Spelthorne Borough Council Adverse Weather Plan

Date	Septmeber 2020
Version	V1
Review	Septmeber 2021
Author	Applied Resilience
Owner	Spelthorne Borough Council

Activation Flow Chart

Sudden impact weather event	Adverse Weather Warning received	Advice from Met Office

Call Applied Resilience (AR)

For snow and ice, section 1, page 5	For storms and gales, section 2, page 11	For heatwaves, section 3, page 13	For drought, section 4, page 14

Table of Contents

Introduction

This plan outlines Spelthorne Borough Council (SBC/ the Borough)'s intended response to Adverse Weather in the Borough. This plan covers:

- Snow and Ice
- Storms and Gales
- Heatwaves
- Drought
- Flooding

Linking Plans (Available on Resilience Direct)

- Surrey Local Resilience Forum (SLRF)'s Adverse Weather Plan
- SBC Multi-Agency Flood Plan
- SLRF Flood Plan
- SLRF Drought Plan
- SLRF Volunteers capability document
- SLRF Identifying and Supporting Vulnerable People in an Emergency Plan

Exercising & Testing

This plan should be exercised every 18 months and reviewed following any exercise or live activation.

Scope

This plan covers the Borough's operational response to adverse weather. It complements the SLRF Adverse Weather Plan. This plan and the SLRF Adverse Weather Plan are both available on Resilience Direct/ through Applied Resilience.

Section 1: Snow and Ice

1.1 Warnings and Triggers:

Warnings

The Met Office National Severe Weather Warning Service warns of severe or hazardous weather which has the potential to cause danger to life or widespread disruption. These are often good indicators in determining if this plan should be activated. Warnings are issued when there is a risk of severe weather in the next 7 days. Before issuing a warning, the Met Office will assess the likelihood and potential impact of a weather event. Warnings will then be allocated a colour according to the impact matrix below.

Figure 1 Met Office National Severe Weather Warning Service

Impact x Likelihood

NOTE: These will often be updated – make sure to review the most up to date version

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                  ┌─────────────────────────┐
                  │  Notification of warning/ │
                  │    weather advisory       │
                  │     teleconference        │
                  └─────────────────────────┘
         ┌──────────────────┴──────────────────┐
  ┌──────────────┐                      ┌──────────────┐
  │  SBC via AR  │                      │   SCC/ LRF   │
  └──────────────┘                      └──────────────┘
         │          ┌─────────────────────┐
         │          │   LRF Teleconference │
         │          │         with         │
         │          │   minutes/ action log│
         │          └─────────────────────┘
         │                    │
  ┌──────────────────────────────────┐
  │           Departments             │
  └──────────────────────────────────┘
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This is a cyclical process and partners will keep a watching brief throughout the process in addition to any LRF teleconferences
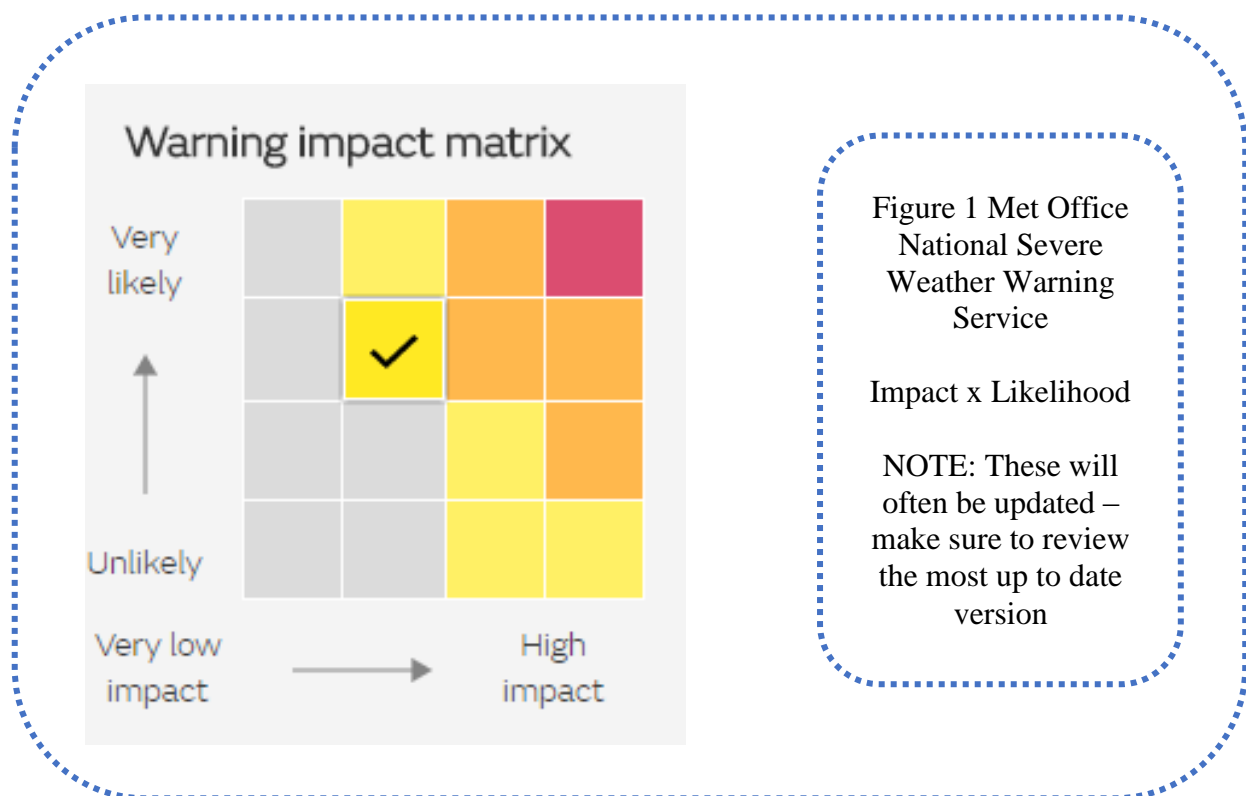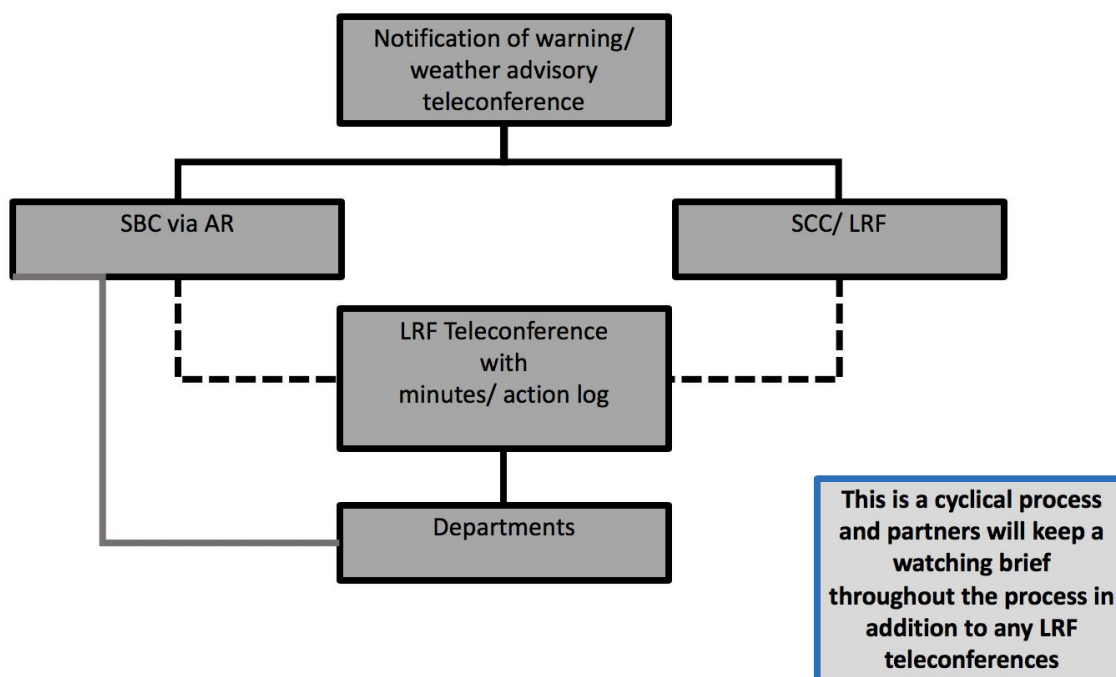
YELLOW Severe Weather Warning for SNOW: if significant impact is forecast, AR/ BECC Coordinators will notify relevant departments.

