the Met Office. Where an LRF boundary crosses an EA Boundary, the EA will decide with our colleagues which incident room should manage the teleconference.

The teleconference should last no more than 30 minutes and will be chaired by the EA.

Partners should be contacted by either email and/or telephone and invited to dial in to the teleconference at the agreed time.

Potential Participants: (Contact details in SRF Alerting Directory)

- EA - Duty Officer / or local Flood Incident Team
- Met Off - Duty Forecaster / Civil Contingencies Advisor
- Police - Contact & Control Room Inspector
- Fire - Combined Fire Control
- Ambulance - EEAST Resilience Manager
- JEPU - representing Local Authorities.
- Category 2 responders, as appropriate:
- UK Power Network

- Highways England
- Anglian Water
- BT.
- Joint Regional Liaison Officer.

The following agenda items should be covered:

- Introduction, welcome and confirm attendees;
- Update on the weather situation (Met Office Civil Contingencies Advisor, if present / FWDO) & flooding conditions
- Update on possible warnings to be issued, the affected areas and the local impact on the ground
- Update from the cat 1 & 2 responders
- Questions from the cat 1 & 2 responders
- Agree responses and time of the next teleconference.

An appropriate EA Duty Officer will be nominated to take notes of the decisions and actions and will email these to the wider partner group immediately after each teleconference.

The EA have a dedicated BT MeetMe account specifically for this purpose.

Annex E Coastal Flood Aide Memoire

OVERVIEW

This Aide Memoire is designed to assist Suffolk multi-agency responders in preparing and implementing effective arrangements required to deal with a forecast coastal flood event.

It outlines significant planning considerations to be actioned within optimum timescales to facilitate a coordinated response including deployments of national mutual aid resources.

Triggers and multi-agency response planning actions commencing with Met Office notification(s) up to 2 days prior to a severe coastal flood event are detailed in this aide memoire.

These actions are planned on the basis of 2 days advance notice from the point of flooding. High water at Lowestoft will be denoted as 'D', it should be noted that a tidal surge may not coincide directly with the high tide timings; hence D is given as high water.

ALERTING AND NOTIFICATION

These actions can be initiated at any point before D-48¹ if notifications from the EA Flood Advisory Service (FAS) or MHCLG ResCG generate the need to commence precautionary activity earlier in response to a high impact tidal surge event.

The EA convene a FAS teleconference with Emergency Services and Local Authority representatives to review the forecast and confirm confidence, nature and scale of flood event forecast.

An SRF SCG teleconference may also be called to confirm that all partners, including the Category 2 partners specifically listed in the SCG Check list, are aware of the situation and to give an initial overview of their readiness to react to the event or to highlight any potential problem areas.

WARNING AND INFORMING

At D-48, weather and flood forecasting information would be available internally and publicly during this phase raising public awareness and interest in the approaching storm. Government will be providing the higher-level messaging on national level preparation. Media interest will escalate.

Communicate Suffolk in conjunction with EA, would start to develop and coordinate a communications strategy for local messaging, focussing on what people in the affected area should do.

Public websites will be updated to inform the public of the current situation and to signpost advice and guidance for use in the event of a flood by the public, ideally from a Single Point of Contact.

Consider activation of the Suffolk Helpline to reduce call load on Emergency Services.

¹ D-48 = 48 hrs prior to initial identified high water with potential for significant coastal inundation.

FLOOD RESPONSE ACTIONS

The TCG will usually form once the SCG initiate the response (possibly initial teleconference or at Landmark House) and confirm initial shared situational awareness and to initiate multi-agency tactical response planning. A Checklist to assist with TCG planning is on the following page.

Once it is initiated, the flood response actions will be implemented and managed by the TCG chair.

JESIP principles and processes use the Joint Decision-Making Model which should be applied by commanders / officers at all levels in various command and coordinating locations.

