

Emergency Preparedness Workshop

Agenda

9:30-10:00	Registration	
10:00 – 10:10	Welcome	Joanna Robb & Julie Gavin
10:10 – 10:50	Local Authority - Organisational Resilience	Candice Oreal & Myles Wick
10:50 – 11:30	Environment Agency – Community Resilience - Flooding	Emily Whittingham
11:30 – 11:45	Break	Jamie Francis
11:45– 12:25	London Fire Brigade - Flood Response	
12:25 – 12:30	Closing remarks	Joanna Robb & Julie Gavin

Organisational Resilience for the Voluntary Sector

Candice Oreal & Myles Wick

Richmond Council Emergency Planning Team


Why are we covering Organisational Resilience?

Summer 2024 Richmond CVS Survey


- Feedback highlighted Emergency Preparedness and Business Continuity Plans key areas to help develop for Voluntary Sector
- A gap in knowledge/good practice

This sessions will give you starting points, supported by an interactive workshop section.

What is Organisational Resilience?



Organisational resilience is 'the ability of an organisation to absorb and adapt in a changing environment'. (ISO 22316:2017 Organizational resilience – Principles and attributes – 2017)



Simply put: Organisations' ability to maintaining their critical functions to their best ability during disruptions and able to respond appropriately

Why is Organisational Resilience Important?

- **False assumption** “it won’t happen to us”.
- **Disasters have no boundaries**: Organisational Resilience ensures organisations can respond to major disruptions threatening their functioning.
- Well-developed organisational resilience promotes efficient and quick recoveries to incidents
- Enables staff to know their roles/responsibilities during incidents, limiting the impacts of emergencies on their work, mental health, etc.

Why is Organisational Resilience Important for the Voluntary Sector?

Voluntary Sector
is externally
focused

Private/Public
organisations
depend on your
support

Critical to local
communities

Contracts to
fulfil

Organisational resilience is everyone's remit

- Everyone within an organisation can participate in your internal resilience
- Small actions can have both positive and important consequences
 - Saving work on a cloud system rather than on a USB stick which can be lost
 - Forgetting to update key contacts impacting incident response

Organisational resilience is everyone's remit - Examples

Ensuring a safe working environment

Using a SharePoint rather than a hard drive

Using work plans rather than keeping the knowledge in your head

Standing up resources to manage key work loads

Protecting staff who work on-site

Organisational Resilience Basics

Business Continuity

- Puts in place processes enabling critical functions/services to operate, especially during large scale incidents.
- Identifies alternative arrangements which can be deployed to ensure continuity of critical functions/services.

Emergency Preparedness Plans

- Specific plans for reducing, controlling or mitigating the effects of an emergency by addressing the disruptions caused by the event
- Will include procedures necessary to tackle the emergency, as well as a clear set of roles and responsibilities and established instructions

Organisational Resilience - Basics

Organisational disruptions can happen at any moment and impact any service

BC recognises potential threats to an organisation's functioning, and analyses the impacts they have on day-to-day operations

Emergency Plans describe actions to mitigate the effects of an incident and sets out roles of staff involved in the crisis management

Organisational resilience - having a plan to cope with incidents, so you can continue functioning with as little disruptions as possible

Business Continuity - The importance of back-up arrangements

- Backup arrangements are formal/informal processes ensuring that critical functions keep going during disruptions
- These can be achieved and implemented by anyone within the organisation
- Please note whether formal or informal, it is crucial that your arrangements be written down, accessible and for all staff to be made aware

The importance of back-up arrangements - Examples

A contract with a back-up supplier

Keeping a paper copy of key documents

Using public transport rather than a private vehicle

Working from home

A recovery phone number for an important line

A secondary email address

Training & Exercising

- Training and exercising your incident plans and procedures is critical to their functioning
- Emergency procedures/plans/protocols will be at risk of not being fulfilled effectively without it
- It enables embedding and highlights areas to improve/amended
- Important to do before incidents/emergencies occur – can be very simple 10 minute activities!

