

The Hampshire Partnership

23rd September 2014

**A report from Hampshire Fire and Rescue Service on
behalf of the Hampshire & Isle of Wight Local
Resilience Forum**

2014 Flooding and Debrief Report

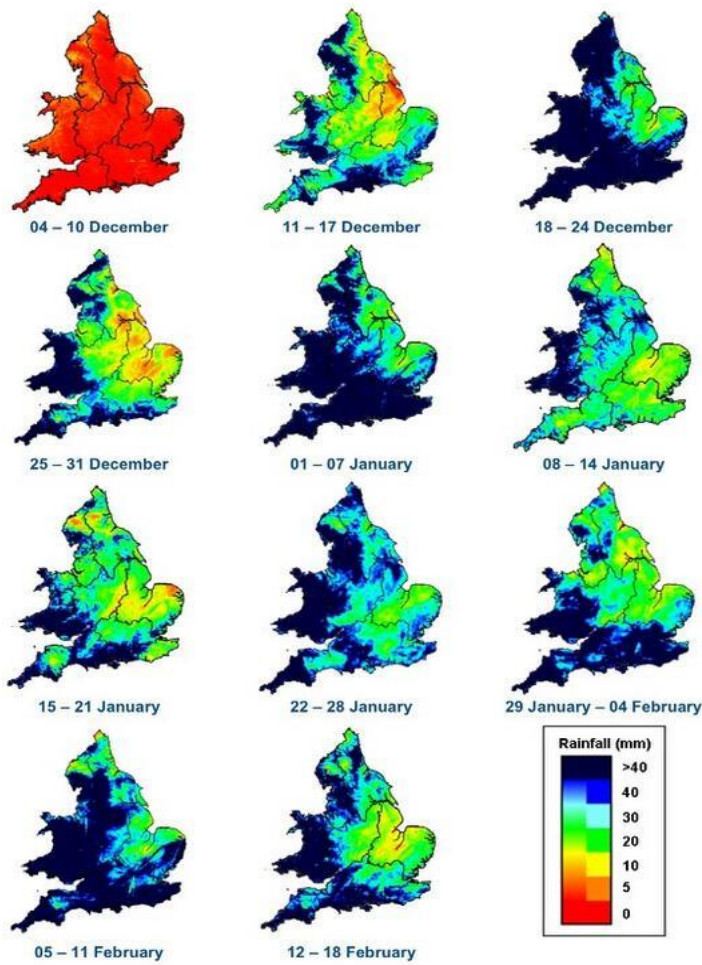


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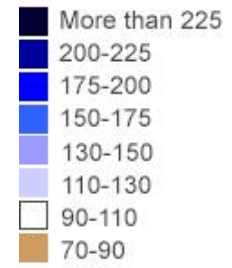
Rain, rain, rain and more rain

➔ (left) Week by week
(Blue = more rain)