Further info at www.JESIP.org.uk

TACTICAL COORDINATION GROUP – CHECKLIST

Consideration	Comments	Task allocated to
Consider Evacuation v Shelter options against known hazards / risks		
Consider Health and Safety of the responders and evacuees	Evacuation completed in daylight? Identify last safe moment to stop evacuation / movement?	
Identify resources available	Round table briefing	
Identify areas by street and house numbers to be evacuated and estimate number of evacuees	Information and mapping and Bespoke Local Flood Plans on RD	
Estimate how many people you would need to evacuate from the area in the timeframe?		
How will you alert people that they are going to be evacuated? <ul style="list-style-type: none"> • time the evacuation will take place and; • how long they are likely to be out of their property 		
Identify vulnerable people who may need assistance to evacuate	<ul style="list-style-type: none"> • Maybe done by a sub-group • Assistance from Voluntary Organisations 	
Consider what transport is required to evacuate people including specialist transport	May be done by a separate transport group to deal with resourcing	
Identify pick up points for the evacuees	These may be already identified in existing plans	
Identify routes to evacuation / rest centres	Transport coord group? Ensure any planned closure of Mutford and Bascule Bridges is incorporated into Lowestoft planning	
Determine where the people will be evacuated to and alert the LA to identify and start to prepare to open suitable facilities	<ul style="list-style-type: none"> • These may be already identified in an existing plan • Mark locations on RD mapping when known 	
Initiate production of evacuation leaflets when all relevant information confirmed	Possible support from Media Coordination Cell at SCG	
Consider activation of Suffolk Helpline	SCC-staffed	
Consider if the Voluntary Organisations or a Community Group can assist in the task		

ACTION REQUIRED	TIME STARTED	TIME COMPLETED	ALLOCATED TO	COMMENTS
D – 48 hours				
<p>Evacuation Planning:</p> <p>Decide on and plan the evacuation notification process (leafleting / door knocking)</p> <p>Identify potential Vulnerable People and other multi-occupancy sites at risk (e.g. caravan sites and parks, residential care homes)</p> <p>Liaise with JRLO regarding potential resource requests</p> <p>Calculate evacuation initiation timings, if not proposed by SCG</p> <p>Agree timing and / or mechanism for communicating when evacuation efforts must be stopped for responder and public safety reasons</p> <p>Confirm Rest Centre locations and possible areas for moving cars to safety within relevant District / Borough</p> <p>Arrangement of transport for evacuees including vulnerable persons (Consider assistance of Suffolk / Norfolk 4x4 Response)</p>			<p>Evacuation planning Cell / TCG</p> <p>SCG may direct</p>	<p>Key partners: SRF Category 1 and 2 responders, and Vol. Orgs.</p> <p>Additional information available from Cat 1 and 2 orgs, Vol. Orgs, Local Community Emergency Planning Gps [VP Protocol on RD]</p> <p>Additional support for LTFB construction; Manpower; Specialist transport</p> <p>Information needed on evacuation leaflets by Media Coordination Cell (MCC) / Communicate Suffolk Gp.</p> <p>Information needed on evacuation leaflets and by MCC / Communicate Suffolk Gp.</p> <p>Information needed on evacuation leaflets, by MCC / Communicate Suffolk Gp and Police 'door knocking teams.</p> <p>Information needed on evacuation leaflets and by MCC / Communicate Suffolk Gp.</p>

Pre-deployment of resources:				
Agree locations for FCPs and during response phase and initiate plans to secure each location				
Confirm MASHA / SHA locations, if required, and be prepared to facilitate / staff the MASHA up to D-24hrs or when the national assets are released				MASHA considerations: size, welfare, location, staffing levels, duration, 24hr working, security
Confirm primary access / egress routes for command locations, response sectors and resource holding areas			Police, HE, SCC Highways	Confirm if any road works, etc. on pre-planned routes (roadworks.org) Consider and review historical infrastructure loss through coastal surge
Lowestoft Temporary Flood Barrier. Liaise with WDC ECC			SCG may direct	Resources placed on Standby Landowners contacted Additional resources required? • JRLO early heads up.
Agree geographical sector responsibilities for each identified Bronze FCP				
Develop Interoperable multi-agency Command and Communications plan / contact lists				For Airwave users consider sectorised use of Interagency talk groups ES1 – 3 for North / South Operational Commanders
Confirm welfare policies invoked to provide suitable arrangements at all locations				
Identify potential for cross border working to maximise effective response capability:				Consider Joint MASHA with Essex at Orwell Truck Stop for NCAF resources