Local Authority Context

Business Continuity

- Yearly review
- Identify Critical Organisational Functions/Services
- Back up arrangements are identified and noted
- Emergency contacts and staff details are saved

Emergency Plans

- Organisational Resilience Plan – lays out the command structure as well as the roles and responsibility for responding to emergencies
- Specific emergency plans for certain types of events. E.g severe weather, fuel shortages etc.
- Training & Exercising – yearly program exercising these plans and training emergency response roles

Workshop Session

- Aim of this session: **taking ownership of your organisation's resilience**
- You are the expert on how your organisation operates
- Clearly thought-out plans will
 - enable you to respond effectively to an emergency
 - help understand what situations would disrupt your services and your ability to support those around you
- **Without knowing your priorities and staffing needs, you may not get the proper resources, attention and staff during an incident.**

Workshop

Please consider the next questions on the screen in your groups and discuss for the next 10min discussion

We will bring back the conversation and open it to the whole room for a 5min debrief

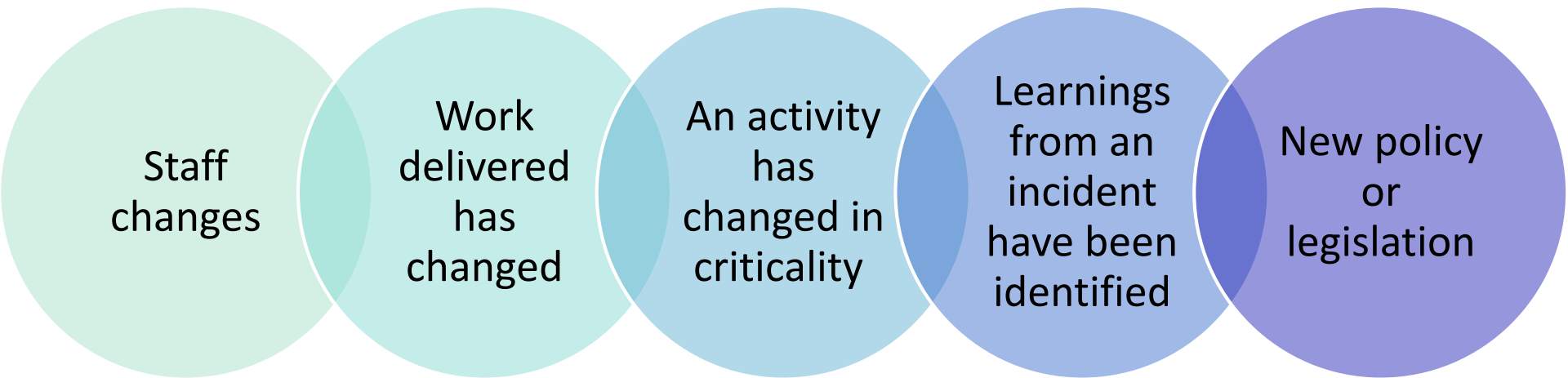
- Do you currently have any organisational resilience plans (formal/informal)? Are these written down or not?
- What critical services do you think your organisation would struggle to keep offering were you to suffer a disruption?
- What simple tasks/actions/plans could you make to better your organisational resilience?

Learning Resources

- Community Prepared offers training and tailored support to prepare communities and voluntary organisation for a range of emergencies.
- Provide online training, learning resources and members forum.
- [Link here - Communities Prepared – A Groundwork South Project](#)

Final Reminder: Organisational Resilience is a dynamic process!

- Processes and plans should be constantly evolving and updated to reflect organisational changes



Any questions?

- If you have any queries, please feel free to contact us:

Emergencyplanning@richmondandwandsworth.gov.uk

Community Flood Resilience

Emily Whittingham

Flood Resilience Engagement Advisor



Floodline 0345 988 1188

Incident Hotline 0800 80 70
60

Flood Impacts

In England around

5.5 million

homes and businesses
are at risk of flooding



Go to [GOV.UK/PREPARE-FOR-FLOODING](https://www.gov.uk/prepare-for-flooding)

Cost of flooding £££

Significant risk to life

Mental health impacts > 2 years

Depression, anxiety and PTSD

Taking steps to prepare for flooding
and knowing what to do in a flood
reduces:

- The damages to a home and possessions
- The risk to life
- The likelihood of suffering from mental health impacts in the future