Record wettest winter

Rainfall 1 Dec - 25 Feb
% of 1981-2010 average



➔ Right = Whole event

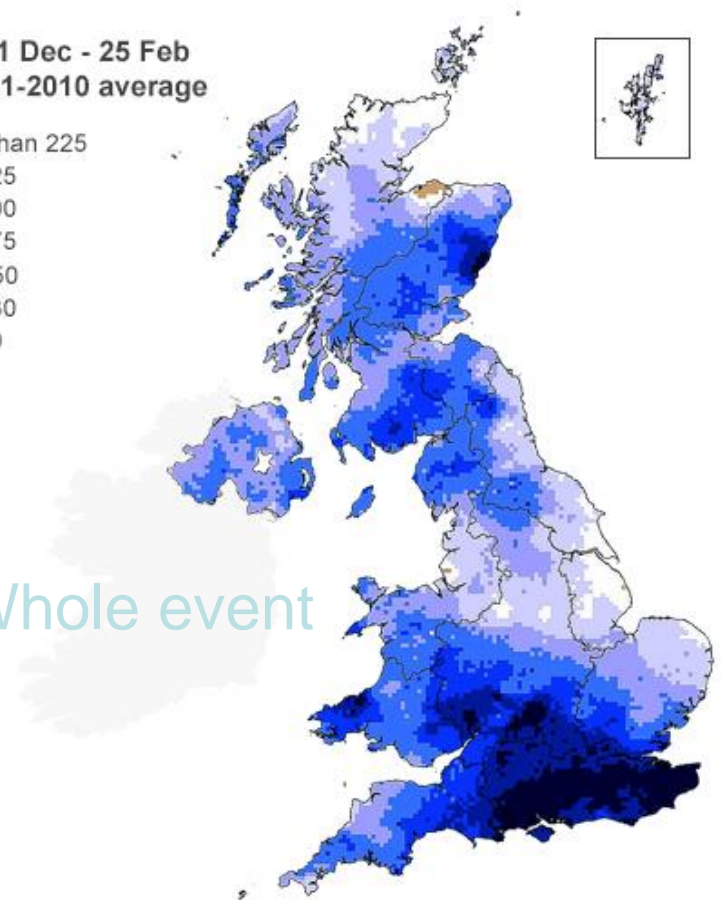
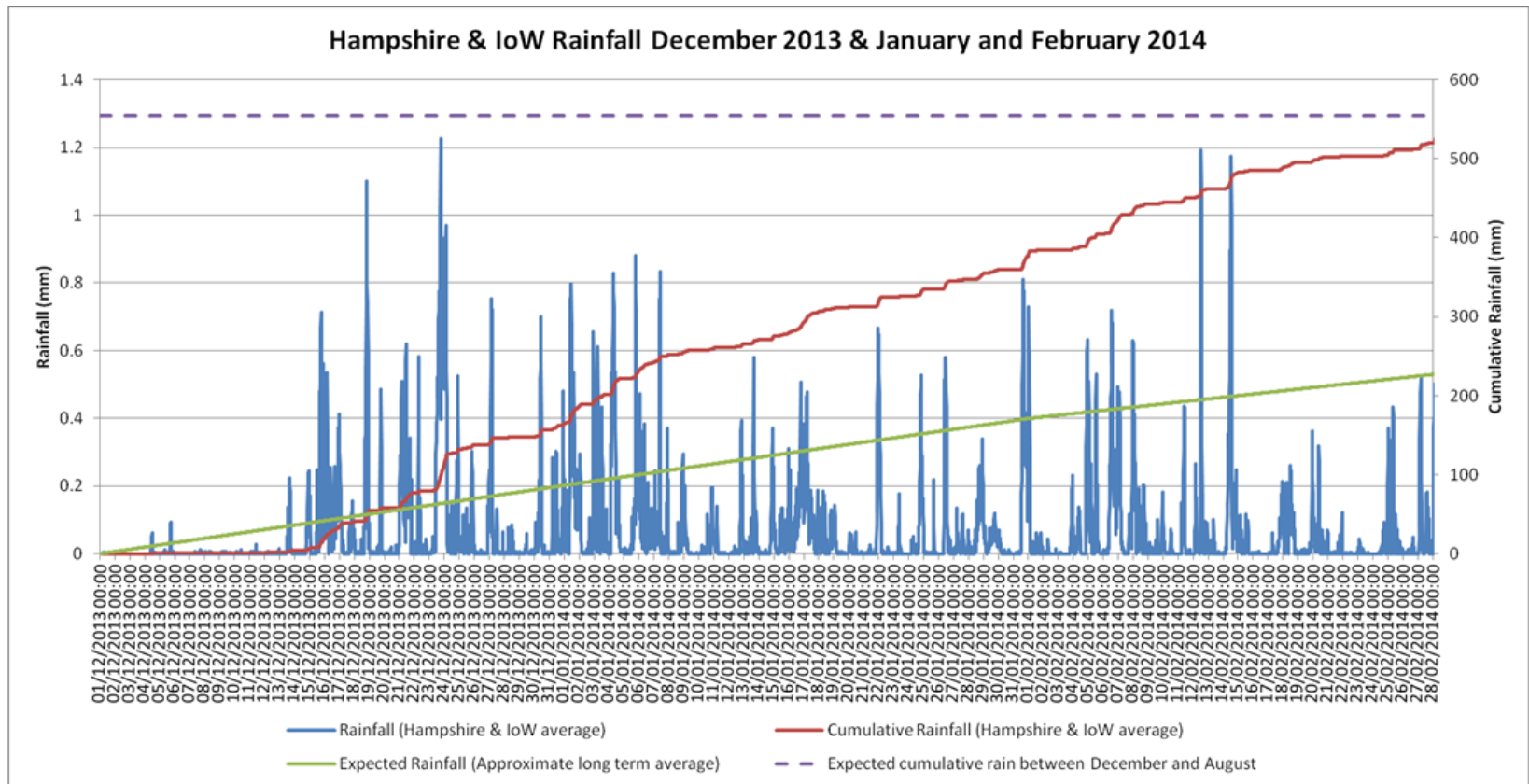


Figure 1: Weekly precipitation across England and Wales for the past eleven weeks. UKPP radar data (Source: Met Office © Crown Copyright, 2014). Note: Radar beam blockages in some regions may give anomalous totals in some areas.



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Cumulative rainfall



Flood Warnings issued

Severe

1



Warnings

70



Alerts

65



Groundwater

17



Background

- Longest duration multi agency response since LRF established in 2004
- More than 5000 properties protected
- Estimated property flooded
 - 200 properties suffered from Groundwater flooding
 - 180 from Fluvial
 - 35 from coastal
 - (Environment Agency 2014)



Facts and figures

- Wettest winter since national records began in 1910
- Heaviest rainfall in England since 1766
- Dec and Jan gave 6 months rainfall
- Record spring tides in Dec / Jan / Feb
- 211,000 sand bags across the county
- 71 million litres of water tankered away from Buckskin alone
- 630 military personnel deployed
- 12 SCG meetings
- RWG ran continuously from 6th Feb to 5th March



Extent of the flooding

- Most of the county affected to varying degrees
- Worst affected areas in Romsey, Winchester, Fordingbridge, Basingstoke and Hambledon
- Multi-agency response invoking the Local Resilience Forum arrangements
- Strategic Coordination Group
- Response Working Group
- Tactical Coordination Groups.



Not just wide area but protracted duration

- Response phase
- Overlapping with Recovery phase
- Multiple homes evacuated
- Large numbers of road closures
- Community facilities affected.



Multi-agency response

- Police
- Fire and Rescue
- County Council
- District Councils
- Military
- Environment Agency
- Utility providers
- Community groups – flood action groups.



Command and control structure

- Strategic Coordination Group at Netley
- Response Working Group at Netley
- Local Tactical Coordination Groups where activity was highest – Winchester, Test Valley, Basingstoke, New Forest, East Hants
- Logistics at RWG



Multi-agency coordination

- Activities included:
- Direct pumping of water
- Sandbagging
- River diversion or choking
- Protection of infrastructure
- Support and reassurance to residents.



Romsey



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Romsey



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Protection of Romsey - River diversion plans



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Aerial view of Romsey

Military assistance



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Winchester city centre



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Protection of Winchester – EA barriers