Confirm SITREP with regional partner agencies to develop shared situational awareness and assess capacity for supporting actions					
Consider single Bronze sector for North Lowestoft / Gorleston / Great Yarmouth Island community)					Liaise with Norfolk LRF agencies
Consider arrangements and coordination of Bridge closures in Lowestoft					Liaise with SCG
Consider Voluntary organisation contributions:					
Establish Volunteer Coordinator at TCG					
Contact key organisations to raise awareness and review Vol Orgs capacity to assist response and recovery operation				LA	<p>See Section 8.2 Early engagement, potential assistance from:</p> <ul style="list-style-type: none"> • Salvation Army and Rapid Relief Team for Response hub catering; • British Red Cross for FESS; • SuLSAR to assist in coordinating search planning and management; • Suffolk / Norfolk 4x4 Response for transport and logistics support for response teams, vulnerable person evacuation, SAR operations, etc.
Local Community Emergency Groups:					
Establish contact with Community Emergency Groups				LA	

Confirm critical infrastructure protection priorities				SCG decision	Early call for National assets and mutual aid to support strategy
Identify mutual aid requirements, including requests for MOD assets, and inform SCG of requests				TCG to SCG to request	Consider Flood rescue teams, High Volume Pumping and Drone Aerial Surveillance teams and related Tactical Advisors
D – 36 hours					
Last safe moment for a decision to construct full and complete LTFB (both south and north sides).					Barrier deployment confirmed with WDC (CPE). Final notification to landowners Supporting agencies notified: Emergency Services, HE, Suffolk Highways, ABP Lowestoft
D – 24 hours					
Review and execute any outstanding/unresolved D – 48hr checklist actions or initiate D – 48hr actions if notification not received prior to D – 24hr					
Confirm road closure plans and implementation timings				HE, SCC Highways, Police	
Finalise evacuation plans and confirm implementation timings					Agree when evacuation should be completed in line with High water timings notified by EA
Circulate details of evacuation plan to SCG, MCC and FCP staff, if identified.					Details to be included in leaflets and for MCC / Communicate Suffolk Group.

Prepare plans for ground /aerial reconnaissance after initial surge					Competent resources available may include SFRS, Vol orgs – S&N 4x4 Response and SULSAR Assets; Drone Assets; Military if applicable.
Confirm agencies staffing rotas in place for multiagency locations (including welfare arrangements and liaison / command / administration roles)					Plan for sustaining a 96 hr deployment post D point and initial inundation
Confirm mutual aid arrangements are in place					
Confirm and communicate battle rhythm for ResCG / SCG / TCG / Operational meetings					

D - 12 hours					
Review and execute any outstanding/unresolved D – 24hr checklist actions or initiate D - 48 and D - 24 actions if notification not received prior to D – 12hr					
Initiate multi agency staffing of FCPs (Bronze response hubs)					
Monitor impacts as surge moves down the East coast to confirm accuracy of forecast, planning assumptions and W&I strategy					

