**Department for
Infrastructure**
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(DfI) Roads
EMERGENCY RESPONSE PLAN

PART 2 -

FLOODING EMERGENCY PLAN

1. Introduction

Purpose of Plan

In the event of a Flooding Emergency, the aim of our Emergency Response is to minimise, as far as possible, the impact of roads related flooding and to cooperate and assist other Agencies/ Organisations during an Inter-Agency Flooding Event.

The Flooding Plan sets out the procedures to be followed by appropriate staff when responding to the abnormal closure of roads caused by flooding. The checklists have been developed to clarify roles, responsibilities and actions of key personnel and ensure that all duties are integrated into the Agencies / Organisations every day working and management structure.

The procedures are not intended to deal with the normal range of Flooding Emergencies faced by (DfI) Roads on a routine basis. Their application will therefore generally be restricted to widespread flooding events that require an Inter-Agency Response from the 3 main Drainage Agencies / Organisations , namely Rivers Agency, NI Water and (DfI) Roads, as well as the Emergency Services and other organisations (see Annex D).

The (DfI) Roads Emergency Response Plan has been written in two parts:
Part 1 - a high level generic plan and **Part 2** - supporting plans for specific types of emergency. The Flooding Plan dovetails into the generic plan and both combine together to provide the complete (DfI) Roads Response to a range of possible Emergencies, which it may face.

Availability Out of Hours

There are established arrangements for Responding to 'Out-of-Hours' Incidents. These involve either a small number of staff per Division being on 'availability' during 'out-of-hours periods', or catch-as-catch-can arrangements that also work satisfactorily.

Useful Definitions

3 Main Drainage Agencies / Organisations – the 3 Agencies / Organisations primarily providing a surface water flooding response, namely, Rivers Agency, NI Water and (DfI) Roads.

Agency Flooding Officer – an Officer designated by each Agency / Organisation to be available and act as liaison in a Flooding Emergency and will initiate contact between the 3 main Drainage Agencies / Organisations .

CONTROL – the (DfI) Roads Emergency Control Centre Telephone Operator.

Flood Liaison Group – deals primarily with Inter-Agency co-operation for Flooding Emergencies between the 3 main Drainage Agencies / Organisations and the adequacy of the day-to-day arrangements.

Flooding Best Practice Guidelines – a framework document that permits the 3 main Drainage Agencies / Organisations to coordinate their Flooding Response and establish lines of communication and reporting.

Flooding Spokesperson – an Officer appointed by the Flood Team to act as the sole liaison with the Media/Press office for the duration of an Inter-Agency Flooding Response. (Rivers Agency shall supply a Flooding Spokesperson unless the Flooding Emergency is clearly the responsibility of another Agency / Organisation).

Flooding Officer – an officer designated by each of the responding Agencies / Organisations (namely Rivers Agency, Water Service and (DfI) Roads) to act as a Liaison Officer in the event of a Flooding Emergency and who will initiate contact between agencies.

Flood Team – a team formed when contact is established between two or more Agencies / Organisations responding to a Flooding Emergency.

Flooding Hotspots – a list of problematic flooding locations throughout Northern Ireland, which denotes the Lead Agency/ Organisation at each location.

Flooding Incident Line - provides the public with one point of contact to report that their property is flooded or flooding.
The single number – **0300 2000 100**, is available 24 hours a day, seven days a week and will provide a service to the citizen where they can call and report a flood.
The Citizen will not have to decide which organisation to ring and will not have to contact the Rivers Agency, (DfI) Roads or NI Water - this will be done for them.
When they ring, a member of staff will take all relevant details and contact the appropriate Organisation on their behalf. This is a non emergency number, so if callers are in danger they are asked to call the Emergency Services on 999.

Inter-Agency Flooding Information Pack – guidelines that support an integrated response to flooding and which are available to staff involved in an Inter-Agency Response.

Inter-Agency Response – involves co-operating with and assisting the other 3 main Drainage Agencies / Organisations , the Blue Light Services and other statutory Agencies, as far as practical to ensure a quick and appropriate response to flooding.

Lead Agency – the Agency/ Organisation that is chiefly responsible for providing the response to a Flooding Emergency and for the coordination of the input of other Responding Organisations.

Lead Communicator – There are currently 6 (DfI) Roads Lead Communicators who operate on a rota basis. They must be ....

- Available to respond 'out of hours' on a rota basis 52 weeks of the year;
- Proactive during Winter with the issue of the Media Report;
- Reactive in summer and if necessary issue the Media Report;
- Act as the initial contact point for other Responding Agencies/Organisations and Media enquiries about individual incidents 'out of hours' (eg.) Flooding, high winds, traffic collisions / roads closed, etc; and
- Act as (DfI) Roads's 'Out of Hours' Flood Spokesperson.

The (DfI) Roads Lead Communicator prepares an early morning report to the Media, informing them of road conditions and potential problems.

Rendezvous Point – an identified control point in close proximity to an Emergency where responders can meet (including representatives from other Responding Organisations) to receive initial briefings and help control and coordinate the operational response.

Roads Related Flooding – smaller scale localized flooding arising from problems with (DfI) Roads drainage infrastructure (e.g.) blocked gullies.

