

**REPORT OF THE STRATEGIC DIRECTOR OF PLACE TO THE MEETING OF
CORPORATE OVERVIEW AND SCRUTINY COMMITTEE TO BE HELD ON 26TH
OCTOBER 2017**

K

Subject:

Update on progress made following the Flooding Scrutiny Review into the Council's response to the flooding event of Boxing Day 2015 reported to Corporate Overview and Scrutiny Committee on 29th September, 2016.

Summary statement:

The Scrutiny Review into the Boxing Day floods of 2015 made a number of recommendations to improve the Council's response to such incidents, to assist residents and businesses to better prepare and protect themselves, and to receive a report back on further improvements to the Council's response and on flood related work to prevent future flooding.

Steve Hartley
Strategic Director,
Department of Place

Report Contact: John Major
Assistant Director, Waste, Fleet and
Transport Services
Phone: (01274) 43[Ext No]
E-mail: john.major@bradford.gov.uk

Portfolio:

Environment, Sport and Culture

Overview & Scrutiny Area:

Corporate Overview and Scrutiny

1. SUMMARY

On 19 January, 2016, Council agreed that the Corporate Overview and Scrutiny Committee undertake an in-depth scrutiny review into the effectiveness of Bradford Council and its partners in dealing with the flood across the District in December 2015.

The review made 7 recommendations that are attached at Appendix 1, and which were presented to the Corporate Overview and Scrutiny Committee on 29 September, 2016.

This Committee resolved that the findings and recommendations contained within the draft Flooding Scrutiny Review Report be adopted subject to the inclusion of a further 9 additional recommendations. These are found at Appendix 2.

2. BACKGROUND

- 2.1 One of the key recommendations from Corporate Overview and Scrutiny (**Appendix 2 - resolutions i, iii and ix**) was that progress against the Action Plan that resulted from the officer led debrief be presented to the Committee in 6 months' time. This was scheduled for April 2017 however owing to the General Election the report was rescheduled.

The Action Plan has been updated to show further improvements and actions that have been taken over the last 12 months. This can be found at Appendix 3.

Key improvements include

- Since January 2017 there has been a weekly teleconference call during adverse weather (or a weekly West Yorkshire group e-mail circulated at other times) involving the Met office, Environment Agency, Blue Light services and West Yorkshire Councils to connect the possible impacts of any predicted weather events and determine the necessity for any standby arrangements.
- All 'responding' Council services have identified their service response required for each level of alert within the Adverse Weather Plan. This is activated as appropriate by the Emergency Management Team whenever a weather alert is received. This will be reviewed further following a Met Office and Environment Agency training session on 30th October 2017 which will be attended by relevant Council Officers.
- All services now have stand by/call out arrangements in place that are appropriate for that service and the foreseeable demands that are likely to be placed upon it.
- A protocol is in place for monitoring highway grills for which the Council is responsible. Depending on their location and history of collecting debris they will be inspected on either a monthly or quarterly basis which is

supplemented with additional inspections when severe weather warnings are received (**Appendix 2 – resolution viii**).

- A permanent stock of sand bags and flood sacs is now available for deployment by Council staff to manage major flooding incidents under the control of the Duty Drainage Officer. The sand bag policy, which is displayed on the Council website, compliments individual's responsibilities to protect residential and commercial property. The stock is made up of 6,000 sandbags, 1,340 dry FloodSax, and 660 HydroSnakes. The location of these stocks is critical for the Council and the community it serves.
 - There are 5,500 sand bags kept at Stockbridge Depot in Keighley (4,150 sandbags, 690 FloodSax and 660 HydroSnakes)
 - 1,000 sand bags kept at Wakefield Road Depot in Bradford (800 sandbags and 200 FloodSax)
 - 1,500 sand bags kept in locations in Apperley Bridge, Ilkley and Addingham

The smaller depots store the following stock that are held in secure and weather-tight containers:

- Apperley Road playing fields at Apperley Bridge, 350 sandbags and 150 FloodSax
 - Golden Butts Road HWRC at Ilkley, 350 sandbags and 150 FloodSax
 - The Staith at Addingham, 350 sandbags and 150 FloodSax.
- Out of hours, the duty Emergency Planning Officer is responsible for sending any necessary e-mail to senior officers, Group Leaders and Councillors to advise of emergency situations as well as any social media to provide reassurance and provide key flooding messages. Refresher training on social media has been provided for all Emergency Planning Officers (**Appendix 1 – rec. 7**).
 - To mitigate and improve communications during high call volume periods, a message process has been configured which allows the Gold/Emergency Planning team to set a message against 01274 431000, the Council's Contact Centre number, to provide an information message to the public in emergency situations and divert them to alternative channels of information.
 - Frontline responding services are equipped with necessary smart phone capability to ensure necessary coverage/communications in the field.
 - The Council has signed up to the Environment Agency (EA) floodline number that allows Bradford residents to ring a national helpline number and receive flooding information relating to the Bradford District (**Appendix 2 – resolution v**).
 - The Council's website has been revised with access to up-to-date and detailed flooding information, advice and support available immediately from

the front/home page on a single button.

- Significant progress has been made in engaging with Parish Councils and local communities in developing local Emergency and Flood Plans. Further details are included later in this report.

2.2 **Recommendation 2** of the Flooding Scrutiny Review (**Appendix 1**) required the Council, together with key partners, to produce a laminated leaflet containing key flooding information. This leaflet was then to be provided to all living in flood affected areas. In addition, **Recommendation 5 (Appendix 1)** required the Council and its partners to encourage and support residents in very high risk flood affected areas to develop personal emergency plans for future flooding events.

Recommendation 6 (Appendix 1) asked the EA to ensure all residents and businesses that have been affected by flooding are on the flood alert system.

In order to respond to these recommendations a flood information pack was put together which included a laminated leaflet providing advice on what to do when a local flood warning is in place, when flooding is happening and recovering from flooding. It also signposted to the Council's website to provide advice on preparing for emergencies and developing a personal emergency plan. It also provided a list of all the important contacts with the telephone numbers for use in emergencies, including signing up to the flood alert system.