D-6 hours					
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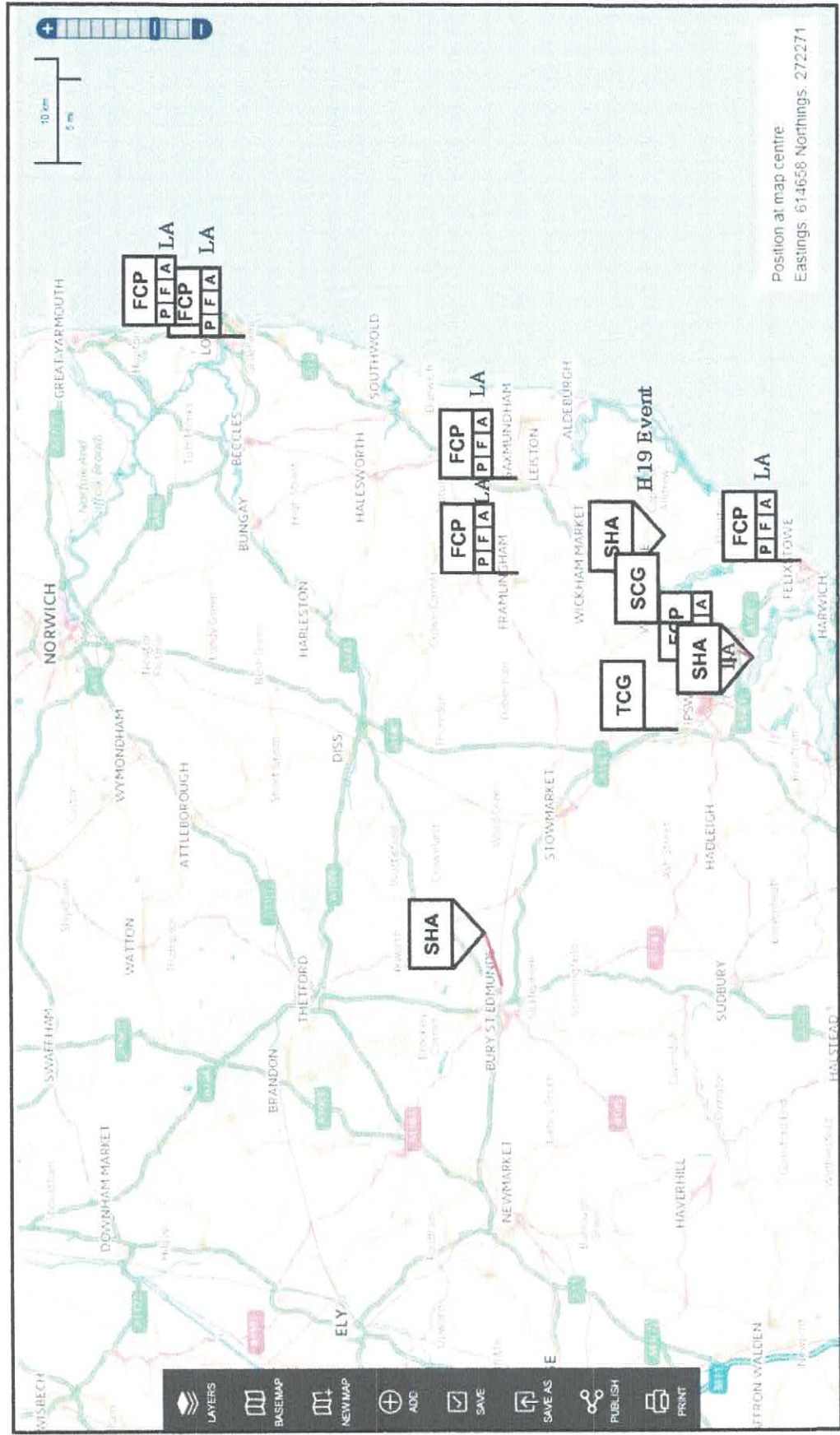
Review and execute any outstanding/unresolved D – 12hr checklist actions or initiate D – 48 / 24 / 12hr actions if notification not received prior to D – 6hr					
Confirm resources (including mutual aid) in place or en route to command locations or relevant holding area(s)					
Conduct full test of multi-agency command and communications systems					
Confirm LTFB fully operational, traffic management complete, and monitoring staff in place.					
Confirm which Agencies have staff deployed locations along the coast to provide reporting network of flood effects					