Surface Water Flooding – localised flooding in urban areas including roads related flooding and out of sewer / culvert / minor watercourse flooding.

2. Roles and Responsibilities

Responsibilities of the LEAD COMMUNICATOR/AGENCY FLOODING OFFICER (or designated substitute)

General:
- Be available to respond out of hours to receive information by telephone from Divisional staff
- Check the Met Office forecast and other weather information sources
- Act as the initial contact point for other responding Agencies / Organisations and Media Enquiries about Individual Incidents 'Out of Hours'
- Be prepared to participate in a Flood Team either by telephone or in person
- Liaise with counterparts in other Agencies and Organisations
- Keep at hand the contact details for Agency Flooding Officers (circulated weekly to the Lead Communicator on call) and the Inter-Agency Flooding Information Pack

Flooding Check List

		LEAD COMMUNICATOR	Tick Box
1		Check the Met Office forecast including National Severe Weather Warnings	
2		Record the time of notification of the Flooding Emergency	
3		If appropriate, assess reports on the Winter Service Database	
4		Gather information from on site personnel / Duty Controller/s / Section Engineer/s	
5		Where possible, record details of the response in chronological order by Section Office/Division - [Incident Reporting Procedures are detailed in the (DfI) Roads Emergency Response Plan - (DfI) Roads ERP (Part 1)]	
6		Assess the significance of the Flooding Emergency and if necessary, initiate contact between the 3 main Drainage Agencies	
		If it is NOT an Inter-Agency Response:	
7		Issue a Media Report (brief summary)	
8		If required, undertake Media Interviews	
9		Send the latest Incident Report (detailed account) to the DfI Roads Incident Desk before 08:30 the following morning	
		If it is an Inter-agency response	
10		Act as the initial (DfI) Roads Flood Team member (refer to Annex A: Role of Flood Team)	
11		Gather information from other Responders including the Blue Light Services and Councils	
12		Facilitate the flow of information between Agencies / Organisations (i.e.) share Incident Reports	
13		If nominated, make initial contact with the Media using the Inter-agency Flooding pro-forma (Annex B) – NB.- the Flood Team may issue a pro-forma Press Release in advance of a Flooding Spokesperson being appointed	
14		Establish the level of coordination and control required to deal with the events	

15	Establish the Lead Agency/ Organisation	
16	Act as the Flooding Spokesperson, if (DfI) Roads is the Lead Agency/ Organisation	
17	Liaise with the Flooding Spokesperson if (DfI) Roads is not the Lead Agency/ Organisation	
18	If required, notify the other members of the Flood Team that the relevant Network Maintenance PPTO has assumed the role of the (DfI) Roads Flood Team member and Flooding Spokesperson if (DfI) Roads is the Lead Agency/ Organisation	
19	Send the latest Incident Report (detailed account) to the DfI Roads Incident Desk, before 08:30 the following morning	
20	Maintain an Incident Log	

Responsibilities of the NETWORK MAINTENANCE MANAGER / AGENCY FLOODING OFFICER (or designated substitute)

General:

- Depending on the severity of the Flooding Emergency, be prepared to participate in a Flood Team either by telephone or in person
- If required, assume the role of Agency Flooding Officer and Flooding Spokesperson, if (DfI) Roads is the Lead Agency/ Organisation
- Be prepared to receive information by telephone from Divisional staff 'out of hours'
- Check the Met Office forecast and other weather information sources
- Liaise with counterparts in other Agencies and Organisations
- Keep at hand the contact details for Agency Flooding Officers (circulated weekly) and the Inter-agency Flooding Information Pack

Flooding Check List

	DUTIES OF THE NETWORK MAINTENANCE MANAGER	Tick Box
1	If required, assume the role of the (DfI) Roads Flood Team member with operational, as well as upward reporting, responsibilities	
2	Record time of notification	
3	Obtain a basic brief on the situation from the Lead Communicator and Section Engineer(s) / other staff responding on the ground	
4	Assess the situation to determine the scale, scope and nature of the Emergency	
5	Determine the Level of the Emergency Response based on the information received	
6	Establish whether there is a risk to personnel attending the Emergency and take appropriate action to mitigate the risk	
7	Brief the Divisional Manager of the situation on the ground and confirm the Level of the Response	
8	Where possible, record details of the response in chronological order by Section Office/Division - [DfI Incident Reporting Procedures are detailed in the (DfI) Roads Emergency Response Plan - (DfI) Roads ERP (Part 1)]	
9	Gather information from other responders including the Blue Light Services and Councils	
10	Facilitate the flow of information between Agencies (i.e.) share Incident Reports	
11	If nominated, make initial contact with the Media using the Inter-agency Flooding pro-forma (Annex B) – NB - the Flood Team may issue a pro-forma Press Release in advance of a Flooding Spokesperson being appointed	
12	Establish the level of coordination and control required to deal with the events	
13	Establish the Lead Agency/ Organisation.	
14	Act as the Flooding Spokesperson, if (DfI) Roads is the Lead Agency/ Organisation.	
15	Liaise with the Flooding Spokesperson, if (DfI) Roads is not the Lead Agency/ Organisation.	
16	Send the latest Incident Report (detailed account) to the DfI Roads Incident Desk, before 08:30 the following morning	
17	Maintain an Incident Log	