Surrey County Council (SCC) and the Met Office will discuss the need for a multi-agency Adverse Weather Advisory Teleconference, to share situational awareness between the partners and provide an opportunity for the Met Office to provide further Surrey specific information, as well as answer partners' questions. Where SBC has identified issues relevant to other agencies (for example high profile or large planned events, elections, business continuity issues etc.), they can report these during this teleconference.

Key information from this meeting should be shared with the relevant SBC departments and roles, with an action log maintained where necessary.

AMBER/ RED Severe Weather Warning for SNOW: An Adverse Weather Advisory Teleconference will be triggered by SCC or the Met Office. The process will be similar to that at YELLOW warning, however additional elements may include;

- Consideration around declaration of a Major Incident
- Considerations around establishing a Tactical Coordination Group (TCG)
- Consideration of a welfare group teleconference to discussing provisions for vulnerable people
- Consideration around establishing a Multi-Agency Information Group

Notification of an Adverse Weather Teleconference will come from Surrey County Council's Duty Officer.

1.2 Activation and Notifications

The Tactical Lead (or Applied Resilience) will be in receipt of weather forecasts from the Met Office and will provide regular email updates as the situation develops to the following as a minimum:

- Operational team/ Depot
- Customer Service
- Communications
- Human Resources
- Community Wellbeing
- Facilities
  - IMT where necessary e.g. if there is a need to consider operating with skeleton staff, suspension of services or if a Major Incident has been declared

Unexpected Weather Conditions

On receipt of a notification of significant unexpected snow fall in the next 24hrs, the Tactical Lead would be notified by telephone call from either SCC EMRT or Applied Resilience. This will then be cascaded to (depending on forecast and judgement):

- Operational team/ Neighbourhood Services
- Customer Service
- Communications
- Human Resources
- Community Wellbeing
- Facilities
  - IMT where necessary e.g. if there is a need to consider operating with skeleton staff, suspension of services or if a Major Incident has been declared

In hours a daily internal teleconference works well to ensure internal issues are discussed and worked through. This should be completed before the first LRF Adverse Weather Teleconference as the Tactical Lead will need to give an update at the Telecon. There should also be consideration for an internal teleconference or email update after the LRF call to pass on key updates from partners.

1.3 Response: Initial Actions and Considerations

The Tactical Lead will make an assessment of the alert to determine whether further action is required. This assessment may include the following:
- Can staff get to and from work safely?   - Have the areas around SBC's sites including Knowle Green and the depot been gritted and snow preparedness measures been implemented?   - When at work, are staff able to carry out their normal duties safely?   - Consider how operations and staff required to complete site/ external visits could be affected

- Business Continuity – will staffing levels be affected, are any services, key sites or equipment likely to be impacted by the adverse weather?
- Support the identification of vulnerable people:
    - Ensure that our vulnerable people data is up to date on the Local Resilience Forum Vulnerable People Reporting System (in hours by the Community Wellbeing team if available)
    - Link in with multi-agency partners to support identified vulnerable people. This is usually via teleconference
    - We have the responsibility for the vulnerable people identified that are only known to ourselves.
    - Consider measures around community centres

The Tactical Lead may consult with and request feedback from key operational services to make a full assessment of the likely impact.

1.4 Substantive response: Command and Control

Strategic (Gold)

Management Team will keep up to date on the situation and be ready to make decisions as and when needed. Depending on the scale of the incident a major incident may be declared and if, so they should send a representative to the Strategic coordinating Group.

Tactical (Silver)

AR will take the Tactical lead until they feel the Borough Emergency Centre needs to be opened.

Operations (Bronze)

The following resources may be called upon:
- Sandbagging
- Gritting
- Street cleansing
- Provision of equipment (temporary sanitary facilities, skips and ancillary equipment)
- Refuse and debris collection

Lead Officer (s)	Service	Responsibility during response
Group Head and	Streetscene	• Management Team lead

Lead Officer (s)	Service	Responsibility during response
Deputy Group Head of Neighbourhood Services		• Redeploy staff / labour / service resource
Group Head and Deputy Group Head of Neighbourhood Services Senior Environmental Health Officer	Waste & Recycling	1. Survey trees and recommend remedial works to hazardous trees; 2. Undertake various arboricultural operations; 3. Clear storm damaged trees; 4. Organise and liaise with external tree contractors.
Group Head and Deputy Group Head of Neighbourhood Services	Waste & Recycling	• Collection of Waste & Recycling
Parking Services Manager	Car Parking	• Car Parking • Gritting of designated car parking areas
Group Head and Deputy Group Head of Neighbourhood Services Engineers Cleansing Operations Manager	Flooding response	• Receive notification/alert • Make an assessment of the situation (likely effect on properties) • Receive and log requests for sandbags • Put operatives on standby
Group Head and Deputy Group Head of Neighbourhood Services	Sandbags & Street Cleansing	• Supervise operatives in the use of sandbagging machine • Co-ordinate delivery of sandbags where appropriate • Deploy resources to grit town centres • Deputy for Waste & Recycling Operations Manager • Operational knowledge • Mobilise resources
Group Head and Deputy Group Head of Neighbourhood Services	Provision of Equipment (Temporary sanitary facilities, skips and ancillary equipment)	• Procure / contract necessary equipment.

Gritting services: Responsibility
Overall responsibility for the gritting of roads lies with Surrey County Council (SCC) and Highways England (HE) and this should be communicated clearly to the public. However, there may be occasions whereby Spelthorne Borough Council can offer assistance where either SCC or HE cannot cope with demand. In extreme snow and ice circumstances, Spelthorne Borough Council do not offer to take insurance liability for any event resulting from their acceptance to help with gritting to meet demand. The exception to this is negligence on the part of operatives whilst working, or incidents arising from road traffic accidents involving fleet vehicles whilst on duty.

A copy of the most recent SCC priority winter gritting routes can be obtained online: https://www.surreycc.gov.uk/roads-and-transport/road-maintenance-and-cleaning/salting-and-gritting/salting-routes-in-surrey.

Salt Stock
There is a limited stock of salt supplied by SCC for use in town centres and by local builders merchants for our site. Whilst the council can procure salt it does not get priority and will face the same limitations as other organisations attempting to procure salt during prolonged severe weather.

1.5 Communicating with Staff

In Office Hours
During office hours, messages and decisions about maintaining services will be communicated via email, text message, Spelnet and line managers. A sample message template can be found at Appendix B for guidance.

Decisions about the messages that should be communicated will be agreed by the Management Team. Having considered, and where relevant sought input from Group Heads on, the impact the adverse weather may have on key operational services, the following teams will liaise to ensure a consistent message is disseminated via communication channels:

- Communications
- Customer Service
- Human Resources

As the event unfolds, ongoing communication with staff should be agreed and distributed by the Communications team. This should also include consideration of whether officers' normal place of work is safely accessible, provides a safe working environment during the adverse weather event. Information should be published on the Council's website at the following address: https://spelnet.spelthorne.gov.uk/home. This will ensure that all staff have access to information relating to the current situation and can make arrangements with their

line managers accordingly. Where officers have specific vulnerabilities e.g. an illness which may be impacted by the adverse weather event, line managers must take these factors into consideration and decide on a case by case basis whether specific measures should be in place to facilitate remote working or leave if necessary.

Outside of office hours

Outside of office hours messages and decisions about maintaining services will be communicated by:

- Staff page on Council website (https://spelnet.spelthorne.gov.uk/home)
- Customer Service can record messages for staff (guidance and instructions on how to update this line can be found in Appendix E of the Borough Emergency Control Centre Plan)

1.6 Communicating with the Public

Communications with the public can take the form of:
- Media and press announcements (jointly with other organisations);
- Switchboard messages;
- Council website messages; and
- Appropriate social media channels.

The Communications team action the issuing of all messages via social media channels. It is important to engage local businesses, service providers, transport operators and residents during adverse weather events. Signposting the public to relevant resources including SBC and SCC's severe weather pages assists them in making informed decisions.

During an adverse weather event, it is vital to publicise useful information to the public. The following teams will liaise to ensure a consistent message is disseminated via communication channels:
- Customer Service
- Communications
- MAT

1.7 Business Continuity Considerations

Service Prioritisation
Services should be prioritised in line with the council's Corporate Business Continuity Plan, which highlights the critical services – for information please see plans on Resilience Direct: https://www.resilience.gov.uk

Staff redeployment to support critical activities
In the event that the offices are open, but with a significantly reduced workforce, it may be that staff will be asked to support other service areas. Staff are expected to

be flexible and responsive in these cases however they would not normally be asked to carry out tasks that are beyond the scope of their role profile.