Also included in the pack was a newsletter jointly produced by the Council and EA keeping people informed about on-going work to mitigate and prevent future flooding. A further leaflet was distributed at the joint flood roadshow "drop in" sessions in April/May 2017.

The pack was produced jointly with the Council, the EA and Leeds Flood Resilience Project and funded with Local Levy monies.

The pack was sent district-wide to properties that had reported flooding and received Council Tax rebate and/or applied for a property level Flood Resilience Grant following the 2015 floods. This incorporated properties within the EA 2015 flood extents. In order to ensure that residents and businesses are well informed, properties identified within areas where there is a 1:30 year risk of surface water flooding were also sent the pack.

The properties deemed to be at risk of surface water flooding are those that are intercepted by the surface water flood mapping data. Although this is a precisely defined area, it is not accurate enough to uniquely establish affected properties and it is not intended to do so. However it is the best resource available to make the determination. The data can be used to give an indication of the scale and distribution of surface water flood risk and raise awareness of surface water flood risk. It is representative of properties at risk but without property specific flood risk assessment it is not feasible to uniquely identify every at risk property.

It is important to notify people of the risks of surface water flooding particularly because, in many instances, it can happen with little warning. The difficulty lies in determining if all the district's residents/businesses should be individually notified because there is a risk, however small to all premises, or whether to target areas more specifically. By selecting properties with a 1:30 year risk of surface water flooding, it was possible to notify those considered to have the most likely risk.

In total, packs were distributed to 6,000 properties and businesses in the Bradford district as well as being placed in Council libraries and available on-line on the Council website at <https://www.bradford.gov.uk/browse-all-news/press-releases/flooding-information-pack-being-sent-to-residents/>

The Council and the EA continue to actively encourage residents and businesses to sign up to the flood alert system. The EA produce reports from their automated system to show take up of this Flood Warning Service in the highest risk areas. Across Bradford in those areas, approximately 75% of those properties are assessed as being potentially warned, i.e. a property that could receive a warning. It is therefore important to continue to publicise the system to develop greater coverage of early awareness of flooding.

- 2.3 The scrutiny review recommended (**Appendix 1 – recommendation 4**) that support mechanisms for businesses in flood affected areas be designed, in anticipation of future floods happening.

In response to the exceptional flooding of Dec 2015, the Council has been able to support affected businesses through a number of measures.

- Grants of up to £2,500 for immediate clean-up and recovery
- Grants of up to £5,000 for property level flood resilience measures
- Business rate liability break for 3 months
- Offer of free trading space in our markets
- Business advisor support including assistance with accessing WYCA financial assistance

The two grant schemes have been funded by Central Government as a national response, reflecting the enormity of the flood incidents. The Council reacted to this by acting as the agent for this national assistance, ensuring that the grant schemes were immediately operational, application forms created, processes established, website updated, grant schemes promoted etc.

All grant schemes are now closed to new applications. In the District 71 businesses were awarded a Recovery Grant and 54 awarded a Property Level Resilience Grant (PLR).

In consideration of future support mechanisms, the scale of the event and future frequency will plainly be a significant factor in whether national government provides assistance.

The Council would need to consider at the time if it could intervene to get business back up and running if there was no national assistance.

For the future, a cross-departmental response team should be identified to replicate what happened in 2015/16 with a nominated lead senior manager from the Economy and Development Service. The team would respond to any central government funding assistance as there will likely be an expectation for immediate roll out by Local Authorities. Additional capacity would need to be identified to facilitate delivery.

Subject to resourcing, a local support package would be identified which would include – options for alternative trading locations, support to find new premises, business support offer, signposting (ensuring maximum take up of grant assistance from central Government and/or the combined authority).

In advance of any future flooding event, the Council should decide whether it would be able to offer financial assistance if no central government or WYCA aid is provided. This could include a suspension or discount to be applied to business rates and/or a grant scheme to support recovery and resilience. Any local offer of financial assistance would require clear qualifying criteria and a fair, transparent and timely application process.

The scale of resources required should not be underestimated, both in terms of volume and timescale. At almost 20 months after the flooding incident, 30% of the PLR grants for commercial properties are still to be paid as works are not yet complete.

In April 2017, local authorities jointly fed back to Government the need for future schemes to include Administration/management costs as well as greater freedoms and flexibilities to develop local responses.

- 2.4 **Recommendation 1 (Appendix1)** of the Flooding Scrutiny review required Bradford Council Officers to engage with residents, businesses, the Bingley Flood Support Group and other Flood Support Groups to share best practice in developing Flood Resilience plans.

Flooding is a people issue. Communities get damaged by flooding and it is important that they are listened to and involved and engaged in dealing with issues that affect their community. It is important therefore that the Council works in partnership with local communities to understand their perspective of flooding, to help them actively prepare for future flooding and be a part of the decision making process that helps them to manage their own risks. No single agency can resolve all the issues presented by flooding; a large scale emergency requires a large scale and inclusive response. Indeed the Parliamentary Committee on Future Flood Prevention which reported in November 2016 recommended increasing community resilience.

Since immediately after the Boxing Day floods, the Council has been working extensively with Local Councils to voluntarily develop their Emergency and

Flood plans. Such plans provide an agreed framework to work within, identify key local roles and responsibilities, identify known risks and hazards, identify vulnerable members of the community and provide valuable local information all in one place.

To date two Local Councils, Bingley and Steeton, have written their plan fully and tested them through a 'table top exercise'. Five Local Councils, Baildon, Haworth, Oxenhope, Addingham, and Keighley, are very close to completion of their plans. A further 6 Local Councils/bodies, Burley, Cullingworth, Menston, Wilsden, Wrose, Sandy Lane are all engaged at various stages in the development of their plan. Denholme and Clayton are considered to be 'low risk' and whilst contact has been made with them, the absence of a formal response will not be followed up. Two local Councils, Ilkley and Silsden, have said they do not wish to engage in this exercise however we continue to press for engagement. We are looking at developing plans with two communities, Thackley and Goose Eye, considered to be 'medium' risk, but are not covered by a Local Council.