Responsibilities of the FLOODING SPOKESPERSON (or designated substitute)

General:
- When the major cause of the Flooding is roads related (e.g. blocked gullies), (DfI) Roads will be the Lead Agency/ Organisation and provide the Flooding Spokesperson.
- Be aware that on the many occasions when the roads infrastructure is affected by flooding, it does not inevitably follow that (DfI) Roads will provide the Flooding Spokesperson
- Recognise the need to provide a unified and coherent message to the public through the Media on behalf of the 3 main Drainage Agencies / Organisations.
- Represent the local administration in providing unified information and advice to the public through the media
- Be familiar with the 'Sample Media Questions and Answers' contained in Appendix Y of the Inter-agency Flooding Information Pack, so that you are able to field a range of questions in relation to an Emergency
- In the event of heavy rain warnings being issued by the Met Office, continue to monitor the forecast and other weather information sources
- Participate in a Flood Team either by telephone or in person
- Liaise with counterparts in other Agencies and Organisations
- Clarification of the protocol used to appoint a Flooding Spokesperson is contained in Appendix X of the Inter-agency Flooding Information Pack
- Keep at hand the contact details for Agency Flooding Officers (circulated weekly) and the Inter-agency Flooding Information Pack

Flooding Check List

	DUTIES OF THE FLOODING SPOKESPERSON	Tick Box
1	If required, assume the role of the Flooding Spokesperson	
2	Record time of notification	
3	Obtain a basic brief on the situation from the Agency Flooding Officer(s) and Section Engineer(s) / other staff responding on the ground	
4	Assess the situation to determine the scale, scope and nature of the Emergency • What areas are affected? • Time of first response? • The number of people and property affected? • What organisations are responding? • Resources involved (labour, plant, materials) / how many sandbags used? • Determine if the flooding is receding or getting worse • Determine what people should do in the event of further flooding	
5	Undertake Media Interviews and be prepared to provide unified information in response to questions (refer to Flooding Information Pack Appendix Y)	
6	Continue to gather information on the (DfI) Roads response and that of other Organisations via the other Agency Flooding Officers	
7	Maintain an Incident Log	

Responsibilities of the SECTION ENGINEER (or designated substitute)

General:
- Manage either the Operational Response on the ground or give technical/operational advice internally and externally during an Emergency
- Participate in Divisional Emergency Response Team meetings to ensure that an optimum Divisional Response is being taken in relation to the Flooding Emergency

Level 1 Flooding Emergency Check List

	DUTIES OF THE SECTION ENGINEER	Tick Box
1	Record time of notification	
2	Alert Supervisor	
3	Alert CONTROL	
4	Alert emergency squad/s	
5	Determine Level of Emergency Response based on information received	
6	Request additional staff and equipment from (DfI) Roads Operation & Management - ((DfI) Roads O&M), as necessary	
7	Where applicable inform other Agencies/ Organisations who may need to respond	
8	Maintain an Incident Log	
9	Ensure all staff responding to the emergency complete their Check Lists and Incident Logs	
10	Obtain a basic brief on the situation from the Supervisor(s)	
11	Confirm the Level of the Emergency Response with the Network Maintenance Manager	
12	Confirm the Level of the Emergency Response with the Supervisor(s)	
13	Implement the Flooding Emergency Plan	
14	Mobilise and head the Divisional Emergency Response Team, if required	
15	Ensure Incident Reports are sent by the Section Office using the (DfI) Roads Divisional Regional Report form in Annex C. Incidents that occur 'during normal working hours' – send to the DfI Roads Incident Desk and copy to the Network Maintenance Manager Incidents that occur 'outside normal working hours' – send 'follow up' report to the DfI Roads Incident Desk by 09:30 the following morning and copy to the Network Maintenance Manager	
16	Establish a line to take in dealing with public representatives and the Media	
17	Record time of arrival on site **(only if required)** Assess the situation and determine the perceived risk to personnel: • Is the site safe? • Is the road closed? • Should the road be closed? • Is the road passable with care in both directions? - specify number of lanes closed • Is a diversion or traffic control required? • How many casualties involved? • How many people affected?	

	• How many properties affected? • List the type and location of any known hazards Identify any other potential risks to the health and safety of staff and public (e.g.) damage to structures, major traffic disruption List additional emergency plant and equipment required Determine whether extra personnel are required and if so, how many?	
18	Ensure that operational squads and contractors, emergency plant, equipment and materials are deployed	
19	Call in additional operational and support staff to provide assistance	
20	Consult with responding officers of other Agencies / Organisations present on site taking account of the priorities for the response and avoiding any duplication	
21	Report back to the Network Maintenance Manager and Lead Communicator if another Organisation takes the Lead Role	
22	Continually communicate the status of the incident and provide updates to the Network Maintenance Manager	

Levels 3 and 2 Emergency Check List

	DUTIES OF THE SECTION ENGINEER	**Tick Box**
1	Record time of notification	
2	Alert Supervisor	
3	Alert CONTROL	
4	Alert Emergency Squad/s	
5	Determine Level of Emergency Response based on information received	
6	Request additional staff and equipment from (DfI) Roads (O&M), as necessary	
7	Where applicable inform other Agencies/ Organisations who may need to respond	
8	Maintain an Incident Log	
9	Ensure all staff responding to the emergency complete their Check Lists and Incident Logs	
10	Obtain a basic brief on the situation from the Supervisor(s)	
11	Record time of arrival on site **(only if required)** Assess the situation and determine the perceived risk to personnel: • Is the site safe? • Is the road closed? • Should the road be closed? • Is the road passable with care in both directions? - specify number of lanes closed • Is a diversion or traffic control required? • How many casualties involved? • How many people affected? • How many properties affected? • List the type and location of any known hazards Identify any other potential risks to the Health and Safety of staff and public (e.g.) damage to structures, major traffic disruption List additional emergency plant and equipment required Determine whether extra personnel are required and if so, how many?	