Health and Safety

The health and safety of our staff and the public will remain our main priority however the nature of emergencies is that we generally need to respond quickly; reasonable training, instruction and personal protective equipment will be given.

Any tasks carried out should be risk assessed by management in the normal way and operational staff are asked to dynamically risk assess their roles and the impact that snow or ice could have on the fulfilment of the role. Please direct any questions to either the relevant line manager, the Health and Safety Advisor or both.

1.8 In extremis

The Tactical Lead will make an assessment of the alert to determine whether further action is required. This assessment may include the following:

- Do any services need to be suspended?
- Does a mutual aid request need to be considered?

2.1 Warnings and Triggers

Warnings

The Met Office National Severe Weather Warning Service warns of severe or hazardous weather which has the potential to cause danger to life or widespread disruption. These are often good indicators in determining if this plan should be activated. Warnings are issued when there is a risk of severe weather in the next 7 days. Before issuing a warning, the Met Office will assess the likelihood and potential impact of a weather event. Warnings will then be allocated a colour according to the impact matrix below.
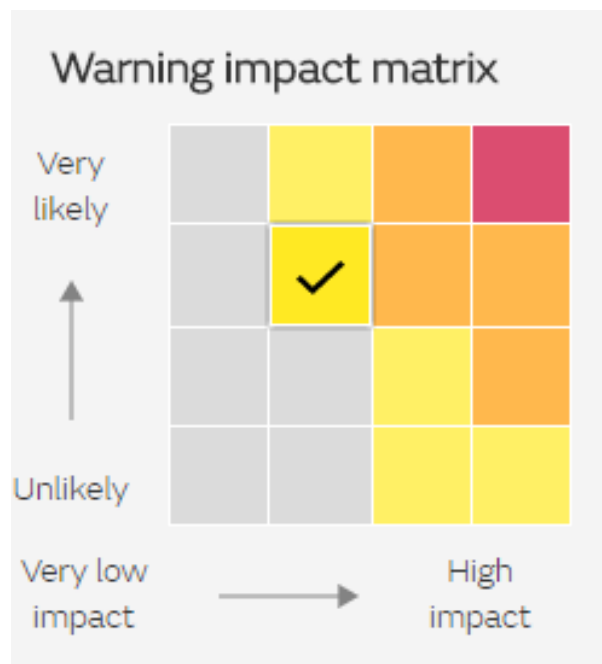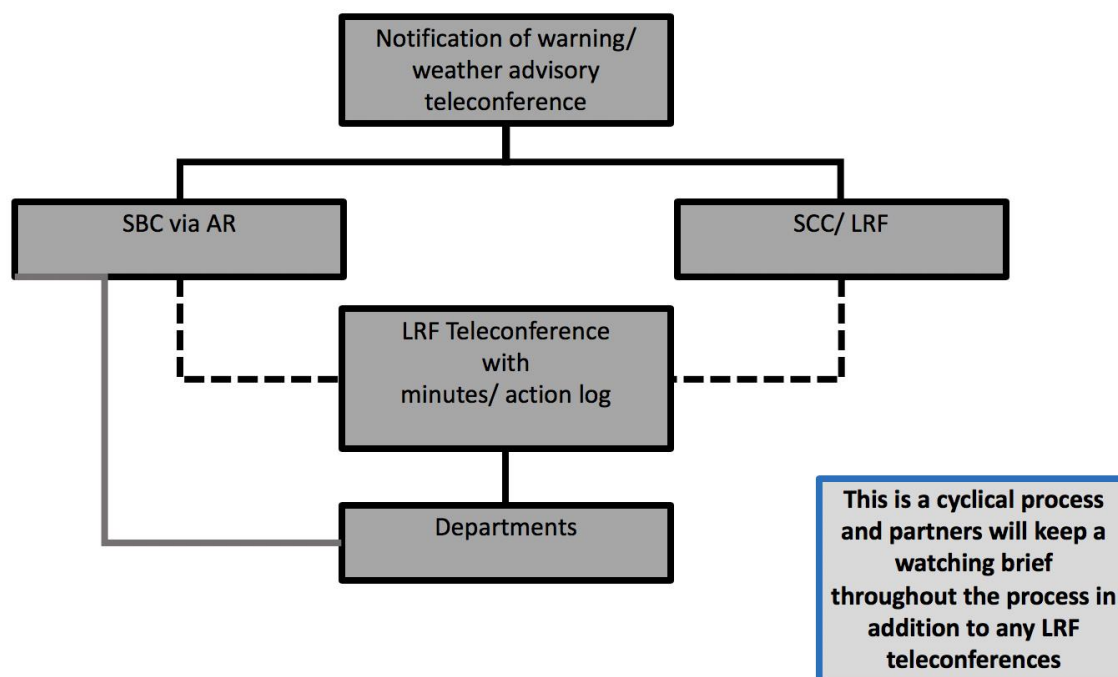

Figure 1 Met Office National Severe Weather Warning Service

Impact x Likelihood

NOTE: These will often be updated – make sure to review the most up to date version

Triggers

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                    ┌───────────────────────────┐
                    │  Notification of warning/  │
                    │     weather advisory       │
                    │      teleconference        │
                    └───────────────────────────┘
           ┌────────────────┴────────────────────┐
   ┌──────────────────┐                  ┌──────────────────┐
   │   SBC via AR     │                  │     SCC/ LRF     │
   └──────────────────┘                  └──────────────────┘
           │         ┌──────────────────────┐
           │         │   LRF Teleconference │
           │         │         with         │
           │         │  minutes/ action log │
           │         └──────────────────────┘
           │                  │
   ┌──────────────────────────────────────┐
   │              Departments              │
   └──────────────────────────────────────┘
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This is a cyclical process and partners will keep a watching brief throughout the process in addition to any LRF teleconferences

YELLOW severe weather warning for wind: if significant impact is expected the Tactical Lead (or Applied Resilience if requested) will notify relevant departments of the expected weather. Surrey County Council (SCC) and the Met Office will discuss the need for a multi-agency teleconference which the Tactical Lead will attend.

AMBER/RED severe weather warning for wind: The Tactical Lead will call into a Multi-agency Adverse Weather Teleconference and inform relevant departments to take mitigating action. SCC's Duty Officer will provide notification of an adverse weather advisory teleconference.

2.2 Activation and Notifications

The Tactical Lead (or Applied Resilience) will be in receipt of weather forecasts from the Met Office and will provide regular email updates as the situation develops to the following as a minimum:
- Operational team/ Depot
- Customer Service
- Communications
- Human Resources
- Community Wellbeing
- Facilities
    o IMT where necessary e.g. if there is a need to consider operating with skeleton staff, suspension of services or if a Major Incident has been declared

Unexpected Weather Conditions

On receipt of a notification of significant unexpected high winds in the next 24hrs, the Tactical Lead would be notified by telephone call from either SCC EMRT or Applied Resilience. This will then be cascaded to (depending on forecast and judgement):

- Operational team/ Depot
- Customer Service
- Communications
- Human Resources
- Community Wellbeing
- Facilities
    - IMT where necessary e.g. if there is a need to consider operating with skeleton staff, suspension of services or if a Major Incident has been declared

2.3 Initial Actions and Considerations

The Tactical Lead will make an assessment of the alert to determine whether further action is required. This assessment may include the following:

- Ensure email notifications have been sent out and are kept up to date
- Inform staff of risks, safety considerations and potential travel disruptions
- Applied Resilience should attend any Adverse Weather Teleconferences
- Consider how operations and staff required to complete site/ external visits could be affected
- Business Continuity – will staffing levels be affected, are any services, key sites or equipment likely to be impacted by the adverse weather?
- Support the identification of vulnerable people:
    - Ensure that our vulnerable people data is up to date on the Local Resilience Forum Vulnerable People Reporting System (in hours by the Community Wellbeing team if available)
    - Link in with multi-agency partners to support identified vulnerable people. This is usually via teleconference
    - We have the responsibility for the vulnerable people identified that are only known to ourselves.
    - Consider measures around community centres

The Tactical Lead may consult with and request feedback from key operational services to make a full assessment of the likely impact.

2.4 Substantive Response: Operations

Responsibility for Managing Fallen Trees

During adverse weather, high winds may result in fallen trees; these can be hazardous, causing disruption on the highways and exacerbating river flooding.