The Environment Agency (EA) agree that 'flood wardens' (**Rec 3 (App1)** of the Flooding Scrutiny Review – Flood Buddies) in the Bradford District would be difficult to maintain and further agree that a role similar to that of flood wardens can be carried out by members of the local communities working to the Emergency and Flood Plan held by the Local Council on an 'as and when needed' basis. All the plans give EA exclusive access phone numbers to Local Councils which supports communication in the event of an emergency and the EA are instrumental in supporting the development of the plans alongside Emergency Management.

Each Local Council engaged in the writing of plans has had the opportunity to look at their storage needs for locally based and maintained resources and address those individually. We are looking at a number of different solutions across the district each costing a similar amount but fulfilling a different need.

Resources for communities have been identified, a list drawn up and a bid made to the Environment Agency was successful to finance this initiative. These resources have been purchased and will be distributed to Local Councils as and when they complete their plans.

Flood Sacks have been purchased and are in storage at Stockbridge Depot for distribution as above.

Radios similar to those used by Civil Enforcement Officers have been purchased and were made available to those communities hosting the Tour de Yorkshire 2017 as a way of introducing and testing them with Local communities as part of their Emergency and Flood plan response.

Before the winter period 2017 starts it is expected that there will be a minimum of 6 completed plans held by Local Councils.

Recommendation vii (Appendix 2) required that a list of key contact points be developed for residents, specifically with regards to insurance companies, utility providers and the building trade.

As a Local Authority we cannot recommend specific companies and/or products to residents. To circumvent this we included in our flood packs links to the independent National Flood Forum and associated 'Blue Pages' www.bluepages.org.uk and the Flood Advisory Service. We also included the link to the government's Flood Re Insurance scheme which provides flood insurance to residential properties in risk areas. Key contacts were listed for the Emergency Services and Risk Management authorities including National Grid and Northern Power Grid.

- 2.5 **Recommendation iv, Appendix 2** recommends that there be dedicated officer support to assist vulnerable people both during and after flooding events.

In the event of an emergency or major incident, the Emergency Management Team (EMT) notify Adult and Social Care Senior Officers/Out of Hours (safe and Sound) Service of such incident. A triage process will then be undertaken to identify clients within the area of the incident to be able to allocate support to the clients affected. There will be continual liaison between EMT and Adult and Social Care during the incident. Once the incident has finished, there will be a draft exit strategy to review the required support to clients until there is no longer a need and there is a return to normality.

- 2.6 **Recommendation ii, Appendix 2** required that further information be provided to members on the flood related work that has been completed to date.

Recognising the need for a long term strategic response to managing flood risk across Bradford District and seeing the progress and achievements of the partnership approach in Calderdale, work that was already underway was formalised by the development of the Bradford Flood Programme Board in conjunction with the Environment Agency.

The Board agreed that alongside ongoing scheme development, it is a priority to focus on identifying and delivering cost-beneficial solutions for communities devastated by the 2015 events along the River Aire catchment. A sub –group to the Programme Board is the Investment Group. This group discusses funding and flood risk project opportunities within the district.

The Local Levy Bid that was successfully submitted by the board, will provide essential funding to enable the development of a strong programme of projects. The schemes will be complemented by the catchment approach being developed by Leeds City Council downstream and North Yorkshire County Council upstream and aligns with work being conducted on the River Wharfe catchment. The work will be supported and enabled by community projects and river stewardship work.

The objectives of the programme are to complete options appraisals for large schemes, associated projects and a programme of quick wins to reduce flood risk

with a view to accelerating some of the options across the catchment to a design and build stage where appropriate.

Following the flood event of 2015, the Environment Agency and City of Bradford Metropolitan District Council identified priority locations for further work or detailed investigations. The reports produced are known as Initial Assessments (IAs).

Initial Assessments (IAs) are desktop studies undertaken to provide a summary for each location and enable the Council to determine whether further spending of resources on appraisal work is justified.

The IAs provided an overview of the area, the flooding history and problems, the number of properties at risk of flooding, the options that could reduce risk in that given area and any positive or negative environmental impacts that may arise as a result.

In summary the IAs highlighted a need within the district to build more evidence and knowledge of the different forms of flooding to deliver flood risk alleviation projects.

Work will build on the Initial Assessments that have been completed and focus on five key areas (fifteen locations) that were identified following the 2015 floods.

<https://www.bradford.gov.uk/emergencies/flooding/flooding-information-and-support/>

- Silsden Beck
- Keighley and Stockbridge
- Bingley and Airedale
- Baildon and Shipley
- Esholt and Apperley Bridge

Further to the recommendations of the Initial Assessments, the Investment Group has successfully bid for and sought approval for a range of flood risk management studies to improve this evidence base and to find suitable funding mechanisms to deliver flood schemes on the ground.

Studies currently being undertaken or in the pipeline are;

A new hydraulic flood model and surface water assessment of the River Worth and its tributaries including a detailed assessment of surface water flooding with the Stockbridge area of Keighley. The results of this study will give the Bradford Flood Programme Board a short list of flood alleviation schemes to protect communities within the River Worth catchment.

An Instructive survey of the underground ordinary watercourse network within Esholt Village to help understand where restrictions, constraints or any defects on

the system need attention to reduce flood risk. The ordinary watercourse network caused severe flooding in the village during the 2015 flood event.

A Flood Risk Benefit Study along the Shipley and Canal Road Corridor is underway. The study aims to review the flood risk generated from Bradford Beck within this growth zone and the initial recommendation for reducing this risk, alongside an analysis of other outcomes that are available for this area. The study will investigate the multiple benefits that a scheme could deliver in improving flood risk, providing environmental benefits, assisting in maintaining and achieving Water Framework Directive objectives, enhancing the transport links to and from the city centre, provide biological enhancements and creating open space to encourage social community benefits. The study will investigate other available funding streams that these benefits could take advantage of.