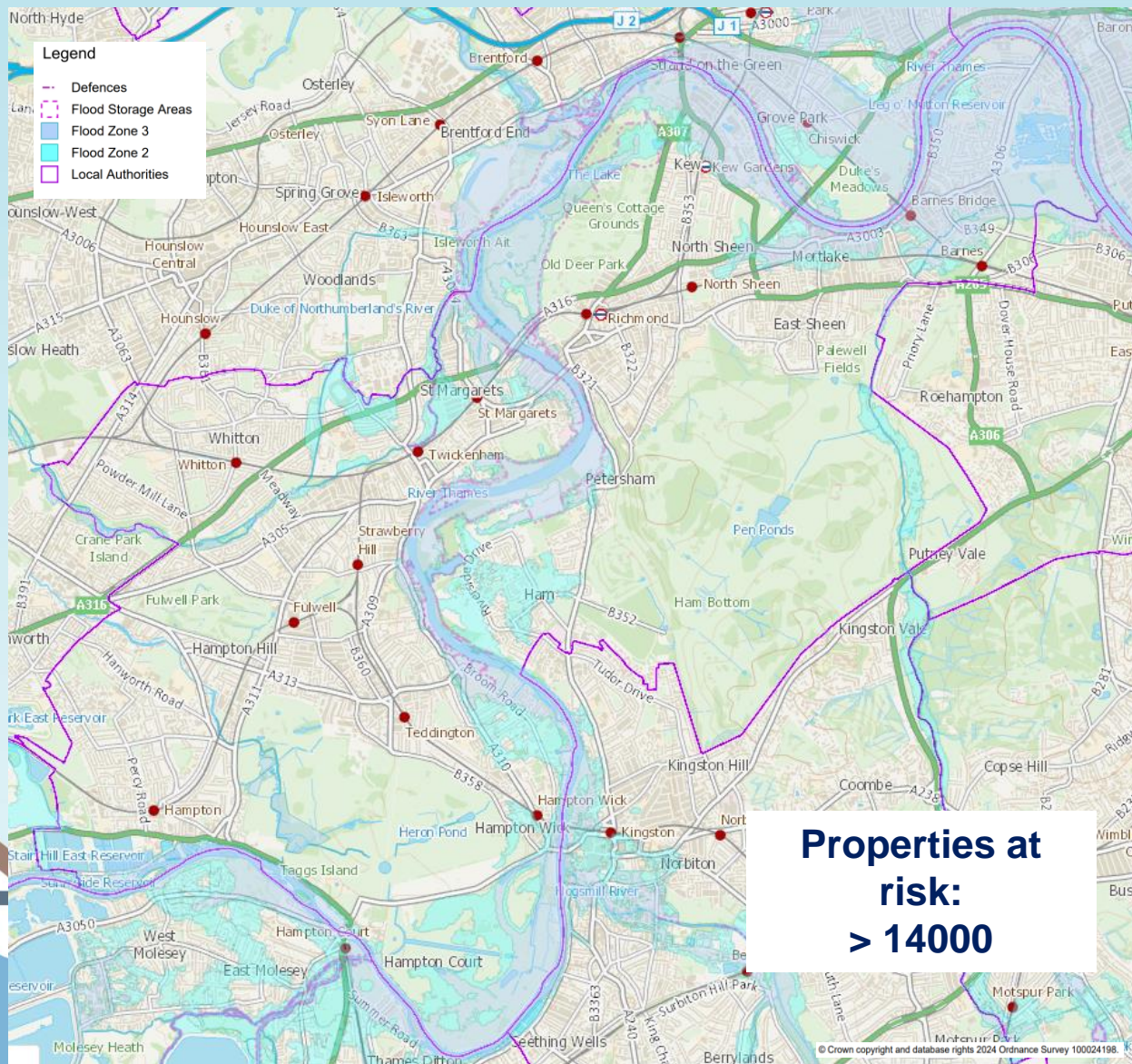
Richmond Flood Risk



Richmond Flood Risk – Rivers & Sea



Environment Agency



- River Crane
- Beverley Brook
- River Thames
- Tidal Thames



Flood Risk – Surface Water



681 properties - HIGH risk

Helping communities prepare for flooding



- Encourage people to check their flood risk



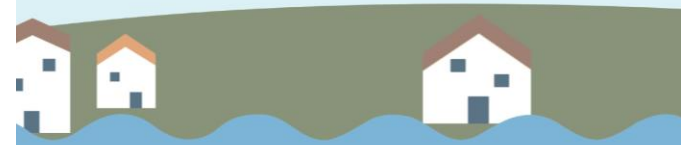
Check your flood risk online



The screenshot shows the gov.uk website interface. At the top left is the "GOV.UK" logo. To the right are "Menu" and search icons. Below the navigation bar is a breadcrumb trail: "Home > Environment and countryside > Flooding". The main heading is "Check the long term flood risk for an area in England". Below this, it says "Use this service to find out:" followed by a list of bullet points: "the long term flood risk for an area in England", "the possible causes of flooding", and "how to manage flood risk". Further down, it states "This service tells you about an area's long term risk from:" followed by another list: "rivers and the sea", "surface water", "reservoirs", and "groundwater (where data is available)". At the bottom of the main content area, there are links for "flood risk in Scotland", "flood risk in Wales", and "flood risk in Northern Ireland". A green "Start now >" button is located at the bottom left of the page.