Overall responsibility for fallen trees (regardless of the owner) on roads lies with Surrey County Council (SCC) and Highways England (HE). SBC may assist SCC or the Highways Agency when the tree is owned by SBC. SBC have responsibility for maintenance of all trees on Council owned land.

The Environment Agency are responsible for contacting the landowner to clear trees blocking rivers. The land/tree owner is responsible for clearing/removing trees blocking rivers/streams.

2.5 Communicating with Staff

In Office Hours:

During office hours, messages and decisions about maintaining services will be communicated via email, text message, Spelnet and line managers. A sample message template can be found at Appendix B for guidance.

Decisions about the messages that should be communicated will be agreed by the Management Team. Having considered, and where relevant sought input from Group Heads on, the impact the adverse weather may have on key operational services, the following teams will liaise to ensure a consistent message is disseminated via communication channels:

- Communications
- Customer Service
- Human Resources

As the event unfolds, ongoing communication with staff should be agreed and distributed by the Communications team. This should also include consideration of whether officers' normal place of work is safely accessible, provides a safe working environment during the adverse weather event. Information should be published on the Council's website at the following address: https://spelnet.spelthorne.gov.uk/home. This will ensure that all staff have access to information relating to the current situation and can make arrangements with their line managers accordingly. Where officers have specific vulnerabilities e.g. an illness which may be impacted by the adverse weather event, line managers must take these factors into consideration and decide on a case by case basis whether specific measures should be in place to facilitate remote working or leave if necessary.

Outside of office hours:

It is rare that a storm develops without a lead time therefore where possible, notifications should happen in hours. Outside of office hours messages and decisions about maintaining services will be communicated by:

- Staff page on Council website (https://www.spelthorne.gov.uk)
- Customer Service can record messages for staff (guidance and instructions on how to update this line can be found in Appendix E of the Borough Emergency Control Centre Plan)

2.6 Communicating with the Public

Communications with the public can take the form of:
- Media and press announcements (jointly with other organisations);
- Switchboard messages;
- Council website messages; and
- Appropriate social media channels.

The Communications team action the issuing of all messages via social media channels. It is important to engage local businesses, service providers, transport operators and residents during adverse weather events. Signposting the public to relevant resources including SBC and SCC's severe weather pages assists them in making informed decisions.

During an adverse weather event, it is vital to publicise useful information to the public. The following teams will liaise to ensure a consistent message is disseminated via communication channels:
- Customer Service
- Communications
- MAT

2.7 Business Continuity Considerations

Service Prioritisation
Services should be prioritised in line with the council's Corporate Business Continuity Plan, which highlights the critical services – for information please see plans on Resilience Direct: https://www.resilience.gov.uk

Staff redeployment to support critical activities
In the event that the offices are open, but with a significantly reduced workforce, it may be that staff will be asked to support other service areas. Staff are expected to be flexible and responsive in these cases however they would not normally be asked to carry out tasks that are beyond the scope of their role profile.

Health and Safety
The health and safety of our staff and the public will remain our main priority however the nature of emergencies is that we generally need to respond quickly; reasonable training, instruction and personal protective equipment will be given.

Any tasks carried out should be risk assessed by management in the normal way and operational staff are asked to dynamically risk assess their roles and the impact

that wind and gales could have on the fulfilment of the role. Please direct any questions to either the relevant line manager, the Health and Safety Advisor or both.

2.8 In extremis

The Tactical Lead will make an assessment of the alert to determine whether further action is required. This assessment may include the following:
• Do any services need to be suspended? • Does a mutual aid request need to be considered?

Section 3: Heatwave

3.1 Warnings and Triggers

The Met Office run a heat health watch system from the 1st June to the 15th September which can be found here. The service forecasts day-time and night-time maximum temperatures, which are monitored regionally. When a threshold average temperature is 31 °C by day and 16 °C overnight for at least two consecutive days, a warning is issued:

Level one (Long Term Planning): This is the minimum alert and is in place every year from 1 June until 15 September, which is the period that heat-health alerts are likely to be issued. This minimum alert simply means that people should be aware of what to do if the alert level is raised.

Level two (Alert & Readiness): Issued when there is a high chance that the threshold will be exceeded within the next few days

Level three (Action): Issued when the thresholds have been exceeded

Level four (Major Incident- emergency response): Issued when a prolonged hot spell becomes severe

The Surrey County Council (SCC) Emergency Management Team will determine if a teleconference is required to respond to a heatwave following consultation with SCC, Public Health, and NHS England South (South East) partners.
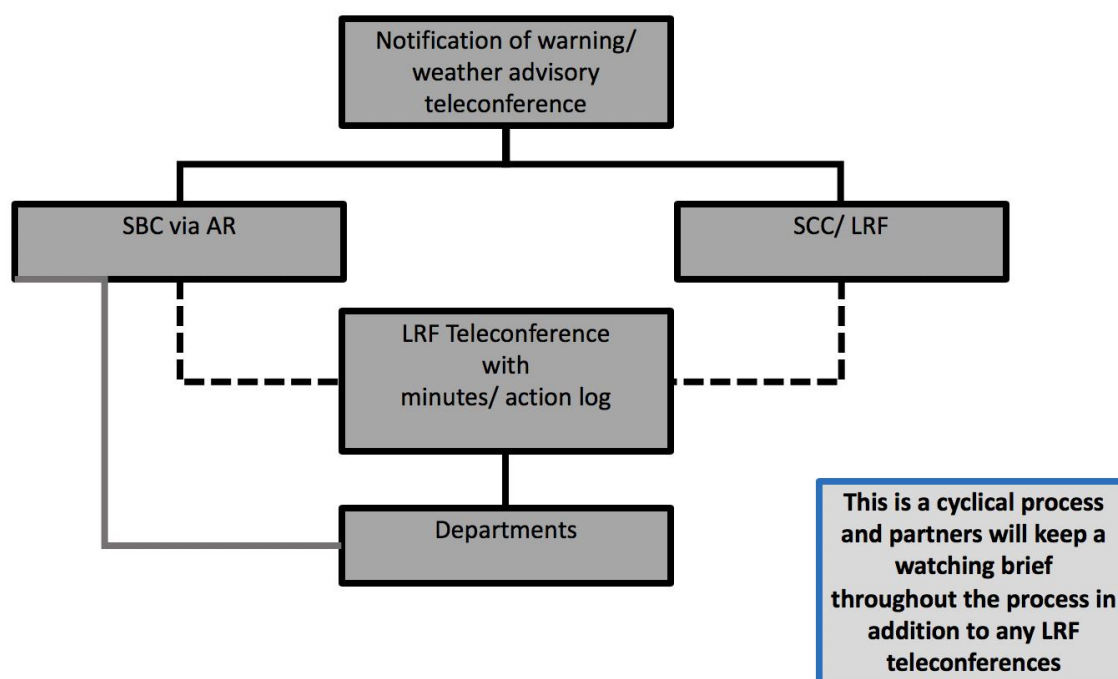
3.2 Activation and Notifications

The weather forecast should be known in advance and this will lead to regular email updates as the situation develops. Updates will be sent to:

- Operational team/ Depot
- Customer Service
- Communications
- Human Resources
- Community Wellbeing
- Facilities
  - IMT where necessary e.g. if there is a need to consider operating with skeleton staff, suspension of services or if a Major Incident has been declared

3.3 Initial Actions and Considerations

The Tactical Lead will make an assessment of the alert to determine whether further action is required. This assessment may include the following:

- Ensure that email notifications have been sent and are kept up to date
- Consider staff health and safety and any measures that need to be put in place for a safe work environment. Consider how operations and staff required to complete site/ external visits could be affected – should hours be varied? Further water dispensers provided?
- Inform staff of potential health risk and how they can protect themselves
- Tactical Lead or Applied Resilience should call into any Adverse Weather, Heat Health Warning, Teleconference
- Consider how to support vulnerable people in the borough, having regard to the likely duration of the heatwave. The geographical location is too large for a VPRS search however community services we provide (such as meals on wheels and community transport) need to put in considerations for extra support to the vulnerable if required.
- Business Continuity – will staffing levels be affected, are any services, key sites or equipment likely to be impacted by the adverse weather?
- Support the identification of vulnerable people:
  - Ensure that our vulnerable people data is up to date on the Local Resilience Forum Vulnerable People Reporting System (in hours by the Community Wellbeing team if available)
  - Link in with multi-agency partners to support identified vulnerable people. This is usually via teleconference
  - We have the responsibility for the vulnerable people identified that are only known to ourselves.
  - Consider measures around community centres and providing extra bottled water to those receiving meals on wheels.