The Bradford Flood Alleviation Study will consider a whole catchment solution for flood risk on the River Aire which is a priority for the Bradford Flood Programme Board. Options to be taken into account will include Upstream Storage Options on the River Aire for the towns from Stockbridge in Keighley all the way to Apperley Bridge and support a complete catchment approach. The studies objectives will fully align with the aspirations of the Leeds Flood Alleviation Scheme. It will include an assessment of the Standard of Protection of the EA and third party asset - Stockbridge Wall and Embankment, to enable reinstatement and improvement where required. It will also assess the potential for specific schemes within the towns/ areas identified as high risk between Bingley and Apperley Bridge, undertaking options appraisal(s) of the recommendations made in the IAs. It is intended that the Bradford Flood Programme Board will commission the study within this financial year.

The Environment Agency are undertaking a review of the flood models on various tributaries of the River Aire including Silsden Beck. It is the intention of the Flood Board to provide funding to this project to facilitate option appraisals of flood risk alleviation projects within the Silsden Beck catchment.

Other works include the Natural Flood Management (NFM) project on Backstone Beck, on the River Wharfe catchment. The project in Ilkley has secured £225K of DEFRA NFM funding and we are currently in the process of drawing up a business case working with all partners. The approaches we are looking to implement on the moor (slowing the flow, drainage reversal, sphagnum translocation, increasing tree cover and additional environmental benefits of increased biodiversity, active blanket bog management and re-wetting areas of the moor) are all replicable on other catchments in the District and beyond.

A further sub group to the Programme Board is the Bradford Flood Resilience Group. Its purpose is to progress community information and practical support so as to assist the wider community with future flood resilience, to co-ordinate wider community activity and support from the voluntary and community sector and to provide a forum for sharing best practice, to develop and strengthen multi-agency partnership approaches adopted following the Boxing day floods, to monitor, support and contribute to the development of all community strands of flood

initiatives in the upper valley and report progress to the Bradford Flood Programme Board.

Representatives attend from the Council's Emergency Management Team, Neighbourhood Services, Planning Service, Drainage Service, Countryside Service, Revenues and Benefits Service, Environment Agency and Aire Rivers Trust.

The group has spent £70,285 in 16/17 from successful bids to the Local levy fund to provide resources to support Local Emergency and Flood Plans (flood sacs, radios etc), 6000 flood packs were produced and distributed to "at risk" properties, and establishment of a river stewardship programme and clean up days on Bradford beck and the river Aire. In 17/18, £65.000 is allocated to continue to develop a sustainable and active River Stewardship network looking after Bradford's rivers and delivering activities including debris clearance, invasive species control, bankside maintenance and riparian landowner engagement to support flood risk and resilience activities on behalf of the community. In addition a planned Worth Valley flood awareness campaign to increase take up of the Flood Warning service will take place during Autumn.

Running in parallel to the all of the above work during April and May 2017, three Flooding Update roadshows were held in Keighley, Bingley and Shipley. These drop-in sessions were an opportunity to find out about:

- The joint work we have been doing to explore ways to tackle flooding problems across Bradford district
- The Environment Agency flood warning service, what to put in a flood plan, and other ways to be prepared for flooding
- The work we have been doing with town and parish councils to ensure that communities are better prepared for flooding and other emergencies
- How to get involved in local volunteer work to improve the riverside environment and reduce flooding problems.

3. OTHER CONSIDERATIONS

Water Management issues across the whole of the Bradford district have been fully explored by a separate review undertaken by the Environment and Waste Management Overview and Scrutiny Committee which reported its findings on 4 July 2017 to that Committee. That report will be presented to the Corporate Overview and Scrutiny Committee in December 2017.

4. FINANCIAL & RESOURCE APPRAISAL

Any major flooding incident across the district creates cost and resource pressures. Up to a point, these are dealt with as "business as usual" and within the framework of the Councils Emergency Management Plan and the standby arrangements that are called upon to respond. In extreme circumstances such

as the flooding of 2015, the Council incurs additional cost that is beyond what would normally be anticipated. In these circumstances, if the Government threshold is reached then additional Council expenditure can be reclaimed.

In extreme circumstances where the government does make available grants to assist individuals in clean up and recovery or for property level resilience measures, this creates additional resource pressures on the Council to facilitate such grants and the Government has been made aware of such pressures

The report has set out examples of investment to support flood resilience including funding into further studies into local measures that may support future flood alleviation mechanisms.

5. RISK MANAGEMENT AND GOVERNANCE ISSUES

There are no specific risk management or governance issues arising from this report.

6. LEGAL APPRAISAL

The Flood and Water Management Act places a duty on all flood risk management authorities to co-operate with each other. The act also provides lead local flood authorities and the Environment Agency with a power to request information required in connection with their flood risk management functions.

7. OTHER IMPLICATIONS

7.1 EQUALITY & DIVERSITY

There are no impacts arising from this report

7.2 SUSTAINABILITY IMPLICATIONS

Any future flood prevention project that is implemented within the district will be based on principles and methods to ensure it can protect communities and neighborhoods in a sustainable manner. These projects will also take into consideration climate change to ensure their function will be sustained against a rise in predicted rainfall events in the future.

7.3 GREENHOUSE GAS EMISSIONS IMPACTS

There are no impacts arising from this report

7.4 COMMUNITY SAFETY IMPLICATIONS

There are no impacts arising from this report.

7.5 HUMAN RIGHTS ACT

There are no impacts arising from this report.

7.6 TRADE UNION

There are no impacts arising from this report.

7.7 WARD IMPLICATIONS

Implications differ from a ward to ward basis, depending upon its history and potential for parts of that ward to be involved in a flooding incident.

Wards most likely, but not exclusively affected, based on historical factors are: City, Keighley East, Craven, Shipley, Bingley Rural, Idle and Thackley, Baildon, Bingley, Worth Valley, Ilkley, Eccleshill, Clayton and Fairweather Green, Wharfedale, Bolton and Undercliffe, Thornton and Allerton, Keighley Central and Heaton.

Impact at a ward level can be significant on both business and residential property and measures have been put in place, as outlined within the report, to help mitigate and respond to future flooding occurrences.

8. NOT FOR PUBLICATION DOCUMENTS

None.