Maps for flood risk from:

- Rivers and the sea
- Surface water
- Reservoirs
- Groundwater



gov.uk/check-long-term-flood-risk

Helping communities prepare for flooding



- Encourage people to check their flood risk
- Encourage sign up to free Flood Warnings & Met Office Weather Warnings



The Flood Warning Service



Prepare



Act



Survive

GOV.UK

Flood information service

Flood warnings for England

10:41am Monday 17 February 2020

Show warnings near a location

 **5**

Severe flood warnings
Severe flooding - danger to life

+

 **225**

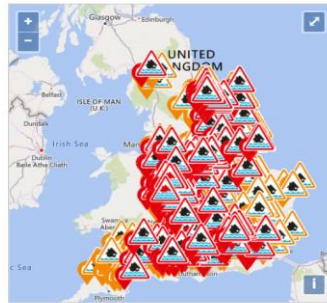
Flood warnings
Flooding is expected - immediate action required

+

 **293**

Flood alerts
Flooding is possible - be prepared

+



Storm Ciara – Feb 2020

FLOOD ALERT
PREPARE



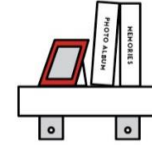
Pack medicines & insurance docs



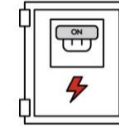
Visit the flood warning information service