3.4 Substantive response: Operations

There may be a multi-agency welfare teleconference call to discuss the needs of vulnerable people with all partners. In very extreme heatwave conditions consideration should be given to how SBC can support the community. This could include for example opening up air-conditioned space in the community centres to act as a temporary refuge.

3.5 Communicating with Staff

In Office Hours:

During office hours, messages and decisions about maintaining services will be communicated via email, text message, Spelnet and line managers. A sample message template can be found at Appendix B for guidance.

Decisions about the messages that should be communicated will be agreed by the Management Team. Having considered, and where relevant sought input from Group Heads on, the impact the adverse weather may have on key operational services, the following teams will liaise to ensure a consistent message is disseminated via communication channels:

- Communications
- Customer Service
- Human Resources

As the event unfolds, ongoing communication with staff should be agreed and distributed by the Communications team. This should also include consideration of whether officers' normal place of work is safely accessible, provides a safe working environment during the adverse weather event. Information should be published on the Council's website at the following address: https://spelnet.spelthorne.gov.uk/home. This will ensure that all staff have access to information relating to the current situation and can make arrangements with their line managers accordingly. Where officers have specific vulnerabilities e.g. an illness which may be impacted by the adverse weather event, line managers must take these factors into consideration and decide on a case by case basis whether specific measures should be in place to facilitate remote working or leave if necessary.

Outside of office hours:

Outside of office hours messages and decisions about maintaining services will be communicated by:

- Staff page on Council website (https://www.spelthorne.gov.uk)
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3.6 Communicating with the Public

Communications with the public can take the form of:
- Media and press announcements (jointly with other organisations);
- Switchboard messages;
- Council website messages; and
- Appropriate social media channels.

The Communications team would action the issuing of messages via social media channels. The Communication Team leads on updating the Council's Twitter feed, so any twitter messages should be conveyed to them.

During an adverse weather event, it is vital to publicise useful information to the public. The following teams will liaise to ensure a consistent message is disseminated via communication channels:
- Customer Services
- Communications

3.7 Business Continuity Considerations

Service Prioritisation
Services should be prioritised in line with the council's Corporate Business Continuity Plan, which highlights the critical services – for information please see plans on Resilience Direct: https://www.resilience.gov.uk

Staff redeployment to support critical activities
In the event that the offices are open, but with a significantly reduced workforce, it may be that staff will be asked to support other service areas. Staff are expected to be flexible and responsive in these cases however they would not normally be asked to carry out tasks that are beyond the scope of their role profile.

Health and Safety
The health and safety of our staff and the public will remain our main priority however the nature of emergencies is that we generally need to respond quickly; reasonable training, instruction and personal protective equipment will be given. If staff are working from Knowle Green or out in the community, particular attention should be paid to the temperatures they are working in. Where the risk to health from heat exposure is a concern, particularly if staff have individual vulnerabilities or illnesses, this will need to be factored into the Council's business continuity capacity and if necessary, taken to IMT for discussion and review.

Any tasks carried out should be risk assessed by management in the normal way and operational staff are asked to dynamically risk assess their roles and the impact that extreme heat could have on the fulfilment of the role. Please direct any questions to either the relevant line manager, the Health and Safety Advisor or both.

## 3.8 In extremis

The Tactical Lead will make an assessment of the alert to determine whether further action is required. This assessment may include the following:
• Do any services need to be suspended? • Does a mutual aid request need to be considered?

Section 4: Drought

4.1 Warnings and Triggers

The Environment Agency routinely measure, monitor and report on a range of hydrological parameters to assess the water situation across England. They do this using their own hydrometric data, together with data provided by the Met Office and water companies.

The Environment Agency is the lead agency in determining if a Multi-Agency Adverse Weather Teleconference should be held and further detail around activation and response actions are detailed within the Surrey Local Resilience Forum Drought Plan.
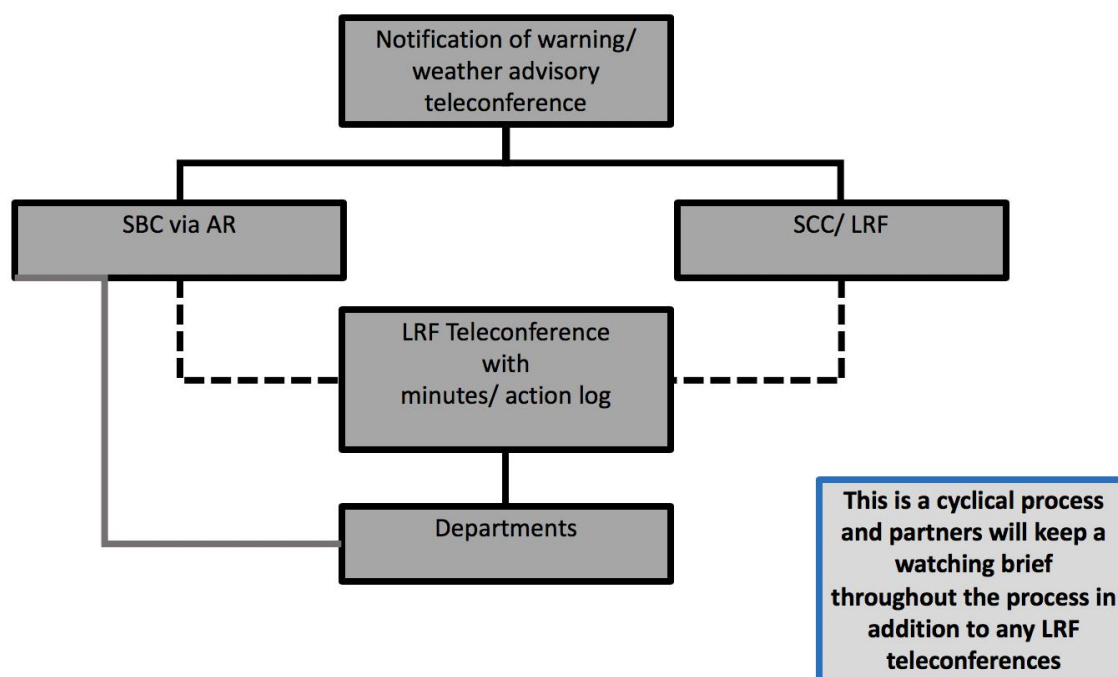
Level 1: Developing Drought

Low rainfall; significant rainfall deficit; reservoirs low; some notably low groundwater, rivers/wetlands low; soil dry; wildlife affected.

Level 2: Drought

Groundwater notably and/or exceptionally low; reservoirs, rivers and/or lakes notably and/or exceptionally low; soil dry; notable impacts on the environment; restrictions on water use and abstraction.

Level 3: Severe Drought

Exceptionally low rainfall; soil very dry groundwater exceptionally low; rivers and reservoirs exceptionally low; severe damage occurring to environment; widespread severe restrictions on water use and abstraction. Triggers to reach this level would include e.g. consideration of standpipes on streets.

Level 4: Recovering from Drought

There has been significant rainfall, reservoirs/lakes remain low; some notably low groundwater, rivers/wetlands remain low; soil moisture is at average or wetter than average levels for the time of year, wildlife affected.

4.2 Activation and Notifications

A drought situation develops over many months/years and so there is advance notice of a situation developing, leading to regular email updates as the situation develops.

At Drought Level 2, communications will be sent to:

- Operational team/ Depot
- Customer Service
- Communications
- Human Resources
- Community Wellbeing
- Facilities
  - IMT where necessary

4.3 Initial Actions and Considerations

This is a slow rising tide event which develops over several months/years. Either the Tactical Lead or Applied Resilience should be dialling into the Multi-Agency Teleconference led by the Environment Agency and ensure their plans procedures are up to date including supporting the community and internal staff procedures.

4.4 Substantive response: Operations

Borough responsibilities:

- Support the identification of vulnerable people when required.
  - Ensuring our vulnerable people data is up to date on the LRF VPRS
  - Linking in with multi-agency partners to support identified vulnerable

people. This is usually via teleconference

- o We have the responsibility for the vulnerable people identified that are only known to ourselves.
- Increased enforcement of food safety standards
- Environmental Health teams to work with those who have a private water supply (PWS). Check water quality and if source dries up work with water companies to arrange alternative supply. If the PWS fails and there is no alternative supply, the house could be classed as uninhabitable.

4.5 Communicating with Staff

Communications to staff on how to look after their own welfare and how it affects the workplace should be put in place especially if business continuity issues start to arise. This should be done in line with the IMT strategy.

4.6 Communicating with the Public

The Environment Agency and water companies have pre-existing communication strategies to handle water shortage situations. The borough communications teams should link into the Multi-Agency Information Group (MIG) if set up. If not, they should take the lead from the Environment Agency and water companies' communication strategy.

4.6 Business Continuity Considerations

Depending on the level at which the council buildings are affected, measures should be put in place to provide bottled water and promote staff working from home.

If the drought coincides with a heatwave, policies and business continuity plans need to be activated as this can become a protracted incident.

Service Prioritisation

Services should be prioritised in line with the council's Corporate Business Continuity Plan, which highlights the critical services – for information please see plans on Resilience Direct: https://www.resilience.gov.uk

Staff redeployment to support critical activities

In the event that the offices are open, but with a significantly reduced workforce, it may be that staff will be asked to support other service areas. Staff are expected to be flexible and responsive in these cases however they would not normally be asked to carry out tasks that are beyond the scope of their role profile.

Health and Safety

The health and safety of our staff and the public will remain our main priority however the nature of emergencies is that we generally need to respond quickly; reasonable training, instruction and personal protective equipment will be given.

Any tasks carried out should be risk assessed by management in the normal way and operational staff are asked to dynamically risk assess their roles and the impact that extreme heat could have on the fulfilment of the role. Please direct any questions to either the relevant line manager, the Health and Safety Advisor or both.

4.7 In extremis

> The Tactical Lead will make an assessment of the alert to determine whether further action is required. This assessment may include the following:
>
> - Do any services need to be suspended?
> - Does a mutual aid request need to be considered?

Section 5: Flooding

5.1 Warnings and Triggers

Response Level	Triggers	Actual or Forecast impact	LRF Response
No warnings in force	None	No specific response, normal awareness of possible risk of severe weather events.	No specific response, normal awareness of possible risk of severe weather events.
Low (EA Lead)	Flood Guidance Statement Yellow Severe Weather Warning or Notification of burst pipe from water company	There is a low risk of flooding within the next 5 days. Flooding is possible, be prepared. **FLOOD ALERT** Impact may include: • Fast flowing rivers. • Bank full rivers. • Overland flow from rivers and streams. • Localised flooding including roads, farmland/ recreational land. • Individual coastal properties affected. • Travel disruption.	Some routine or preparatory responses may be underway. • Heightened awareness of risk. • Possible activation of Multi-Agency Flood Plans. • Consider the need for holding a flooding teleconference and/or EA to disseminate information to partners regarding possible flooding impacts. • Monitor NSWW Rain warnings to inform decision making.
Medium	Flood Guidance Statement Amber Severe Weather Warning or Notification of burst pipe from water company	There is a medium risk of flooding within the next 5 days. Flooding is expected, immediate **FLOOD WARNING** Impact may include: • Property flooding.	EA to call and chair an advisory flooding teleconference. • Relevant Districts and Boroughs activate their Multi-Agency Flood Plans. • Actions taken as outlined in the Surrey Multi-Agency Flood Plan and Districts/ Boroughs' Multi-Agency Flood Plans. • Consideration of

		Impact may include:	As Medium then:
		• Damage to infrastructure and buildings. • Possible danger to life • Disruption to/ loss of key sites, transportation and utilities. • Damage to flood defences possible.	temporary flood defences mobilisation. • Monitor NSWW Rain warnings to inform decision making. • Consider Multi-Agency co-ordination requirements. • Consider setting up Tactical Coordinating Group (TCG), if required. Does the chair now need to pass to the Police? • Consider setting up Strategic Coordinating Group (SCG), if required.
High	Flood Guidance Statement Red Severe Weather Warning	There is a high risk of flooding within the next 5 days. Severe flooding, danger to life. Impact may include: • Danger to life. • Large scale evacuation of properties may be required. • Widespread flooding. • Widespread loss of key sites, transportation and utilities. • Collapse of structure/ buildings possible. • Significant impact on professional	As Medium then: • Consider setting up a SCG if not already set up. • A TCG should be set up. If any neighbouring counties are coloured red then LRF partners will maintain a watching brief. • If it hasn't already been done chair should be passed to the Police. • Consider setting up Forward Command Post(s) as required. • Establish liaison with Ministry of Housing, Communities and Local Government Resilience and Emergencies Division (MHCLG RED). • If the Flood Guidance Statement is red for a neighbouring area then the LRF partners will

		partners' capacity to respond, including requirement for mutual aid. • Severe disruption to travel. • Flood defence failure/ overtopping and extreme flooding.	maintain a watching brief. • The Media to be co-ordinated as per the Major Incident Communications plan. • Consider evacuation and shelter strategies. • Establish a watching brief on key infrastructure and utilities.

SBC has 5 Environment Agency flood alert areas which are further divided. The details of these can be found in the SBC LRF Multi Agency Flood Plan, part 2, which is available on Resilience Direct and Here.

Flood Alert Area 1: River Thames from Datchet to Shepperton Green 063WAF23 Datchet River Thames from Datchet to Shepperton Green including Old Windsor, Wraysbury, Horton, Staines, Egham, Laleham and Chertsey			
SBC Flood Warning Area	**EA Flood Warning Area**	**EA Flood Warning Area Reference Code**	**Description**
Area 1.1	River Thames at Staines and Egham	061FWF23Staines	River Thames at Staines and Egham including Bell Weir and Penton Hook Locks, Runnymede, Hythe End, Pooley Green, Thorpe Lea, and East Egham * note below
Area 1.2	River Thames at Laleham	061FWF23Laleham	River Thames at Laleham and Penton Hook including Penton Park, Laleham Reach and Laleham Abbey, Staines Road, The Broadway and Thames Side
Area 1.3	River Thames at Shepperton Green	061FWF23ShepGrn	River Thames in the Shepperton Green village area.

SBC Flood Warning Area	EA Flood Warning Area	EA Flood Warning Area Reference Code	Description
Area 1.4	River Thames at Chertsey	061FWF23Chertsey	River Thames at Chertsey including Chertsey Lock, Abbeychase, Chertsey Bridge Road, Thames Close, Hazelbank Road, Mead Lane and Bridge Wharf
Area 1.5	Properties closest to the River Thames between Littleton Lane (Shepperton Green) and Shepperton Lock	061FWF23XShepG	River Thames at the Littleton Lane, Chertsey Road and Pool End areas of Shepperton Green – as well as Dockett Eddy, Dockett Point and Pharaoh's Island
Area 1.6	Properties closest to the River Thames from Runnymede Pleasure Grounds, Staines to Penton Hook	061FWF23XStaines	River Thames between Runnymede Pleasure Grounds, Staines and Penton Hook – including Hythe End Road, Bell Weir Lock, Holm Island, Church Island, Truss Island, and Penton Hook Lock areas of Staines
Area 1.7	Properties closest to the River Thames at Sunbury	061FWF23XSunbry	River Thames at Sunbury from Wheatley's Eyot to Sunbury Court Island – including Wheatley's Eyot, Sunburylock Ait, Sunbury Ait, Sunbury Court Island and properties on The Creek, Parke Road, Thames Street and Lower Hampton Road

Flood Alert Area 2: River Thames from Shepperton to Molesey 063WAF23 LHalifrd
River Thames from Shepperton to West and East Molesey – including Hamm Court, Walton-on-Thames and Sunbury

SBC Flood Warning Area	EA Flood Warning Area	EA Flood Warning Area Reference Code	Description
Area 2.1	River Thames at Shepperton and Lower Halliford	061FWF23LHalifrd	The River Thames from Shepperton Lock to Beasley's Ait – including Sandhills Meadow, Thames Meadow, Penny Lane and Felix Lane areas

SBC Flood Warning Area	EA Flood Warning Area	EA Flood Warning Area Reference Code	Description
Area 2.2	River Thames at Sunbury	061FWF23Sunbury	River Thames in the Sunbury town area, including Longwood Business Park, Halliford Road areas of Upper Halliford and Sunbury, Lower Hampton Road Park, Kenton Court Meadow and Kempton Park Racecourse areas
Area 2.3	River Thames at Hamm Court	061FWF23HammCrt	River Thames at Hamm Court including Shepperton Lock, Hamhaugh Island, Hamm Court Estate and Dorney Grove
Area 2.4	River Thames at Walton	061FWF23Walton	River Thames at Walton-on-Thames including Desborough Island, Walton Bridge and Elmbridge Leisure Centre
Area 2.5	Properties closest to the River Thames from Shepperton Lock to Beasley's Ait	061FWF23XLHalif	The River Thames from Shepperton Lock to Beasley's Ait, including Sandhills Meadow, Thames Meadow, Penny Lane and Felix Lane areas

Flood Alert Area 3: The Colne Brook at Iver and Colnbrook 062WAF28 Colnbrk			
The Colne Brook at Iver and Colnbrook including Fulmer			
SBC Flood Warning Area	EA Flood Warning Area	EA Flood Warning Area Reference Code	Description
Area 3.1	The Colne Brook at Colnbrook	062FWF28Colnbrk	The Colne Brook at Colnbrook including Horton and Wraysbury

Flood Alert Area 4: The Lower River Colne and Frays River 062WAF28LowColne			
The Lower River Colne and Frays River at Uxbridge, West Drayton, Poyle and Stanwell Moor			
SBC Flood Warning Area	EA Flood Warning Area	EA Flood Warning Area Reference Code	Description
Area 4.1	The Lower River Colne and Frays River at West Drayton and Stanwell Moor	062FWF28WDrayton	The River Colne and Frays River at West Drayton and Stanwell Moor – including Longford and Poyle

Flood Alert Area 5: The River Ash in the Borough of Spelthorne 062WAF31AshMidd			
The River Ash in the Borough of Spelthorne including Ashford and Staines			
SBC Flood Warning Area	EA Flood Warning Area	EA Flood Warning Area Reference Code	Description
Area 5.1	The River Ash at Ashford and Staines	062FWF31Ashford	The River Ash at Ashford and Staines, including Birch Green, Knowle Green, Littleton and Shepperton

NB: Area 1.1 Sweeps Ditch:

Sweeps Ditch watercourse runs from Riverside Car Park through Staines to its outfall by Penton Hook lock. The watercourse floods when the River Thames backs water up its course, causing the flooding to The Ryde, Thamesgate and back gardens of Grosvenor Road and Gordon Close. It is not a naturally fed watercourse but pumped with the pump situated under a manhole by Riverside Car Park. The controls for the pump are in the Thames Water pump room building and it is turned off by a Spelthorne Officer or Runnymede responsive maintenance team when there is a flood alert.

Sweeps Ditch Update December 2019: Following previous flooding in the area we installed flood gates on the Sweeps Ditch. During normal flows the Sweeps Ditch flows into the River Thames. When flows are high on Sweeps Ditch the flood gate remains open to allow the river to drain into the River Thames. When the levels on the River Thames levels increase the water can back up the Sweeps Ditch increasing the risk of flooding to properties. At this point we would close the flood gates to stop the River Thames water backing up Sweeps Ditch at the same time as putting up temporary flood barriers. However, the flood gate cannot be closed until pumps are in place at Penton Hook Lock and Staines Road. This allows the water to be over pumped from behind the structures at the same time as the closure, to reduce water levels in the Sweeps Ditch and prevent property flooding from this river.

The EA have a duty team who monitor Thames river levels. When high levels are seen during a flood, working in partnership with emergency responders in the Surrey Resilience Forum (such as Police, Fire & Rescue, Spelthorne Borough Council and Surrey County Council), the operations team will install these flood reduction measures.

The EA hold the key to the non-return valve. During the incident in December, someone in the community was opening and closing it – it should just be the EA who are able to do this. Since, the lock has been changed to try preventing this from happening again. As the valve was closed during the incident due to the member of the community closing it, residents now believe it should be closed during potential flooding when this isn't always the case. The EA are developing comms to ensure residents understand what it is used for. The process at Sweeps Ditch is under review at the moment by the EA to see if they can start using the non-return valve on a more regular occasion independent of the temporary defences.

5.2 Activation and Notification

STAGE 1: WARNING & INFORMING

- Operational Monitoring (see 1.1) OR Community Reporting
- EA Flood Alert OR MET Office Severe Weather Warning
- Flood Advisory Service (EA/Met Office) initiates a SLRF teleconference

EA Flood Alert OR MET Office Severe Weather Warning → SBC Internal Notification

Flood Advisory Service (EA/Met Office) initiates a SLRF teleconference → SBC representation on SLRF teleconference to gather information

SBC Internal Notification → Local response required?

SBC representation on SLRF teleconference to gather information → Local response required?

Local response required? → No → Remain in Stage 1

Local response required? → Yes →

STAGE 2: RESPONSE

Establish Spelthorne's Borough Emergency Management Team meeting, who should consider whether to activate plans, and open the Borough Emergency Centre (BEC)

↓

Activate Spelthorne MAFP & Borough Emergency Plan

- Carry out relevant operational actions
- Notify external partner agencies of MAFP activation
- SBC representation at Tactical Coordination Group Meetings

STAGE 3: SEVERE FLOODING and/or MAJOR INCIDENT

Major Incident declared? → No → Remain in Stage 2

Major Incident declared? → Yes →

- SBC OPERATIONAL: Carry out relevant operational actions
- SBC TACTICAL: Maintain situational awareness throughout SBC command & control structure. Represent GBC at Tactical Coordination Meetings
- SBC STRATEGIC: SBC representation at Strategic Coordination Group meetings

SBC Adverse Weather Plan- V1

35

Stage 1: Warning & Informing		
Operational Actions	Tactical Actions	Strategic Actions
- Advise operational officers of situation. - Check leave commitments. - Check resource levels. - Check land drainage records and carry out checks of known critical grilles, culverts, and ditches – order any necessary work. - Any immediate issues found that are likely to exacerbate risk of flooding should be made known to Tactical officers	- Carry out SBC internal notification, particularly of lead operational officers. - Gather & relay information from SLRF teleconference.	- Monitor the situation.
Out of hours: Except in exceptional circumstances, Stage 1 actions should be carried out only during working hours. Outside of working hours, the situation should be monitored by a Tactical level officer, which includes attendance on SLRF teleconferences.		

Stage 2: Response		
Operational Actions	Tactical Actions	Strategic Actions
- In addition to all Stage 1 functions; - Information should be regularly relayed and sought to/from Tactical level SBC staff to maintain shared situational awareness.	- In addition to all Stage 1 functions; - Activate all relevant SBC emergency plans and sandbag policy. - Inform Surrey CC Duty Officer of any and all SBC plan activation. - If required, place on standby and deploy incident liaison officers to attend Tactical Coordination Group meetings. - Consider the activation of the SBC Borough Emergency Coordination Centre – this will be a tactical decision based on the anticipated scale of the incident. - Ensure appropriate link with the Tactical Coordination Group (TCG), if established, either through Applied Resilience or Incident Liaison Officers (ILOs). - Place on standby emergency assistance centre provision and activate if necessary. - Notify communications officers and liaise on appropriate messages. Coordinate attendance at a Multi-Agency Information Group (MIG) if	-Consider meeting as an Incident Management Team -Ensure Elected Members are kept up to date -Ensure resources are made available to resource the response as necessary -Develop/authorise messages to staff and externally

established.	