9. OPTIONS

The report seeks to update members on progress achieved since the flooding of December 2015. Members are asked to consider the report and provide views and comment

10. RECOMMENDATIONS

Recommended -

Members note the progress achieved by the Council and Partners and the further actions planned with regard to improving the Councils response to flooding/emergency situations and the steps being taken to help reduce future incidents of flooding within the district.

11. APPENDICES

Appendix 1 - Recommendations from the online flooding survey and information gathering sessions

Appendix 2 - Corporate Overview & Scrutiny Resolutions, September 2016
Appendix 3 - Action Plan Progress Update

12. BACKGROUND DOCUMENTS

None

**REPORT OF THE CORPORATE OVERVIEW AND SCRUTINY COMMITTEE-
FLOODING SCRUTINY REVIEW.
RECOMMENDATIONS FROM THE ONLINE FLOODING SURVEY AND
INFORMATION GATHERING SESSIONS**

Recommendation 1

This Committee recommends that Bradford Council Officers engage with residents, businesses, the Bingley Flood Support Group and other Flood Support Groups to share best practice in developing its own Flood Resilience Plans.

Recommendation 2

This Committee recommends that Bradford Council together with key partners produce a laminated leaflet containing key flooding information. This leaflet should be provided to all living in flood affected areas and should include:

- Advice on what to do to prepare for a flood;
- Who to contact during and after the flood;
- What to do with flood damaged goods;
- Who can apply for funding to replace flood damaged goods;
- Where you can get advice from to help protect your property in the future.

Recommendation 3

This Committee recommends a 'flood buddy' approach be developed for the District.

Recommendation 4

This Committee recommends that support mechanisms for business in flood affected areas be designed, in anticipation of future floods happening.

Recommendation 5

This Committee recommends that Bradford Council and its partners encourage and support residents in very high risk flood affected areas to develop personal emergency plans for future flooding events.

Recommendation 6

This Committee recommends that the Environment Agency ensures that all residents and businesses that have been affected by the flood are on the flood alert system and that flood alert messages should be circulated much earlier.

Recommendation 7

This Committee requests that Bradford Council staff involved in emergency planning receive training on communicating key flooding messages, particularly through the use of social media such as Twitter and Facebook.

CORPORATE OVERVIEW AND SCRUTINY COMMITTEE – 29 SEPTEMBER 2016

Resolved

That the findings and recommendations contained within the draft Flooding Scrutiny Review Report be adopted subject to the inclusion of the following additional recommendations::

- (i) That progress against the Flooding Resilience Action Plan be presented to this Committee in 6 months time.
- (ii) That further information be provided to Members on the flood related work that has been completed to date.
- (iii) That the Resilience Plan be developed in assisting those affected by floods, in conjunction with our partners.
- (iv) That there be dedicated officer support to assist vulnerable people both during the after flooding events.
- (v) That the Council explores the viability of implementing a dedicated flood line number.
- (vi) That there be more focused and pro-active communication to residents in flood affected areas.
- (vii) That a list of key contact points be developed for residents, specifically with regards to links to insurance companies, utility providers and the building trade.
- (viii) That the Council maintains a regular programme of cleaning culverts and drains in flood affected areas.
- (ix) That progress against the officer debrief recommendations be presented to this Committee in 6 months.

ACTION PLAN PROGRESS UPDATE

<p>Action: Action 1 Preparation and plans</p>	<p>Review the way in which the Emergency Management Team (EMT) evaluates weather and flood warnings to provide services with an interpretation of the severity of such warnings to assist in service decision making about possible/necessary mobilisation.</p>
<p>Progress to Date:</p>	<p>The distribution of weather warnings to services can be improved through the better use of the Alert Levels contained within the Adverse Weather Plan.</p> <p>The basic rationale behind the warning is to provide any further information that is available e.g. Met Office Hazard Manager or Met Office Public Weather Adviser to enable services to better plan for the severity of the risk. The actions associated with the alert level for a particular service would be communicated to that service with regards to the type of weather.</p> <p>EMT is currently trialling a template for weather alert distribution. This template will be distributed not only internally but to partners (yet to be agreed with Fire and Ambulance but Bradford Police happy to receive)</p> <p>Town / Parish Councillors and Community Groups have been added to the Bradford Emergency Management Plan (EMP) and then cross referenced into Adverse Weather Plan together with Elected Members.</p> <p>EMT attended a Met Office workshop on the 30th June 2016 to understand the various warnings issued by them and how the council can improve our actions. Following on from this further review of the Adverse Weather plan took place.</p> <p>EMT attended a Spontaneous Voluntary Groups workshop on the 14th June 16, which is looking at the draft Government paper on these groups. EMT to further review plans to incorporate the role of these groups. There is a great emphasis on the responsibility for this falling to local Authorities. This requires careful thought to link in with the structures within both Bradford and the West Yorkshire Resilience plans which are being looked at for future development.</p>

	Elected Members have been added to Broadcast 1 list for the notification of weather alerts and warnings. A training session on weather alerts took place on 22nd September 2016
Further planned action and timescales:	There will need to be a continual review of the notification systems ahead of winter to ensure it is fit for purpose. Since January 2017, during winter months, there has been a weekly horizon scan teleconference call involving the Met Office, Environment Agency, "Blue Light" services and West Yorkshire Councils to connect to the possible impacts of any predicted weather events and determine the necessity for any standby arrangements. At other times of the year, this also takes place ahead of any foreseeable weather event.
Lead Officer:	Mike Powell
Assistant Director:	John Major

