



Sandwell Council Flood Plan

IN AN EMERGENCY, GO STRAIGHT TO SECTION 4 – [RESPONSE](#)

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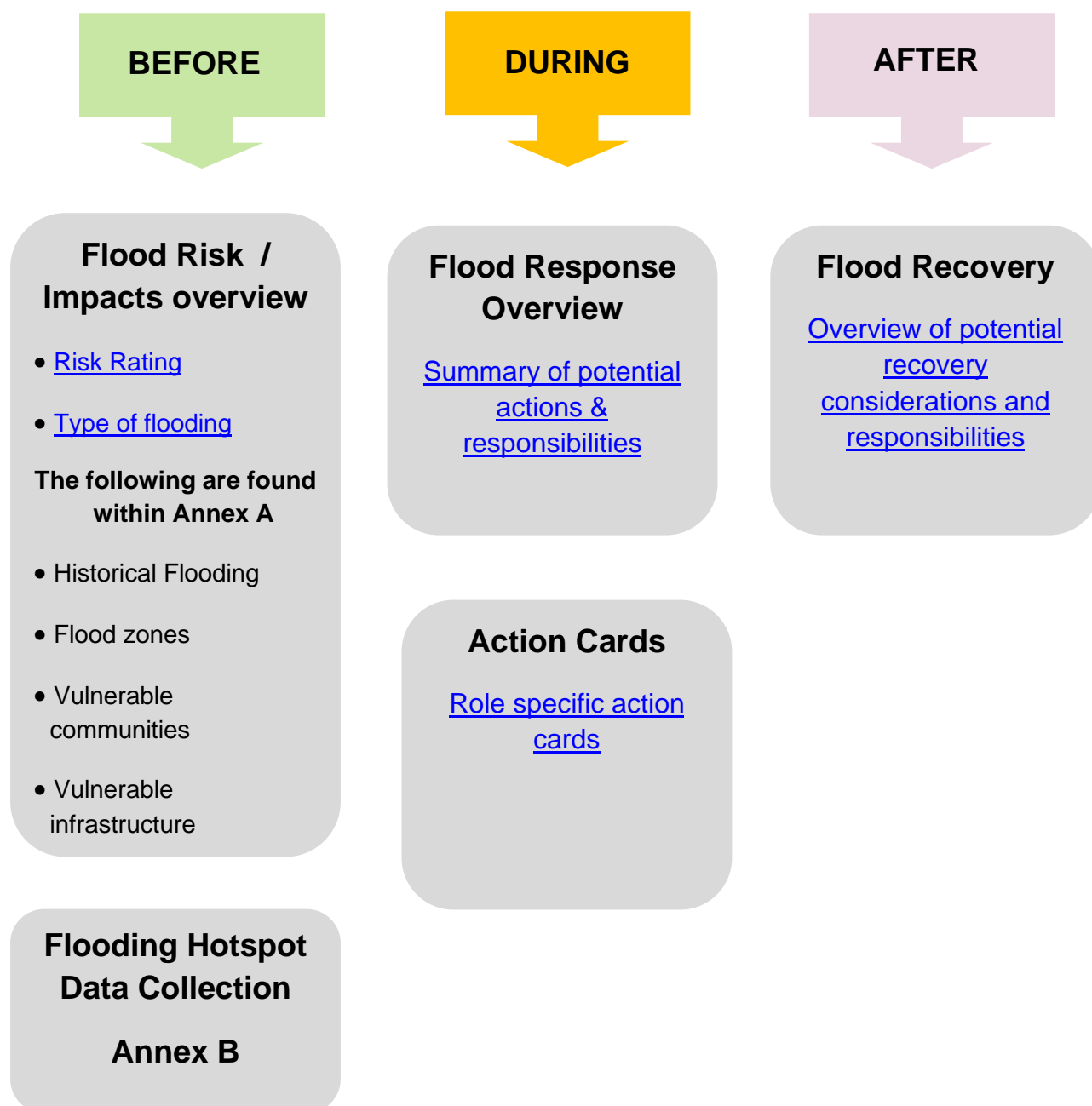
Annex A: Maps

Annex B: Supplementary Information and Appendices



How to use this Plan

Whilst this plan includes some background information for context it is predominantly a response plan. Key information to refer to before, during and after flooding is shown below:



Flood Response Overview

Table 1 – Flood Response Overview. These actions are proposed for consideration and are not all required to be completed.

Phase	Response Level	Potential Triggers	Potential Actions	Responsibility	Further Info
Before	Maintenance & Protection	Annual Preparation for winter flooding season or if flooding is forecast	Check and maintain flood assets such as highways pumping stations.	Highways Team	
			Liaise Highways / other stakeholders if any proactive remediation work required for flooding hotspots e.g. highways culvert / gully jetting / clearance	*Serco (request made through Highways team)	
			Identify gully cleaning hotspots and prioritise these.	Highways Team	
			Assess availability of contractor resource if any,	Haystoun Contractor, request through Highways	
			Check flood related contact details	Resilience Team	
	Preparedness	Encourage community Preparedness	Engaging in campaigns to inform the community about flood risks and preparedness measures	Comms Team	

			Such as encouraging the public to sign up to EA flood alerts / warnings to keep up to date		
			Developing communication plan and templates for press releases, social media posts, and public announcements	COMMS Team	
Standby / Monitor	Potential flooding & minor flooding recorded	EA Flood Alerts Limited number EA Flood Warnings Met office severe weather warnings for heavy rain issued	Monitor EA and Met Office Flood and weather warnings as appropriate	Resilience Team Highways Team	
			Monitor river level info on EA website	DEPO	
			Liaise with contractors/partners (e.g. Highways) regarding any actions in case their support required e.g, proactive clearance of any blockages/gullies	Highways Team	
			Check trash screens and other known 'pinch points' and arrange for any remediation work if safe to do so	Grounds Maintenance	
			Consider alerting relevant staff	DEPO	
			Consider alerting relevant staff	DEPO	
			Notify the public of potential flood risks using social media by	COMMS Team	

			disseminating flood alerts & Met Office weather alerts.		
During	Monitor / Deploy Reports of property flooding Flooding of the Strategic Road Network	Numerous EA flood Warnings	Continue to monitor EA and Met Office information and weather warnings and monitor inboxes for flood reports	DEPO	
		Heavy rainfall for last few days	Monitor Flood Warning locations and river levels.	DEPO	
		Met Office severe weather warning heavy rain issued	If possible, monitor surface water flooding hotspots if safe to do so.	Highways Team	
		EA Flood Advisory Service and / or TCG meeting convened	Ensure staff undertaking any 'on the ground' activity have undertaken Risk Assessments	All	
		Moderate media coverage / interests	Report of any flooding on the Strategic Road Network	Highways Team	
			If required, put LALO on standby	DEPO	
			Keep Chief Executive/ assistant directors informed of current situation, Councils' response and any issues they need to be aware of.	DEPO / Duty Director	

		Flood related calls to the council	Provide suitable representative to multi-agency response groups e.g. TCG, communications cell etc.	DEPO	
		Info on flooding received from Duty Highways Office	Collaborating with emergency services and local authorities to ensure consistent and accurate information	COMMS Team	
		Queries / reports of internal property flooding	Maintain communications with Elected Members	COMMS Team / DEPO / Duty Director	
			Issuing safety messages to the public to mitigate the impact of the flood	COMMS Team	
			Liaise with Highways Team regarding any action their support may be required.	DEPO	
			Consider establishing IMT for daily briefings and information sharing.	DEPO / Duty Director	
			Ensure a log of action, decisions made and any financial transactions is kept.	All Involved	
	Escalation	Reports of flooding	Monitoring social media comments and escalating any reports of flooding	COMMS Team	

			to highways team and the resilience team.		
During	Deploy / Escalate Major flooding of properties flooding Failure / or overtopping of flood defences	Severe Flood Warning River's flooding / predicted to flood	Issuing press releases and holding press conferences to provide real-time updates on the flood situation, including evacuation orders, road closures, and shelter locations	COMMS Team	
		Continued heavy rain and met office forecasts for further rain	Continue to provide suitable representation to multi-agency response as necessary e.g. reps to TCG / SCG, LRF comms cell	DEPO / Duty Director	
		Strategic Coordinating Group (SCG) convened	Arrange for any actions for the council, arising from multi-agency response to be carried out as appropriate e.g. activating Rest Centre.	DEPO / Duty Director	
		Numerous flooded properties	Situation 'on the ground' to continue to be monitored and liaison to take place with local residents whose properties have flooded / at risk of flooding.	Highways Team / LALO	
		Potential need for evacuation			
		Infrastructure e.g. roads,	Continue to liaise with other partners as appropriate	DEPO	

		flooded or at risk of flooding	Managing heightened communication efforts to address escalating flood conditions	Comms Team / DEPO / Duty Director	
		Council inundated with flood related phone calls	Respond where possible to any requests for information from SCG or Central Government i.e. on number of properties flooded etc	DEPO / Duty Director	
		Considerable media coverage	Consider activating the 'Incident Room' for coordinating the response if not already done so	DEPO / Duty Director	
		Emergency Alerts	Disseminating urgent alerts and instructions to ensure public safety	COMMS Team	

*Highways team will maintain relationships with Serco through the public funding initiative provisions for resources such as flooding.

Item Record Table

Title	Sandwell Council Flood Plan		
Freedom of Information and Data Protection	FOI Lead Agency-Sandwell Council		
Author	Katie Rheeston, Sandwell Metropolitan Borough Council.		
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Distribution

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Emergency_planning@sandwell.gov.uk

All other Sandwell Council emergency plans can also be obtained from the RT.

Distribution Method (inc. URL)	Date Uploaded
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Amendments

The plan will be reviewed periodically, including following a flood event or relevant exercise, and amendments issued when appropriate.

Date of Change	Description of Change	Version
<i>13/12/2011</i>	<i>Initial Plan Created</i>	<i>1.0</i>
<i>15/09/2021</i>	<i>Full Review</i>	<i>2.0</i>
<i>04/04/2025</i>	Full Review – Major Amendments	<i>3.0</i>

Comments on factual accuracy or proposals for amendment are welcomed by the RT at emergency_planning@sandwell.gov.uk.

To ensure the integrity of this document, holders are requested to inform the Resilience Team, in writing, of any amendments to the information relating to their organisation or authority. All amendments should be addressed to the Resilience Team at the above address.

Contents

How to use this Plan.....	2
Flood Response Overview	3
Item Record Table.....	9
Section 1 Introduction.....	15
1.1 Aim and Objectives	15
1.2 Scope.....	15
1.3 Out of Scope	16
1.4 Purpose of the Flood Response Plan.....	16
1.5 Strategic priorities of this plan	16
1.6 Ownership.....	17
1.7 Training and Exercising.....	17
1.8 Audience	17
1.9 Related and Interdependent Plans.....	17
1.10 Sandwell Metropolitan Borough Council Level 1 Strategic Flood Risk Assessment	18
Section 2 Flood Risk and Impacts.....	19
2.1 Risk Assessment.....	19
2.2 Community Risk Register.....	19
2.3 Property Numbers at Risk within Local Authority Area.....	19
2.4 Sources of Flooding	22
2.5 Groundwater Flooding.....	24
2.6 Other Types of Flooding.....	24
2.7 Climate Change Impacts and Uncertainty	24
Section 3 Responsibilities	26
3.1 Roles and Responsibilities of Sandwell Council during preparedness, response and recovery.	27
3.2 Multi-agency Specific Roles and Responsibilities	34
3.3 Mutual Aid Arrangements.....	44
3.4 Military Aid.....	45
3.5 Voluntary Sector.....	46
Section 4 Plan Activation and Response.....	48
4.1 Flood Response Levels.....	48
4.2 Flood Notification, Activation, Escalation, and Recovery Process.....	49
4.3 Levels of Response: Triggers and Actions	52

4.4	Other Operational Response Considerations.....	57
Section 5 Flood Response Checklists		58
5.1	DEPO Response Checklist	58
5.2	Highways Response Checklist	66
5.3	Communications Team Response Checklist.....	69
5.4	Adult and Children Social Care Response Checklist.....	72
Section 6 Vulnerable Infrastructure & People.....		74
6.1	Vulnerable Infrastructure	74
6.2	Vulnerable People.....	75
6.3	Supporting vulnerable people before, during and after flooding.....	76
6.4	Emergency accommodation for individuals with additional needs.....	79
6.5	Importance of Accessing and Sharing of Critical Information	80
6.6	Vulnerable Person Data	81
Section 7 Evacuation and Sheltering.....		83
7.1	Evacuation	83
7.2	Evacuation Routes	83
7.3	Evacuation Transport	84
7.4	Traffic Management	84
7.5	Rest Centres / Rest Centre Locations.....	85
7.6	Security	85
7.7	Health and Safety.....	85
Section 8 Communications and Media		86
8.1	Sandwell Media Crisis Plan.....	86
8.2	The use of comms.....	86
8.3	Emergency Alerts Service	87
8.4	Communication Strategy	88
8.5	Public Information – Key Messages	88
8.6	Key public messages before and during flooding.....	89
8.7	Key public messages after flooding.....	90
8.8	How to recover after a flood? - Information to the public.....	91
Section 9 Recovery		94
9.1	Short term recovery.....	94
9.2	Long term recovery	94
9.3	Council Recovery Checklist.....	94

Abbreviations 98

Glossary 99

Table Of Figures:

Figure 1 - Related and Interdependent Plans.....	18
Figure 2 - Sandwell surface water hotspots.	24

List of Tables:

Table 1 – Flood Response Overview	3
Table 2 – Number of Properties at Risk of Flooding within Local Authority Area. ...	19
Table 3 – Flood Risk within the West Midlands, as per the West Midlands Community Risk Register.....	20
Table 4 – Sandwell Council Responsibilities by Service Area and Flood Response Level.....	27
Table 5 – Roles and responsibilities of Multi-agency partners during different flood response levels.	34
Table 6 – Overview of Multi-Agency Arrangements	44
Table 7 – Sandwell council flood triggers and activation procedures.	52
Table 8 – DEPO checklist for: Severe Flood Warning / Red Rain Warning or Local Flooding reported	59
Table 9 – DEPO flood response checklist for flooding occurring, partial or full flood plan activated	63
Table 10 – Highways checklist for: Severe Flood Warning / Red Rain Warning or Local Flooding reported	66
Table 11 – Highways checklist: flood response checklist for flooding occurring, partial or full flood plan activated.....	67
Table 12 – Communications checklist for: Severe Flood Warning / Red Rain Warning or Local Flooding reported	69
Table 13 – Communications checklist: flood response checklist for flooding occurring, partial or full flood plan activated	70
Table 14 – Standard Operating Procedures (SOPs) for Adult and Children Social Care.	72
Table 15 – Flood Response and Recovery Recommendations and Potential Considerations.	76
Table 16 – Key message to the public during preparedness, forecast, and during flooding.....	89
Table 17 – Key message to the public immediately after flooding event and during the recovery stage.....	90
Table 18 – Flood recovery advice as suggested by the Government.....	92
Table 19 – Overview of Council Response – Flood warning no longer in place / recovery checklist.....	94

Table 20 – DEPO flood response checklist (Flooding Subsidies - Recovery / Stand-down)	96
Table 21 – Highways flood response checklist (Flooding Subsidies - Recovery / Stand-down)	97
Table 22 – Communication Team - flood response checklist (Flooding Subsidies - Recovery / Stand-down).....	97

Section 1 Introduction

Local authorities are designated as the Lead Local Flood Authorities (LLFA) under the Flood and Water Management Act 2010. The LLFA are responsible for leading the coordination of flood risk management in their area. As a LLFA Sandwell Metropolitan Borough Council (SMBC) has created this emergency response plan to flooding.

This plan ensures compliance with the Civil Contingencies Act 2004 and the Flood and Water Management Act 2010 and works in conjunction with supporting plans, as listed in 1.9.

1.1 Aim and Objectives

The aim of the plan, in conjunction with Annex A and B, is to outline the Council's actions for responding to flooding emergencies within the boundary of Sandwell, ensuring that resources can be mobilised when required.

To achieve this aim, the document has the following objectives:

- To provide guidance on activating, maintaining and de-escalating Sandwell's response to flooding.
- To identify and describe the roles and responsibilities of the service areas and responding staff during a flood.
- Outline the Council's response to threats from fluvial (river) and pluvial (surface water) flooding and provide guidance moving into the recovery phase.
- To identify local critical infrastructure assets, highlighting risks and establishing emergency contacts.
- Ensure that identified key community services remain available during and after flooding incidents.
- To reduce the risk to people and property to the best of the Council's abilities.
- Provide an overview of recovery actions.

1.2 Scope

This plan covers the Sandwell administrative area. This plan provides a framework used by the Council, to respond to flooding events. This plan therefore is not an attempt to detail everything relating to the Council's response in one document.

This plan contains:

- An overview of the flood risk from rivers and surface water
- Roles and responsibilities of the council in the response to, and recovery from, flooding incidents (and supplements the Council's Emergency Plan, and Recovery Plan)

- This plan highlights the Council's triggers and response to alerts and warnings of potential flooding within Sandwell.
- This plan provides details of available resources and contacts to enable additional resources to be made available.
- This plan details the Flood Warning Areas within the Sandwell administrative area and the arrangements within SMBC.

It is important to note this plan will support the wider multi-agency response to flooding. Partner agencies will have roles to play in the response and will therefore have their own plans in place and therefore this plan does not act to replace existing plans produced by other partner agencies.

This plan acknowledges and recognising the impacts of climate change and associated extreme climatic events, land use and development.

1.3 Out of Scope

The plan does not cover the following:

- Partner agencies will have roles to play in the response and will therefore have their own plans in place and therefore this plan does not act to replace existing plans produced by other partner agencies.
- Local Flood Risk Management.
- Response to flooding from sewers, private lakes or reservoir dam failures.
- Flooding from burst water mains.
- Business continuity planning.

This plan assumes that utilities companies' emergency and business continuity plans are current, relevant and adequate to protect local infrastructure.

1.4 Purpose of the Flood Response Plan

- The purpose of this plan is provide a framework to support the operational and tactical response by Sandwell Council to a flooding emergency.
- This plan may be activated in isolation or as part of a multi-agency response depending on the location and extent of a flooding emergency.

The plan will activate in response to:

- River (Fluvial) Flooding
- Surface Water (Pluvial) Flooding
- Groundwater Flooding

1.5 Strategic priorities of this plan

The strategic priorities identified in this plan are as followed:

- To save life.
- Minimise the damage to property.
- Protect the environment.
- Provide information through warning and informing.
- Provide an effective response and support other responders.
- Lead in the recovery phase of a flood related incident.

1.6 Ownership

SMBC Resilience Team is responsible for the production and publication of the Sandwell Flood Plan. Any proposed amendments must be notified to the Resilience Team. A full formal review will take place every three years or after activation, whichever comes first.

This plan is produced in line with the requirements of the Multi-Agency Flood Plan (MAFP) guidance for Local Resilience Forums.

1.7 Training and Exercising

Roles and responsibilities are predetermined, and all staff will be advised accordingly. These staff will receive appropriate training to fulfil their respective duties. Staff members should be confident with the following:

- The activation process;
- Roles and responsibilities of themselves and others;
- Escalation process in accordance with the Emergency Plan; and
- The need to understand that some individuals may require extra support to follow instructions and understand the information provided.

1.8 Audience

This document is intended for tactical level decision makers within SMBC. This plan will be published on the Council's internet page and will be available to the public. Annex A is a supporting document and will not be public facing document.

1.9 Related and Interdependent Plans

The relationships between response plans are indicated in the diagram below. Any documents listed below can either be accessed utilising ResilienceDirect or in liaison with the Sandwell Resilience Team.

Related and interdependent plans can be seen on **figure 1**.

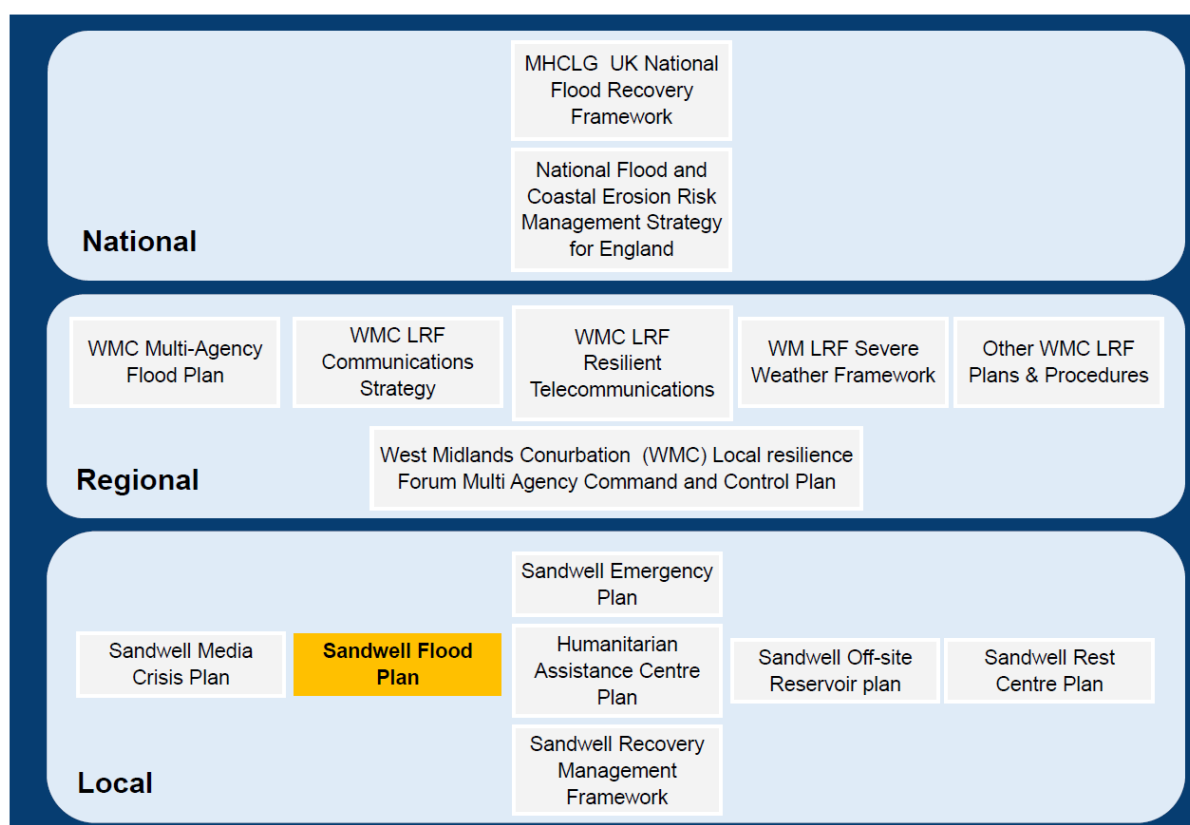


Figure 1 - Related and Interdependent Plans. Diagram to show how plans fit together.

1.10 Sandwell Metropolitan Borough Council Level 1 Strategic Flood Risk Assessment

The Sandwell Metropolitan Borough Council Level 1 Strategic Flood Risk Assessment (SFRA) is a comprehensive document that evaluates the risk of flooding from various sources within the borough. This assessment is crucial for informing the local planning process and ensuring that new developments are designed with flood risk in mind.

Key aspects of the Level 1 SFRA include:

- **Identification of Flood Risks:** It identifies areas at risk from river, surface water, groundwater, and other types of flooding.
- **Policy and Strategy Alignment:** The SFRA aligns with national, regional, and local flood risk management policies and strategies.
- **Guidance for Development:** It provides guidance on how to manage and mitigate flood risks in future developments, ensuring sustainable growth within the borough.

For more detailed information, you can refer to the full document available on the Sandwell Council's website [here](#).

Section 2 Flood Risk and Impacts

The Civil Contingencies Act 2004 requires local authorities, as Category 1 responders, to assess the risk of flooding in their area. The risk is assessed in terms of likelihood of flooding occurring and the potential health, social, economic and environmental impacts.

2.1 Risk Assessment

The risk assessments for the West Midlands Conurbation are included in the [Community Risk Register 2024](#). These risk assessments are reviewed regularly, and the current risk ratings.

Risk is a product of the likelihood and impact of a given hazard or threat. The impact is dependent on the number of people and properties exposed to the hazard, and their respective vulnerability to harm.

Flood hazards vary greatly between different sources of flooding due to variations in the speed of onset or inundation, flood water depths and duration. Interactions can also occur between different types of flooding, for example groundwater entering sewer systems. With climate change, the frequency, pattern and severity of flooding are expected to change and become more damaging.

2.2 Community Risk Register

The West Midlands Community Risk Register assesses risks based on likelihood and impact. The risk of flooding is divided into 2 main risks:

- R75b – Fluvial Flooding (High Risk)
- R75C – Surface Water Flooding (Very High Risk)

More detail about the risk reasonable worst-case scenario is found within **Table 1**.

2.3 Property Numbers at Risk within Local Authority Area

Table 2: Number of Properties at Risk of Flooding within Local Authority Area. Data is based on the last National Receptor Database figures produced in 2013.

Flooding Risk Type	Number of Properties
Flood Zone 2 (Extreme flood outline)	3,163
Surface Water: 200yr>0.3m (FMfSW)	10,885
Surface Water: 200yr>0.1m (ASTSWF)	14,550

Table 3 - Flood Risk within the West Midlands, as per the West Midlands Community Risk Register.

Risk Name	National Reference	Local Reference	Reasonable Worst Case Scenario Description.	West Midlands Risk Rating
Fluvial Flooding	R75b-Defra	R75b	<p>A prolonged period of rainfall or a sudden inundation of rainfall (thunderstorm event) resulting in increased river levels across River Tame catchment. Flooding would result in disruption across the area for up to 48-72hrs. Impacts across the transport network, property flooding, operation of flood defence assets, activation of flood groups and possible activation of the Sandwell Flood Plan and the West Midlands Conurbation Multi-Agency Flood Plan.</p> <p>There are approximately 3163 properties located within Flood Zone 2, within Sandwell.</p>	High
Surface Water Flooding	R75C-Defra	R75c	<p>Surface water flooding occurs when rainfall overwhelms the capacity of drainage systems and surface water sewers, resulting in water flowing over the land instead of through drainage systems. This type of flooding can occur in a wide variety of locations, including towns or cities located far from the sea or rivers. Sandwell is a metropolitan area, and the risk of this type of flooding is very high.</p> <p>Surface water flooding is particularly difficult to forecast with accuracy and can happen at very short notice. It can lead to significant damage to homes and businesses and it could cause significant impacts to the local response, transport infrastructure, and other infrastructure within Sandwell.</p>	Very High

Associated Risks				
Storms	R72-MO	R72	<p>The UK has experienced several severe storms over the last few years, including Storm Eunice in 2022, which brought gusts in excess of 100mph. The impacts of the storm across the UK included 3 fatalities, school closures, power cuts and nationwide cancellations of transport services. A secondary impact from storms is flooding.</p> <p>Heavy rainfall from storms can lead to both flash flooding and river flooding. For example, Storm Ciarán recently caused widespread flooding and damage across the UK, with heavy rain and strong winds leading to significant disruptions. There were approximately 40 flood warnings in place across the UK following Storm Ciarán.</p>	High
Low Temperature and Snow	R74-MO	R74	<p>Winters with low temperatures and heavy snowfall pose a significant threat to human welfare, essential services and the economy. After a period of heavy snowfall, the melting snow can lead to significant runoff which can overwhelm rivers and drainage systems, causing floods. In addition, low temperatures can cause the ground to freeze, making it less permeable. When snow melts or rain falls on frozen ground, the water cannot be absorbed, increasing the risk of surface runoff and flooding.</p>	High

*** Information taken from the most recent localised LRF assessments taken in 2024 based on 2024 National Security Risk Assessment.*

2.4 Sources of Flooding

A watercourse is a flowing body of water including rivers, streams and brooks. During periods of heavy rainfall or snow melt, the capacity of the watercourse can be exceeded. This results in flooding to the land, infrastructure and homes.

The urban environments respond differently to excess rainfall than that of a rural environment. In the urban environment, rainwater falls onto predominantly hard surfaces which results in increased volumes of rapid surface run-off. Therefore, water enters the watercourse soon after a rainfall event, increasing peak flows, which can exceed the capacity of the channel leading to flooding.

- For more information regarding Sandwell's topography and watercourses within the borough, **please refer to Appendix A.**
- For more information regarding historical flood events in Sandwell, **please refer to Appendix B.**

2.4.1 Fluvial Flood Risk

Fluvial floods are predominantly natural events, though they can be exacerbated by climate change impacts, that result from excessive rainfall which may exceed the absorption capacity of the river catchment, which can cause rivers to burst their banks.

Some areas are protected by flood defence measures, which may include flood storage reservoirs (Forge Mill in the Sandwell Valley), flood walls and bypass channels. These reduce, but do not eliminate the risk of flooding occurring. However, they can lead to a false sense of security for those living or working in the defended areas, who may then be unprepared for flooding. The consequences of flooding are therefore best controlled by precautionary measures, such as avoiding inappropriate new or more intensive development in flood risk areas.

In Sandwell there are two rivers which pose a risk: River Tame and River Stour. These rivers may flood as a result from overtopping and/or breaching of flood defences through:

- Heavy rainfall and/or melting snow causing unusually high-water levels in rivers and their tributaries.
- Flash flooding.
- Dam/reservoir failure causing exceptionally high-water levels.
- Any combination of the above.

In total, around **3160** properties are estimated to be at risk of fluvial flooding. Population growth and development pressures across the borough will inevitably cause this figure to increase in future years. In addition, many more people work in, visit, or travel through potentially flood vulnerable areas and maybe unaware of the risk.

Fluvial flooding can vary considerably in magnitude and duration. River levels may increase a substantial time after rainfall and last for days or weeks.

Annex A provides an overview of main river flood risk, predominantly based on EA Flood Warning Areas. Potential impacts of river flooding for each area including vulnerable communities, local infrastructure and roads that may be at risk are also outlined.

[Maps for each EA Flood Warning area are available on Resilience Direct](#)

2.4.1 Surface Water Flood Risk

Also known as ‘**pluvial flooding**’, surface water flooding occurs when the ground and/or drainage systems have insufficient capacity to deal with the heavy rainfall. Typically, this type of flooding is very localised and happens quickly. Flooding from surface water is difficult to predict as rainfall location and volume are difficult to forecast. In addition, local features can greatly affect the chance and severity of flooding.

In urban areas with hard surfaces sudden and intense rainfall cannot soak away as it does in rural areas where the land is not covered. It is most likely to occur during intense rainfall and in times when a Yellow or Amber weather warning has been issued for rain. While a yellow warning of rain is not sufficient in itself to activate the plan, it is an early warning that, subject to actual conditions, activation may be required.

Surface water flood events can occur without warning, and this can be problematic for first responders if locations are not accessible.

Sandwell is a predominately urban area that is susceptible to surface water flooding, and whilst this is less predictable than river flooding, there are local ‘hotspot’ areas that have been identified in **figure 2**.

[Annex A also identifies locations that are most susceptible to surface water flooding, based on both EA data, and flood incidents captured.](#)

The frequency of prolonged wet winters and intense summer storms is expected to increase in future with recent events highlighting the potential risk we may face more frequently in future.

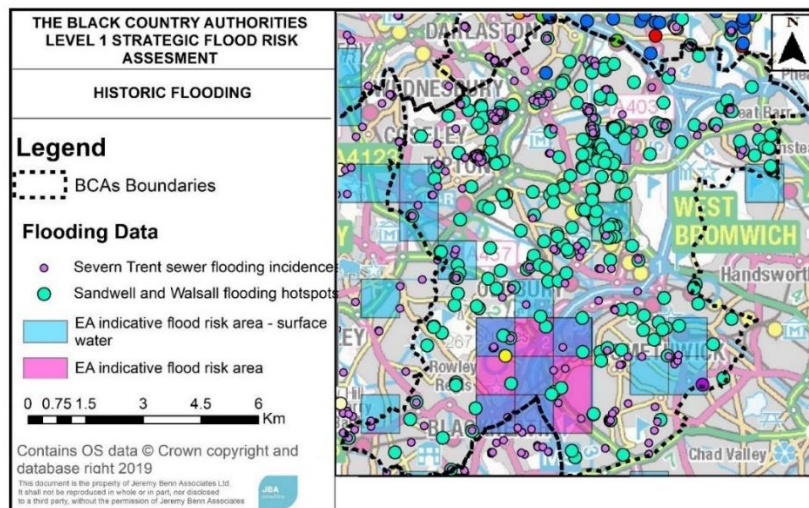


Figure 2 - Sandwell surface water hotspots.
 (Figure produced by JBA consulting, and presented in 'The Black Country Authorities Level 1 Strategic Flood Risk Assessment 2019')

2.5 Groundwater Flooding

Groundwater flooding occurs when the level of water underground (the 'water table') rises and water emerges above the natural surface. Groundwater flooding events occur after prolonged periods of heavy rain infiltrates into the ground, which lifts the water table above normal levels.

When properties suffer from groundwater flooding there is very little that can be done to prevent the water rising. It also takes longer as groundwater dissipates more slowly than surface water. In general groundwater flooding in Sandwell is relatively low risk, although high water tables have been experienced along the Sandwell/Walsall border.

2.6 Other Types of Flooding

As previously mentioned this plan does not cover reservoirs, burst water mains, or sewerage flooding. Reservoir dam failure has a separate plan which can be used in conjunction with this plan.

2.7 Climate Change Impacts and Uncertainty

Climate change is projected to increase the frequency, extent, and impact of flooding, as seen in peak river flows. Wetter winters and more intense rainfall could lead to more fluvial flooding and surface water runoff, with potentially increased storm intensity in summer. Rising river levels may also elevate flood risk. This increased rainfall intensity will affect land and urban drainage systems, resulting in surface water flooding, due to the increased volume of water entering the systems.

In the UK around 5.5 million (1 in 6) properties are currently at risk of flooding from either surface water, rivers, reservoirs or sea. It is evident that the underlying hazard will only increase over the coming decade as a result of climate change and in increasing population in housing developments built in flood risk areas.

The scale and magnitude of climate change impacts will depend on future greenhouse gas emissions, compounded by the inherent weather variability in the British Isles. However, it is important to recognise that the planet is already committed to certain climate change effects due to past and present emissions, regardless of future emission levels.

The direct impacts of heat and extreme weather events can lead to a decline in access to essentials like clean water, food, and shelter; forced migration, conflict, and societal disruption; and loss of biodiversity. Additionally, there will be increased physical and mental stress from flooding, cold and heat-related mortality, and a higher prevalence of vector-borne diseases.

Section 3 Responsibilities

Every flood incident is different and is the consequence of a unique set of events. The response to a major flooding incident involves multiple organisations working together at a local level. Their respective roles and responsibilities in a major flood incident are set out on the following pages. All responders are also expected to follow the Joint Emergency Services Interoperability Programme (JESIP) Principles.




The following outlines responsibilities of agencies during a flood event and seeks to illustrate the contribution they provide to the response. They do not seek to be exhaustive or replace any existing responsibilities outlined in agencies own plans & procedures.




Note: All Category 1 & 2 responders listed below are expected to share intelligence and updates before and during a flood event.




Category 1 Responders	Category 2 Responders	Other,
Environment Agency	Met Office	Canal & River Trust
Sandwell Council	Seven Trent	Voluntary Agencies
West Midlands Police	South Staffs Water	
West Midlands Fire Service	Flood Forecasting Centre	
West Midlands Ambulance Service	Network Rail	
National Highways	Cadent Gas Ltd	
UKHSA	National Grid	
	BT	




3.1 Roles and Responsibilities of Sandwell Council during preparedness, response and recovery.




Table 4: Sandwell Council Responsibilities by Service Area and Flood Response Level




Directorate	Service Area	Business as usual activities / planning stage responsibilities	Response Roles & Responsibilities *In addition to core duties and business as usual activity			Recovery Responsibilities
			Level 2: Low Risk  Continue to monitor	Level 3: Moderate Risk  Continue to monitor	Level 4: Severe Flood Risk  Flood Plan Activated	
Place	Public Protection & Community Safety (Resilience Team)	Sign up to flood alerts: Maintain registration with Environment Agency Flood Warning Alert System. Emergency Plans: Develops and maintains a flood response plan. Business Continuity Plans: Ensuring that council services can continue to operate during and after a flood. Training: provide regular training for council staff on their roles and responsibilities during a flood. Simulation Exercises: Conducting exercises to test the effectiveness of flood response plans and improve readiness, and identifying lessons. Monitoring: Monitoring weather forecasts and distributing intelligence. Partnerships: Building relationships with local businesses, schools, and community groups to enhance resilience efforts. Inter-agency engagement: Continue working with emergency services, environmental agencies,	Monitoring / Information Gathering: Continue to monitor weather forecasts and flood warnings, keeping a close watch. Risk Assessment: Evaluate the potential flood risk on different areas and identify vulnerable locations. Coordinate with Agencies: Communicate with emergency services and the environment agency when required.	Staff readiness: Prepare council staff for potential actions, including briefings and readiness check. Increased Surveillance: Intensifying monitoring of weather forecasts, river levels, and flood warnings. Rapid Impact Analysis: Assessing the potential impact on critical infrastructure and residential areas. If weather forecasts are for continued heavy rain, liaise with the Police and other partners to decide on setting up the MAIC and or Strategic / Tactical Coordinating Group. Send a representative to the relevant group.	Round the clock surveillance: maintaining continuous monitoring of flood conditions and updating council staff and partner agencies. Evacuation Coordination / Traffic Control: Organising and managing evacuation efforts, including setting up and staffing emergency shelters. Emergency Shelters: Establishing and managing shelters for displaced residents, ensuring they have access to food, water, and basic medical care.	Community Impact Assessment: Coordinate community impact assessments to determine the extent of damage to infrastructure, homes and businesses. Resource Coordination: Distributing essential supplies, such as food, water, and clothing, to those in need. Debrief: Conduct both a hot and cold debrief to identify strengths and areas for improvements. Updating Plans: Revising emergency plans and procedures based on lessons learned to enhance future resilience. Coordination with Other Agencies: They work closely with other local agencies, including health services, housing departments, adult social care, and emergency services, to ensure a coordinated recovery effort. Recovery: Support the running of the Local Authority lead Recovery Working Group. The recovery process is continuously monitored and reviewed to address any ongoing needs and improve future responses.




Directorate	Service Area	Business as usual activities / planning stage responsibilities	Response Roles & Responsibilities *In addition to core duties and business as usual activity			Recovery Responsibilities
			<div>Level 2: Low Risk</div> <div></div> <div>Continue to monitor</div>	<div>Level 3: Moderate Risk</div> <div></div> <div>Continue to monitor</div>	<div>Level 4: Severe Flood Risk</div> <div></div> <div>Flood Plan Activated</div>	
		<p>and other local authorities to ensure good relationships.</p> <p>Identifying Risks: Reviewing areas at risk, identifying vulnerable buildings.</p> <p>Community Engagement: Engaging with the community to raise awareness and encourage participation in flood preparedness activities.</p>				
	Highways Services	<p>Sign up to flood alerts: Maintain registration with Environment Agency Flood Warning Alert System.</p> <p>Identifying Risks: Identify critical; transport infrastructure that is vulnerable to flooding.</p> <p>Equipment Maintenance: Regularly checking and maintaining flood response equipment to ensure it is in good working order.</p>	<p>Infrastructure checks: Ensure critical assets is maintained during flooding incidents.</p> <p>(Highways Authorities hold databases of highways drainage assets, such as gullies and connecting pipes).</p>	<p>Staff Deployment: Deploy personnel and any internal and/or external contractor recourse and assets to assist the practical emergency response to flooding.</p> <p>Information Sharing: Provide intelligence on conditions and viability of transport infrastructure.</p> <p>Emergency Response – Road Closures: Provides immediate assistance with road closures, coordinating with emergency services / flood sacks.</p>	<p>Emergency Repairs: Conducting immediate repairs to critical assets, such as roads and bridges.</p>	
	Housing Management	<p>Sign up to flood alerts: Maintain registration with Environment Agency Flood Warning Alert System.</p> <p>Information Dissemination: Providing tenants within floor alert / flood warning areas with information on flood risks and preparedness measures, including</p>	<p>Monitoring Conditions: Keeping a close watch on weather forecasts and flood warnings to stay informed about potential risks.</p>	<p>Assisting Vulnerable Tenants: Providing additional support to vulnerable tenants, such as the elderly or those with disabilities, to ensure they are prepared and safe. This can include evacuation assistance and temporary shelter.</p> <p>Emergency Contacts: Reminding tenants of emergency contact numbers and procedures.</p>	<p>Temporary Housing: Provide mid/long-term housing solutions for displaced residents.</p>	

Directorate	Service Area	Business as usual activities / planning stage responsibilities	Response Roles & Responsibilities *In addition to core duties and business as usual activity			Recovery Responsibilities
			Level 2: Low Risk  Continue to monitor	Level 3: Moderate Risk  Continue to monitor	Level 4: Severe Flood Risk  Flood Plan Activated	
		<p>how to create emergency kits and what to do in case of a flood.</p> <p>Identifying Vulnerable Tenants: Keeping a register of vulnerable tenants who may need additional support during a flood.</p>		<p>Frequent Updates: Providing regular updates to residents about the flood risk and any changes in the situation.</p> <p>Advisories: Issuing specific advisories on actions residents should take, such as moving valuables to higher ground and preparing emergency kits.</p> <p>Emergency Alerts: Issuing urgent alerts and evacuation orders if necessary, using all available communication channels.</p> <p>Health Checks: Conducting health and safety checks in affected areas to prevent and address any immediate risks.</p>		
	Regeneration & Growth	<p>Regular Inspections: Conducting routine inspections of council properties to identify and address potential flood risks, such as blocked drains or damaged roofs (increase rainwater runoff).</p> <p>Green Infrastructure: Green Infrastructure: Promoting the use of green infrastructure, like rain gardens and permeable pavements, to reduce surface water runoff.</p> <p>Land Use Planning: Ensuring that new developments are designed with flood resilience in mind and are not built in high-risk areas.</p> <p>Informing Contractors of flood risk: Communicating with contractors and developers about</p>		<p>Securing Buildings: Checking and securing any areas that might be vulnerable to flooding, such as basements and ground floors.</p>		<p>Building Control structural checks: Performing thorough inspections to identify structural damage and other hazards.</p> <p>Emergency Repairs: Conducting immediate repairs to council properties.</p> <p>Long-term Reconstruction: Planning and implementing long-term rebuilding projects to restore and improve infrastructure.</p>

Directorate	Service Area	Business as usual activities / planning stage responsibilities	Response Roles & Responsibilities *In addition to core duties and business as usual activity			Recovery Responsibilities
			Level 2: Low Risk  Continue to monitor	Level 3: Moderate Risk  Continue to monitor	Level 4: Severe Flood Risk  Flood Plan Activated	
		the flood risk and necessary precautions.				
Assistance Chief Executive Teams	Comms & Corporate Affairs	Sign up to flood alerts: Maintain registration with Environment Agency Flood Warning Alert System. Training and Exercising: Ensure staff attend training and exercising to ensure staff are able to respond to a flood incident.	Public Alerts: Issuing alerts and updates to the public through various channels, such as social media, local news, and community noticeboards.	Frequent Updates: Providing regular updates to the public through various channels, including social media, local news, and community alerts. Providing guidance to residents on how to prepare for potential flooding, such as securing property and creating emergency kits.	Emergency Alerts / Warnings: Issuing urgent alerts and evacuation orders if necessary, using all available communication channels. Advisories: Issuing specific advisories on actions residents should take, such as moving valuables to higher ground and preparing emergency kits.	
People	Adults & Childrens Social Work & Safeguarding	Partnership Working: Work with strategic partners to ensure flood risk is appropriately reflected in commissioning decisions, including the location of critical health and social care infrastructure. Identifying Vulnerable Individuals: Maintaining up-to-date records of individuals who may need extra support during a flood, such as those with mobility issues or medical conditions. Training and Exercising: Ensure staff attend training and exercising to ensure staff are able to respond to a flood incident. Medical Equipment: Ensuring that necessary medical equipment, such as oxygen tanks and mobility aids, are in good working order and have backup power sources if needed.	Communication and Alerts: They inform and update vulnerable individuals and their caregivers about the flood alert and provide guidance on safety measures. Health and Safety Checks: Social care workers may conduct welfare checks on elderly and vulnerable residents to ensure they are safe and have the necessary supplies. Monitoring: continue to receive and monitor flood alerts, ensuring staff are signed up to alerts.	Emergency Alerts: Issuing urgent alerts to clients and their families about the severe flood risk and necessary actions. Supporting Vulnerable people: Offering assistance to vulnerable populations, including the elderly and those with disabilities, to ensure they are prepared and safe. Liaise with Resilience Team for information on areas affected and identify vulnerable people in areas. Working with Agencies: Collaborating with local emergency services, health services, and other relevant agencies to ensure a coordinated response. Home Visits: Consider phoning or visit clients in areas that may be affected to give advice and offer assistance. Health Checks: Conducting health and safety checks in affected areas to prevent and address any immediate risks. Emergency Contacts: Ensuring all clients have updated emergency contact information and know how to reach support services.	Mental Health Support: Providing counselling and mental health services to help residents cope with the trauma of the flood. Assessment and Support: They assess the needs of vulnerable individuals and provide necessary support, such as medical care. Restoration of Services: Efforts are made to restore disrupted social care services as quickly as possible, ensuring that care homes and other facilities are safe and operational.	

Directorate	Service Area	Business as usual activities / planning stage responsibilities	Response Roles & Responsibilities *In addition to core duties and business as usual activity			Recovery Responsibilities
			Level 2: Low Risk  Continue to monitor	Level 3: Moderate Risk  Continue to monitor	Level 4: Severe Flood Risk  Flood Plan Activated	
		Updating Records: Keeping detailed records of all emergency plans, contact information, and health needs of clients.		Medical Equipment: Ensuring that necessary medical equipment is ready and has backup power sources if needed. Mental Health Support: Recognising the stress and anxiety that flooding can cause, they provide mental health support and counselling services.		
	Summary of Sandwell Childrens Trust	SCT will provide whatever support and assistance that may reasonably be required by SMBC and/or any relevant central government body in response to any national, regional or local public health emergency or incident and/or in response to any training or simulation exercise where the Trust's participation or support is required to ensure preparedness for an emergency or incident. Upon the request and guidance of SMBC Resilience, SCT shall provide children's social care to support to the delivery of this plan and will respond to SMBC Resilience Team's request for support during the incident and recovery.				
	Education Support Services	Sign up to flood alerts: Maintain registration with Environment Agency Flood Warning Alert System. Training and Exercising: Ensure staff attend training and exercising to ensure staff are able to respond to a flood incident and including how to respond to flood alerts and evacuate students safely. Business Continuity Plans: Advise schools to have Business continuity plans in place, protecting important data and ensure that educational activities can continue remotely if necessary. Reviewing Emergency Plans: Ensuring that school emergency plans are up-to-date and that staff	Monitoring: continue to receive and monitor flood alerts, ensuring staff are signed up to alerts. Informing Schools: Notifying schools about the flood alert and providing guidance on safety measures. Inspecting School Facilities: Conducting checks on school buildings, drainage systems, to ensure they are prepared for potential flooding.	Emergency Communication: Providing timely updates to parents, students, and staff about the flood situation and any changes to school operations. Evacuation Plans: Implementing evacuation procedures if necessary, ensuring that students and staff are safely relocated to designated shelters. Remote Learning: Encourage remote learning programs to maintain educational continuity if schools are closed due to flooding. Safety Measures: Promote enhanced safety protocols, such as keeping students away from floodwaters and ensuring that school buildings are secure. Coordination with Authorities: Working closely with local emergency services and health authorities to align their actions with broader public safety measures. Resource Distribution: Distributing necessary resources, such as learning materials and technology,	Emotional and Psychological Support: Providing counselling and support services to students and staff affected by the floods, helping them cope with any trauma or stress. Damage Assessment and Repairs: Evaluating the extent of damage to school buildings and facilities, and coordinating necessary repairs to ensure they are safe for use. Resuming Classes: Gradually reopening schools and resuming in-person classes, while continuing remote learning options if needed. Health and Safety Checks: Ensuring that all health and safety protocols are in place, including clean drinking water, sanitation, and hygiene facilities. Community Engagement: Working with parents and the community to support	




Directorate	Service Area	Business as usual activities / planning stage responsibilities	Response Roles & Responsibilities *In addition to core duties and business as usual activity			Recovery Responsibilities
			Level 2: Low Risk  Continue to monitor	Level 3: Moderate Risk  Continue to monitor	Level 4: Severe Flood Risk  Flood Plan Activated	
		are aware of their roles and responsibilities.		to support remote education and ensure students can continue their studies from home.		students' return to school and address any ongoing concerns. Review and Improvement: Analysing the response to the flood alerts and identifying areas for improvement in future emergency preparedness plans.
	Public Health	Sign up to flood alerts: Maintain registration with Environment Agency Flood Warning Alert System. Training and Exercising: Ensure staff attend training and exercising to ensure staff are able to respond to a flood incident. Monitoring Water Quality: Regularly testing water sources to ensure they are safe and identifying potential contamination risks.		Health Advisories: Issuing health advisories on how to stay safe, including avoiding floodwaters and ensuring safe drinking water.		Health Monitoring: Monitoring for potential health risks, such as waterborne diseases and mould. Health Advisories: Issuing health advisories on how to stay safe, including avoiding floodwaters and ensuring safe drinking water. Water Quality Testing: Testing water sources to ensure they are safe for drinking and addressing any contamination issues. Sanitisation: Advise on cleaning and disinfecting affected areas to prevent the spread of diseases. Surveillance: Monitoring the health of the community to identify and address any long-term health effects of the flood.
Finance & Transformation	Business Management (Financial Services)					Grants and Loans: Facilitating access to financial aid for affected residents and businesses, including grants, loans, and insurance claims. Relief Funds: Setting up and managing local relief funds to support recovery efforts.




Directorate	Service Area	Business as usual activities / planning stage responsibilities	Response Roles & Responsibilities			Recovery Responsibilities
			*In addition to core duties and business as usual activity			
			Level 2: Low Risk  Continue to monitor	Level 3: Moderate Risk  Continue to monitor	Level 4: Severe Flood Risk  Flood Plan Activated	
						Consider applying for emergency government funding Bellwin scheme.




3.2 Multi-agency Specific Roles and Responsibilities




The response to a major flooding incident involves several organisations working together at a local level. Their respective roles and responsibilities in a major flood incident are set out on the following pages.




Table 5: Roles and responsibilities of Multi-agency partners during different flood response levels.




Organisation	Business as usual activities / planning stage responsibilities	Response Activity *In addition to core duties and business as usual activity			Recovery Roles and Responsibilities
		Level 1: Moderate Flood Risk  Continue to monitor	Level 2: Substantial Flood Risk  Flood Plan Activated	Level 3: Severe Flood Risk  Flood Plan Activated	
ALL RESPONDERS	<ul style="list-style-type: none">• Risk Assessment and Monitoring: Regularly assessing flood risks and monitoring weather conditions to anticipate potential flooding events.• Training and Preparedness: Participate in internal and multi-agency training and exercises.• Liaise with other LRF members.• Develop own emergency and business continuity plans and procedures.• Determine the risk of flooding to own assets and put in place suitable flood protection measures.• Responsible for drainage of any land the organisation owns (as riparian owner).• Procure suitable resources and ensure their maintenance.• Distribute flooding advice to the public.• Monitor the weather forecast.• Receive and disseminate internally EA flood warnings, Met Office severe weather warnings and flood guidance statements.	<ul style="list-style-type: none">• Save/protect life and relieve suffering.• Contain the emergency and limit its escalation where reasonably practicable.• Provide agency updates when required.• Continue to monitor the weather forecast• Continue to receive and disseminate internally EA flood warnings, Met Office severe weather warnings and flood guidance statements.• Provide the public with warnings, information and advice.• Assess the developing situation and allocate resources as necessary.• Always protect the health and safety of personnel.• Attend TCG/SCG as required.• Safeguard the environment.• Protect property.• Maintain or restore the critical services of their organisation.• Maintain normal services at an appropriate level.• Maintain any watercourses belonging to their organisation.• Activate operational procedures and emergency plans.• Implement business continuity plans.• Provide personnel and resources to assist the response.• Maintain records of response related expenditure.• Provide mutual aid wherever possible.• Maintain incident logs.			<ul style="list-style-type: none">• Repair equipment used during the response and replenish as necessary.• Inspect and repair damage to own assets.• Attend public meetings.• Promote self-help in affected communities.• Facilitate the recovery of affected communities.• Collate information/data on flooded properties / incidents / rainfall and share with partners.• Attend incident debriefs, evaluate the response and identify lessons.• Carry internal reviews to improve services.• Facilitate investigations and inquiries.• Attend LRF Strategic Recovery Group if convened.• Consider applying for emergency government funding Bellwin scheme.
Category 1 Responders					




Organisation	Business as usual activities / planning stage responsibilities	Response Activity *In addition to core duties and business as usual activity			Recovery Roles and Responsibilities
		Level 1: Moderate Flood Risk  Continue to monitor	Level 2: Substantial Flood Risk  Flood Plan Activated	Level 3: Severe Flood Risk  Flood Plan Activated	
Sandwell Council	<ul style="list-style-type: none"> Prepare emergency plans, some jointly with other agencies. Produce maps and other data identifying flood risks from ordinary watercourses and surface water flooding. Use permissive powers to carry out enforcement on land drainage problems to the extent set by council policy. Inspect and maintain minor watercourses to the extent set by council policy. Arrange clearance of critical assets to water flow on council owned land and highways. <p>See the all responders section above for shared roles and responsibilities.</p>	<ul style="list-style-type: none"> Appropriate officers put on standby or activated at the discretion of local authority emergency planners. Standby or activate volunteers to set up an assistance centre or other tasks. Check on reports of flooding. Continue to provide public information jointly with other agencies. Assist in the provision of emergency care for those who have been evacuated or those affected by flooding but remaining in their home. Assist in the provision of short-term temporary accommodation for displaced residents using schools or similar premises. Attend to highway flooding, carrying out flood alleviation measures such as clearance of blocked highway culverts, dealing with flooded roads and traffic diversions. Assist with flood alleviation measures and attending to land drainage problems. Arrange to implement additional supporting plans e.g. Emergency Plan, Rest Centre Plan, Humanitarian Assistance, Mass Fatalities, Recovery Plan. <p>See the all responders section above for shared roles and responsibilities.</p>			<ul style="list-style-type: none"> Activate a Recovery Co-ordinating Group if appropriate. Continue to assist in the provision of emergency care for those who have been evacuated or those affected by flooding but remaining in their home. Housing Team: Arrange temporary or permanent re-housing for those in need and without insurance provision or alternative housing. Building Control: Carry out inspections concerning structural safety or environmental health as necessary, giving advice on problems found. Highways: Arrange to repair or reinstate (council maintained) highways damaged by the flood. Carry out duties under the Flood and Water Management Act including Section 19 investigations. Environmental Protection: Arrange special waste collections and the disposal of business and household effects not covered by insurance disposal arrangements. Resilience: Lead the arrangements for longer term recovery in the flood affected areas. <p>See the all responders section above for shared roles and responsibilities.</p>
Environment Agency	<ul style="list-style-type: none"> Develop strategies for water control on main rivers. Develop strategies for flood defences, seek funding and install those approved. Maintain existing flood defences and flood control structures. Arrange clearance of obstructions to water flow on main rivers. Maintain river and rain gauge networks and the supporting technology. 	<ul style="list-style-type: none"> Issue flood warnings to the public, media and professional partners. Check and maintain EA flood defence assets. Operate EA flood control structures. Carry out emergency repairs or reinforcements of EA flood defences. Advise the emergency services and local authorities of flood forecasts. Provide representatives to TCG / SCGs. 			<ul style="list-style-type: none"> Issue warnings no longer in force messages relating to flood warnings. Collect data, photographs etc. on the extent of the actual flood. Incorporate data on the flood to improve flood risk maps and future warnings etc. <p>See the all responders section above for shared roles and responsibilities.</p>




Organisation	Business as usual activities / planning stage responsibilities	Response Activity *In addition to core duties and business as usual activity			Recovery Roles and Responsibilities
		Level 1: Moderate Flood Risk  Continue to monitor	Level 2: Substantial Flood Risk  Flood Plan Activated	Level 3: Severe Flood Risk  Flood Plan Activated	
	<ul style="list-style-type: none"> Monitor water levels and flows for flood warning purposes. Monitor rainfall, river levels and catchment soil moisture deficits. Maintain the arrangements to issue flood warnings. Assess flood risks from main rivers. Produce maps and other data identifying flood risks from main rivers. Raise awareness of flood risk. Provide Flood Line service to the public. 	<ul style="list-style-type: none"> Support the emergency services and local authorities once EA structures and defences are secure. Convene, chair and administer FAS Teleconference Call Continue to support the FFC's activities. Support emergency services and LA once own systems and defences are secure. Publish live river level and forecast data to gov.uk. <p>See the all responders section above for shared roles and responsibilities.</p>			
West Midlands Police	<ul style="list-style-type: none"> Maintain the arrangements for Strategic Command and Control at WMP C3, Birmingham. <p>See the all responders section above for shared roles and responsibilities.</p>	<ul style="list-style-type: none"> Activate appropriate internal plans. Assess the developing situation, collate flood intelligence from incidents reported and allocate police resources as necessary. Set up flood protection apparatus for police premises at risk of flooding and arrange to relocate equipment, vehicles and services as necessary. Support with the Chair the TCG and/or SCG and Comms cell where possible. Co-ordinate the response of the emergency services. Establish cordons to facilitate the work of the other services. Establish access and egress routes for the emergency services, in coordination with transport partners & local authority. Provide help with any evacuation required, in conjunction with the local authority and WMFS. Protect and secure property in flooded areas to the extent possible in the prevailing circumstances. <p>Where appropriate for specific plans to add in:</p> <ul style="list-style-type: none"> Collect and process casualty information and identification and removal of the deceased. 			<ul style="list-style-type: none"> Assist in the arrangements for recovery. Continue to protect previously flooded property until normality is restored. Continue to assist in arrangements for access and egress until transport disruption is reduced. Reinstate police property or equipment damaged by the flood. Participate in reviews to improve response or services. <p>See the all responders section above for shared roles and responsibilities.</p>