FLOOD WARNING
ACT



Move things upstairs or to safety



Turn off gas, water & electricity



Move family, pets & car to safety

SEVERE FLOOD WARNING
SURVIVE



Follow emergency services' advice



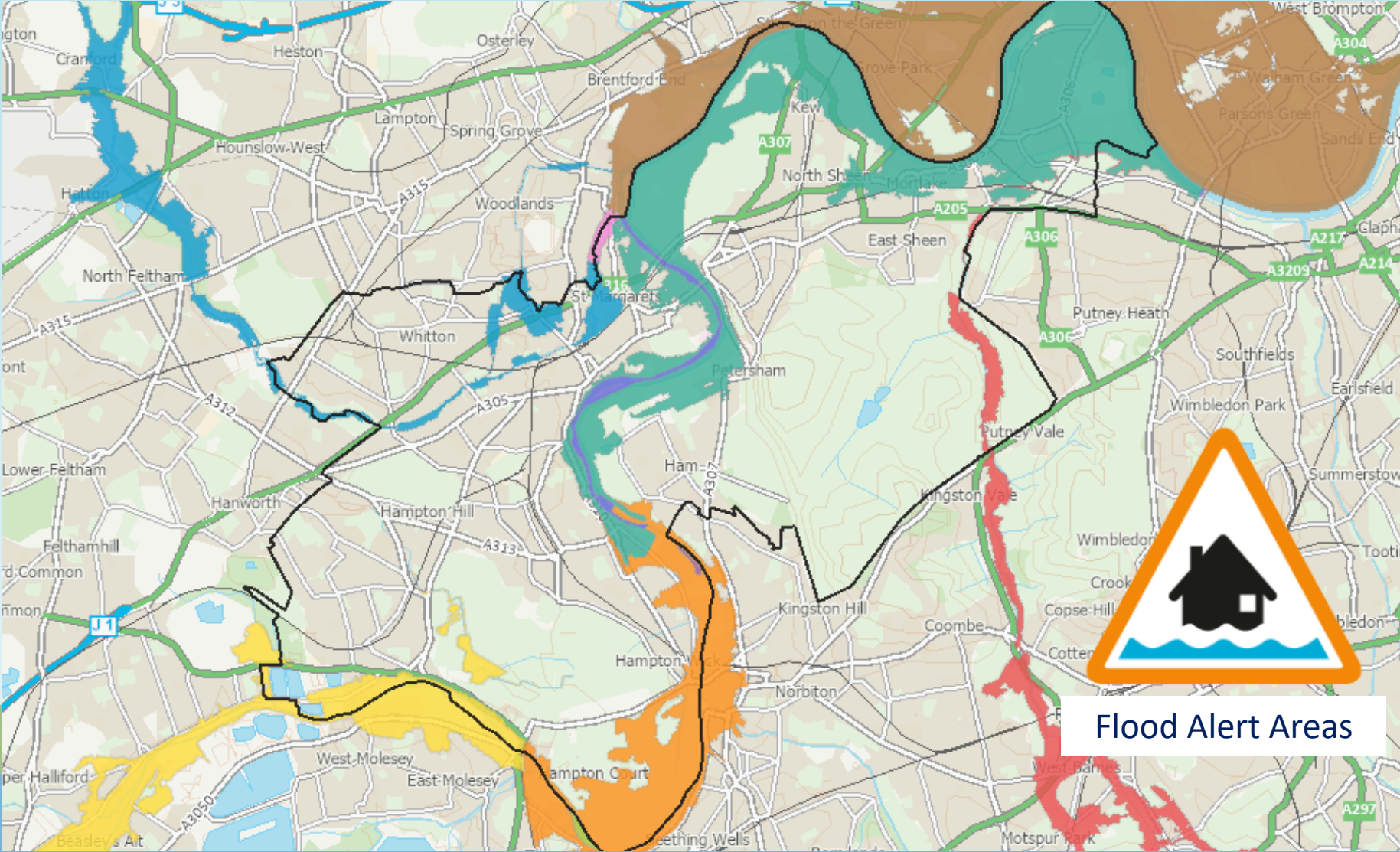
Immediate danger?
Call 999



Stay safe

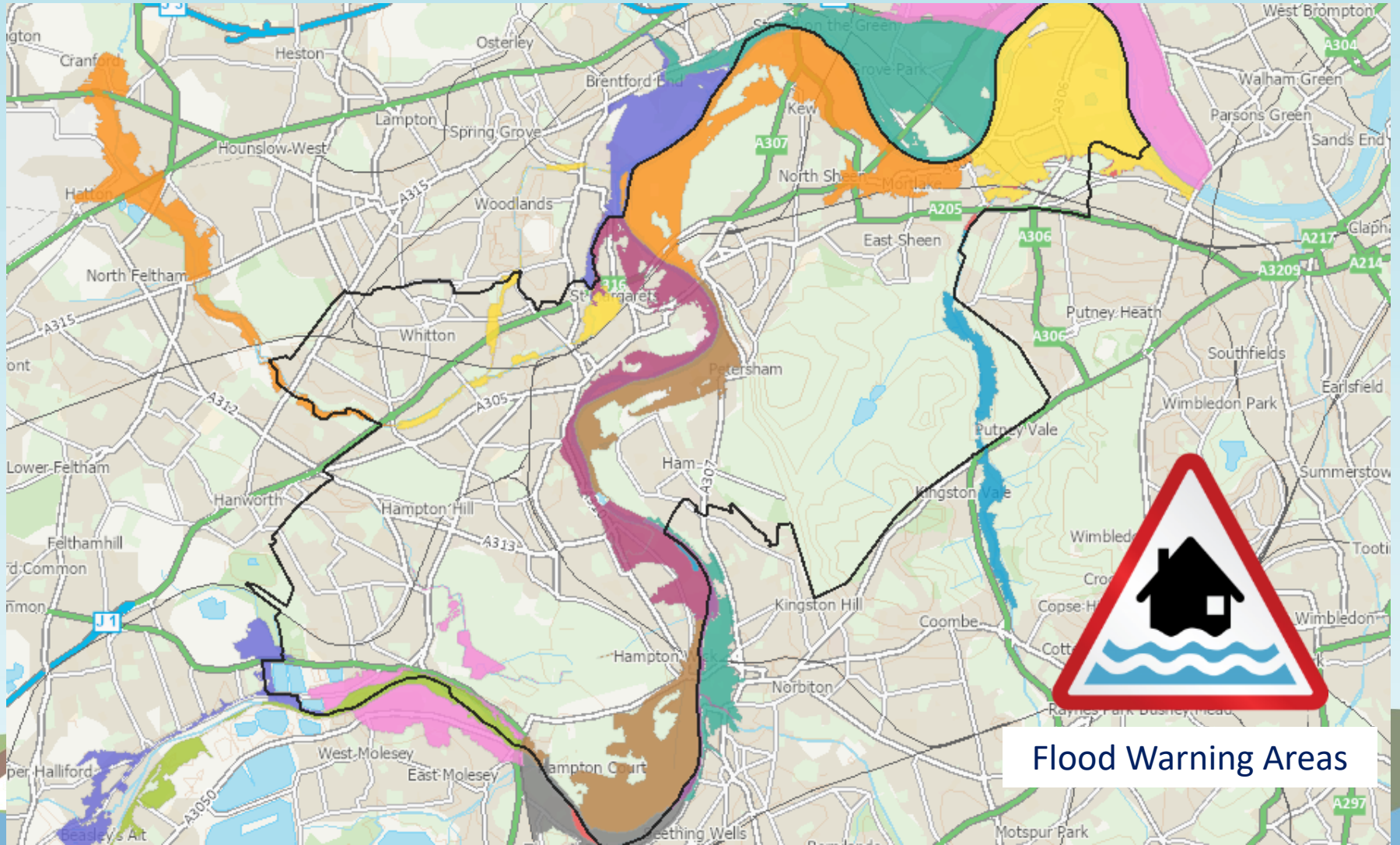


The Flood Warning Service



Flood Alert Areas

The Flood Warning Service



Flood Warning Areas

The Met Office Weather Warnings



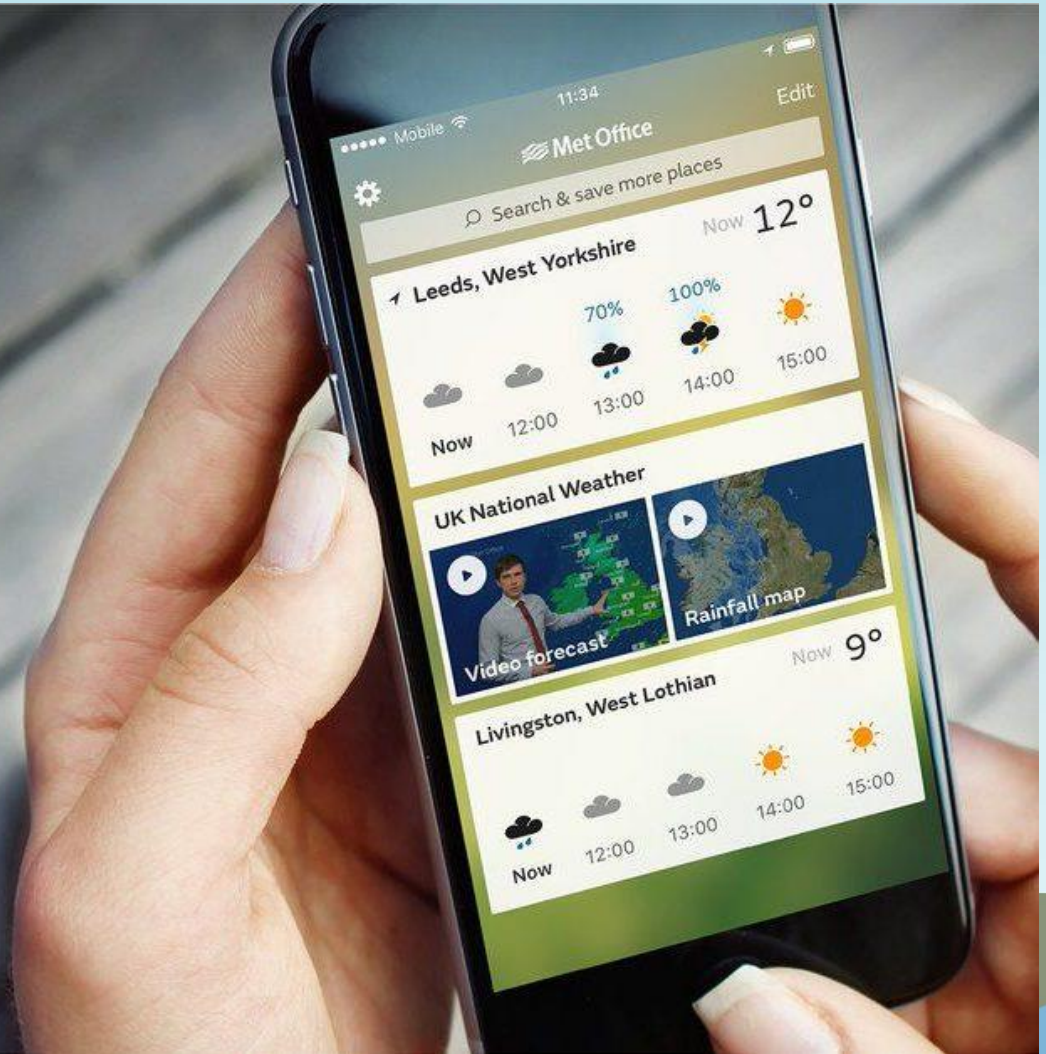
 **Met Office**

When it matters

Get the forecast at your fingertips with our new app.

Available on the iPhone
 **App Store**

GET IT ON
 **Google Play**



Helping communities prepare for flooding



- Encourage people to check their flood risk
- Encourage sign up to free Flood Warnings & Met Office Weather Warnings
- Get residents to complete a personal flood plan



Personal Flood Plans



Personal flood plan

Name:

Are you signed up to receive flood warnings? If not call visit www.gov.uk/flood or call Floodline on 0345 988 1188. If yes, are your contact details up to date?