ACTION PLAN PROGRESS UPDATE

<p>Action: Action 2 Preparation and Plans.</p>	<p>Undertake a full review of the Council's Multi Agency Flood Response Co-ordination (MAFRC) plan in light of lessons learned from this incident.</p>
<p>Progress to Date:</p>	<p>A review has been undertaken and there is a better interface between this plan and the Adverse Weather Plan.</p> <p>The Adverse Weather Plan now incorporates a separate section for flooding therefore the Bradford Flood Warning Plan is now redundant. This plan now links and reflects the West Yorkshire Multi Agency Flood Plan/EA LFWP and the Bradford Emergency Management Plan (roles and responsibilities)</p> <p>As weather information is received, the Adverse Weather plan will be used to identify, what level of alert the council will be at to respond. Level 1 - business as usual Level 2 – advise/alert and monitor Level 3 – standby Level 4 – full activation</p> <p>Contacts and Resources Directory is used for officers contact details in / out of hours.</p> <p>The Rest Centre Plan would be implemented if one / more rest centres were required to be opened up.</p> <p>The Command and Control of the Council Operation in any major flooding incident would be set up under the Councils Emergency Management Plan.</p> <p>Restoration to normality would be achieved using The West Yorkshire Recovery Plan.</p> <p>Council officers took part in the West Yorkshire Severe Weather Plan exercise on the 16th November 2016.</p>
<p>Further planned action and timescales:</p>	<p>The Adverse Weather Plan will undergo a revision on a six monthly basis to address any amendments required in contents. A full plan review will be carried out on an annual basis or following recommendations from any exercise, emergency debrief or changes in risk assessments.</p> <p>The Emergency Management Team will attend severe weather related training for emergency responders organised by the West Yorkshire Resilience Forum, in conjunction with the Met Office, on 30th October 2017.</p>

Lead Officer:	Mike Powell
Assistant Director:	John Major

ACTION PLAN PROGRESS UPDATE

<p>Action: Action 3, Preparation and Plans</p>	<p>Review the number and location of rest centres to enable better and more targeted opening up of such centres during emergency incidents. Such review to consider the necessity for transport arrangements to/from rest centres.</p>
<p>Progress to Date:</p>	<p>A full review of the adequacy and location of rest centres across the district has been undertaken. In order to provide a further rest centre in Idle, 2 potential sites have been earmarked for investigation/assessment.</p> <p>Additional transport arrangements have been put in place for activation within the rest centre plans when there is no public transport available by using taxis.</p>
<p>Further planned action and timescales:</p>	<p>There is a requirement to undertake a further review of staffing arrangements for all rest centres in the light of various community Groups and Town and Parish Council plans to see if they can assist with the setting up of any local/temporary rest centres.</p> <p>The Council will use Eccleshill Swimming Pool as a rest centre which covers the Idle and Apperley Bridge areas.</p> <p>Additionally Community Rest Centres at Springfield Centre, Thorpe Edge, Idlethorpe Way, Thorpe Edge, BRADFORD, BD10 9JB, and Wright Watson Enterprise Centre, Albion Road, Idle, have been identified. Suitability for use and staffing issues are under review along with training requirements as necessary.</p> <p>Time scales on this will be flexible due to completion of the Local Emergency Plans and the involvement of Town / Parish Councils and venues.</p> <p>As lessons are learned following the Grenfell Tower incident, there is likely to be more use, as necessary, of local venues as well as listed venues</p>
<p>Lead Officer:</p>	<p>Mike Powell</p>
<p>Assistant Director:</p>	<p>John Major</p>

ACTION PLAN PROGRESS UPDATE

<p>Action: Action 4, Preparations and Plans</p>	<p>Identify key training needs of officers and members in respect of the Adverse Weather Plan and MAFRC and develop and deliver necessary training to equip all to respond effectively in emergency incidents . Develop a programme/timetable of relevant events.</p>
<p>Progress to Date:</p>	<p>Rest Centre training has recommenced with CBMDC staff and to date Emergency Management Team (EMT) have trained colleagues from Alhambra, St Georges Hall, Richard Dunn Centre, Queensbury Pool and Keighley within last 6 months</p> <p>EMT attended a Met office workshop on Thursday 30th June 2016, in relation to hot and cold weather and how the Met Office can assist with future tools. Once the Met Office tools are available then these will be fed back into Council plans and delivery of ongoing training.</p> <p>New Adverse Weather Plan training was provided on Friday July 15th 2016 aimed at all officers with a role in response</p> <p>EMT attended a Met Office/EA training at Calderdale on 27th September 2016.</p> <p>EMT are Working with Chris Farquar on Member training in Emergency Planning and response. A session for elected members took place in September 2017 and a further date is planned for 30th October 2017.</p>
<p>Further planned action and timescales:</p>	<p>Possibility of developing a Council wide e-learning package for Emergency Planning Training is still under investigation.</p> <p>A one day Emergency Management training course is taking place in October 2017 for all Senior Leadership Team (SD's and AD's).</p> <p>A half day "adverse weather" exercise will take place on 14th November 2017 for JLT and SLT. A further emergency management exercise is planned for May 2018.</p>
<p>Lead Officer:</p>	<p>Mike Powell</p>
<p>Assistant Director:</p>	<p>John Major</p>

ACTION PLAN PROGRESS UPDATE

<p>Action: Action 1, Resources – Manpower/Assets/Equipment</p>	<p>Undertake a comprehensive review of <u>all</u> on-call/standby staff arrangements within the Council that link into required 24 hour call out arrangements to deal with emergency incidents. Such review to identify all ad hoc/goodwill arrangements to determine if they are fit for purpose and hence any financial considerations of implementing any enhanced arrangements. In addition review to consider options to multiskill standby staff to provide other services, eg drivers.</p>
<p>Progress to Date:</p>	<p>Following on from the lessons learned session, HR undertook to look at where standby and call out arrangements existed and to also address any areas where those arrangement did not exist and where staff had been called out during the floods.</p> <p>HR Business Partners (HRBP's) have checked through discussions with Managers in areas where standby call out arrangements exist to determine if these are satisfactory or if there are additional needs for staff to be on contractual standby arrangements.</p> <p>It is clearly the service who determines the requirements of their service delivery and the need for such arrangements. Where this is required HR assist in determining local agreements.</p> <p>There has been a review of existing standby arrangements for those services that require such arrangements. These remain fit for purpose, but will continually be monitored to ensure that they remain effective.</p> <p>Specific local agreements are in place for:</p> <ul style="list-style-type: none"> • ICT • Winter Maintenance • FM (If ceiling collapse or water leak) this is not a formal call out as it happens infrequently but contact measures are in place. • Highways and Building Control • Emergency Management <p>The NJC for local government services (pay) includes standby duty allowance payment and these</p>