12	Brief the Network Maintenance Manager of the situation on the ground, in order that the Network Maintenance Manager can send the Incident Report	
13	Inform the Lead Communicator of the Incident and request that a General Report be issued to the Media, if out of hours	
14	Confirm the Level of the Emergency Response with the Network Maintenance Manager	
15	Confirm the Level of the Emergency Response with the Supervisor(s)	
16	Ensure that Operational Squads and Contractors, emergency plant, equipment and materials are deployed	
17	Call in additional operational and support staff to provide assistance	
18	Consult with Responding Officers of other Agencies / Organisations present on site taking account of the priorities for the response and avoiding any duplication	
19	Continually communicate the status of the Incident and provide updates to the Network Maintenance Manager or nominated point of contact	
20	Report back to the Network Maintenance Manager or nominated point of contact if another Organisation takes the Lead Role	
21	If approached by the Media, refer to the nominated Media Spokesperson on the Divisional Emergency Response Team	

Responsibilities of the SUPERVISOR or designated substitute

General:
- Supervise the Operational Response on the ground and provide incident reports to Line Management
- If required, participate in Divisional Emergency Response Team meetings to ensure that an Optimum Response is being taken in relation to the Flooding Emergency
- Be aware of the procedure for accessing stores and depots outside normal working hours.
- Be familiar with the location, layout and arrangements in neighbouring depots and offices so that these facilities may be used if required.

Flooding Check List

	DUTIES OF SUPERVISOR	**Tick Box**
1	Record time of notification	
2	Alert CONTROL	
3	Alert Emergency Squad(s)	
4	Determine Level of Emergency Response based on information received	
5	Request additional staff and equipment from (DfI) Roads (O&M), as necessary	
6	Request assistance from Contractors, Police, Rivers Agency, NI Water and local Councils as necessary	
7	Where applicable inform other Agencies/ Organisations who may need to respond	
	Maintain an Incident Log	
8	On Arrival at Site (Levels 1, 2 and 3)	
9	Record time of arrival on site	
10	Assess the situation and determine the perceived risk to personnel: Is the site safe? Is the road closed? Should the road be closed? Is the road passable with care in both directions? - specify number of lanes closed Is a diversion or traffic control required? How many casualties involved? How many people affected? How many properties affected? List the type and location of any known hazards Identify any other potential risks to the Health and Safety of staff and public (e.g.) damage to structures, major traffic disruption List additional emergency plant and equipment required Determine whether extra personnel are required and if so, how many?	
11	Confirm the Level of the Emergency Response with appropriate Section Engineer	
12	Deploy Operational Squads and Contractors, emergency plant, equipment and materials	
13	Report your assessment to the Section Engineer – basic brief of the situation on the ground	

14	Confirm to the Section Engineer the number of Operational Squads and/or Contractors responding	
15	'Outside normal working hours' inform the Lead Communicator as soon as possible, if the Incident is particularly Newsworthy (Level 1 only)	
16	Report back to the Agency Flooding Officer (Network Maintenance Manager or Lead Communicator) if another Organisation takes the Lead Role	
17	If approached by the Media, refer to the nominated Media Spokesperson on the Divisional Emergency Response Team (Level 3 and 2 only)	
18	Consult with Responding Officers of other Agencies / Organisations present on site taking account of the priorities for the response and avoiding any duplication	
19	Continually communicate status of Incident and provide updates to appropriate Section Engineer	
20	Where appropriate set up a 'rendezvous point'	

Responsibilities of the EMERGENCY SQUAD / FIRST RESPONDER(S)

General:
- Be aware of the guidelines for dealing with requests from the PSNI and other Blue Light Services. These guidelines are detailed in Part 1 of the (DfI) Roads Emergency Response Plan.

Flooding Check List

	DUTIES OF THE EMERGENCY SQUAD / FIRST RESPONDER(S)	**Tick Box**
1	Record time of arrival on site	
2	Survey the scene and assess the situation to determine the location, scale, scope and nature of the emergency: • Is it safe to approach the incident? • Is the road closed? • Should the road be closed? • Is the road passable with care in both directions? - specify number of lanes closed • Is a diversion or traffic control required? • How many casualties involved? • How many people affected? • How many properties affected? • List the type and location of any known hazards Identify any other potential risks to the Health and Safety of staff and public, (e.g.) damage to structures, major traffic disruption Advise CONTROL on safe access routes and rendezvous points List additional emergency plant and equipment required Determine whether extra personnel are required and if so, how many?	
3	Report this information back to CONTROL and indicate the initial Level of Response that will be required	
4	Report back to CONTROL what other Agencies/ Organisations should be responding	
5	Make initial contact and co-ordination arrangements with other services arriving on scene	
	Report back to CONTROL if another Organisation takes the Lead Role	
6	Maintain responsibility for directing and coordinating the (DfI) Roads response until relieved of this duty by a Supervisor or Section Engineer	
	Section Engineer will not be required for a 'Local Level' Emergency	
7	Maintain an Incident Log	

Responsibilities of the EMERGENCY CONTROL CENTRE TELEPHONE OPERATORS (CONTROL)

General:
- Be aware of the guidelines for dealing with requests from the PSNI and other Blue Light Services. These guidelines are detailed in Part 1 of the (DfI) Roads Emergency Response Plan.