<p>D Hour</p> <p>High water time at Lowestoft (Initiate ground reconnaissance plans ASAP)</p>			<p>Great Yarmouth</p> <ul style="list-style-type: none"> • T + 0hrs <p>Lowestoft</p> <ul style="list-style-type: none"> • T + 40mins <p>Southwold</p> <ul style="list-style-type: none"> • T + 1hr 40 min <p>Aldeburgh</p> <ul style="list-style-type: none"> • T + 2hrs 15mins <p>A12 Blyth Estuary</p> <ul style="list-style-type: none"> • T + 2hrs 40mins <p>Felixstowe</p> <ul style="list-style-type: none"> • T + 3hrs 15mins <p>Hanwich</p> <ul style="list-style-type: none"> • T + 3hrs 25mins <p>Ipswich</p> <ul style="list-style-type: none"> • T + 3hrs 55mins <p>Manningtree (Stour estuary)</p> <ul style="list-style-type: none"> • T + 3hrs 55mins <p>Beccles</p> <ul style="list-style-type: none"> • T + 4hrs 35mins <p>Snape</p> <ul style="list-style-type: none"> • T + between 3 and 6 hours depending on weather conditions and surge timing. • Great Yarmouth (next high tide) 12hrs and 24 mins after the last 				<p>Time of high tide and surge may be different</p> <p>Establish situational awareness</p>
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<p>Post Surge actions</p>	<p>Review future tide forecasting and delayed at upstream locations or second high tide surge effects with EA</p>												
<p>Primary Survey</p>	<ul style="list-style-type: none"> • Initiate risk assessed initial ground reconnaissance plans by responder agencies (where resources permit). • Review any media / other available aerial reconnaissance and/or consider organising Suffolk reconnaissance to assess initial impact of surge if safe to do so. • Establish initial assessment of immediate rescue needs and infrastructure damage and cliff erosion / collapse hazards. • Feed information into the SCG / RWG • Complete Recovery Impact Assessment • Establish further resource requirements 											<p>Review response plans and deployments to ensure safety of staff and reaffirm priority of taskings to account for impact of first surge and any potential for significant</p>	
													<p>Consider use of Drones for aerial survey at sites of specific interest</p>

damaging second surge.					
Secondary survey					
Infrastructure damage assessment to SCG / RWG.					
Update Recovery Impact Assessment					

Planned Forward Control Point Deployment Locations



COMMAND CONTROL & COMMUNICATIONS

Command locations

The TCG will be at Landmark House, Ipswich.

Multi-Agency Forward Control Point (FCP) location **options** for Bronze coordination include:

Location	Facility
Lowestoft South Fire Station	Bronze North FCP
Lowestoft North Fire station	FCP option– NB Potential Island community consider sharing with Norfolk
Framlingham Fire Station	Bronze Central Command FCP
Saxmundham Fire Station	Bronze Central FCP
Ipswich East Fire Station	Bronze South FCP
Felixstowe Fire Station	Bronze South FCP

All the stated locations should remain resilient in terms of maintaining key utilities supplies during a tidal surge event and therefore considered suitable for a four day deployment. Most have suitable landing sites nearby for helicopter operations e.g. Casevac.

The command locations identified above may be provided as a holding point (close to flood hazard sector) for single or multi-agency resources to standby waiting tasking by Bronze Commanders.

Resilient Communications (preferably interoperable Airwave will be crucial for all agencies to ensure effective multi-agency operations). Refer to SRF Resilient Telecommunications plan and Agency plans.

Air Support

Combined Tactical Air Cell (CTAC) is invoked on request of Police Silver Commander for Major Incident requiring provision and coordination of significant airborne response and is coordinated by National Police Air Service. CTAC liaison is required to confirm suitable landing site options for standing by and casevac, etc.

Strategic Holding Area

Multi or Single Agency Strategic Holding Areas will be needed to receive mutual aid resources in Suffolk. Consideration should be given to sharing SHA locations with neighbouring LRF partners agencies.