	<p>can be applied to those roles required to be on standby, not covered by any other local agreement.</p> <p>One standby arrangement would not fit all services and therefore local arrangements are in place. These are to ensure that where there are differing service needs then the arrangements and payments are accordingly agreed.</p> <p>It remains a Departmental responsibility to ensure their out of hour requirements are sufficient for maintenance of any emergency out of hours service requirements.</p> <p>The main areas of concern that arose through the floods was the lack of standby cover arrangements in Marketing and Communications and Drainage. The Assistant Director of Public Affairs and Communication being the sole person on standby.</p> <p>This has now been addressed and a standby rota is now in place as a regular service delivery requirement and appropriate payment is in place.</p> <p>With regards to Drainage, HR has spoken with Management and has been advised that none of the Drainage Section are on paid call out or standby arrangements. The reason is that statistically they have one or two call outs a year which can be handled through the voluntary management arrangements.</p>
<p>Further planned action and timescales:</p>	<p>Departments continue to review their standby and call-out arrangements on an ongoing basis. HR continue to liaise with Departments on local arrangements in relation to pay as part of the discussions on Terms and Conditions.</p>
<p>Lead Officer:</p>	<p>Michelle Moverley</p>
<p>Assistant Director:</p>	<p>Michelle Moverley (Equivalent)</p>

ACTION PLAN PROGRESS UPDATE

<p>Action: Action 2, Resources – Manpower/Assets/Equipment</p>	<p>Review the adequacy/effectiveness of current arrangements for keeping road gullies, culverts, trash screens etc. clear (for which the Council has responsibility) particularly in those high risk areas/hotspots known to suffer from flooding. Such review to include the availability of necessary assets/equipment e.g. street sweepers/gully wagons etc.</p>
<p>Progress to Date:</p>	<p>Road Gullies</p> <p>There are approximately 95,000 gullies in the district predominantly discharging into public combined or surface water sewers for which Yorkshire Water is the managing authority. The current policy is:</p> <ul style="list-style-type: none"> • That all main road gullies will be emptied once a year. • The aim is to empty all other gullies every 2 years. • Gullies in high flood risk areas, busy junctions, arterial roads or on storm drains are inspected 4 times a year and emptied on average 2 or 3 times a year. To maximise the benefit of this work it is recommended that these roads should be swept in the week prior. The additional cost of this work will be identified following the outcome of the on-going review into the Boxing Day Floods and the resulting level of service which comes from it. • Gullies which are reported by members of the public as blocked are normally cleared within 21 days unless more severe obstructions or repairs require excavation works. • Some streets where high levels of day time parking occur preventing routine cleansing to be carried out require special measures. Action Days are arranged where residents are notified in advance that alternative parking arrangements need be on a specific day; opportunity is also taken on these days to do a street sweep. • Gullies are cleaned on a ward by ward basis and a record of the numbers which require cleaning are recorded to facilitate a risk based approach. <p>When heavy or prolonged rainfall events occur a fully functional highway drainage system is essential in minimising the risk of property flooding occurring and</p>

disruption to traffic movements. However good planned maintenance is there are two factors which will lead to flooding, firstly the capacity of the receiving underground out fall system and secondly the debris which these events cause blocking the gully inlets. Capacity problems are not easy to overcome, are expensive and in the case of public sewers beyond the Councils control. Debris clearance is theoretically easier to do but limited by the numbers of teams which are available and the distances between problems.

Cleansing Working Arrangements and resources **Mechanical Sweepers**

- There are 17 mechanical sweepers available, 10 at the Bradford Depot and 7 at the Keighley Depot.
- Normal working times are 6am to 2pm Monday to Friday and 6am to 12noon Saturday and Sunday. (Only 6 vehicles work on any weekend)
- Occasionally drivers will work outside normal hours providing reasonable notice is given; this is not currently being considered but should the frequency of severe events increase it is something which could be considered at a future date subject to funding being found to replace the current arrangement based on goodwill. Similarly the provision of additional mechanical sweeper drivers should also be subject to periodic review to ensure the 40% reduction in staff hours which has occurred over the last 5 years is compatible with the minimum standards of service indicated above.
- Out of hours call out for a mechanical sweeping emergency including bank holidays is managed through a private contractor to deal with incidents such as oil spillages or other spilt loads that have the potential to close roads

Gully vehicles

- There has been a reduction in the number of gully vehicles from 8 to 3. However, the working arrangements described above have enabled the section to deal with local flooding incidents.

Clean Teams

- 25 clean teams plus 35 transit vehicles and one refuse collection vehicle are available to assist in both delivering sandbags and clearing debris both during and post flooding events. Additional

resources in this respect may also be available from the Parks, Refuse and Waste Management fleet.

- Normal working times 7:15am to 3:45pm Monday to Thursday and 7:15am to 3:15pm Friday.
- 8 transit vehicles are available on a Saturday and 4 on a Sunday.

Highways Grills/Trash Screens and Bradford Beck Overflow Chamber

There are 25 trash screens at various locations throughout the district which are maintained by the Drainage Section on behalf of the Council. The current policy is:

- Depending on the risk these locations are inspected either at monthly or quarterly intervals and cleared as necessary.
- Small build ups of debris are cleared by Drainage Staff and left on the bank sides; a private contractor is engaged to deal with larger accumulations and the debris removed to an appropriate tip.
- Additional visits are made following a request from a member of the public in anticipation of heavy rainfall.
- Other triggers include strong winds and autumn leaf fall.
- Over the period from 15 November 2015 until the Christmas break the succession of Atlantic Storms meant that locations were visited sometimes twice or three times in a week to remove debris; there are no budgets to cover this additional work and the cost was able to be met out of the staff salary budget because a vacancy existed. This post will shortly be advertised. Following determination of the levels of service required to be provided from the various internal reviews of the Boxing Day Floods, recommendations will be made to the appropriate Portfolio Holder in respect of additional funding or resources.
- The majority of highway grills and trash screens are of an old straight vertical bar design and become totally blocked more readily than those of a modern design which allows debris to build on the front face, but allow the flow to overtop back into the screen.
- It is recommended that old screens at critical