Flooding Check List

		DUTIES OF THE TELEPHONE OPERATORS (CONTROL)	Tick Box
1		Record time and brief details of all communications including exchanges with First Responder/s (Emergency Squad)	
2		Assess the information reported by First Responder/s (and report to Supervisors on duty) • Is it a Local Level Emergency? • Is it a (DfI) Roads Flooding Hotspot? • If it is not a (DfI) Roads Flooding Hotspot, contact the appropriate Lead Agency/ Organisation	
3		If the Emergency is Level 1 or above, alert the Client (normally Section Engineer or Supervisors) and pass on the following information received from First Responders • Situation report/s including location, scale, scope and nature of Flooding Emergency • Extra manpower required • Extra sandbags required • Requests for additional emergency equipment – (Client to confirm what equipment is available within depots) • Requests for other Agencies / Organisations to respond	
4		Use '(DfI) Roads Emergency Contact Lists' to raise additional manpower	
5		Inform additional personnel reporting for duty of additional emergency equipment required and its location	
6		As the Incident develops, continue to record and communicate further information received to the appropriate Client and staff on the ground	
7		Notify other Agencies / Organisations as necessary	
8		When communicating with the public, ensure that the 'line to take' has been approved by the appropriate Section Engineer or his deputy	

Responsibilities of the WINTER SERVICE DUTY CONTROLLER (or designated substitute)

General:

- Be available to respond 'out of hours'on a rota basis during the Winter Service season
- In the event of Flooding, help coordinate and report details of your Divisions 'Out of Hours' Response to the Lead Communicator

Flooding Check List

	DUTY CONTROLLER	Tick Box
1	Download sensor information on Vaisala NAVIGATOR	
2	Check Met Office forecast including National Severe Weather Warnings	
3	When notified, check Met Office updates	
4	If required, liaise with Met Office Forecaster	
5	Co-ordinate Incident Reports provided by Duty Supervisors	
6	Send Divisional Incident Report/s to the Lead Communicator	

Responsibilities of the WINTER SERVICE DUTY SUPERVISOR (or designated substitute)

General:

- Be available to respond out of hours on a rota basis during the Winter Service 'Stand-By Period'
- Supervise the Operational Response of all 'Out of Hours' roads related Flooding Emergencies during the Winter Service 'Stand-By Period'
- Take on line management responsibilities for the operatives

Check List

	DUTY SUPERVISOR	**Tick Box**
	Once a National Severe Weather Warning is issued:	
1	Check the availability of emergency equipment and vehicles and ensure they are operational and fuelled prior to any anticipated action	
2	Check supplies of Sandbags	
3	Ensure drivers are aware of the reporting time and any additional information or specific instructions	
4	Determine Level of Emergency Response based on information received	
5	Request additional staff and equipment from (DfI) Roads (O&M), as necessary	
6	Where applicable inform other Agencies/ Organisations who may need to respond	
7	Maintain an Incident Log	
	During the Flooding Response:	
8	Ensure that communication is maintained with all operatives and progress is monitored and recorded	
9	Inform Duty Controller of any significant difficulties encountered during the operation	
10	Send Initial Report (basic brief of the situation on the ground) directly to the Lead Communicator or via the Duty Controller	
	On Arrival at Site (emergency Levels 1, 2 and 3)	
11	Record time of arrival on site	
12	Assess the situation and determine the perceived risk to personnel: - Is the site safe? - Is the road closed? - Should the road be closed? - Is the road passable with care in both directions? - specify number of lanes closed - Is a diversion or traffic control required? - How many casualties involved? - How many people affected? - How many properties affected? - List the type and location of any known hazards	

	Identify any other potential risks to the Health and Safety of staff and public, (e.g.) damage to structures, major traffic disruption List additional emergency plant and equipment required Determine whether extra personnel are required and if so how many	
13	Report your assessment directly to the Lead Communicator or via the Duty Controller	
14	Supervise Operational Squads and Contractors, emergency plant, equipment and materials	
15	Confirm the Level of the Emergency Response with appropriate Section Engineer (**Level 3 and 2 only**)	
16	Report your assessment to the Section Engineer – basic brief of the situation on the ground (**Level 3 and 2 only**)	
17	Confirm to the Section Engineer the number of Operational Squads and/or Contractors responding (**Level 3 and 2 only**)	
18	If approached by the Media refer to the nominated Media Spokesperson on the Divisional Emergency Response Team (**Level 3 and 2 only**)	
19	Consult with Responding Officers of other Agencies / Organisations present on site, taking account of the priorities for the response and avoiding any duplication	
20	Continually communicate status of Incident and provide updates to appropriate Section Engineer (**Level 3 and 2 only**)	
21	Where appropriate set up a 'rendezvous point'	
	After the Flooding Response:	
22	Report overnight problems, incidents or breakdowns to the local (DfI) Roads (O&M) Supervisor the next morning	
23	When the operation continues beyond 08:00 hrs, brief and formally 'hand over' supervision to the local (DfI) Roads (O&M) Supervisor	
24	Check that roads are clear of flood water before 'standing down' crews	