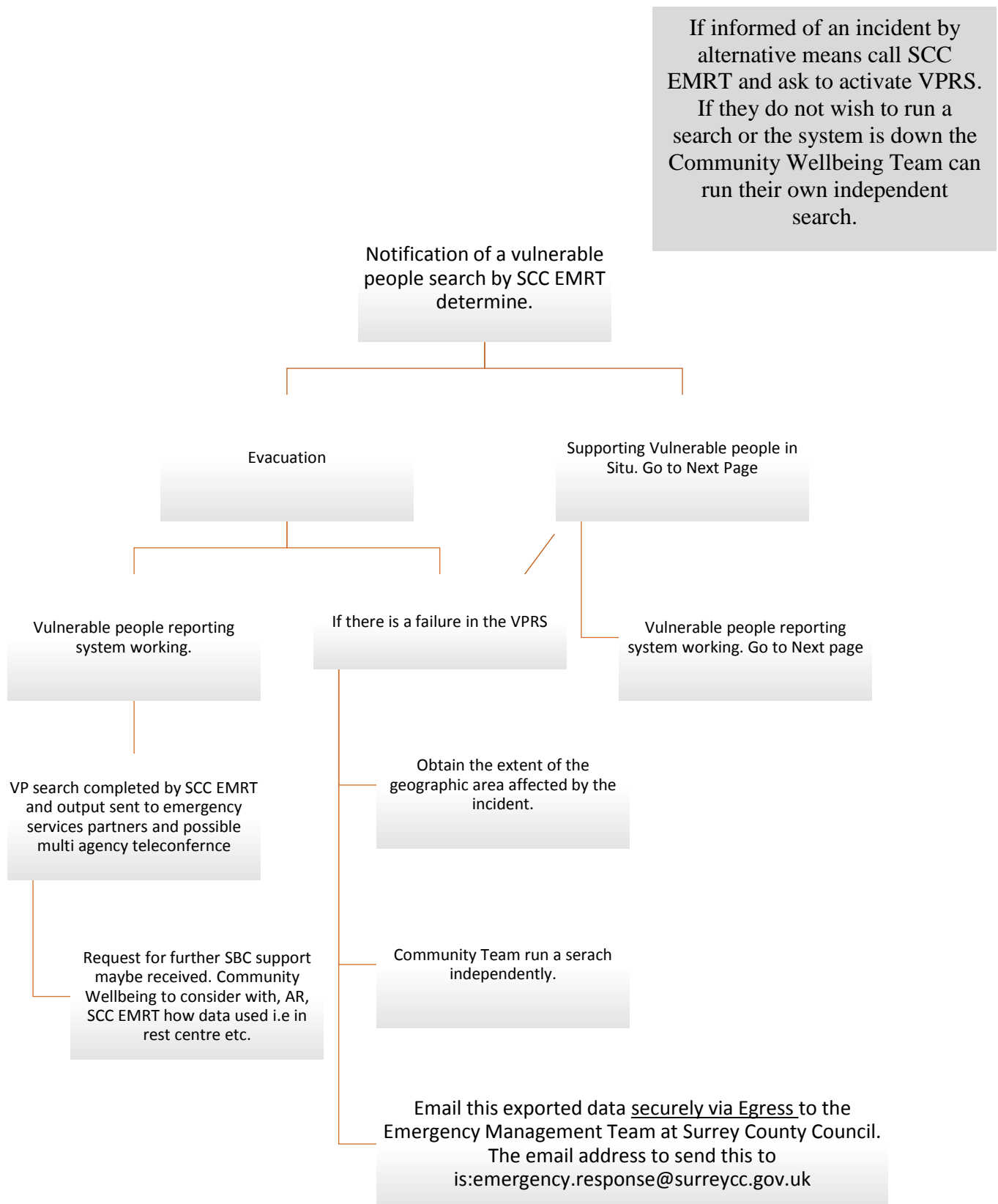| Stage 3: In Extremis: Severe Flooding And/Or Major Incident Declared		
Operational Actions	Tactical Actions	Strategic Actions
- In addition to all Stage 1 & 2 Actions; - A staffing rota should be established to ensure that staff are not working excessive hours – tiredness causes accidents. - Ensure that clear liaison is in place between Operational Services and the Operations Cell of the Borough Emergency Coordination Centre (BECC). - Ensure that regular updates are provided to the Operations Cell of the BECC.	- See Stage 1 and 2 actions and review - Ensure spending is appropriately recorded	-Meet as Incident Management Team (IMT) -Represent the council on the Strategic Coordination Group (SCG) -Ensure Elected Members are kept up to date -Ensure resources are made available to resource the response as necessary -Develop/authorise messages to staff and residents -Consider recovery issues,

		including programme management

AR Notification of Search
(Full procedures in Vulnerable People Part 2 Plan)

> If informed of an incident by alternative means call SCC EMRT and ask to activate VPRS. If they do not wish to run a search or the system is down the Community Wellbeing Team can run their own independent search.

Notification of a vulnerable people search by SCC EMRT determine.

Evacuation

Supporting Vulnerable people in Situ. Go to Next Page

Vulnerable people reporting system working.

If there is a failure in the VPRS

Vulnerable people reporting system working. Go to Next page

VP search completed by SCC EMRT and output sent to emergency services partners and possible multi agency teleconfernce

Obtain the extent of the geographic area affected by the incident.

Request for further SBC support maybe received. Community Wellbeing to consider with, AR, SCC EMRT how data used i.e in rest centre etc.

Community Team run a serach independently.

Email this exported data securely via Egress to the Emergency Management Team at Surrey County Council. The email address to send this to is:emergency.response@surreycc.gov.uk

Supporting Vulnerable People in Situ. Vulnerable People Reporting System VPRS.

PRE – INCIDENT PHASE
(PRO-ACTIVE ACTIONS)

Proactive dataset upload to VPRS

- - - - - - - - - **INCIDENT** - - - - - - - - -

AR notified of emergency

Multi-Agency welfare teleconference held to determine if a Vulnerable People search is required. Timeframe for upload agreed

If in hours contact the Community Team and ask if they would like to do a new upload in the required timeframe. If not use data already on system.

Out of hours

Data from all providers matched by VPRS

VP Search output sent to Local Welfare Group

SBC will receive direction from the Local Welfare Group as to supporting any VP within the Borough. In conjunction the community team may want to do their own search.

SBC action

VPRS/SCC action

VP – Vulnerable People
AR- Applied Resilience
SCC – Surrey County Council

Appendix B: Version Control

Version Number	Date Created	Amendments	Made by
V1.0D	March 2019	Plan introduced	AR
V1.1D	Jan 2020	Flooding section added; changes to business continuity sections; plan reformatted; comms template added; further considerations around vulnerable officers and working in/ accessing normal place of work added	AR
V1.2D	Feb 2020	Sweeps Ditch information added	AR
V1	Sept 2020	Updated for MAT	AR

Appendix C: Possible wording for staff communications

Communications statements should include as a minimum:
- Adverse weather forecast and its expected impact
- Considerations for staff accessing their normal workplace
- Considerations for staff with dependents
- Provisions for maintaining key services

▪▪▪

To all staff:

The Incident Management Team met at [00:00] today to discuss the snow situation and I have been asked to update you.

We have received the following information this morning from our Met Office advisor:

As expected locally heavy snow is now falling across many western parts of our area with 3-6 cm currently in parts of Hampshire. Snow will continue to move northeast during the day although will gradually weaken as it does. 5-10 cm can be expected across many southern counties (more especially Hampshire and West Sussex) with 2-5 isolated 10 cm elsewhere. The snow will gradually become lighter and more patchy during the afternoon with the main risk of snow by the evening transferring to eastern areas. However, light snow could occur almost anywhere during the evening and night. Many places becoming dry tomorrow but light snow is likely more especially in the north and east.

A new feature from yesterday's outlook is another system which looks like it may spread another area of snow across London and SE England during Sunday. Currently the highest risk of this snow is across eastern areas (i.e. Kent, London, Surrey and East Sussex) but there are still uncertainties around this system and it will need watching. This has the potential to give fresh accumulations of 2-5 locally 10 cm in the higher risk areas.

Another front is due to move north during Monday which looks like giving some further snow, especially inland, but there is low confidence around timings and precipitation type as yet.

We know from colleagues west of the County that conditions are slightly worse than they are here and the front is moving this way.

Staff are expected to ensure there is continuity of service and should take the following steps:

- Working from home should be approved by managers where that is possible and appropriate. Managers should ensure there is service provision such as staggering departures and diverting phones to mobile phones.
- Managers should be mindful of people with dependents or any other issues such as long journeys home and any other appropriate considerations such as poor mobility.
- Staff should ensure they take with them key contact information, laptops, dual factor authentication dongles and are in a position to effectively work from home, possibly including Monday as well depending on weather conditions.
- Where this is not possible staff should discuss alternatives with their managers, such as taking flexi leave or special arrangements for their service area.
- Critical services that cannot stop or be managed by home working will be managed closely with the Incident Management Team and the relevant heads of service/manager should liaise with MAT on provision.

MAT have made the decision that the building will be closing early and staff who are staying must make sure they have vacated by [00:00]. Customer Services will be closing at [00:00] therefore calls to the main number will not be transferred. Front facing departments must send a contact number to Communications as a contact point for the department (for example, the number that will be diverted to a mobile) to put on the website, as Customer Services will not be able to divert the calls from the main number.

When travelling staff are advised to check traffic conditionshttp://www.bbc.co.uk/travelnews/surrey

Staff should keep an eye on spelnet, email or through their managers on developments for [the next working day].

Thank you for your co-operation and wishing you safe journeys home.

Appendix D: Frequently asked questions

FAQ	Response
The office is too hot/ too cold, can I work remotely?	
Do I have to come in if it snows/ there is flooding or can I work remotely?	
My children's school is closed due to the weather conditions, can I work remotely or do I need to take annual leave?	
I am not set up to work remotely but I cannot get into the office, do I need to take leave?	
My property has been flooded, I don't think I will be able to come in for a few days, is there any support available to me?	
…	