	<p>locations should be replaced. A proposal will be developed following a review of which locations are most at risk, the type, age and condition of the existing grills.</p> <p><u>Damaged Highway Structures</u></p> <ul style="list-style-type: none"> • Not all damaged structures have been identified and assessed for repairs based on risk only those where the risk is visible. • Underwater scour inspections to major vulnerable structures will commence late June 2016 with an anticipated completion time of 3 months. <p><u>Identification of Hot Spot Flooding Areas and determining mitigation measures</u></p> <ul style="list-style-type: none"> • There were over 800 properties which flooded over the November / December 2015 period. • The worst affected areas were townships down the Aire Valley, property flooding also to a lesser extent occurred in the Wharfe Valley. The City area had few problems. • In conjunction with the Environment Agency 15 of the worst locations have been identified for further investigation with a view to making a bid for Flood Defence Grant in Aid (FDGiA) funding. The initial assessments will be carried out by the EA's framework consultant and are programmed to be completed by late summer 2106. • The initial assessments will identify what measures are needed and whether or not these schemes will attract a sufficient score to be fully funded from FDGiA or if additional monies would be required from the Council or other bodies. • In addition to the above schemes we are currently doing an initial assessment at four other locations, Skipton Road Keighley, Greyscar Road Oakworth, Worth Way Keighley and North Beck Keighley, which had already been identified as having a high flood risk potential. • The Land Drainage section is working with the Environment Agency, Yorkshire water and other organisations to put together a programme of capital works to address property flooding, and is actively looking for match funding in the form of grants described above and the local levy.
<p>Further planned action and timescales:</p>	<p>Mapping of gullies in high risk flooding areas to reduce flooding and enable more effective use of</p>

resources will be undertaken before the end of 2016.
Update : Hot spot gullies have been mapped but mapping of all gullies across the district is ongoing.

Review of Highway Grills and Trash Screens to be undertaken by the end of October 2016 and a programme for maintenance or replacement to be developed.

Update : The existing policy for maintenance has been reviewed and shown to be effective based on the amount of assets and their current condition. Some trash screens are in need of replacement within the next 3 years to prevent failure and also to bring them to current standards. The existing policy will remain and will be reviewed if further funding can be sought to replace older trash screens.

A review to be undertaken of other locations where trash screens exist or would reduce highway flooding to be undertaken in the current financial year.

Update : A review showed no further trash screens are required to reduce highway flooding however existing trash screens have been identified for replacement. A piece of work is required to identify suitable funding streams to carry out these replacements.

A report by the EA's Framework Consultants into locations flooded on Boxing Day will report by the end of September 2016. This will identify schemes to minimise flooding at specific locations and will inform the future staffing and funding requirements the Council needs to deliver the programme.

Update : Initial Assessments at priority locations have informed a programme of flood risk alleviation projects for consideration of the Bradford Flood Programme Board.

A review will be undertaken to see if a planned maintenance approach can be undertaken on watercourses rather than the current reactionary approach. This review will be completed by the end of September 2016.

Update : The review concluded that funding constraints did not allow a planned capital maintenance programme. A revenue maintenance programme is currently on going and effective at identifying areas of required work. The Water Management and Scrutiny review has made a

	recommendation to investigate capital and revenue funding streams for maintaining council-owned drainage systems and watercourses/ivers in order to ensure that we deal with the rise in water flows and levels associated with climate change.
Lead Officer:	Kirsty Breaks/Chris Eaton
Assistant Director:	Julian Jackson

ACTION PLAN PROGRESS UPDATE

Action: Action 3, Resources – Manpower/Assets/Equipment	Clarify which organisation is responsible for clearing debris from bridges post flooding events
Progress to Date:	<p>For all water bodies ultimately responsibility rests with the Riparian Owner i.e. the Land Owner. However:</p> <ul style="list-style-type: none">• Where the water body is designated 'Main River' the Environment Agency as 'Operating Authority' has permissive power to carry out works• Similarly where the water body is designated an 'Ordinary Watercourse' as 'Operating Authority' the Council has permissive powers to carry out works.<ul style="list-style-type: none">• The term Main River can be misleading as Silsden Beck is also designated as Main River as are other watercourses in the district, so a water body does not have the word River in front of it to be a Main River.• With the limited resources the Environment Agency has, they complete river walkthroughs to proactively assess and enable removal of debris when and where it is appropriate. Any resident who sees debris on the Main River can report it to the Environment Agency on the 24 hour incident hotline, which is 0800 80 70 60. An assessment will then be made of the potential flood risk the debris may cause, if it is considered a flood risk ,and it is safe to remove the debris, then they will arrange for this to happen.• In relation to debris lodged under a bridge (Highways Asset) it is the responsibility of the Local Authority to make an assessment of the debris and the potential flood risk or damage caused and then remove it as required. The EA could intervene under their permissive powers if they considered there to be a risk that was not being addressed but this is unlikely due to the duty placed on the Local Authority as a statutory body.• The EA would expect any third party or statutory body to complete work to their own assets during normal circumstances. During an exceptional flood event, all category 1 responders would look to

	work in partnership with all organisations to enable a coordinated emergency response within the limited resources all have available.
Further planned action and timescales:	N/A
Lead Officer:	Kirsty Breaks/Chris Eaton
Assistant Director:	Julian Jackson

ACTION PLAN PROGRESS UPDATE

Action: Action 4, Resources – Manpower/Assets/Equipment	Develop a rigorous Council “sandbag policy” to provide clarity over the purpose and use of sandbags in flooding, such review to include : <ul style="list-style-type: none">• The number of sandbags to be permanently available• The location of such stocks (covered and uncovered)• Clear responsibility over who deploys sandbags (including out of hours arrangements) and collects them back in, the circumstances in which sandbags will be made available to the public and at what locations and by who• How the sandbag policy will be agreed and communicated to Members, residents and community groups
Progress to Date:	The following is the response to the above review into the number, use etc of sandbags by the Council. It will form an internal working document/policy detailing resources and operational matters and should not be reproduced in any report which will be made public. <ul style="list-style-type: none">• A permanent stock of 8,000 sandbags (100 pallets) should be available for deployment by Council Staff to manage major flooding incidents. