

## APPENDIX II

**Depot Services – Flood plan**

All flood emergencies can be reported to: **01799 510510**.

The procedures below should be followed in chronological order. If a flood is reported without a flood warning, then refer to section 2.0.

ERO – Emergency Response Officer (listed in the Emergency Plan call down list)

ERT – Emergency Response Team (a group of Emergency Response Officers)

**1.0 Flood Warning Procedure for the ERT:**

Level of Warning	Types of warning	Action
Level 1	<ul style="list-style-type: none"> <li>Flood warning received</li> <li>Water levels are low</li> </ul>	<b>Be aware and inform others:</b> No one to be put on "Standby & Recall"
Level 2	<ul style="list-style-type: none"> <li>Flood warning received</li> <li>Water levels are high</li> </ul>	<b>Standby:</b> Designated staff to be put on PPN "standby & recall". Designated vehicles are to be loaded with sandbags.
Level 3	<ul style="list-style-type: none"> <li>Severe flood warning received</li> <li>Water levels are high</li> <li>Flooding has occurred</li> </ul>	<b>Act Now:</b> Same as above and; deliver sandbags as necessary.

**1.1 Action to take:**

- During office hours, the warning will be received by fax and email to the ERT. Out of office hours, a flood warning can be received by telephone to an ERO.
- The ERO receiving the flood warning must gauge the level of threat and consider the response strategy with the remaining ERT members. If the remaining ERT are not available, the ERO responding to the situation must leave them a message and decide upon a response strategy.
- If it is decided that we move to a point of readiness, an ERO will ask the depot manager to:
  - Determine with their team which staff will be on call under PPN "Standby and Recall" and provide those contact details to the ERO (a call to standby should be issued no later than 3pm). After 10pm, do not put the depots on standby, they will only be contacted if required to respond immediately.
  - The duration the depot will be on standby or whether they will receive a call to stand down.
  - Indicate how many you wish to have on standby, including supervisors.

N.B. If the depot manager is not available, then contact the depot directly and inform the most senior member of staff. Newport Depot should be the first point

of call for the North of the district, and Dunmow Depot for the south, if a greater resource is needed Shire Hill may also be asked to be on standby.

## 2.0 If a flood is reported, continue with the flooding:

1. During office hours, a resident may report flooding to the Council's Customer Service Centre (CSC). Out of office hours, calls will be diverted to the Cambridge out of hour's service.
2. The CSC or the 'Cambridge out of Hours Service' will contact one of the Emergency Response Team (ERT) and inform them of the particulars (where and when).
3. The ERO will consider the nature, location and magnitude of the flood and determine whether the local parish council has a stock of sandbags. The ERO will contact the relevant parish council and put them in contact with the resident.
4. If the parish council does not store sandbags or is unobtainable, the ERO will contact the relevant depot manager (Shirehill, Newport or Dunmow) and determine whether they can respond.
5. The depot will arrange and deploy their staff and vehicles as necessary, supplementary crews may be required from other services.

*The depots (Newport, Shirehill and Dunmow) have a limited supply of sandbags which can be provided to residents during a flood:*

Figure 1.0

Out of Office Hours Contacts		
Name of depot manager	Depot responsible for	Contact number
***	***	***
***	***	***
***	***	***
***	***	***
***	***	***
***	***	***

Figure 1.1

Office Hours Contacts	
Depot responsible for	Contact number
***	***
***	***
***	***

**3.0 Flooding: Major Emergency: on activating the emergency centre:**

- ❑ Some Parish/Town Council's have their own supply of sandbags which is designated to their parish/town only (refer to section 6.1). Any resident reporting flooding who reside within a parish/town listed in section 6.1 should be referred directly to the parish council responsible.
- ❑ The Communications Team (no matter how small) will manage incoming and outgoing calls which must be logged.
- ❑ The CMT or ERT will deal with strategic issues and consider resource allocation.
- ❑ Once the resident has reported flooding, they should be evaluated against the criteria and given a priority level.
- ❑ Any property affected by flooding that fits the criteria below will receive up to 10 sandbags. The ERT may need to adjust the criteria for responding to a flooded property.
- ❑ It is essential that all actions are logged for audit purposes.

**3.1 Criteria for responding to a flooded property**

- ❑ A residential dwelling and not commercial.
- ❑ Council owned.
- ❑ Within the Uttlesford District
- ❑ Affected by flooding caused by rain, surface runoff, or fluvial flooding.

N.B. The council will not respond to incidents of flooding where the responsibility will fall to another agency (e.g. water authorities) unless there is a risk that the council will have to respond to re-housing needs.

**4.0 UDC Employees can drive a UDC owned vehicle (except HGV vehicles) as long as they are:**

- ❑ An employee of the Council
- ❑ They have been assessed as competent to do so.

**5.0 Advisory Caution:**

All depots MUST be secured if left unattended out of operational hours. Any damage to vehicles caused by drivers that are not depot Staff will need to be assigned to Emergency Planning. Staff are asked to show respect to any personal equipment inside the vehicles.

**6.0 Localities (depot coverage) of depots and parish councils with Sandbags:**

**6.1 Location of sandbags:**

Depots: ●

Parish Councils: ●