General contact list	Company name	Website/ Email address	Emergency telephone number
Floodline	Environment Agency		0345 988 1188
Electricity provider			
Gas provider			
Water company			
Telephone provider			
Insurance company and policy number			
Local council			
Travels/weather info			

Key locations	Description of location	How can they/you help?
Service cut-off		
Electricity		
Gas		
Water		

Who can help/who can you help?	Name	Contact details
Relationship		
Relative		
Friend or neighbour		

Be prepared for flooding. Act now

Personal flood plan

Keep important documents safe and protect them in polythene
Check your insurance covers you for flooding

What can I do NOW?

Actions	Location
Home	
Home	
• Move furniture and electrical items to safety	
• Put flood boards, polythene and sandbags in place	
• Make a list now of what you can move away from the risk	
• Turn off electricity, water and gas supplies	
• Roll up carpets and rugs	
• Unless you have time to remove them hang curtains over rods	
• Move sentimental items to safety	
• Put important documents in polythene bags and move to safety	
Garden and outside	
• Move your car out of the flood risk area	
• Move any large or loose items or weigh them down	
Business	
• Move important documents, computers and stock	
• Alert staff and request their help	
• Farmers: move animals and livestock to safety	
Evacuation - Prepare a flood kit in advance	
• Inform your family or friends that you may need to leave your home	
• Get your flood kit together and include a torch, warm and waterproof clothing, water, food, medications, toys for children and pets, rubber gloves and wellingtons	

There are a range of flood protection products on the market to help you protect your property from flood damage. A directory of these is available from the National Flood Forum at www.bluespages.org.uk

Be prepared for flooding. Act now



Flood Kit



**MEDICATION,
INHALERS & A
FIRST AID KIT**



**WARM &
WATERPROOF
CLOTHING**



**A TORCH,
RUBBER GLOVES
& BLANKETS**



**BOTTLED
WATER AND
FOOD**



**COPY OF FLOOD
PLAN, INSURANCE
DOCUMENTS &
CONTACT LIST**



**MONEY, KEYS
& PHONE
CHARGERS**

Helping communities prepare for flooding



- Encourage people to check their flood risk
- Encourage sign up to free Flood Warnings & Met Office Weather Warnings
- Get residents to complete a personal flood plan
- Monitor watercourses and spot problem areas



Reporting Issues

Environment Agency Incident Hotline:

0800 80 70 60

Report:

- **collapsed or badly damaged riverbanks**
- **flooding from main rivers or the sea**
- **main rivers blocked by a vehicle or fallen tree causing risk of flooding**
- **unusual changes in river flow**



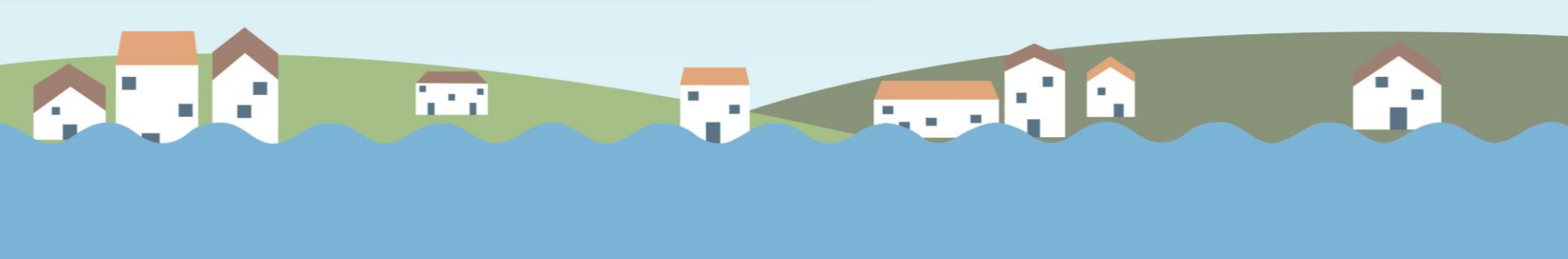
Reporting Issues

London Borough of Richmond upon Thames:

020 8891 7999 or online reporting form

Report:

- a flooded road
- blocked public drains
- groundwater flooding



Reporting Issues

Thames Water (or other water supplier):

0800 316 9800 or online reporting form

Report:

- **blocked sewers**
- **burst water mains**



Flood Action Week 2024: 14 – 20 October

A composite image for a flood action week poster. It features a photograph of a two-story brick house partially submerged in floodwater. Above the house is a dark, stormy cloud. The background is a light blue sky with stylized blue waves at the bottom. Text is overlaid on the image in various colors and fonts.