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New Forest



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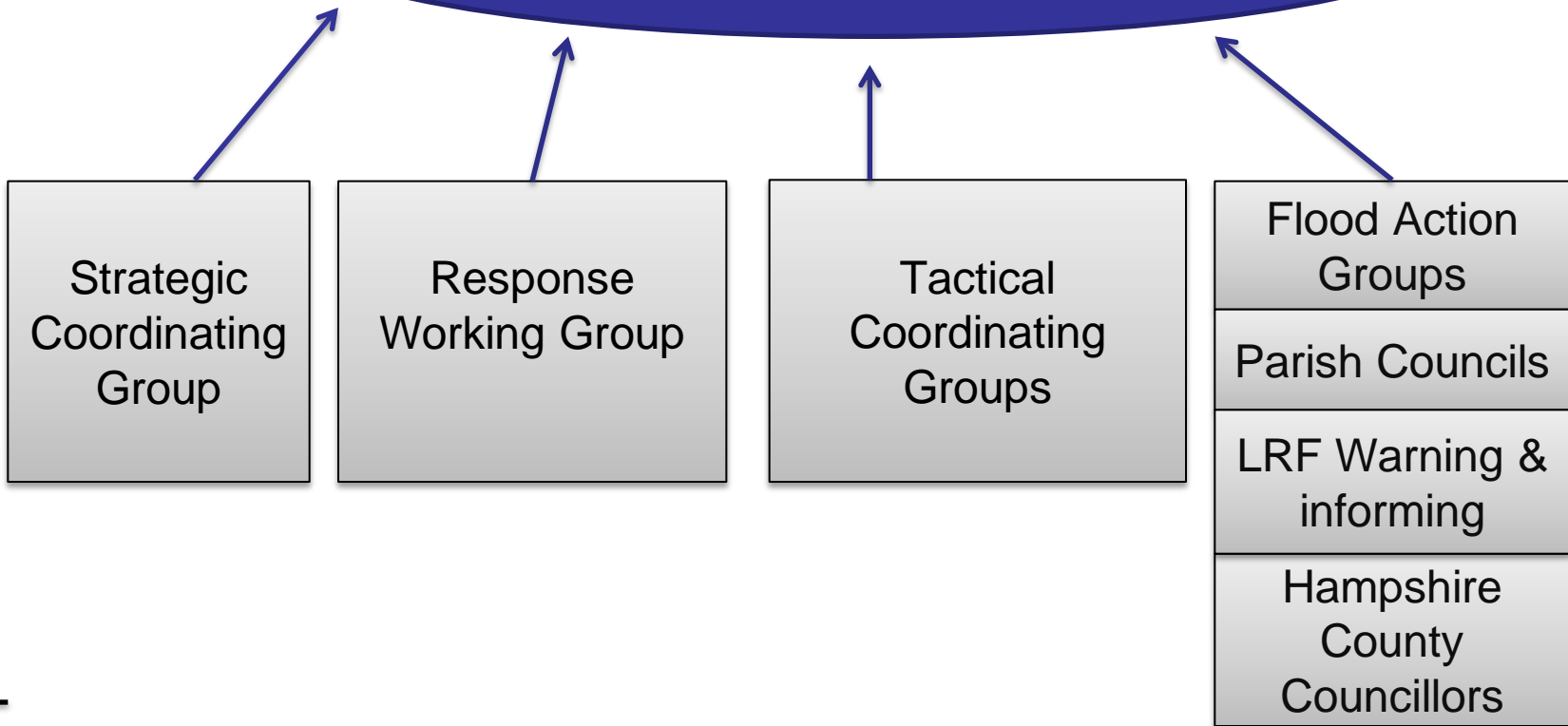
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Multi-agency debrief

- Managed by HFRS
- Significant logistical task in itself
- Questionnaires and physical debriefs across all the locations
- Multi-agency involvement
- Parish, District and County Councillors
- Feeding into national debrief process



LRF Multi Agency Debrief



What went well?

- Multi agency working – built on pre-existing relationships
- RWG & District TCG's
- Logistics cell at RWG
- River management schemes



What Went Well?

- Co-ordination of resources
- Community groups
- Mutual aid
- Virtual media warning and informing
- Informing via social media



What can be improved?

- The need for flexibility of approach
- Greater multi-agency involvement in pre-planning
- Communications and decision logging
- Resilience in depth
- The scale of the event highlighted the need for suitability trained and experienced leaders at all levels.
- The need for expansion of the Inter-Agency Liaison Officers
- Wider engagement of community groups



Summary

- The overall response to the flooding was successful and well managed. Co-operation and co-ordination was identified as being the most successful element of the multi agency response.
- Communities believe the response was good.
- HLOW LRF needs to ensure good planning in austerity not prosperity, and take account of the changes in society like social media and access to information.
- The main areas for improvement are, pre-planning, roles and responsibilities, communications and quality of information, and training and exercising.



Questions?



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Recommendations

- ***Form a multi agency task and finish group to review the Hampshire County Multi Agency Flood Response Plan.***
- ***Expand, develop and integrate Community Resilience Groups into the LRF.***
- ***Terms of reference for the RWG to include the determination and maintenance of a suitable and flexible structure to respond to an event.***
- ***The RWG to determine and maintain roles and responsibilities of RWG, TCGs, ECCs and supporting cells.***
- ***RWG to ensure suitable aims and objectives are maintained throughout the response structure.***



Recommendations

- ***Identify and implement a suitable system for the sharing of live, accurate, timely and rich information. Information quality within the system should be managed as part of the event response.***
- ***Develop and implement best practice incident logs and decision logs.***
- ***Establish codes of conduct for teleconference and information sharing.***
- ***Review of current training to ensure it is fit for purpose in the light of new information.***
- ***Develop a team of personnel capable of participating or leading in a prolonged multi agency response event.***
- ***Establish a program of exercises to practice and confirm the suitability of the response capability developed***