Organisation	Business as usual activities / planning stage responsibilities	Response Activity *In addition to core duties and business as usual activity			Recovery Roles and Responsibilities
		Level 1: Moderate Flood Risk  Continue to monitor	Level 2: Substantial Flood Risk  Flood Plan Activated	Level 3: Severe Flood Risk  Flood Plan Activated	
		See the all responders section above for shared roles and responsibilities.			
West Midlands Fire and Rescue	<ul style="list-style-type: none"> Develop and maintain arrangements to lead water rescue efforts drawing on internal or other resources as necessary. Maintain arrangements for high volume pumps (HVPs). Develop and promote policy on the use of fire and rescue service resources for pumping operations during floods. <p>See the all responders section above for shared roles and responsibilities.</p>	<ul style="list-style-type: none"> Collate flood intelligence from incidents reported. Establish necessary inner cordons and ensure safety within. Deliver and coordinate water rescue and/or pumping operations. Provide agency sit-rep Facilitate provision of additional resources (regional, national). Provide strategic leadership for rescue, water rescue and pumping operations. Lead the arrangements for water rescue using specialist resources or external assistance, including mutual aid, as necessary. Deploy HVPs and fire and rescue service equipment for flood prevention and/or salvage work in line with service policy. <p>See the all responders section above for shared roles and responsibilities.</p>			<ul style="list-style-type: none"> Assist in arrangements for removing floodwater from premises in line with service policy. Reinstate fire and rescue service property or equipment damaged by the flood. <p>See the all responders section above for shared roles and responsibilities.</p>
West Midlands Ambulance Service	See the all responders section above for shared roles and responsibilities	<ul style="list-style-type: none"> Provide emergency medical treatment for casualties, including those in flooded areas. Arrange to evacuate casualties to hospitals using air ambulances or specialised vehicles (if any) as necessary. Co-ordinate the response of the NHS and private ambulance providers at the scene(s) of medical emergencies. Assist the evacuation of casualties from care homes etc. at risk of flooding. Respond to the initial incident in a dynamic manner based upon intelligence received with particular regard to the best approach route. Dispatch an ambulance officer to the incident site to act in the capacity of Ambulance Incident Officer and a National Incident Liaison Officer (NILO) if applicable to incident. Activate internal Major Incident Plan if required If appropriate, respond WMAS specialist resources which may include 			See the all responders section above for shared roles and responsibilities

Organisation	Business as usual activities / planning stage responsibilities	Response Activity *In addition to core duties and business as usual activity			Recovery Roles and Responsibilities
		Level 1: Moderate Flood Risk  Continue to monitor	Level 2: Substantial Flood Risk  Flood Plan Activated	Level 3: Severe Flood Risk  Flood Plan Activated	
		Hazardous Area Response Team (HART), Medical Emergency Response Intervention Team (MERIT), Incident Support Units. <ul style="list-style-type: none"> Advise designated hospitals as appropriate. Render pre-hospital care to treat and then convey casualties to the most appropriate facility. See the all responders section above for shared roles and responsibilities.			
National Highways	<ul style="list-style-type: none"> Identify roads and other assets which are at risk from flooding, including critical transport infrastructure. Put in place contingency arrangements to minimise the disruption of traffic. Devise strategic road diversions in conjunction with West Midlands Police & Sandwell Council. See the all responders section above for shared roles and responsibilities.	<ul style="list-style-type: none"> Assist with flood alleviation measures on owned roads (sandbags, clearance of blocked highway culverts and traffic diversions). Keep the strategic road network (motorways and trunk roads, including the M1, M5, M6, M40, M42, and M54) open where possible and inform professional partners and the public on any closures and possible re opening times. Ensure that critical infrastructure is maintained during flooding incidents. Maintain safe conditions on the roads. Arrange to provide emergency welfare services to motorists stranded on owned roads. Arrange traffic diversions in conjunction with the police and local authorities (highways). Provide intelligence on condition and viability of infrastructure, including GIS and flood depth. See the all responders section above for shared roles and responsibilities.			<ul style="list-style-type: none"> Frequently check the condition of owned roads and re-open closed roads when safe to do so. Liaise with the police and local authorities (highways) on the re-opening of closed roads. Provide information to professional partners and the public on roads reopening. See the all responders section above for shared roles and responsibilities.
NHS Black Country ICB (Integrated Care Board)	See the all responders section above for shared roles and responsibilities.	<ul style="list-style-type: none"> Participate in Command and Control as required and represent the NHS at Tactical and Strategic level. If necessary Health Authorities including NHS England and the Health Security Agency will contribute to the flood response via the SCG, likely in the form of a Scientific and Technical Advice Cell (STAC). In a full activation of multi- 			<ul style="list-style-type: none"> Work with multi-agency partners to support vulnerable care groups. See the all responders section above for shared roles and responsibilities.

Organisation	Business as usual activities / planning stage responsibilities	Response Activity *In addition to core duties and business as usual activity			Recovery Roles and Responsibilities
		Level 1: Moderate Flood Risk  Continue to monitor	Level 2: Substantial Flood Risk  Flood Plan Activated	Level 3: Severe Flood Risk  Flood Plan Activated	
		<p>agency structures, it is likely that the relevant ICB's will operate at the multi-agency Tactical level with NHS England colleagues representing at the Strategic level.</p> <ul style="list-style-type: none"> Co-ordinate and manage the local level NHS health response to an incident and lead Health partner co-ordination, including clinical support. Activate appropriate NHS incident response plans. Have the authority to commit local NHS resources, including funding, to ensure the successful resolution of an incident. Co-ordinate the NHS Primary Care (including GPs and pharmacy), Acute hospitals, Community and mental health services response, including hospital capacity. Provide subject matter expert health care advice and support where required in conjunction with UKHSA and county Director of Public Health. Work with multi-agency partners to support vulnerable care groups. Escalate to NHSE Regional team were required for Regional and National support. <p>Where appropriate for specific plans to add in:</p> <ul style="list-style-type: none"> Co-ordinate appropriate care, advice and support to evacuees, survivors' relatives at reception centres or emergency treatment centres, including medication. Assess the effects of an incident on vulnerable groups, such as children, dialysis patients, elderly, medically dependent, physically, or mentally. <p>See the all responders section above for shared roles and responsibilities.</p>			
UKHSA	<ul style="list-style-type: none"> Prepare advice for the public and health professionals on the effects of flooding and make available via the PHE website. 	<ul style="list-style-type: none"> Monitor the health impact of the floods in relation to infectious diseases and the health effects from exposure to environmental hazards. 			<ul style="list-style-type: none"> Provide support to NHS England local area teams and Clinical Commissioning Groups in monitoring the long-term public health effects of flooding if required.

Organisation	Business as usual activities / planning stage responsibilities	Response Activity *In addition to core duties and business as usual activity			Recovery Roles and Responsibilities
		Level 1: Moderate Flood Risk  Continue to monitor	Level 2: Substantial Flood Risk  Flood Plan Activated	Level 3: Severe Flood Risk  Flood Plan Activated	
	<ul style="list-style-type: none">Provide public health support and advice to agencies at the local, regional and national level.Support co-ordination of the NHS response. <p>See the all responders section above for shared roles and responsibilities.</p>	<ul style="list-style-type: none">Identify any emerging outbreaks of infectious diseases and chemical contamination.If required, convene a STAC to provide co-ordinated scientific and technical advice to strategic co-ordination group.Provide public health representatives to STAC. <p>See the all responders section above for shared roles and responsibilities.</p>			<ul style="list-style-type: none">Make available any conclusions and advice for mitigating the health effects of flooding. <p>See the all responders section above for shared roles and responsibilities.</p>
Category 2 responders					
Met Office	<p>The Met Office provides weather warnings and forecasts to the public and multi-agency partners throughout all levels of plan activation.</p> <p>It also provides professional advice to partner agencies on current and likely weather patterns including the Hazard Manager web-hosted service and in partnership with the Environment Agency as part of the Flood Forecasting Centre.</p> <ul style="list-style-type: none">Public Awareness Campaigns: Running campaigns to educate the public about flood risks and how to prepare for flooding.Provide weather forecasts for the public and partner agencies.Issue severe weather warnings.Provide further guidance to partner agencies via the public weather service advisor.Contribute staff, expertise and data to the FFC to issue flood guidance statements and maintaining Hazard Manager.	<ul style="list-style-type: none">Continue to provide weather forecasts and severe weather warnings, especially those relating to further rainfall or improving conditions.Continue to provide further guidance to partner agencies via the public weather service advisor.Continue to support the FFC’s activities.Communication: Providing continuous updates through various channels, including social media, to keep the public informed about the latest developments and safety advice.Working closely with emergency services to provide them with the latest weather information to aid in their response efforts and continue to support TCG / SCG if activated.			<ul style="list-style-type: none">Post-Flood Analysis: Conducting detailed analyses of flood events to improve future forecasting and response strategies. Compare the forecasts issued against actual events to determine accuracy and possible improvements to forecasts.
Flood Forecast Centre	<ul style="list-style-type: none">Maintain and develop improved techniques to monitor weather and hydrological conditions likely to result in flooding drawing on expertise and data from the EA and Met Office.	<ul style="list-style-type: none">Continue to issue national flood guidance statements.Provide further guidance to partner agencies as necessary.			<ul style="list-style-type: none">Post-Flood Analysis: Conducting detailed analyses of flood events to improve future forecasting and response strategies. Compare the forecasts issued

Organisation	Business as usual activities / planning stage responsibilities	Response Activity *In addition to core duties and business as usual activity			Recovery Roles and Responsibilities
		Level 1: Moderate Flood Risk  Continue to monitor	Level 2: Substantial Flood Risk  Flood Plan Activated	Level 3: Severe Flood Risk  Flood Plan Activated	
	<ul style="list-style-type: none"> Issue daily national flood guidance statements. 				against actual events to determine accuracy and possible improvements to forecasts.
Sewerage and water companies <ul style="list-style-type: none"> South Staffs Seven Trent 	<ul style="list-style-type: none"> Clear blockages in public sewers and outfall grills. Maintain and repair public sewers. Put in place arrangements to mitigate the effect of flooding on treatment works, pumping stations or other assets. Maintain treatment works, pumping stations or other assets including water control structures (flood gates etc) in safe condition. <p>See the all responders section above for shared roles and responsibilities.</p>	<ul style="list-style-type: none"> Set up flood protection apparatus for selected company plant, assets or premises at risk of flooding and arrange to relocate equipment, vehicles and services as necessary. Inform professional partners and the public of any disruption to service (particularly water supply) and give notice of any alternative supply arrangements. Emergency pumping at failed pumping stations. Repairing burst sewage and water mains. May take action to protect property flooding from public water mains or discharges from sewerage systems. <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>
Network Rail	<p>Network Rail and the train operators are responsible for maintaining safety on rail services and diverting/replacing routes as necessary during periods of severe weather.</p> <ul style="list-style-type: none"> Conducting routine checks and maintenance of culverts, drains, and other assets. Regular Inspections and Maintenance: drainage systems to ensure they are clear and functioning properly. Vegetation Management: Clearing branches, leaves, and debris from ditches and drainage systems to prevent blockages and ensure effective water runoff. Investing in drainage. <p>See the all responders section above for shared roles and responsibilities.</p>	<p>In the event of severe disruption to running of the rail network, the Local Authorities, Network Rail, Train Operators and British Transport Police will support the welfare of those affected and potentially stranded by the disruption.</p> <ul style="list-style-type: none"> Implementing speed restrictions on flooded tracks to prevent damage to trains and ensure passenger safety. Providing real-time updates to passengers through various channels, including social media and the National Rail website. <p>See the all responders section above for shared roles and responsibilities.</p>			<ul style="list-style-type: none"> Offering assistance to customers affected by flooding, including providing alternative water supplies and support for dealing with sewer flooding. <p>See the all responders section above for shared roles and responsibilities.</p>

Organisation	Business as usual activities / planning stage responsibilities	Response Activity			Recovery Roles and Responsibilities
		*In addition to core duties and business as usual activity			
		Level 1: Moderate Flood Risk  Continue to monitor	Level 2: Substantial Flood Risk  Flood Plan Activated	Level 3: Severe Flood Risk  Flood Plan Activated	
Other:					
Canal and River Trust	<ul style="list-style-type: none">Identify Canal and River Trust canals, reservoirs buildings or other assets which are at risk of flooding.Operate flood control structures (flood gates etc.) at predetermined action levels.Put in place arrangements to mitigate the effect of flooding on Canal and River Trust, buildings etc.Maintain canals, reservoirs and any water control structures (flood gates etc) in safe condition.	<ul style="list-style-type: none">Continue to operate flood control devices (flood gates, control valves etc.) on Canal and River Trust canals, in line with policy and prevailing conditions.Provide technical information to professional partners and the public on canals closed and possible re-opening times.			<ul style="list-style-type: none">Frequently check the condition of Canal and River Trust canals and re-open closed canals when safe to do so. <p>(NB: The list of responsibilities set out above has been agreed with the Canal and River Trust. Comparable duties would be appropriate for private canal operators).</p>
Riparian owners / occupiers	<ul style="list-style-type: none">Identify watercourses, drains, culverts or other assets which could cause flooding.Receive and act upon severe weather and flood warnings.Maintain watercourses, drains, culverts or other assets including any water control structures (flood gates etc) in a safe working condition.Watercourses and adjacent land should pass on flood flows with minimal obstruction.	<ul style="list-style-type: none">Stay aware of developing conditions by listening to local radio and/or listening to the EA's Floodline or viewing the EA and Met Office websites.Inform relevant agencies if flooding is occurring or about to occur on watercourses/ drainage assets which are the occupiers' responsibility.Endeavour to keep watercourses, drains, culverts etc free of obstructions and silt if it is safe to do so.			<ul style="list-style-type: none">Reinstate watercourses, drains, culverts or other assets damaged by the flood.Report defects/problems affecting adjacent owners/occupiers' watercourses, drains, culverts or other assets so they can affect repairs.Continue routine maintenance of watercourses, drains, culverts or other assets.
The Public	<ul style="list-style-type: none">Monitor the weather forecast and register to relevant EA flood warnings.Make plans to protect their own property.Read public advice available from the EA, local authorities and other agencies.Also see above if they are riparian owners.	<ul style="list-style-type: none">Dial 999 if life at risk.Alert neighbours and assist any persons with vulnerabilities.Prevent water from entering property if possible and safe to do so.Move to a safe, secure area, if possible and safe to do so.Switch off electricity and gas supply at mains.Move valuables above areas liable to flood.Remain vigilant and avoid being put at risk, wherever possible.			<ul style="list-style-type: none">Attend public meetings.Promote self-help in affected communities.Facilitate the recovery of affected communities.Ensure the welfare of those affected by flooding.

*Refer to 'Appendix A' for more in-depth description of the roles and responsibilities for the different agencies

(An overview of additional agencies continues on the next page)

National Grid

National Grid is a British multinational electricity and gas utility company, and its primary activities include owning and operating electricity and natural gas transmission networks in the United Kingdom and the northeastern United States. National Grid plays a crucial role in ensuring that homes and businesses receive a reliable supply of electricity and gas. National Grid works in conjunction with the distribution network operators such as NGED to ensure continuous supply to consumers.

To maintain resilience against natural disasters like flooding, National Grid prepares by conducting flood risk assessments, implementing flood defences, maintaining equipment, and collaborating with organisations like the Met Office to monitor weather conditions. They also have standby teams and action plans to ensure quick and safe power restoration during severe weather events.

Cadent Gas

Cadent Gas, formerly known as National Grid Gas Distribution Limited, was part of National Grid until 2017. National Grid sold its gas distribution business, and Cadent Gas became a separate entity. Now, Cadent Gas is the UK's largest gas distribution network, managing over 82,000 miles of gas pipes and serving 11 million homes and businesses across the North West, West Midlands, East Midlands, East of England, and North London.

Cadent Gas works independently from National Grid but continues to play a crucial role in ensuring the safe and reliable supply of gas to consumers.

BT Group

The BT Group supply and maintain the telephone network infrastructure used to support systems including cashpoints, mobile mast links and data transmission. The integrity of these systems is continuously monitored with repairs prioritised where possible. Whilst network cables are well sealed, repair is not always possible if flood water hinders access.

MHCLG

The Ministry of Housing, Communities and Local Government (MHCLG) is a government department that plays a vital role in supporting communities during flooding events. They coordinate the Flood Recovery Framework, providing funding and assistance to local councils for recovery efforts. MHCLG also offers Community Recovery Grants to help affected areas, establishes the Flood Resilience Taskforce to improve coordination, and sets up a national Flood Recovery Group for bespoke support. Additionally, they deploy Recovery Liaison Officers to work closely with local councils and Local Resilience Forums, ensuring comprehensive support for flood-affected communities and enhancing resilience against future flooding events.

Cabinet Office Emergency Alert Capabilities

The Emergency Alert Capability is a system used by the UK government and emergency services to send urgent messages directly to mobile phones when there's an immediate risk to life. In emergencies, mobile phone masts broadcast alerts to all compatible devices in the affected area, which then emit a loud siren, vibrate, and display a notification with safety instructions. Users don't need to subscribe or download an app but can opt out through device settings. This system enhances public safety during severe weather events, flooding, and other emergencies.

3.3 Mutual Aid Arrangements

Mutual aid should not be relied upon as key equipment and personnel could be in high demand. It is probable that other LRF areas in the West Midlands (and indeed the UK) will be involved in their own emergency response. Some agencies have long standing national schemes in place while others operate on an ad-hoc or informal basis.

There are several arrangements in place: 8.3

Table 6: Overview of Multi-Agency Arrangements

(Note -This table provides a glimpse and is not exhaustive of all available options)

Agency	Arrangements
Fire and Rescue Services	<ul style="list-style-type: none"> - Nationwide mutual aid arrangements via the Fire and Rescue Service National Coordination Centre (FRSNCC). - National deployment arrangements for National Resilience equipment/capabilities (eg HVPs, SRTs). - Regionally based control vehicles to co-ordinate National Resilience equipment/capabilities when deployed. - Cross border assistance is frequently provided for minor incidents close to service boundaries.
Police	<ul style="list-style-type: none"> - Nationwide mutual aid arrangements via the National Police Co-ordination Centre (NPoCC). - Cross border assistance is frequently provided for minor incidents close to force boundaries.
Ambulance Service	<ul style="list-style-type: none"> - Nationwide mutual aid arrangements. - Cross border assistance is frequently provided for minor incidents close to service boundaries
Local Authority	<ul style="list-style-type: none"> - Informal mutual aid agreement between local authorities within West Midlands. - Sandwell Council will provide support to the other six Local Authorities of the West Midlands, in particular, the other three

	members of the Association of Black Country Authorities: through activation of a Memorandum of Understanding. These arrangements are reciprocal.
Environment Agency	- Arrangements to temporarily transfer staff and equipment to other regional or area offices experiencing resourcing difficulties

- Requests for mutual aid should be routed via strategic command (SCG) unless other systems are in place such as the internal arrangements operated by the emergency services.
- Other requests for mutual aid from organisations outside the West Midlands should be sent via MHCLG or any multi-agency SCG/LRF Response Co-ordinating Group (ResCG) arrangement setup by MHCLG.

3.4 Military Aid

The SCG may request military assistance under the arrangements for 'Military Aid to the Civil Authorities' (MACA). This should only be done when the SCG assesses the civil resources available locally are inadequate to save life and/or alleviate distress.

Before any request for MACA is made, the Armed Forces Joint Regional Liaison Officer (JRLO) for the West Midlands should be consulted.

The Armed Forces possess a diverse range of skills and specialist equipment, but the availability of these resources cannot be guaranteed. It is essential the SCG and TCG do not formulate plans on assumptions of military assistance. Any requests for assistance should focus on the specific capability required. The military response will be determined by the availability of resources and the military commander's judgement.

It is often impossible to predict with any accuracy the cost of Armed Forces support. No matter how valid a request for assistance may appear, Defence funds are granted for Defence purposes and the Ministry of Defence must seek reimbursement for any costs incurred. In exceptional circumstances costs may be waived. This decision would normally be taken by Government.

3.5 Voluntary Sector

Emergency Preparedness, the Civil Contingencies Act Guidance, refers to the generic support that the Voluntary Sector can provide. The nature, range and scale of services offered by the Voluntary Sector may alter depending upon the context of the emergency situation but would be provided in both emergency response and recovery related activities.

Voluntary agencies are able to provide valuable support and assistance during any emergency however this must be delivered via a safe and structured process for both responders and volunteers. As such any support will be coordinated by the local authority.

They will be activated under normal existing activation protocols mentioned within the Sandwell Council Emergency Plan and will be directed by the relevant activating organisation but work to their own organisational structure.

Red Cross

- When considering utilising the voluntary sector, recommend putting on standby earlier pending local authority's assessment of the situation.
- Providing emotional/Psychosocial Support (emotional).
- First Aid - including equip and establish a First Aid Room. Help signpost to First Aid Room. Maintain a register of all treatment given. Confirm that all those receiving treatment have been registered with the admin team responsible for registration. Alert Rest Centre Manager to any requirements for health screening (Doctors, Pharmacist etc for persons with special needs).
- Ambulance Support/Transfer.
- 4x4 vehicle support.
- Therapeutic Care service - relaxing massage techniques to help ease stress for evacuees, responders/personnel.
- Medical loan (e.g.) wheelchairs and commodes, as available.
- Support Line – assist with setting up, and/or providing volunteer support line operatives.
- Refugee Services / Interpreting Service - possible help with communication and translations.
- Liaise with Rest Centre Manager and Building Manager.
- Undertake welfare support as directed by Community Services.
- Provide a representative to attend management briefings.

St John Ambulance

- Provision of First Aid facilities.
- Liaise with Rest Centre Manager and Building Manager.
- Equip and establish a first aid room.

- Sign post First Aid Room.
- Maintain a register of all treatment given. Confirm that all those receiving treatment have been registered with the admin team responsible for registration.
- Alert Rest Centre Manager to any requirements for health screening (Doctors, Pharmacist etc for persons with special needs).
- Undertake welfare support as directed by Community Services.
- Provide a representative to attend management briefings.

Salvation Army

- Assistance with the operation of Rest Centres.
- Assistance in the distribution of food and clothing.
- Assistance in tracing missing persons.

3.5.1 Spontaneous Volunteers

SMBC considers the circumstances under which they are willing to utilise spontaneous volunteers and accept their support in an incident. As part of this procedure SMBC should:

- Develop a co-ordinated approach with a single point of contact.
- Inform people how they can volunteer and how they will register.
- Develop a briefing for all volunteers.
- Expect all volunteers to be competent in their offer of assistance.
- Run the registration process to select suitable volunteers for each task.
- Establish whether any tasks require specialist training, skills or experience and whether volunteers will need to be verified.
- Develop a method to receive feedback from volunteers to highlight on-going risks and debrief at the end of each shift.
- Ensure that volunteers have any required PPE (e.g. face masks / hand sanitiser).
- Consider volunteers who can leverage local knowledge and resources.

Section 4 Plan Activation and Response

This flood plan will not activate solely based on flood alerts or warnings. The Duty Emergency Planning Officer (DEPO) continuously monitors the situation and gathers intelligence, providing information to the Duty Director as required. This plan will be activated if the situation exceeds the usual business response from the council.

There are numerous triggers for activating the plan, and engagement between the Duty Highways Officers and the DEPO is extremely important. Understanding the impact on the ground is essential for an effective response. The plan is designed to be flexible, allowing for adjustments based on the specific circumstances and needs that arise during a specific flood event. Each incident is different, however lessons will be identified and learned.

By maintaining strong communication and coordination between all relevant parties, the council can ensure a swift and efficient response to any flooding situation.

The issue of severe weather warnings and flood alerts/warnings do not normally trigger a major response automatically, a smaller scale response may be appropriate. Some organisations have pre-planned actions, but many others respond to requests for assistance as they arise.

The situation escalates when widespread problems become evident. At that time, formal command and co-ordination arrangements are put in place.

4.1 Flood Response Levels

There are Levels 1 – 4 within this plan. These levels can aid decision-making in the event of a flood.

Escalation through the levels may not always be sequential. More details on what considerations and actions should be taken at each level can be found in Section 4 - Triggers for Activation and Levels of Response.

- **Business as Usual:** represents the routine operations such as long-term flood mitigation, adaptation work, horizon scanning, monitoring, and forecasting services.

- **Level 1 – Preparation and Planning:** Minimal likelihood of flooding. Regular monitoring and basic precautions are usually sufficient. This phase represents the preparation and planning stage in anticipation of a potential flooding incident. It can be activated upon receipt of flood forecasting products from the Environment Agency, Met Office, and Flood Forecasting Centre, or reports from partner agencies in conjunction with other triggers.
- **Level 2– Flood Response:** Increased likelihood of flooding. Requires more frequent monitoring and additional protective measures. This phase represents the flood response phase. It can be activated upon receipt of flood warning products from the Environment Agency in conjunction with other triggers. This level of flooding would involve local impacts.

Level 3 – Escalation, Strategic Flood Response: High Flood Risk. This level represents the strategic flood response to flooding that has either severe or wide-reaching impacts across Sandwell. It involves a multi-agency response and addresses the wider impact of flooding.

- **Recovery Phase:** begins once the immediate threat has passed and the floodwaters start to recede. This phase focuses on restoring normality to the affected areas. Actions include assessing damage, coordinating clean-up operations, providing support to affected residents, and implementing measures to prevent future flooding. Sandwell Council will work closely with local communities, emergency services, and other partners to ensure a comprehensive recovery process.

4.2 Flood Notification, Activation, Escalation, and Recovery Process

4.2.1 Monitoring Stage – Horizon Scanning

Flood alerts / warnings are issued by the Environment Agency. During the monitoring stage a 3-day forecast of weather is provided by the Met Office, and the situation is monitored.

There is no trigger to activate level 1. Ongoing risk assessment and horizon scanning is integrated into category 1 and 2 responder's normal arrangements.

4.2.2 Notification

There are four main ways that the Council can be alerted to flooding or potential flooding

- **Visual observations from the Public**

Any notification from the public will be handled during office hours by the Highways Team. Out of Hours call will be handled by Emergency Highways Issues line.

- **Notification from Partner Agencies**

Partner agencies (Police, Fire, etc) wishing to activate the Council Flood Plan will contact the Duty Emergency Planning Officer or Community Alarms.

- **Environment Agency / Met Office**

Both the Environment Agency and Met Office would advise if flooding is possible / expected. If flooding is expected, a Flood Advisory Service Teleconference could be set up to discuss the potential incident.

See Diagram 1 for notification / activation flow diagram.

4.2.3 Plan Activation – Response phase

The notification of flooding or potential flooding is provided to the relevant local authorities by either Environment Agency, Met Office, with notification from other partner agencies, or reported by visual observations from the public.

This information is collected by either of the following:

- Highways Officer
- Drainage Officer
- Duty Emergency Planning Officer
- Comms Team
- Community Alarms

If evidence points toward flooding possibly occurring or has occurred, the flood plan may be activated. The decision to activate the flood plan will be the responsibility of the Duty / Incident Director, following consultation between the Resilience, drainage, and highways teams.

4.2.4 Plan Escalation

In the event of a major disruption / prolonged periods of flooding the DEPO will contact the Duty Director. It is up to the Duty Director / Chief Executive to declare a major incident. For more information regarding plan escalation to a major incident please read **Sandwell's Emergency Plan**.

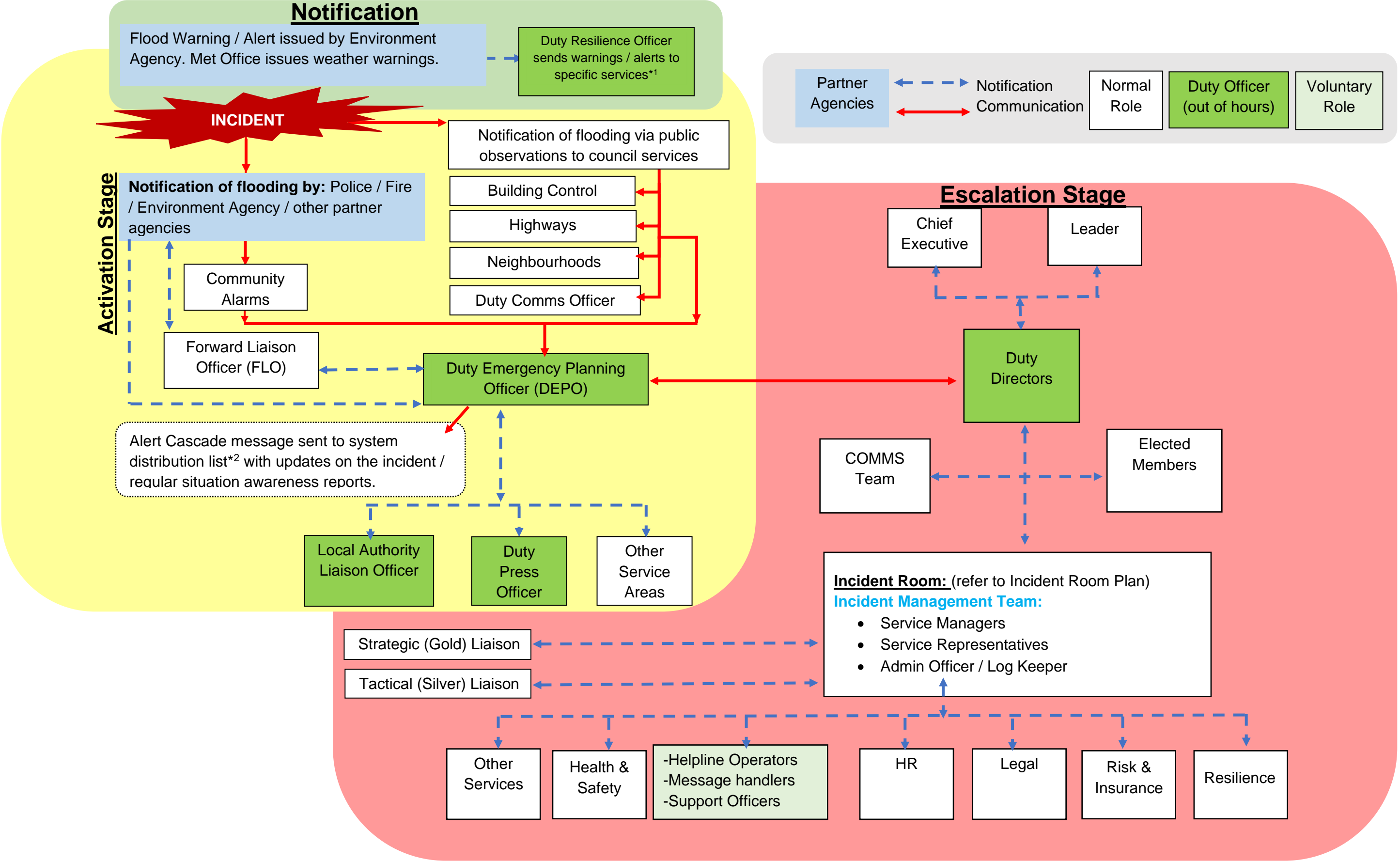





Diagram 1 - Flood notification flow diagram, from initial notification to flood plan activation & escalation

4.3 Levels of Response: Triggers and Actions

Table 7 - Sandwell council flood triggers and activation procedures. FGS stands for Flood Guidance Statement

		Business As Usual	RESPONSE Level			Recovery phase
			Level 1	Level 2	Level 3	
Warning Type & Risk	Level Description	Monitoring: Regular monitoring of weather forecasts and water levels.	Alert: Issuing warnings to the public and preparing emergency services.	Response: Activating emergency plans, deploying resources, and evacuations.	Major Response: Full-scale emergency response, including rescue operations.	Post-Flood Recovery: Assessing damage, restoring services, and rebuilding.
	Flood Risk	Business As usual	Low Flood Risk	Moderate Flood Risk	High flood Risk	Recovery
	EA River Warning	Three-day flood risk forecast	FLOOD ALERT	FLOOD WARNING	HIGH FLOOD WARNING	Warning no longer in force
	EA Flood Symbols	<u>Not applicable</u>				
	What it means	Be aware. Think Ahead. Keep an eye on the weather.	Flooding is possible. Be prepared.	Flooding is expected. Immediate action is required.	Severe flooding. Danger to life.	No further flooding is currently expected for your area.
	When its used	Forecasts of flooding on our website are updated at least once a day.	2 hours to 2 days in advance of flooding. Issued when tidal levels and / or weather conditions indicate the possibility of flooding. Flooding to roads and low-lying land is expected or occurring.	Half an hour to 1 day in advance of flooding. Targeted at specific communities. Property flooding is expected.	When flooding poses a significant threat to life.	When a flood warning or severe flood warning is no longer in force.
	Flood Guidance Statement (FGS)	<u>Not applicable</u>	Flood Guidance Statement (FGS) YELLOW (Low Risk).	Flood Guidance Statement (FGS) AMBER (Moderate risk).	Flood Guidance Statement (FGS) RED (Severe Risk)	Not applicable
	National Severe Weather Warnings	<u>Not applicable</u>	Receipt of severe weather alerts for heavy rain (issued more than 24 hours ahead).	Receipt of severe weather warnings for heavy rain (issued less than 24 hours ahead).	Severe flood warning(s) issued (indicate a worsening situation for any flood risk area where there is deemed to be a significant threat to life).	Not applicable
Advice to the public and media		1. Sign up to flood alerts / warnings. 2. Check the forecast on the Environment Agency Website.	1. Be prepared to act on your flood plan. 2. Prepare a flood kit of essential items. 3. Avoid walking, cycling or driving through flood water.	1. Protect yourself and your family, helping families where safe. 2. Move family, pets and valuables to a safe place. 3. Turn off gas, electricity and water supplies, if safe to do so.	1. Stay safe with a means of escape. 2. Be ready should you need to evacuate from your home. 3. Co-operate with the emergency services.	1. Be careful. Flood water may still be around for several days and could be contaminated.

		Business As Usual	RESPONSE Level			Recovery phase
			Level 1	Level 2	Level 3	
		3. Remain aware of the impending weather conditions for the area.	4. Consider moving equipment away from areas likely to flood. 5. Call Floodline (0845 922 1188) for up to date information 6. Monitor local water levels on the Environment Agency website.	4. Put flood protection equipment in place. 5. If caught in a flash flood, get to higher ground. 6. Call floodline (0845 988 1188) for up to date information.	4. Call 999 if you are in immediate danger. 5. Call floodline on 0845 988 1188 for up to date information.	Ring your insurance company as soon as possible.
	Advice to other partners	1. The three-day forecast is the public facing version of the Flood Guidance Statement that Category 1 and 2 Responders receive. 2. Advice for organisations varies depending on the level of flood risk and is provided on the Flood Guidance Statement.	1. Check flood response plans to see how SMBC needs to respond. 2. Dial into Flood Advisory Service teleconferences if they have been set up. 3. Report any flooding in the area to the local Environment Agency office.	1. Check flood response plans for actions required. 2. Speak to the local Environment Agency Duty Officer for the latest forecast information. 3. Report any flooding in the area to the local Environment Agency office.	1. Check flood response plans for actions required at this stage. 2. Advise the public to put their safety first and to be ready to evacuate should the authorities decide its needed. 3. Develop clear messages for local communities and the public.	1. Recovery phase will have started. 2. Call Floodline on 0845 988 1188 for further advice.
Triggers and Impacts	Potential Triggers for activating plan	No Flood Alerts / Warnings and/ or no warnings of severe weather in force that may result in flooding. 1. Information updated daily on the Environment Agency Website. 2. The information includes the current and forecast situation and how likely to affect over the next three days.	Flood Alerts in force, and/or warnings of severe weather in force that may result in flooding and/or reports of minor flooding. 1. Forecasts that indicate that flooding from rivers may be possible. 2. Forecasts indicate intense rainfall for rivers that respond very rapidly.	Flood Warnings in force and/or warning of severe weather in force that are likely to result in flooding and/or reports of property flooding. 1. Heavy rainfall forecast to cause flash flooding of rivers. 2. Forecast flooding from rivers.	Severe flood warnings in force, and/or warning severe weather in force that are highly likely to result in flooding, and or/ reports of significant catastrophic flooding. 1. Actual flooding where conditions pose a significant risk to life and/or widespread disruption. 2. On-site observations from flooded locations. 3. A breach in defences or failure of a barrier. 4. Discussions with partners.	Flooding Warning/Severe flood warnings downgraded and/or all clears issued and/or no warnings of severe weather in force that may result in flooding. 1. Risk of flooding has passed. 2. River levels have reduced. 3. No further flooding expected. 4. Professional judgement.
	Forecast or actual Impacts	No flooding occurring. Generally, no impact, however there may still be:	Low impact flooding of fields, gardens and minor roads. <ul style="list-style-type: none"> Localised flooding of land and roads risk of aquaplaning Localised flooding could affect individual properties. 	As level 1, plus: Potential High impact flooding possible which may result in risk to life, homes and businesses.	As level 2, plus very high impact flooding possible which may result in extreme danger to life and property. <ul style="list-style-type: none"> Widespread flooding affecting significant numbers of properties and whole communities. 	Flood water receding, no threat to life. No new impacts expected, however, there may still be:

		Business As Usual	RESPONSE Level			Recovery phase
			Level 1	Level 2	Level 3	
Response		<ul style="list-style-type: none">Isolated and minor flooding of low-lying land and roads.Isolated instance of spray/wave overtopping on coastal promenades.Little or no disruption to travel although wet road surfaces could lead to difficult driving conditions. <p>Maps will show one of four levels:</p> <ul style="list-style-type: none">Green – No riskYellow – Low riskAmber – Medium riskRed – High risk	<ul style="list-style-type: none">Localised disruption to key sites identified in flood plans (e.g. railways, utilities).Local disruption to travel – longer journey times.	<ul style="list-style-type: none">Flooding affecting properties and parts of communities.Possible danger to life due to fast flowing deep water / overtopping / flood plain inundation.Disruption to key sites identified in flood plans (e.g. railways, utilities, hospitals).Disruption to travel is expected. A number of roads are likely to be closed.	<ul style="list-style-type: none">Collapse of buildings / structures is possible.Danger to life due to fast flowing / deep water / over toppingWidespread disruption or loss of critical infrastructure identified in flood plans (e.g. railways, utilities, hospitals)Large scale evacuation of properties may be required.Severe disruption to travel. Risk of motorists becoming stranded.Military / mutual aid support may be required	<ul style="list-style-type: none">Standing flood water.Flooded properties.Damaged infrastructure
	Council Response	<p>No specific response, business as usual, with normal awareness of the possible flood risk.</p> <ul style="list-style-type: none">Encourage residents to sign up for flood warnings through the Environment Agency's Flood Warning Service. This will provide them with timely updates and advice from the EA.Advise residents within the flood zone 2 & 3 to create a personal flood plan, including a bag with essential items like	<ul style="list-style-type: none">Continuously monitor weather forecasts and flood alerts to assess the risk and potential impact of flooding.Some routine or preparatory responses may be underway, for example diversion of minor roads, duty officers put on standby, resources mobilise (mainly Highways).	<p>As for Level 1, plus:</p> <ul style="list-style-type: none">Continuously monitor weather forecasts and flood warnings to assess the risk and potential impact of flooding.Speak to local environment Agency Duty officer for latest flood information when required.Attend Teleconference if set up.Report any flooding to the local environment agency.Highways to contact resilience if there is above business as usual flooding.On receipt of a red warning on FGS, identifying Sandwell at risk, Sandwell Resilience Team will co-ordinate an assessment meeting involving highways and Comms Team and consider need for multi-agency tactical meeting.	<p>As for Level 2, plus:</p> <ul style="list-style-type: none">Deploy resources as necessary.Rest Centres on standby / open as required.Speak to local environment Agency Duty officer for latest flood information.Check staff availability room for Incident Room.Attend SCGs if set up.Out of hours call highways duty officer / duty director to ensure they are aware of severe flood warning risk.Specific command structures (strategic/tactical) established, if not already operating.Situation reports are compiled on a regular basis, some forwarded to the MHCLG RED, sometimes at government request.	<ul style="list-style-type: none">Sandwell Council to facilitate rehabilitation and restoration of the community to a “new normality”.Recovery team will attend the site to assess the damage and the needs of the community.Consider formation of an Recovery Coordinating Group.