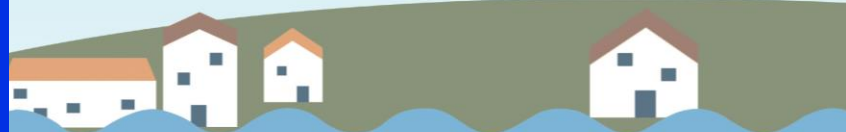
Knowing just

**1 action to take
in a flood**

**can reduce the impacts
on your home and family**

Go to [GOV.UK/PREPARE-FOR-FLOODING](https://www.gov.uk/prepare-for-flooding)

Follow @EnvAgency



Break – 15 mins



LONDON FIRE BRIGADE

LFB's Flood Response

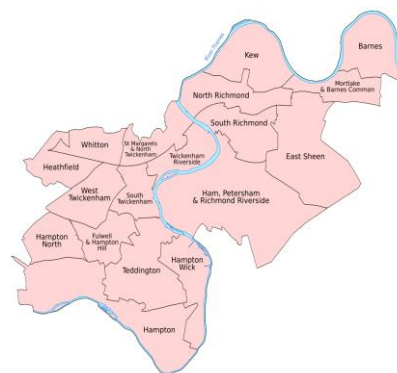
Station Officer James Francis

Preparedness

- Flooding has been identified as posing an ever-greater threat to London and Londoners in the LFB's Community Risk Management Plan (CRMP).
- Flooding (Surface Water and Fluvial) is identified in LFB's 2024 Assessment of Risk.
- Borough Risk Management Plans and Station Delivery Plans created to identify risks locally.
- Operational Risk Database records created, and 7(2)d visits undertaken.
- Training and Exercises completed.
- Updates from partner agencies (Environment Agency, Met Office etc. via LFB Control)

Richmond - Borough Profile

- 22.5 miles stretch of river (The longest in any London Borough)
- Both tidal and non-tidal
- The only borough to straddle both the north and south sides of the River Thames in London



Response – LFB Water rescue & safe systems of work

Level 1 water rescue: This is the safe system of work that is implemented when working close to water, mud, and ice and can include the rescue of persons from these environments without the need to enter or work on them.

Level 2 water rescue: This indicates the minimum level of resources required when firefighters enter water to perform a rescue.

Level 3 water rescue: This indicates the level of resources that will be used in mass flooding.



Response – Resources – Front line Appliance

- Pumping out via Appliance Pump or Ejector Pump
- Sandbags
- Environmental Grab Pack
- Water Rescue Throwlines
- Reach Pole (Currently on Trial)



Response – Resources – Fire Rescue Unit

- Dry Suits
- Rescue Boat & Outboard Motor
- Wading Poles
- Mud Paths
- Water Rescue Throwlines



Response – Resources – Fire Boat

- Max Speed: 30 Knots
- Max. Occupants: 60 people
- Max Pumping Capacity: 8,000 L/PM
- Able to beach on dry land
- On board HIAB Crane



Response – Resources – Operational Support Unit (OSU)

- Lightweight Portable Pump (LPP)
- Boxwall Flood Barriers
- Sand Bags (Bulk Quantity)
- Water Removal Resource Pack (Aqua-Vac, Submersible Pump)
- Poly Booms (100M)



Response – Resources – High Volume Pump (HVP)

- 1km of Hose per Hose Box
- 150mm Diameter Hose
- Pump Capacity of 7,000 L/PM
- A National Resilience Asset



Response - Rescue

If rescues are needed use the hierarchy:

- Talk: Try to establish verbal contact with the casualty. Do they have any injuries? Can they swim? Are they trapped? If possible, get them to return to safety
- Reach: Is it possible to reach the casualty?
- Throw: Use a throw line.

Dangers of floods

- Open inspection pit covers
- Raw sewage
- Unknown obstacles
- Unstable ground
- Power of the flow of water.



Restriction caused by trapped obstructions increase the velocity of the water flow.

- A water current speed of 1m per second exerts a force of 7.71 kg on the legs of a person in a body of water.
- If the current speed is doubled, the force exerted on the legs would be quadrupled.
- Water moving at 5km per hour at a depth of 20cm has the capacity to move a car.



Water Safety Campaigns - Richmond

- 17 Throwline Boards Installed along the River Thames:

[Aurora \(richmond.gov.uk\)](http://Aurora.richmond.gov.uk)

<https://x.com/i/status/1681967652904787969>

- The first Water Safety Centre of Excellence (Twickenham Fire Station)



Any Questions?