Responsibilities of the (DfI) Roads WINTER SERVICE DRIVER (or designated substitute)

General:
- Be available to respond 'Out of Hours' on a rota basis, during the Winter Service 'Standby period'
- Respond to all 'Out of Hours' roads related Flooding Emergencies during the Winter Service 'Standby period'

Flooding Check List

	DRIVER	**Tick Box**
	Prior to the Flooding Response:	
1	Confirm with the Supervisor: • Reporting time • Any additional information, or • Specific instructions	
	During the Flooding Response:	
2	Record time of arrival on site	
3	Survey the scene and assess the situation to determine the location, scale, scope and nature of the emergency: • Is it safe to approach the incident? • Is the road closed? • Should the road be closed? • Is the road passable with care in both directions? - specify number of lanes closed • Is a diversion or traffic control required? • How many casualties involved? • How many people affected? • How many properties affected? • List the type and location of any known hazards Identify any other potential risks to the Health and Safety of staff and public, (e.g.) damage to structures, major traffic disruption Advise CONTROL on safe access routes and rendezvous points List additional emergency plant and equipment required Determine whether extra personnel are required and if so, how many?	
4	Report this information back to the Duty Supervisor indicating the initial Level of Response that will be required	
5	Report back to the Duty Supervisor what other Agencies/ Organisations should be responding	
6	Make initial contact and co-ordination arrangements with other Services arriving on the scene	
7	Maintain regular contact with the Duty Supervisor	
8	Inform Duty Supervisor of any significant difficulties/delays encountered	
9	Maintain responsibility for directing and coordinating the (DfI) Roads response until relieved of this duty by a Supervisor or Section Engineer	
10	Maintain an Incident Log	

3. National Severe Weather Warning Service (NSWWS)

(DfI) Roads receives ALERTS and WARNINGS of severe weather from the Met Office
National Severe Weather Warning Service (NSWWS). The Warnings are issued by the Met Office
to a 'central server' in (DfI) Roads-HQ and distributed automatically from the server
to (DfI) Roads staff on a Met Office (NSWWS) distribution list – which includes Divisional
Roads Managers (DRMs); Network Maintenance Managers; Lead Communicators; Section
Engineers (WS Duty Controllers) and Deputy Section Engineers; (DfI) Roads (O&M) Operations
Managers and Area Engineers; PPP Unit staff in (DfI) Roads-HQ and the Traffic Information
and Control Centre, etc.

The **National Severe Weather Warning Service** (shortened to **NSWWS**) is a service provided
by the Met Office in the United Kingdom. The purpose of this service is to warn the public
and emergency responders of severe or hazardous weather which has the potential to cause danger
to life or widespread disruption. This allows emergency responders to put plans into place to help
protect the public and allows the public to make necessary preparations

Types of Warnings

Warnings are issued for severe weather which is expected to arrive in the next 5 days.
They are issued in response to five different weather elements: Rain, Snow, Ice, Fog and Wind.
Two types of warnings are issued: ALERTS are issued for severe weather that is expected more
than 24 hours ahead and WARNINGS are issued when the weather is expected in the next 24 hours.

Warning Colours

Warnings are given a colour depending on a combination of both the likelihood of the event
happening and the impact the conditions may have and could be Yellow, Amber or Red.

YELLOW: Be aware. Severe weather is possible over the next few days and could affect people
in the concerned area. Yellow means that you should plan ahead thinking about possible travel
delays, or the disruption of your day-to-day activities. The Met Office is monitoring the developing
weather situation and Yellow means keep an eye on the latest forecast and be aware that the weather
may change or worsen, leading to disruption of your plans in the next few days.

AMBER: Be prepared. There is an increased likelihood of bad weather affecting people
in the concerned area, which could potentially disrupt people's plans and possibly cause travel
delays, road and rail closures, interruption to power and the potential risk to life and property.
Amber means people need to be prepared to change plans and protect themselves, their family
and community from the impacts of the severe weather based on the forecast from the Met Office.

RED: Take action. Extreme weather is expected. Red means people in the concerned areas
should take action now to keep themselves and others safe from the impact of the weather.
Widespread damage, travel and power disruption and risk to life is likely. You must avoid dangerous
areas and follow the advice of the emergency services and local authorities.

Outside Normal Working Hours

The use of e-mail 'outside normal working hours' does not guarantee that National Severe Weather Warnings will be read.
At the start of each Winter Service season, Duty Controller 'contact details' are supplied
to the Met Office, so that the Met Office OpenRoad Forecasters can contact Duty Controllers
by phone.