	Business As Usual	RESPONSE Level			Recovery phase
		Level 1	Level 2	Level 3	
	insurance documents, medications, and important personal items.		<ul style="list-style-type: none"> Consideration for Incident Management Team. Internal comms will be distributed. Rest centres maybe on standby. Evacuation of vulnerable people if required. 	<ul style="list-style-type: none"> Public information is increased to include details of affected locations, road closures, closure of public buildings and/or alteration to normal services, loss of utility services etc. Staff and other resources are redeployed to enhance response capability. 	
Multi-Agency Response Considerations <i>(This is a generic overview, not all actions are covered within this document)</i>	<p>No Multi-Agency response required.</p> <ul style="list-style-type: none"> No specific response, normal awareness of possible flood risk. Be aware that there is a very small risk of an isolated heavy shower or thunderstorm, which may produce localised impacts. 	<p>Raised awareness by responding agencies including:</p> <ul style="list-style-type: none"> Monitoring EA and Met Office websites and hazard manager for updates. Distribution of alerts within responding agencies. FAS email alert and communication with local EA, Met Office and Flood Forecasting Centre representatives. Encourage the public to remain aware of the developing situation and prepare for possible flooding. Some routine or preparatory responses may be underway, for example diversion of minor roads, duty officers put on standby, resources mobilised. Heightened awareness of flood risk. Communication links should be established and information checked. Logs established. Possible requests for organisational SitReps. Issues/Areas of concern heightened, for example significant infrastructure in the affected area. 	<p>As for Level 1, plus:</p> <ul style="list-style-type: none"> Responders undertake actions contained within their Individual agency flood plans. Consider the need for LRF multi-agency flood plan activation. Most organisations increase preparedness and check resource availability in case situation deteriorates. If the situation is expected to be particularly bad, standby arrangements for staff and other resources may be activated. Flooding can often be localised but may affect many places simultaneously. Services respond to flood incidents using normal mechanisms unless the situation deteriorates, requiring multi-agency command structure to be established. Encourage the public to remain aware of the developing situation and prepare for possible flooding. Some organisations take special measures to protect their own premises/services. Flooding is now generally disruptive across the borough and/or neighbouring authorities and very disruptive in the worst affected locations. 	<p>As per Level 2, plus</p> <ul style="list-style-type: none"> Local Authority control centres opened (in Sandwell, this is known as the incident room). Multi-agency control centres opened. Assessment made regarding activation of additional plans for example water rescue, rest centres etc. 	<ul style="list-style-type: none"> Membership of LRF / and or subgroups. Activation of the LRF Recovery Plan and related procedures, for example local authority Humanitarian assistance Plans.

		Business As Usual	RESPONSE Level			Recovery phase
			Level 1	Level 2	Level 3	
	Council Communications team response	Encourage the public to sign up to the EA flood alerts / warning service.	.	Share Met Office Amber and Red rain and thunderstorm warnings.	<ul style="list-style-type: none">Monitor social media comments for reports of flooding and inform the DEPO.Additional more accurate reporting needed, highlighting areas needed to be avoided by the public.	<ul style="list-style-type: none">Reporting how to recovery from a flood. What council services are out there to assist.
Additional Considerations						
Evacuation	<u>Not Applicable</u>		Would not occur	Unlikely to occur.	Evacuation possible.	Temporary accommodation for those unable to return home.

4.4 Other Operational Response Considerations

4.4.1 Flood Bags

Local Authorities have no statutory obligation to provide materials for flood protection. Sandwell Metropolitan Borough Council retains a stock of flood bags but these are intended for temporary repairs to flood defences within their ownership.

Flood bags may also be made available to the emergency services during some incidents but **will NOT be available for the public to protect their property.**

4.4.2 Records and Surveys

Officers engaged on flood response will keep logs and records of all events and decisions. Surveys should be carried out to determine the extent of flooding and the rate of build-up and dispersal to enable improvements to be made for future flood events. Records of previous events, kept by the Resilience Team should be examined following an incident to help assess potential effects.

4.4.3 Pumping and Drying Out Properties

Pumping out of premises is the responsibility of the owner. The Fire & Rescue Service can be contacted for assistance in emergencies.

4.4.4 Blocked drains / gullies

Water company or the highways authority attends where resources permit, but some problems are resolved after the flood. Often flood bags are requested as a temporary flood defence measure.

Section 5 Flood Response Checklists

IF PLAN IS ACTIVATED:

**Checklists intended as a guide only; not all actions will be required or be necessary.*

5.1 DEPO Response Checklist

The Response Action Checklist is an aide memoire to be used by the DEPO only, in conjunction with any advice received from the Incident Management Team, the Environment Agency and the Emergency Services during disruption or an emergency.

Please Note: The information is generic and is not for a specific flood type, as all incidents are different. Not all of the below actions may need to be followed in every instance. There may be extra tasks require which are not discussed in the table below.

If flooding has been reported (notification stage) it is advised that the following actions are considered by the DEPO.

Table 8 – DEPO checklist for: Severe Flood Warning / Red Rain Warning or Local Flooding reported

Task	Detail	Any Comments	Complete?
Flooding Expected – Warn, Inform, Standby - Initial Actions			
Start and maintain an Incident Log Sheet. (record all calls received / made)	Create a METHANE message <ul style="list-style-type: none"> • M – has a major incident been declared? • E – exact location of the flooding (grid reference / post code/ street name) • T – type of incident (surface water / river flooding / burst watermain) • H – hazards on scene (traffic / pedestrians / electricity mains etc) • A – access to the scene (what roads are closed due to flooding) • N – number of casualties (types on injuries) / number of people needing evacuation & rest centres • E – what emergency services are on scene / what services do you require? 		
Distribute flood warnings / weather warnings	EA Flood Warning / Flood Forecasting Centre AMBER warning? Consider risk impacts & information from tele-con / teams meeting and / or information received.		
	Distribute as per Resilience Team SOP 14 & 15.		
	EA Severe Flood Warning / Flood Forecasting Centre RED warning. Distribute as per Resilience Team SOP 14 & 15.		

Check if an Environment Agency (EA) Flood Advisory Service (FAS) tele-conference is scheduled.	<p>Verify Schedule:</p> <ul style="list-style-type: none"> • Contact the EA Floodline at 0345 988 1188. • Check the EA website or your local EA office's website for updates. <p>Dial-In:</p> <ul style="list-style-type: none"> • If a tele-conference is scheduled, dial in to participate. • If no tele-conference is scheduled, raise any questions with your local EA Flood Warning Duty Officer. 		
Contact the EA Area Based Controller / Flood Warning Duty Officer.	<p>Questions to Consider:</p> <p>1) Times or Predictions for Peak:</p> <ul style="list-style-type: none"> • Any predicted river level peak? Is overtopping likely? • Expected time for experiencing flooding? • Duration of the rain event and its impacts? <p>2) Event Type:</p> <ul style="list-style-type: none"> • Is there any indication of a slow build event or a flash event? 		
Check. Any available information from West Midlands Resilience Forum (WMRF) partners.			
Consider any likely or immediate escalation needs or measures.	<p>1) Set up Incident Management Team, it is recommended this is virtual initially.</p> <p>2) If required activate Incident Room Plan, and set up Incident Room</p>		
Monitor and gather information.	Liaise with Duty Director – provide them with the M/ETHANE message.		
	Inform Comms Team / Highways of the disruption.		
	Monitor situation; determine need to call out a LALO / DEPO to the scene.		

	Liaise with emergency services gathering further information, and send METHANE update regularly (every hour)		
	Monitor Met Office Hazard Manager.		
	Monitor email / SMS for issued EA Flood Alerts, Warnings & Severe Warnings.		
	Monitor Flood Forecasting Centre website.		
Notify EA of any localised flooding problems including surface water issues.	Provide Detailed Information: <ul style="list-style-type: none"> • Exact location of the flooding (e.g., grid reference, postcode, street name). • Type of flooding (e.g., surface water, river flooding, burst water main). • Any hazards present (e.g., traffic, pedestrians, electricity mains). • Access issues (e.g., road closures). • Number of people affected and any immediate needs 		
Identify single point of contact (SPoC) for council service areas.	As appropriate, identify SPoC for Highways.		
	As appropriate, identify SPoC for Comms Team.		
	As appropriate, identify SPoC for Environmental Protection.		
	As appropriate, identify SPoC for Adult Social Care.		
Check with Adult Social Care & Health and Children's Services for any vulnerable	<ul style="list-style-type: none"> • Identify any vulnerable individuals and establishments in the areas most at risk. • Gather information on their specific needs and any support required. Details to Consider:		

individuals and establishments	<ul style="list-style-type: none"> • Exact locations of vulnerable individuals and establishments. • Types of vulnerabilities (e.g., physical disabilities, mental health issues, age-related vulnerabilities). • Immediate needs and support required (e.g., medical care, evacuation assistance). 		
Rest Centre on Standby	Identify appropriate rest centres for use in the event of an evacuation.		
Resource allocation	What resources do we have; prioritise / allocate accordingly.		
Represent Sandwell at Multi-Agency meetings were applicable.	Attend / send a representative to the EA incident room if appropriate.		
	Attend any TCG's or SCGs		
Ensure/check/encourage all services to maintain an incident log.			
Place Local Authority Liaison Officer (LALO) staff on standby as part of the Rest Centre Plan.	<p>Identify Rest Centre Locations</p> <p>Notify Staff:</p> <ul style="list-style-type: none"> • Inform the identified LALO staff members about the standby status. • Provide them with relevant details about the potential activation of rest centres. <p>Prepare for Activation:</p> <ul style="list-style-type: none"> • Ensure LALO staff are ready to respond if the rest centres need to be activated. • Confirm that all necessary equipment and resources are available. 		
Consider the transportation of residents	<p>Identify Transportation Needs:</p> <ul style="list-style-type: none"> • Determine the number of people requiring transport. 		

	<ul style="list-style-type: none"> Identify vulnerable populations needing special assistance (e.g., elderly, disabled). <p>Coordinate with Transportation Providers:</p> <ul style="list-style-type: none"> Establish partnerships with local transportation providers. Ensure availability of vehicles and drivers. 		
Consider if an evacuation is required	Maintain Liaison with multiagency partners to determine if an evacuation of residents is required.		
	Do residents need evacuation? If yes, call Liaison Officer, and request a rest centre is opened.		
	Do evacuees require transport? if yes call emergency transport team / taxi companies (time dependant)		

Table 9 - DEPO flood response checklist for flooding occurring, partial or full flood plan activated

Task	Detail	Any Comments	Complete?
Flooding Occurring – Response including potential FULL activation or escalation measures			
Are actions in Flooding Expected Standby Activity completed? If not go to these and initiate / consider.			
If actions at Flooding Expected are complete, start here.			
Revisit ongoing actions	Revisit ongoing actions under 'Flooding Expected'; anything outstanding or requiring attention ... continue to progress.		
Maintain a log	Maintain incident log; (use either Resilience Direct incident log or if unable One Note / internal template). Check / confirm responding services are maintaining their incident log.		
Situation Report	Request council services provide situation report (2-hour period).		

Provide SitRep to IMT	Continue to provide situation reports to Incident Management Team.		
Continue to monitor and gather information.	Continue to receive and disseminate appropriate information from the EA and the Met Office.		
	Maintain liaison with Environment Agency.		
	Maintain / consider any liaison with partner agencies.		
	Consider / activate any specific SMBC plans & procedures.		
	If evacuation is required, make arrangements to provide transport, temporary accommodation and emergency feeding for evacuees.		
	Continue to participate in EA tele-conferences / teams meetings where required.		
	Has anything changed from a multi-agency perspective; TCG / SCG etc.		
	Continue to liaise with departmental representatives at tactical (Silver) and operational (Bronze) level to ensure the needs of vulnerable individuals and establishments affected by the incident are met wherever possible		
	Continue to monitor Met Office Hazard Manager.		
	Continue to monitor the situation and any escalation to determine the need for activation of additional plans.		
Resource allocation	What resources do we have; prioritise / allocate accordingly		
Consider the support of the volunteer sector.			

Consider if additional resources / plans may be required	Consider and assess the need for Specialist vehicles.		
	Pumping resource? Not SMBC resource - ask partners / multi-agency group.		
	Other Plans – consider any activation <ul style="list-style-type: none"> - Emergency Response Plan - Evacuation Plan - Emergency Transport Plan - Humanitarian Assistance Centre - Rest Centre Plan - Media Crisis Plan 		
Incident stood down? Support in conducting a Hot debrief			

5.2 Highways Response Checklist

Table 10 - Highways checklist for: Severe Flood Warning / Red Rain Warning or Local Flooding reported

Task	Detail	Any Comments	Complete?
Flooding Expected – Warn, Inform, Standby - Initial Actions			
Record keeping	Start and maintain an Incident Log Sheet.		
Flood Data record Keeping	Keep a record of any flood locations, collating as much information as possible.		
Complete a sitrep report	On request, collate service situation report for inclusion in Council report (use template).		
	Maintain and provide a service situation report as requested.		
Resource allocation	Where applicable, identify appropriate levels of staff and resources and place them on standby, especially if the incident is likely to occur out of hours.		
	Plan / arrange for resources if out of hours working is likely.		
Monitor and send out weather warnings	Monitor forecast information, warnings and updates.		
	Ensure all depots are aware of potential weather event and impacts.		
Rep to attend Sandwell Incident Management Team if stood up.			
Out of hours arrangements	Consider Normal depot / out of hours resources.		

Flooding response beyond business-as-usual:			
Consider the following triggers for escalation to the Duty Emergency Planning Officer and Duty Director	<ol style="list-style-type: none"> 1. Road Closures: Major roads or highways becoming impassable due to flooding. 2. Property Damage: Reports of damage to homes, businesses, or public infrastructure 3. Flooded property: Flooding inside council buildings or other critical infrastructure; or internal residential property flooding 4. Staff Shortage during a period of severe weather: Significant staff shortages during a critical response period require immediate action to ensure adequate coverage. 5. Insufficient Equipment: When the available equipment and resources are insufficient to handle an incident, escalation is needed to secure additional support. Example includes failure of pumping equipment. 		
If required contact Duty Emergency Planning Officer			

Table 11 – Highways checklist: flood response checklist for flooding occurring, partial or full flood plan activated

Task	Detail	Any Comments	Complete?
Flooding Occurring – Response including potential FULL activation or escalation measures			
Record keeping	Maintain service log of action / decision making.		

	Receive and record incoming reports, requests and actions taken.		
Complete a sitrep report	On request, collate service situation report for inclusion in Council report (use template).		
	Maintain and provide a service situation report as requested.		
Resource prioritisation and allocation	Additional operatives / contractors on standby.		
	Determine appropriate sites for sandbag delivery – this is not a requirement.		
	Monitor floodbag stock levels.		
	What resources do we have; prioritise / allocate accordingly.		
	Out of hour's standby teams' inc. Traffic Management contractor if situation dictates.		
IMT representative	As required, rep to attend Sandwell Incident Management Team.		
Multi-agency engagement where require	Liaise with RTCC (Regional Transport Co-ordination Centre)		
Supporting Road Closures:	The highways officer should coordinate with emergency services to implement road closures in affected areas. This includes setting up barriers, signage, and detours to ensure public safety.		
Communicating Road Closures	Keep in contact with the Duty Emergency Planning Officer, report of any flooding.		
	Regular updates should be provided to keep everyone informed about the status of closures and alternative routes.		

5.3 Communications Team Response Checklist

Table 12 – Communications checklist for: Severe Flood Warning / Red Rain Warning or Local Flooding reported

Task	Detail	Any Comments	Complete?
Flooding Expected – Warn, Inform, Standby - Initial Actions			
Document Actions and Decisions	Keep a detailed log of all actions taken and decisions made during the event		
Monitor weather updates	Continuously monitor weather updates from the Resilience Team, while also proactively looking at Met Office, and Environment Agency pages.		
Resource preparedness	Where applicable, identify appropriate levels of communications staff and resources and place them on standby, especially if the incident is likely to occur out of hours.		
Issue public alerts / warnings	Use multiple channels (social media, council website,) to issue warnings and safety advice to the public.		
	Repost lead agency messages, e.g. Environment Agency or Met Office.		
Update website and social media	Provide real-time updates on the council's website and social media platforms.		
Coordinate with local media	Ensure local media are informed and provided with accurate information for public dissemination were required.		
Prepare press releases	Draft and distribute press releases with key information and updates.		
Internal staff briefing	As required, rep to attend Sandwell Incident Management Team.		
Wider leadership briefing	Prompt Incident Director / or chief executive to brief leader and councillors of ongoing situation.		

Send internal communications	Send emails or internal messages to brief staff on the situation		
Monitor and respond to public inquiries	Track and respond to public inquiries via social media and emails.		
Liaise with partner organisations	Coordinate communications with partner organisation communications teams where applicable.		
Out of Hours Arrangements	Normal out of hours arrangements apply.		
Out-of-Hours Monitoring	Duty Communications Officer to monitor media enquiries and social media out of hours. Normal out of hours arrangements apply. Request additional support if needed.		
Resource allocation	Assess available resources and prioritise/allocate accordingly.		
Activate Media Crisis Plan	Consider activation of the Media Crisis Plan if the situation escalates.		

Table 13 – Communications checklist: flood response checklist for flooding occurring, partial or full flood plan activated

Task	Detail	Any Comments	Complete?
Flooding Occurring – Response including potential FULL activation or escalation measures			
Use Social Media Channels	Continue to inform and engage with the public, including sharing lead agency messages.		
Provide Media Comments	Continue to provide updated media comments as appropriate.		
Out of Hours Arrangements	Duty Communications Officer to monitor media enquiries and social media out of hours. Normal out of hours arrangements apply. Request additional support if needed.		
Attend Incident Management Team	As required, representative to attend Sandwell Incident Management Team.		

Partner Organisation Coordination	Continue to liaise with partner organisations on media messages.		
	Attend Multi-agency Comms Cell if operational		
Local Media Liaison	Establish and maintain liaison with local media outlets where applicable/able.		
Wider leadership briefing	Prompt Incident Director / or chief executive to brief leader and councillors of ongoing situation.		
Resource Allocation	Assess available resources and prioritise/allocate accordingly.		
Coordinate with Emergency Services	Maintain regular communication with emergency services to relay important updates and instructions to the public		
Public Safety Information	Share safety tips and evacuation procedures to help residents protect themselves and their property.		
Share Rest Centre Locations	Provide information on the locations of rest centres for those affected by flooding.		
Community Engagement	Engage with the community through social media, answering questions and providing reassurance.		
Rumour Control	Monitor social media and other channels for misinformation and correct any false information promptly.		
Translation Services	Ensure information is available in multiple languages to reach all community members		
Accessibility	Make sure all communications are accessible to people with disabilities, including providing information in formats such as large print or audio.		
Feedback Collection	Gather feedback from the public to understand their needs and concerns, and adjust communications accordingly.		
Internal Coordination	Work closely with other council departments to ensure a unified response and consistent messaging.		

5.4 Adult and Children Social Care Response Checklist

During flooding, council Adult Social Care and Sandwell Children Trust (SCT) services play a vital role in supporting vulnerable individuals. Social care teams can identify and prioritise those most at risk, such as the elderly and disabled, ensuring they receive timely assistance.

More information on vulnerable Infrastructure and people can be found in [Section 6](#).

They can support in the coordination of emergency accommodation, provide on-the-ground support, and maintain continuous communication with care providers. By working closely with healthcare partners and community organisations, they ensure that essential medical care and practical help are available.

Post-flood, social care services assist in recovery efforts, helping individuals return to their homes and offering ongoing support to rebuild their lives. This comprehensive approach ensures the safety and well-being of vulnerable residents during and after flooding events.

Table 14- Standard Operating Procedures (SOPs) for Adult and Children Social Care. Actions are considerations only, and not all need to be completed.

Task	Detail	Any Comments	Complete?
Response			
Attend Incident Management Team	As required, representative to attend Sandwell Incident Management Team.		
Resource Allocation	Assess available resources and prioritise/allocate accordingly.		
	Raise any resource issues to the Incident Management Team / or Resilience Team.		
Identification and Prioritisation:	Identify vulnerable individuals, such as the disabled, and those with mobility or health conditions.		
	Prioritise support for those most at risk.		

Emergency Accommodation	Arrange emergency accommodation for displaced individuals in conjunction with the council's homelessness team.		
	Coordinate with residential care providers to find safe places for evacuees.		
On the ground support	Provide immediate assistance and ensure the safety of vulnerable individuals.		
Communication and monitoring	Set up a monitoring system to track the needs of vulnerable individuals.		
	Maintain continuous communication with care providers and emergency services.		
Recovery Phase			
Post flood assessment	Conduct assessments to determine the needs of affected individuals.		
	Provide support for returning home and rebuilding lives.		
Coordination with health-care partners	Work closely with healthcare providers to ensure ongoing medical care.		
	Address any health-related issues that arise during the recovery phase.		
Community Engagement	Engage with local community organisations and volunteers to provide additional support.		
	Foster a network of assistance for long-term recovery.		
Ongoing support	Offer financial assistance and resources to help individuals recover.		
	Provide emotional and psychological support as needed.		

Section 6 Vulnerable Infrastructure & People

6.1 Vulnerable Infrastructure

If any identified key infrastructure is at risk of flooding, the Resilience Team or DEPO should be notified immediately to escalate to the Incident Management Team or the Local Resilience Forum (LRF) as appropriate.

Potential sites for consideration include, but not limited to:

- Sandwell and West Birmingham NHS Trust sites;
- Sites storing hazardous materials;
- Police / fire stations;
- Telephone Exchanges;
- Utilities
- Ambulance holding areas;
- Care homes;
- Strategic road / rail links;
- Tram lines;
- Specific SMBC critical infrastructure.

If a site is identified as being at risk, the following points will need to be considered and actions to be taken will need to be discussed with all relevant partners:

1. What is the effect if the site floods?
2. Can anything be done to mitigate this effect?
3. Are resources available to support?
4. Is an evacuation required, where will we evacuate to?
5. How will we staff any humanitarian assistance?
6. Do we need to provide transportation, if so how will we do this?
7. What transportation routes will we use?
8. What media messages will we need to put out?
9. What are the potential health implications of the flood waters?
10. What will be the recovery effort look like?

If a tactical response requires a Strategic decision regarding prioritisation, then the Resilience Team (or DEPO out of hours) will inform the Duty Director, or in their absence the Chief Executive. Should a multi-agency response be required, the Tactical Co-ordinating Group (TCG) will request that a Strategic Co-ordinating Group is activated.

In the event that Strategic direction is required, the following information will need to be passed on using the Situation Report (SitRep) template.

The following questions will need to be considered, to assist Strategic in making the prioritisation decisions:

1. What is the effect if not protecting the site?
2. Which organisation(s) is/are affected?
3. What are the options for prioritisation?
4. What will the effects of the strategies be?
5. Can other organisations, including voluntary organisations, assist?
6. Is mutual aid required?

6.2 Vulnerable People

Due to the nature of the changing environment during a flooding event, the status of any person's vulnerability can change e.g. those in locations that are not accessible due to flooding may not be vulnerable initially, but over time their needs e.g. for food/ medication etc may make them vulnerable.

The Council will be particularly concerned to protect the vulnerable and will work with other agencies and organisations to achieve this. The EA's Floodline Warnings Direct contains the addresses of properties in flood risk areas. Additional information about vulnerable people within those areas may be available from various responder agencies.

Whilst this should not be seen as definitive guidance, the following individuals / community should be considered in the response to a flooding emergency as they may require specific additional support.

There are several organisations within the borough of Sandwell, and the West Midlands Conurbation that retain information on those that are potentially vulnerable:

Sandwell Council	24 hours Community Alarms, Adult Social Care, Housing, Children Services. Safeguarding
Health	GP's, Pharmacists, Sandwell Hospital
Utility Companies	South Staffs Water, Severn Trent, National Grid, Cadent Gas, individual utility suppliers

If responders request this information to protect the health and wellbeing of individuals, then this should be authorised first.

The location of vulnerable communities, including schools, sheltered accommodation, nursing homes etc. has been identified in Annex A.

6.3 Supporting vulnerable people before, during and after flooding

Table 15 - Flood Response and Recovery Recommendations and Potential Considerations.

Please note: Not all actions listed will be carried out. These are best practice recommendations and potential considerations for the team to evaluate.

Stage	Action	Details	Additional Considerations
Before Flooding	Identification and prioritisation	Identify vulnerable individuals within and outside flood-prone areas, including those reliant on care providers who may face access issues.	Ensure care providers have contingency plans if they are unable to reach individuals due to flooding or road closures.
	Contingency planning for disruption	Develop alternative plans to address transport disruption, including secondary routes or alternative care for meal and medication delivery	Consider the impact of road closures and public transport cancellations, even if short-term, on carers' ability to reach individuals.
	Communication with stakeholders	Engage early with healthcare partners, community organisations, and emergency services to establish smooth information-sharing protocol	Collaborate with emergency services (e.g., Fire and Ambulance) to access data on residents requiring oxygen or other critical care.
During Flooding	Emergency Accommodation * (more detail in section 6.4)	Arrange accommodation for displaced individuals, including those indirectly affected, and collaborate with care providers to secure safe spaces.	Prioritise emergency accommodation suitable for individuals with additional needs, such as accessible facilities and medical care.

Stage	Action	Details	Additional Considerations
	On Ground Support	Assist with evacuation efforts and ensure carers can reroute or reallocate resources to maintain essential services like meal deliveries.	Ensure sufficient staff and resources are available to address additional needs during evacuations, including trained support workers.
	Communication and Monitoring	Monitor vulnerable individuals, including those outside flood areas affected by transport disruption, and share data with emergency services.	
Post Flood / Recovery	Post-Flood Assessment	Include individuals impacted indirectly in recovery plans and assess their long-term needs, including care and emotional well-being.	Conduct assessments for individuals who may have missed essential care during flooding, even if outside the immediate flood area.
	Prioritised Home Visits	Social workers prioritise visiting vulnerable individuals in flood-affected areas due to staff constraints and complex needs.	Ensure efficient allocation of staff resources, focusing on those most at risk, and provide clear communication about prioritisation.
	Coordination with Healthcare Partners	Work with healthcare providers to address health-related issues and ensure continuity of medical care	Coordinate with local healthcare services to provide mobile support for individuals unable to access standard care facilities.
	Community Engagement and Ongoing Support	Partner with community organisations to address care gaps, offer financial aid, and provide mental health support.	Foster community networks to provide additional support, including volunteers and local charities, for long-term recovery efforts.

Stage	Action	Details	Additional Considerations
	Building Resilience	Develop future contingency plans to maintain care delivery during transport disruptions and ensure support reaches indirectly affected individuals.	Include training for carers and social workers on how to adapt to emergencies and ensure a focus on lessons learned from prior events.

6.4 Emergency accommodation for individuals with additional needs

Providing emergency accommodation for individuals with additional needs requires careful planning and coordination to ensure their safety and wellbeing. The following needs to be effectively addressed:

Accessibility:

- Identify emergency accommodation that is wheelchair-accessible and equipped with necessary facilities (e.g., ramps, handrails, lifts).
- Ensure amenities like accessible bathrooms and kitchen areas are available.

Medical Needs:

- Provides access to electricity for medical equipment such as oxygen machines, ventilators, or mobility device chargers.
- Coordinate with healthcare providers to ensure continues access to medications or treatment.

Personal Assistance:

- Ensure carers are either able to stay with individuals or that trained staff are available on-site to assist with daily activities.
- Arrange tailored support for those with sensory impairments, such as visuals or hearing disabilities, including interpreters or guide dog accommodations.

Psychological Support:

- Offer quiet spaces for individuals who may be overwhelmed by crowded environment, such as those with autism or mental health conditions
- Provide access to counselling or mental health professional to address trauma or anxiety caused by emergency.

Diet and Cultural Needs:

- Accommodate specific dietary requirements (e.g., allergies, religious or cultural preferences).
- Ensure clear communication for non-native speakers or those with language barriers

6.5 Importance of Accessing and Sharing of Critical Information

Accessing and sharing critical information during flooding incidents is essential to ensure the safety and well-being of vulnerable individuals. It enables the identification of those most in need, such as residents who rely on oxygen or have mobility challenges. Without proper access to this data, vital needs could be overlooked, leading to delays in support or even life-threatening situations. Sharing this information allows emergency services and social care teams to prioritise resources effectively and focus on providing immediate assistance to those requiring urgent care.

Collaboration between agencies, such as emergency services, healthcare providers, and social care teams, ensures a coordinated response during flooding. Sharing critical data avoids duplication of effort and ensures operations run smoothly, allowing resources to be directed where they are needed most. It also supports the continuity of care, guaranteeing that individuals dependent on medical devices, regular medication, or specialised services continue to receive the help they need throughout the crisis.

Real-time data sharing reduces delays caused by disruptions such as road closures or transport issues. Up-to-date information allows teams to adapt their strategies dynamically, ensuring carers and responders can reach vulnerable individuals without unnecessary setbacks. Furthermore, it highlights secondary impacts, such as interruptions to meal deliveries or medication supplies, ensuring those indirectly affected by flooding are not neglected.

Post-flood recovery efforts also greatly benefit from the sharing of critical information. Accurate data enables a more comprehensive assessment of long-term needs and helps tailor support to address the physical, emotional, and practical challenges faced by affected individuals. This ensures that displaced residents can safely return to their homes and that any gaps in care during the crisis are promptly addressed. Coordinating recovery efforts in this way strengthens community resilience and preparedness for future incidents.

To summarise accessing and sharing critical information during flooding incidents is fundamental to ensuring the safety of the most vulnerable individuals. It supports a coordinated emergency response, maintains continuity of care, reduces delays, mitigates cascading impacts, and enhances recovery efforts. This approach ultimately saves lives and improves outcomes for affected communities.

6.6 Vulnerable Person Data

Organisation / Agency	Contact Details	Purpose / Focus
Sandwell Council	Adult Social Care: 0121 569 2266	Supports adults with care needs, including those with disabilities or requiring emergency assistance.
	Emergency Duty Team (Out of Hours): 0121 569 2355	Handles emergency social care needs outside normal office hours.
Sandwell Safeguarding Adults Board	General Enquiries: 0121 569 5790	Coordinates safeguarding efforts for adults at risk of neglect, self-harm, or abuse.
	To Report Abuse or Neglect: 0121 569 2266 (Office Hours) or 0121 569 2355 (Out of Hours)	Provides a direct line for reporting abuse or neglect involving vulnerable adults.
Sandwell Children's Trust (SCT)	General Enquiries: 0121 569 3100	Protects vulnerable children and families in need of care or safeguarding. Oversees children's social services and safeguarding in Sandwell.
	Emergency Duty Service (Out of Hours): 0121 569 3100	Offers emergency support for children's safeguarding and welfare needs.
West Midlands Fire Service	0330 058 9000	Provides assistance with emergencies, including evacuations and safety checks.
West Midlands Ambulance Service	01384 215555	Ensures medical emergencies are attended to, including vulnerable individuals requiring urgent care.
Utility Providers	Western Power Distribution (Electricity): 0800 6783 105	Holds priority service registers for individuals reliant on electricity for medical equipment.

	Severn Trent Water: 0800 783 4444	Maintains a priority services register for vulnerable customers requiring water supply during crises.
	South Staffs Water: 0800 389 1011	
	British Gas Priority Services: 0800 072 8625	Supports vulnerable individuals with gas supply needs during emergencies.
Community Organisations	Sandwell Community Information & Participation Service (SCIPS): 0121 544 1230	Supports residents and tenants, focusing on community development and engagement.
	Options for Life: 0121 544 6611	Provides support for individuals with learning disabilities.
	Sandwell Council of Voluntary Organisations (SCVO): 0121 525 1127	Coordinates voluntary organisations and provides community support.

Section 7 Evacuation and Sheltering

7.1 Evacuation

Evacuation may be necessary during a flooding emergency. The **Rest Centre Plan** sets out the arrangements for the evacuation of people in emergencies and the provision of temporary shelter.

In some cases, residents may only be able to evacuate if they are rescued ie by boat. Close liaison will need to take place between those coordinating water rescue and those coordinating evacuation.

There are no powers to force people to evacuate in any emergency (other than terrorism threat), and for flooding incidents in particular, residents may prefer to move upstairs, if they are able to, rather than leave their homes. Residents who do decide to stay in their home may be vulnerable/become vulnerable and where possible this should be recorded as they may require additional support.

Considerations:

- During the response, any figures provided relate to the number of properties evacuated and not the total number of people.
- Resident may self-evacuate to friends and families during an incident – this should be recorded.

7.2 Evacuation Routes

It is hard to pre-determine which routes would be affected by flooding, and which routes would be safe evacuation routes. However, it is important to know the capacity of key routes within the borough and be aware of any choke points within the road network. Effective traffic management can aid responders. This information can be discussed with the Highways Team.

Considerations:

- The DEPO will keep in contact with the highways department about flooded routes, this information should be provided to the public via the Comms Team to avoid the areas affected.
- Any information from Highways will be provided to the TCG and SCG (if one has been called).
- In the event of major flooding National Highways will have a representative on the TCG / SCG who will also provide information about the affected routes.
- The Duty Comms Officer will monitor all social media platforms and local radio stations should information be provided by the general public (this information will be passed to the DEPO).

- Safe routes will be relayed as necessary to responding agencies, residents and local businesses, by all communication channels.

It is important to remember the response by the Emergency Services to non-flood related 999 calls in such communities isolated by flooding could also be very difficult.

7.3 Evacuation Transport

During an evacuation, some residents may require transport to the designated rest centre. Please refer to the **Emergency Transport Plan** for more information.

In some cases, access by 'normal' vehicles may not be possible, so Sandwell Council may need to liaise with multi-agency partners e.g. Fire & Rescue Service, to request appropriate support e.g. boats. West Midlands Ambulance Service will not transport any evacuees unless there is a medical need to convey them to hospital.

Encouraging the public to use public transport where it is safe to do so, in particular rail links, could relieve the pressure on the road network and allow the transportation of large numbers of evacuees.

7.4 Traffic Management

Traffic management for individual road closures is well established with co-operation between the police and appropriate highways authority or National Highways if trunk roads or motorways are involved.

Highways teams receive flood and weather warning messages directly so can respond as required, based on roads identified at risk in the messages and accumulated local knowledge. The main response is to clear blocked gullies and culverts (where this can be done safely) and set up road closed or flood signs to deter motorists and pedestrians from entering flood water and becoming stuck.

Details of roads that are most at risk of flooding are included in the flood plan annexes listed under transport. During widespread floods, there can be a shortage of signs due to the large number of roads affected. The demand for gully clearing often exceeds the available resources during the earlier phases of a flood incident. Information on roads and other transport links at risk of flooding is included in the flood risk annexes for each local authority area. Flood alerts/ warnings include specific details of when certain roads or transport links are at risk from flooding.

7.4.1 Stranded Travellers

Commuters and travellers may be unable to complete their journey either within, or travelling through the borough, due to flooding, road closures and traffic congestion. For those unable to make their own arrangements for temporary accommodation local

authorities in conjunction with other agencies will make appropriate welfare arrangements.

7.5 Rest Centres / Rest Centre Locations

In a major flooding emergency, it may be necessary to open Rest Centres to provide temporary accommodation for evacuated residents / or motorists / or rail passengers who may be stranded due to flooding.

A list of rest centres has been identified across the borough, for which specific plans have been developed. The designated rest centre locations are identified in the **Rest Centre Plan**.

A decision will be taken by the DEPO as to which Rest Centre site(s) should be activated in coordination with the Local Authority Liaison Officer.

It is recognised that during a sudden onset emergency the public may be evacuated to any site deemed necessary by the Emergency Services i.e. school or pub. In such cases, The Council will, as far as possible, provide support to evacuees at the site.

Whilst Rest Centres are ideal for initial temporary accommodation for those affected by flooding, they are not always suitable for overnight accommodation. Wherever possible, and without putting them at greater risk, it is preferable for evacuees to stay with relatives and friends, or their insurance company may arrange for them to stay in a hotel/ B&B.

If evacuees do not have any alternative and a Rest Centre is not suitable for them, Sandwell MBC may arrange alternative overnight accommodation.

7.6 Security

If numerous business or residential properties have been evacuated in a particular area and are predicted to be empty for some time, it may be necessary to consider the security of these properties and make arrangements for security provision.

7.7 Health and Safety

Refer to 'Appendix B' for health and safety Risk Assessments during a flooding incident.

Section 8 Communications and Media

8.1 Sandwell Media Crisis Plan

In the event of a flooding crisis, Sandwell Council has a comprehensive **Media Crisis Plan** in place to manage communication effectively. This plan ensures that accurate and timely information is disseminated to the public and media, maintaining trust and credibility. Key elements of the Media Crisis Plan include:

- **Speed and Empathy:** Quickly addressing the issue with empathy to maintain public trust.
- **Internal Alignment:** Ensuring all key stakeholders are aligned and speaking with one voice.
- **Pre-Prepared Statements:** Having pre-written statements ready for immediate release.
- **Real-Time Updates:** Providing continuous updates via websites, social media, and news conferences.
- **Media Engagement:** Conducting regular news conferences and briefings to keep the media informed.
- **Social Media Management:** Using social media to disseminate information and manage public perception.

By integrating the Media Crisis Plan into our flood response strategy, we ensure effective communication and support for our community during flood events.

8.2 The use of comms

The Council's Duty Comms Officer will provide media statements and press releases in conjunction with their counterparts in other responding agencies. They will also monitor and record media sources for information and ensure this is fed to the DEPO for onward communication and dissemination. The overall aim is to provide media and communications support to the Council to allow it to meet its obligations as a Category 1 Responder agency in using the media to keep the general public informed.

During a major incident, warning and informing the public is led by the Comms Cell, if established, or the lead informer. A well-informed public is better able to respond to an emergency and to minimise the impact of the emergency on the community.

Each organisation will be responsible for keeping their own websites, social media accounts and media statements up to date and consistent with the key messages and information agreed via TCG/SCG and the lead informer.

EA flood information is provided using the following government website links:

- 1) <https://www.gov.uk/check-flood-risk> - Provides the public with information on their current property flood risk based on current information collected by the EA.
- 2) <https://flood-warning-information.service.gov.uk/warnings> - Link provides public with EA live flood warning and river level information

'Floodline' provides those who are signed up to flood alerts with 24hours flood notifications.

8.3 Emergency Alerts Service

The Emergency Alerts service is a critical tool for managing and mitigating the impacts of flooding. This service leverages advanced technology to provide timely and accurate information to residents in affected areas.

- **Early Warning Notifications:** The Emergency Alerts service can send early warning notifications to residents in flood-prone areas. These alerts provide crucial information about potential flooding, allowing residents to prepare, secure their property, and evacuate if necessary.
- **Real-Time Updates:** During a flood event, the service provides real-time updates on the situation, including rising water levels, road closures, and safe evacuation routes. This helps residents stay informed and make safe decisions.
- **Evacuation Instructions:** The service can issue evacuation instructions to residents in high-risk areas. These alerts will include details on evacuation routes, designated shelters, and safety tips to ensure a smooth and safe evacuation process.
- **Shelter Information:** After a flood, the Emergency Alerts service can provide information about available shelters and rest centres. This ensures that affected residents know where to find assistance and support.
- **Localised Alerts:** The service uses Cell Broadcast technology to target specific geographic areas, ensuring that only those in the affected zones receive the alerts. This minimises unnecessary panic and ensures that the right people get the right information.
- **Automated Alerts:** The system is integrated with real-time data from weather services and flood monitoring systems, allowing for automated alerts based on current conditions. This ensures timely and accurate information without the need for manual intervention.

By incorporating the Emergency Alerts service into our flood response plan, we can enhance our ability to protect and inform our community during flood events. This

service is an essential component of our overall strategy to ensure the safety and well-being of all residents.

To activate this service a request needs to be made through the Strategic Coordinating Group.

8.4 Communication Strategy

The Communications Team will utilise the communication channels and resources provided by lead agencies when sharing publications related to flood preparedness, response, and recovery. This approach ensures consistency, accuracy, and timely dissemination of information to the public, aligning with best practices and enhancing community preparedness and resilience.

8.5 Public Information – Key Messages

During the preparedness stages of flooding, it is important that the public are aware of the flood risks, and the potential impacts flooding could cause.

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 flood protection equipment in general

8.5.1 Communication Methods:

This information should be communicated to the public via a variety of mediums during a flood emergency, including:

- Organisation websites
- Social media networks e.g. X (formerly Twitter, Facebook, Instagram)
- Local media – both print and broadcast
- Flood alerts (those who have signed up)
- Organisations' electronic newsletters/ circulations that are public facing

- Appropriate organisations' contacting 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 / flood warden / community representatives may be asked to support
- Public information points in affected communities
- Leaflets / publications

8.6 Key public messages before and during flooding

Table 16 - Key message to the public during preparedness, forecast, and during flooding.

Preparedness	<ol style="list-style-type: none"> 1. Your Local Authority or the EA can tell you about the dangers of flooding where you live. Do this BEFORE a flood happens. This is known as flood preparedness. 2. If available for your area, sign up to free flood warning messages from the Environment Agency to receive phone, text or email messages if flooding is expected. 3. Know what the levels of flood warning mean. <ul style="list-style-type: none"> • Flood Alert: Flooding is possible. Be prepared. • Flood Warning: Flooding is expected: Immediate action required. • Severe Flood Warning: Severe flooding. Danger to life. 4. Make a personal flood plan for what you will do if there is a flood. 5. Prepare your home in case there is a flood (emergency grab bag). 6. Buy flood insurance to protect your home and belongings. 7. Ensure you know how to turn off utilities.
Forecast	<ol style="list-style-type: none"> 1. Listen to local radio / check the EA's website for updates and news. 2. Pack a flood kit in case you leave home. Remember: <ul style="list-style-type: none"> • Phone numbers, insurance documents, bank cards and money. • Medicines, medical devices, hearing aid batteries, glasses and contact lenses. • Clothing, toiletries and personal items. • If applicable, nappies, baby clothing, baby food or formula and special toys.

	<p><i>This can all be done in a ready-made Emergency Grab Bag and used for emergencies that involve you leaving your home</i></p> <p>3. Move items to a higher place (higher than water level). Be careful not to hurt yourself when preparing your home.</p>
During	<p>Accidents happen in fast flowing water.</p> <ol style="list-style-type: none"> 1. Avoid walking or driving in or near flood water. Driving in flood water significantly increases the risk of drowning. Do not let children play in floodwater. 2. Stay safe, listen to the advice of the emergency services and evacuate when told to do so. 3. DO NOT touch sources of electricity if you are standing in water. 4. Remember flooding is stressful. It is normal to feel anxious or upset. Take care of yourself and your family and check on elderly and vulnerable friends and neighbours. 5. Move your family, pets and flood kit to a high place with a means of escape. 6. Avoid contact with flood water and wash your hands regularly. 7. Swallowing flood water or mud can cause diarrhoea, fever or abdominal pain. Mention the flood if you see your GP within 10 days of the event for any abdominal complaints.

8.7 Key public messages after flooding.

Table 17 - Key message to the public immediately after flooding event and during the recovery stage.

Immediately After Event	<ol style="list-style-type: none"> 1. Take care if you must go into flood water. There could be hidden dangers such as sharp objects, raised manhole covers and pollution. 2. Ensure food ventilation if using portable indoor heating appliances to dry out indoor spaces. Do not use fuel driven equipment, such as generators, indoors, the exhaust gases contain carbon monoxide, which can kill. 3. Do not turn on gas or electrics if they may be wet. Only turn them on after they have been checked by a qualified technician. 4. Feeling tired, anxious and having difficulty sleeping is normal after you have been flooded. Contact friends and family for support as it can take a long time to return to normal. 5. If you notice a change in water quality (colour, taste or smell) contact your water provider.
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	<ol style="list-style-type: none"> 6. Food safety advice after flooding, including how to make baby food without mains water is available from the Food Standards Agency. 7. Do not eat food that has touched flood water. If your fridge has not been working for more than four hours, it is advisable to throw away the food inside. 8. Wash your hands regularly and clean work surfaces before and after preparing food. If water is not available, then use hand sanitising gel and wet wipes. 9. Make sure your family take their medicines and attend scheduled medical appointments. Phone NHS 111 if you have any non-urgent health concerns. 10. Stay with friends or family, or ask the local authority to help you find alternative accommodation if your home has been damaged by flood water. Only return to your home once essential repairs and cleaning has been completed.
Recovery	<ol style="list-style-type: none"> 1. Call your insurance company as soon as possible and follow their advice. 2. Take photographs before you start cleaning and ask your insurer before discarding items that cannot be cleaned e.g. carpets. 3. Wear rubber boots and gloves to clean up and be sure to wash hands afterwards. 4. Clean all hard surfaces with hot water and detergent. Hard surfaces contaminated by sewage need to be cleaned and disinfected. 5. Wash soft items on a 60 degree cycle with detergent. 6. Place rubbish in hard bins or in rubbish bags away from your home. 7. Dispose of dead rodents and pests in a plastic bag, wearing rubber gloves. 8. Wash clothes used for cleaning on a separate cycle from your other clothes. 9. Heating, dehumidifiers and good ventilation can help dry out your home. You may notice mould growing on damp walls, this will stop growing as your home dries out, but if it persists you will need to contact a specialist cleaner.

8.8 How to recover after a flood? - Information to the public

The government have the following recommendations to following a flooding incident to help aid recovery:

Table 18 - Flood recovery advice as suggested by the Government.

Considerations	
Contact your insurance company	<ul style="list-style-type: none"> If you've been flooded, contact your insurance company and follow their advice. If you haven't got insurance, the National Flood Forum can offer help and support on 01299 403055.
Find your local flood action group or flood warden	<ul style="list-style-type: none"> If there's been a serious flood, your local authority may have chosen a place like the town hall as a 'flood hub' from which to organise recovery efforts. You may also have a nearby flood warden or flood action group. Contact the National Flood Forum for help in finding local support.
Check if you can return home	<ul style="list-style-type: none"> If you've had to leave your home, check with the emergency services that it's safe before you return. Your home or business may also need a safety inspection by the utility companies before you can turn the water, gas and electricity back on.
Cleaning and repairing your home	<ul style="list-style-type: none"> Take advice from specialists before starting repairs to your property. Most of the repair work after flooding will need to be undertaken by professionals appointed by your insurers Flood water may contain harmful substances like sewage, chemicals and animal waste which could make you unwell. If you come into contact with flood water, wash your hands thoroughly. When cleaning your home after a flood always wear gloves, a face mask and sturdy footwear. Find out how to clean up your home safely after a flood. Before you start cleaning, take photographs to document damage and record the flood water height. Ask your insurer before discarding items that cannot be cleaned, like mattresses and carpets. If you use heaters or dehumidifiers to dry out your property, make sure there's good ventilation. Never use petrol or diesel-powered generators indoors – their exhaust gases are potentially lethal.
Protect your property	<ul style="list-style-type: none"> To reduce flood damage you could take measure such as laying tiles instead of carpets, moving electrical sockets higher up the walls and fitting non-return valves.

from future floods	<ul style="list-style-type: none">• Suppliers of flood products and services can be found on the Blue pages.• Read the National Flood Forum's advice on how to protect your property from flooding in the future.
Stay healthy	<ul style="list-style-type: none">• You can find general advice about staying healthy after a flood at UK Health Security Agency.• If you notice a change in the colour, taste or smell of your tap water, stop using it and phone your water company.• You can get support from your local Public Health Team to prevent and reduce the effect of diseases.• Don't eat food that's touched flood water. If your electricity is off, don't eat fresh food from a fridge after 4 hours or from a freezer after 24 hours.• The Food Standards Agency offers detailed food safety advice for flood victims.
Get help	<ul style="list-style-type: none">• The Environment Agency has specially trained Flood Support Officers across the country who provide information and advice during and after floods. Call Floodline (24-hour service) on 0345 988 1188 or type-talk (for the hard of hearing) on 0345 602 6340 to find out if they're active in your area.
Get emotional support	<ul style="list-style-type: none">• Having a flooded home is very stressful. If you need emotional support, contact family and friends, your doctor or an organisation like the Red Cross or the Samaritans.• UKHSA offers a guide to mental wellbeing after a flood.

Section 9 Recovery

As flood waters begin to recede the damage left behind can be devastating for families and businesses. This next phase of this incident is to focus on relief efforts, to help return things to normal. This phase is known as the Recovery Phase. Sandwell Council is the lead organisation during the recovery phase. This stage can last months, even years to help support the community to return to the new normal.

Recovery can be broken into two additional phases: short-term recovery and long-term recovery.

9.1 Short term recovery

Short-term recovery usually lasts less than six months and focuses on addressing the immediate needs following the emergency period. Short-term recovery includes activities such as restoration of critical functions and vital resources, damage assessment, debris removal, power restoration, and providing temporary housing.

9.2 Long term recovery

The transition to long-term recovery is typically characterized by the completion of emergency programs and the return to daily life. This phase can last for months up to several years. The long-term recovery period focuses on restoring economic activity and rebuilding the community. The most important element of this phase is the everyday work completed to reduce the long-term risk to people and property.

9.3 Council Recovery Checklist

Table 19 – Overview of Council Response – Flood warning no longer in place / recovery checklist

Action	Comments	Complete?
<u>Flood Warning no longer in place</u> Upon receipt of Warning no longer in force:		
Stand down those officers placed on standby who are not involved in recovery or cleansing operations when deemed appropriate		
Maintain operational log of events/decisions – recording time of stand down and reasoning		
Incident stood down? Circulate debrief form to involved services		
<u>Recovery (post flooding actions)</u>		

Once flood waters have subsided and it is safe for Council staff to enter the area the following tasks form an essential part of the post incident recovery process.

(The survey of flooded areas provides an essential element of the Council's response to flooding, as it indicates the severity of the incident, and the type of response / recovery required)

<p><u>Environmental Services:</u></p> <p>Will lead on clean-up operations, working in conjunction with the Council and Police.</p>		
<p><u>Neighbourhoods:</u></p> <ul style="list-style-type: none"> • Adult Social Care team will deploy staff to the flooded areas to determine the number of households affected and the levels of help needed. • Forward Liaison Officers will be deployed to scene to also record the number of properties affected. • Maintain operational log of events/decisions. • Provide immediate response to any homes where there is concern for the welfare of the occupants. 		
<p><u>Regeneration Team:</u></p> <ul style="list-style-type: none"> • Regeneration team members will be deployed to the flooded areas to determine the number of business affected and the level of help required. • Record the level of damage / any assistance required. • Maintain operational log of events/decisions. 		
<p><u>Highways Team:</u></p> <ul style="list-style-type: none"> • Once floodwater has subsided open roads that were previously closed. • Record any damage to roads that require fixtures. • Maintain operational log of events / decisions. 		
<p><u>Resilience Team:</u></p> <ul style="list-style-type: none"> • Resilience team will lead the recovery group. • Provide business continuity to businesses affected (including schools). • Provide regular updates to directors. • Review flood plan, providing lessons learned from flooding incident. • Archive incident logs. 		

Table 20 - DEPO flood response checklist (Flooding Subsides - Recovery / Stand-down)

Action	Comments	Complete?
Flooding Occurring – Flooding Subsides - Recovery / Stand-down		
During office hours – receive and disseminate flood warning downgrades / all clears / Met Office warnings to key council contacts, including land-owning departments.		
If the Emergency Plan has been activated, liaise with Incident Director to stand-down the council's resources as appropriate and return its operations - as far as it is possible to normal business.		
Arrange debrief with all key council departments and staff.		
Assist in Recovery in co-ordination with strategic lead, following the hand-over from Police.		
Develop action plan for lessons learnt.		
Participate in Recovery Coordinating Group and projects where requested e.g. a residents meeting for an area affected.		
Collate information regarding properties or areas worst affected by the flooding; liaise with flood risk management colleagues to identify appropriate use of flood recovery resources.		
Maintain contact with the EA for river levels and forecasts.		
Maintain liaison with EA Flood Incident Duty Rooms (when open).		
Referencing flood event form, collate / disseminate flooded properties info.		
Liaise with Transport Services and key council contacts on delivery of flood recovery resources.		
Consider stand-down of staff, vehicles and resources.		
Maintain incident log; use ResilienceDirect incident log or if unable One Note / internal template. Close log when appropriate.		

Table 21 - Highways flood response checklist (Flooding Subsidies - Recovery / Stand-down)

Action	Comments	Complete?
Flooding Subsidies - Recovery / Stand-down		
Maintain service log of action / decision making.		
On request, collate service situation report for inclusion in Council report (use template).		
Maintain and provide a service situation report as requested.		
Participate in Recovery Coordinating Groups and projects where requested e.g. a residents meeting for an area affected.		
Liaise with UTC / Network Management re traffic / road conditions.		
Liaison with Localities re assistance for clear-ups, specifically vehicles and plant.		
Respond to changing conditions and remove any traffic management as and when required.		
What resources do we have; prioritise / allocate accordingly.		
Out of hour's standby teams' inc. Traffic Management contractor if situation dictates.		

Table 22 – Communication Team - flood response checklist (Flooding Subsidies - Recovery / Stand-down)

Action	Comments	Complete?
Flooding Subsidies - Recovery / Stand-down		
Use social media channels to inform members of the public about recovery arrangements.		
Prepare and issue media messages.		
Participate in Recovery Groups and projects where requested e.g. a residents meeting for an area affected.		
Where applicable / able, establish / maintain liaison with local media outlets.		
What resources do we have; prioritise / allocate accordingly.		
Stand down any additional communications resource assigned over and above normal out of hour.		

Abbreviations

CRR	Community Risk Register
DEFRA	Department for Environment, Food and Rural Affairs
DEPO	Duty Emergency Planning Officer
EA	Environment Agency
ECC	Emergency Control Centre
ERA	Extreme Rainfall Alert
FAS	Flood Advisory Service
FFC	The Flood Forecasting Centre
FGS	The Flood Guidance Statement
FMfSW	Flood Map for Surface Water
HAC	Humanitarian Assistance Centre
JESIP	Joint Emergency Service Interoperability Principles
LA	Local Authority
LRF	Local Resilience Forum
MAFP	Multi-Agency Flood Plan
NSWWS	National Severe Weather Warnings
PCT	Primary Care Trust
SFRP	Sandwell Flood Response Plan
SOP	Standard of Protection
TCG	Tactical Coordinating Group

Glossary

Catchment	A river catchment is a land area that drains into a river and its tributaries. It's also known as a watershed.
Civil contingencies Act	This Act delivers a single framework for civil protection in the UK. As part of the Act, Local Resilience Forums must put into place emergency plans for a range of circumstances including flooding.
Climate Change	Long term variations in global temperature and weather patterns caused by natural and human actions. Climate change affect also sea and river levels and rainfall intensity.
Critical Infrastructure	Assets that are essential for the functioning of a society or economy.
Emergency Control Centre	Generic term for a centre for controlling and co-ordinating the response of an organisation to an incident or an emergency.
Environmental damage	Damage caused by the event that adversely affects the environment, including physical (trees fallen down) and chemical (pollution and contamination from floodwater).
Flood map Planning	A map produced by the Environment Agency providing an indication of the likelihood of flooding within all areas of England and Wales, assuming there are no flood defences.
Flood Risk Area	An area determined as having a significant risk of flooding in accordance with guidance published by Defra and WAG.
Flood Risk Regulations	Transposition of the EU Floods Directive into UK law. The EU Floods Directive is a piece of European Community (EC) legislation to specifically address flood risk by prescribing a common framework for its measurement and management.
Local Authority Liaison Officer (LALO)	Attends the incident to become the eyes and ears of the Council on site and acts as liaison officer between the emergency services, utilities, and the Council's employees and/or service providers.
Fluvial Flooding	Flooding resulting from water levels exceeding the bank level of a main river.
Lead Time	The period of time predicted between the initiation of the warning and the incident occurring.
Pitt Review	Comprehensive independent review of the 2007 summer floods by Sir Michael Pitt, which provided recommendations to improve flood risk management in England.
Resilience Measures	Measures designed to reduce the impact of water that enters property and businesses, such as raising electrical sockets/appliances above flood levels.
Responding Agency	All organizations with a direct role and/or responsibility to the response of a flood event.
Real threat to property	Any risk imposed on the property due to the flood event, including direct flooding of the property, affected utilities, and limitation of access.

Rest Centre (RC)	Building, which could include overnight facilities, designated by the local authority for the temporary accommodation of evacuees.
Risk	In flood risk management, risk is defined as a product of the probability or likelihood of a flood occurring, and the consequence of the flood.
Sewer flooding	Flooding caused by a blockage or overflowing in a sewer or urban drainage system.
Spontaneous evacuation	The unplanned evacuation of residents and/or visitors from a location. Often resulting from an impulse decision fuelled by panic.
Standard of Protection	Defences are provided to reduce the risk of flooding from a river and within the flood and defence field standards are usually described in terms of a flood event return period. For example, a flood embankment could be described as providing a 1 in 100-year standard of protection.
Surface water	Rainwater (including snow and other precipitation) which is on the surface of the ground (whether or not it is moving), and has not entered a watercourse, drainage system or public sewer.
Vulnerable people	Those individuals who are less able to help themselves, and require assistance from responding agencies, in the event of a flood.