Location options include:

- Orwell Crossing Lorry Park (Accessed between Jct 57 and 58 A14 Eastbound)
- Rougham truck Stop Bury St Edmunds (Jct 44 A14)
- Rock Barracks, Woodbridge (SRF MASHA Plan) (*Access to Rock Barracks may be compromised so may not be appropriate for use - Authorised via JRLO*).

Annex F Flood Information and Advice

Many organisations have produced flooding information guides for the public. These include:

- [Association of British Insurers \(ABI\)](#)
 - Is your home underinsured?
 - What to expect from your home insurer?
- [Blue Cross \(BC\)](#)
 - Flooding and Pets
- [Electrical Safety Council \(ESC\)](#)
 - Where to start once the floodwater has gone
- [Environment Agency \(EA\)](#)
 - Flooding - be prepared, a guide for older people
 - Sandbags and how to use them properly for flood protection
 - Living on the Edge
 - After a flood - audio guide
 - After a flood
 - How to restore your home
- [Public Health England \(PHE\)](#)
 - Coping without mains water
 - How to clean up your home safely
 - General information following floods
- [National Flood Forum \(NFF\)](#)
 - Ready for flooding
 - I'm just about to flood, help!
 - Repairing your home or business after a flood
 - Blue pages
 - What you can do to protect your home in the future
- [Suffolk Resilience Forum \(SRF\)](#)
- [Suffolk Flood Risk Management Partnership \(SFRMP\)](#)
 - What to do before, during and after a flood
- [Suffolk Community Emergency Preparedness.](#)

Most of this information is readily available in hard copy and electronic and other formats. However, flood information and advice available on organisation's websites will be more up to date than any booklets provide by organisations.

Annex G Category 1 and 2 organisations - Roles and Responsibilities

Organisation	Planning	Response	Recovery
All Responders <ul style="list-style-type: none"> • Liaise with other member organisations of the SRF • Develop own emergency plans and procedures • Develop own business continuity plans • Attend relevant training courses • Attend and support flood-related exercises • Determine the risk of flooding to own assets • Protect own assets from flooding • Responsible for drainage of any land the organisation owns (in this case they are the riparian landowner) • Procure suitable resources and ensure their maintenance • Distribute flooding advice to the public • Monitor the weather forecast • Receive EA flood warnings • Receive Met Office Severe Weather Warnings • Receive Flood Guidance Statements. 	<ul style="list-style-type: none"> • Activate operational procedures and emergency plans • Provide personnel and resources to assist the response • Provide the public with warnings, information and advice • Support SRF Emergency Response Framework (SCG / TCG / STAC / Media Cell, etc.) • Protect the health and safety of personnel at all times • Implement business continuity plans; maintain or restore critical services and continue normal services at an appropriate level • Maintain records of response-related expenditure • Request mutual or provide mutual aid as appropriate • Maintain incident logs • Maintain any watercourses belonging to their organisations. 	<ul style="list-style-type: none"> • Repair equipment used during the response and replenish stocks as necessary • Inspect and repair damage to own assets • Attend public meetings • Promote self-help in affected communities • Facilitate the recovery of affected communities • Evaluate the response and identify lessons from the incident • Collate information on flooded properties / incidents and share with District, Borough and County Council as Lead Local Flood Authorities • Attend incident de-briefs • Facilitate investigations and inquiries. 	
Environment Agency	<ul style="list-style-type: none"> • Maintain and monitor the water levels and flow of 'main rivers' • Monitor tidal and weather conditions • Monitor groundwater levels • Maintain flood defences and watercourse capacity 	<ul style="list-style-type: none"> • Issue flood warnings (via 'Floodline', 'Floodline Warnings Direct' and other media) • Advise SRF on the need to activate the SRF Flood Response Plan' • Notify and coordinate activities with 	<ul style="list-style-type: none"> • Inspect the condition of 'main rivers' and undertake remedial action if necessary • Repair damaged flood defences • Update flood records and carry out a post-flood survey • Amend flood warning service to consider



Organisation	Planning	Response	Recovery
...cont	<ul style="list-style-type: none"> • Advise on development proposals and planning applications • Update flood risk maps • Support flood risk assessments • Update the 'EA Local Flood Warning Plan' • Enforce reservoir safety • Provide specialist flooding advice to partner organisations and the public. <p>See the 'all responders' section above for shared roles and responsibilities.</p>	<p>Internal Drainage Boards</p> <ul style="list-style-type: none"> • Operate flood defences • Undertake emergency repairs and maintenance • Provide remedial action to mitigate the effects of fluvial flooding • Record flood levels. <p>See the 'all responders' section above for shared roles and responsibilities</p>	<p>any deficiencies in defences.</p> <p>See the 'all responders' section above for shared roles and responsibilities</p>
Suffolk Constabulary	<p>See the 'all responders' section above for shared roles and responsibilities.</p>	<ul style="list-style-type: none"> • Notify relevant organisations of SCG activation • Chair the TCG and the SCG • Lead coordination of evacuation planning • Co-ordinate response activity and actions at the Emergency Service HUBs • Coordinate traffic management procedures, including road closures and diversions, with Local Authority • Manage cordons and provide limited protection and security for evacuated premises • Collect and distribute casualty information (using a Casualty Bureau if appropriate). <p>See the 'all responders' section above for shared roles and responsibilities.</p>	<p>See the 'all responders' section above for shared roles and responsibilities.</p>

Organisation	Planning	Response	Recovery
<p>Suffolk Local Authorities</p>	<ul style="list-style-type: none"> • Carry-out responsibilities under role of Lead Local Flood Authority • Maintain highway drainage systems • Identify riparian landowners and enforce remedial action on watercourses where necessary • Emergency action to remove obstructions in watercourses and protect assets • Liaise with community representatives on drainage issues • Maintain protocol to share information on vulnerable persons, in consultation with emergency services, health agencies and utility services • Maintain database of pre-planned rest, evacuation and media centres • Encourage communities to form their own Community Emergency Groups (CEGs) and develop emergency plans • Exercise powers under the Land Drainage Act 1991 and byelaws to ensure that activities in and alongside the drainage system do not reduce flood protection standards and unnecessarily increase flood risk. <p>See the 'all responders' section above for shared roles and responsibilities.</p>	<ul style="list-style-type: none"> • Chair the RWG/RCC • Co-ordinate the local authority response across councils • Liaise with Police on implement road closures, diversion routes, flood warning signs and the re-opening of roads • Implement footpath closures • Co-ordinate with the EA, distribution of temporary flood protection resources to protect areas at risk (NOT single properties) • Provide transport for evacuees to rest centres • Provide welfare and emergency accommodation, as required, for evacuees • Liaise with voluntary organisations and co-ordinate their response (See 8.2) • Liaise with utility and transport companies to ensure identification of problems areas • Provide Environmental Health advice • Maintain regular contact with parish/town councils and CEGs • If applicable, liaise with HM Coroner for the provision of temporary mortuary and/or activation of mass fatalities plan. <p>See the 'all responders' section above for shared roles and responsibilities.</p>	<ul style="list-style-type: none"> • SCC survey, maintain and repair buildings/structures/highways for which is responsible • Inspect the condition of cliffs and undertake remedial action and disseminate warnings, if necessary (CPE) • Consider Public Health and Environmental Health implications • Distribute grants to those who have been flooded • Arrange for the re-housing of those made homeless by flooding • Advise on long-term regeneration of the community and the environment • Collate accurate records of flooded properties • Coordinate the provision of care for those who have been affected by flooding • Develop strategy on how community will be involved in physical rehabilitation • Arrange for the collection and removal of debris and disposal of non-toxic waste materials. • Organise recovery meetings for the public and businesses to attend • Collate and analyse information on property flooding / flood incidents • Carry-out flood risk investigations as appropriate. <p>See the 'all responders' section above for shared roles and responsibilities.</p>