Typical (DfI) Roads Response to Severe Weather Warnings

Divisions shall consider the following actions as far as is practical:
- Put relevant staff on Special Alert over the period of the Warning as directed
  by (DfI) Roads-HQ
- Advance removal of leaves and debris from drainage outlets / culverts at potential flooding
  trouble spots
- Confirm readiness of tree cutting equipment and supplies of sandbags
- Ensure relevant staff have Flooding Contact Details for NI Water and Rivers Agency
- Ensure relevant staff have an updated copy of the Flooding Hotspots Register,
  so that complaints can be quickly directed to the relevant Agency/ Organisation
- Consider calling in additional emergency telephone operators
- Good upward reporting to Duty controllers (during Winter Service) and Lead
  Communicators
- Ensure that each affected (DfI) Roads Section Office sends a 'follow-up'
  flooding / storm damage Report to the DfI Roads Incident Desk
  (copied to Divisional PPTO Maintenance) no later than 09:30hrs.
  If a report is not received by that time, it will be assumed that no problems
  exist in those areas and this will be reported upwards accordingly.

4. Flooding Hotspots

'Flooding Hotspots' is a list of common flooding locations agreed and updated by the Inter-agency Flooding Sub-groups (made up of representatives from the 3 main Drainage Agencies/ Organisations).
The list contains information about each flooding location including the name of the Lead Agency/ Organisation, the designated Officer and their contact details.
A comments column also includes helpful information about the main cause of flooding at each location.

The List of 'Flooding Hotpots' is managed and distributed by Rivers Agency at Loughry, Cookstown.

The latest List should be inserted here for ease of reference.

NB. It is important that Divisional Sub-group Representatives ensure that the latest List is made available to their Divisional CONTROL rooms and is used by the telephone operators when initiating a flooding response.

Once a Flooding Hotspot has been identified the 'normal procedure' is as follows:

1. The Lead Agency / Organisation takes the lead role for each Flooding Hotspot location.
2. If (DfI) Roads is the Lead Agency/ Organisation, remedial action is initiated by us as per the plan.
3. If (DfI) Roads is Not the Lead Agency / Organisation, the appropriate Lead Agency / Organisation must be contacted.

Annex A: The Role of the Flood Team

The specific functions of the Flood Team will be dependant on the severity of the Flooding Emergency. On many occasions a local team communicating by telephone may be sufficient to manage an Integrated Response.

In an escalating Flooding Emergency (or when Agencies are responding to many local incidents), it may be necessary to form a higher level Flood Team to co-ordinate local Flood Teams

The role of the Flood Team will include the following:

- Gather information from on-site personnel
- Gather information from other responders
- Establish Local Control Centre(s) / Rendezvous Point(s)
- Establish the Lead Agency/ Organisation.
- Liaise with the Flooding Spokesperson
- Liaise with the Emergency Services, Councils, Northern Ireland Housing Executive, utilities, etc.
- Provide overall coordination with regard to
    - Shared situation reports
    - Shared draft Ministers' briefs
    - Agreeing the priorities for the response
    - Agreeing action by each organisation
    - Avoiding duplication of response
    - Sharing plant / resources
    - Agreeing how to deal with the public/media and agreeing line to take
    - Agreeing joint government press release(s)
    - Agreeing joint Government Spokesperson(s) – normally Flooding Spokesperson

GUIDANCE ON THE DISTRIBUTION OF SANDBAGS

BACKGROUND

During periods of inclement weather the primary objective of (DfI) Roads is to deal with the impact of **roads related flooding.** This primarily relates to flooding caused by blocked / overwhelmed road drainage infrastructure such as gullies, culverts under the public road or road drainage systems, which are the responsibility of (DfI) Roads.
During periods of flood warnings, severe weather warnings or actual flooding events, numerous requests can be made to (DfI) Roads from the public, elected representatives, traders, etc., for the provision of sandbags either directly or via the Flooding Incident Line (0300 2000 100).
(DfI) Roads is not the lead Agency for the distribution of sandbags, in other than roads-related flooding.
(DfI) Roads will however assist other agencies/bodies deal with flooding incidents, particularly in cases where properties are at risk of flooding, if requested and if resources permit.

GUIDANCE

To ensure a fair and equitable treatment of requests for sandbags, the following guidance should be adopted for the provision and distribution of sandbags:
Each Section Office should determine the level of sandbags to be held in Depots for emergency purposes and ensure that this level is maintained throughout the year. Filled sandbags should be stored indoors if possible.

When significant roads related flooding is adequately dealt with, sandbags can be deployed to known flooding locations or where there is imminent danger to property, if requested.

Requests will generally be dealt with in the order they are received. However, in times of serious widespread flooding events, the distribution of sandbags will need to be prioritised according to severity, risk, location and available resources. Distribution should be assessed with regards to the following priorities:

1. To assist the emergency services as appropriate.

2. To protect property.

Although no guarantee can be given that sandbags can be delivered within a specific timescale, (DfI) Roads will endeavour to respond to most requests on a priority basis within available resources.

Delivery of sandbags will normally be to the nearest point of access to a property from the public road. Further manoeuvring of the sandbags within the boundaries of a property and placement will be the responsibility of the property owner.

Members of the public must not be permitted to collect sandbags from within any Depot for health and safety reasons and to ensure that priorities for the distribution of sandbags are dealt with, in an appropriate manner.

Local Emergency Plans for each Section Office must include details of where additional sand bags can be sourced to cope with periods of exceptional weather e.g. Rivers Agency, Council Depots etc. Sandbags should not be provided for the future protection of vulnerable properties or to properties whose owner thinks they may flood sometime in the future, except in the cases of known road related flooding locations.

(DfI) Roads will aim to advise recipients that they will be responsible for the placing and disposal of sandbags. However exceptional circumstances may prevail where upon request, (DfI) Roads may consider their removal, particularly in cases where the sand-bags are deemed to be contaminated   through no direct cause of the recipient.

The primary responsibility to protect property lies with the owner of that property and in flood risk areas owners should be encouraged to make arrangements to protect themselves and their properties.

Annex B: Inter-Agency Flooding Pro-forma (for use by Lead Communicator or Network Maintenance Manager)

FLOODING BULLETIN

Date:

Flooding has occurred tonight in several locations [details if available including number of houses/roads affected] in the [Newry] area due to [heavy rainfall/flash flooding.]

Emergency procedures have been implemented and staff, contractors and customer services staff have been mobilized by the Rivers Agency, NI Water and (DfI) Roads. [Emergency Services are also assisting.]

Assistance is being provided by over x staff involved in:

- Distribution of sandbags

- Inspecting and desilting of sewers, gullies and river culverts

- Replacing and repairing of manhole covers

- Distributing 'Advice to Customers who have suffered flooding' advice leaflets

- Internal and external cleaning of property

- Disinfecting

[Please check if these are all appropriate]

Some roads [details if available] are closed and motorists are asked to proceed with caution.

FOR ALL MEDIA ENQUIRIES, PLEASE CONTACT DUTY PRESS OFFICER AT PAGER NUMBER: 07699 715440

The public can contact Agencies on the following numbers:

FLOODING INCIDENT LINE - provides the public with one point of contact to report that their property is flooded or flooding.

The single number – **0300 2000 100**, is available 24 hours a day, seven days a week
and will provide a service to the citizen where they can call and report a flood.
The Citizen will not have to decide which organisation to ring and will not have to contact
the Rivers Agency, (DfI) Roads or NI Water - this will be done for them.
When they ring, a member of staff will take all relevant details and contact the appropriate
Organisation on their behalf.
This is a non emergency number, so if callers are in danger they are asked to call
the Emergency Services on 999.

If Flooding is coming from overflowing Rivers and Watercourses, contact the Rivers Agency:

Omagh Office	028 8225 4900
Fermanagh Office	028 6638 8529
Coleraine Office	028 7034 2357
Lisburn Office	028 9260 6100
Armagh Office	028 3839 9111
Greater Belfast Office	028 9260 6100

If Flooding is coming from burst Watermains or blocked Sewers, contact Water Service:

Waterline	08457 440088

If Flooding is coming from the Road or Footpath, contact (DfI) Roads:

Eastern Division	028 9025 3000
Northern Division	028 7035 3202
Southern Division	028 3752 9500
Western Division	028 8224 1999

FOR ALL MEDIA ENQUIRIES, PLEASE CONTACT DUTY PRESS OFFICER AT PAGER NUMBER: 07699 715440

Annex C: (DfI) Roads Divisional Regional Incident Report Form(s)

1. Insert pro forma(s) here. (These pro forma are located on Appendices Page 8 of the RSPPG_EO35 – (DfI) Roads Emergency Response Plan – [(DfI) Roads ERP]).

Annex D: (DfI) Roads Emergency Response Levels and Typical Response

Level	Severity / Description	Examples	Typical Response Includes
3	**Catastrophic** Very serious and exceptional incidents that need to be reported urgently at the highest level. Will require wide spread mobilization and organization of staff including co-ordination by (DfI) Roads-HQ and will give rise to public and media interest at national level.	▪ >1000 properties affected by widespread roads related flooding ▪ Inter-agency Flood Team(s) formed	Incident Management Team formed at (DfI) Roads-HQ. Divisional Emergency Response Teams formed and headed by DRMs. Flooding Officer(s) - Network Maintenance Manager
2	**Serious** An emergency involving a serious disruption to services requiring special mobilization and organization of Divisional personnel beyond the normal routine. Unlikely to require coordination by (DfI) Roads-HQ staff, but the Director of Network Services should be advised of the developing situation. It will give rise to public and media interest mainly at local level and possibly national level.	• 100-1000 properties affected by roads-related flooding. • Inter-agency Flood Team formed	Divisional Emergency Response Team(s) formed and headed by Network Maintenance Manager or DRM if required. Flooding Officer – Lead Communicator or Network Maintenance Manager if required
1	**Significant** Significant roads-related newsworthy incidents requiring the mobilization and organization of Divisional personnel beyond the normal routine. It will give rise to public and media interest at local level.	• <100 properties in more than 5 locations affected by roads related flooding • Flood Team may be formed	CONTROL, First Responders, Supervisor and Section Engineer if required. Flooding Officer - Lead Communicator
Local	**Minor** A routine non-serious daily matter, dealt with by normal service conditions that require action and reporting at Divisional level only. These incidents are unlikely to give rise to public or media interest.	▪ minor / localised flooding incidents	CONTROL, First Responders and Supervisor if required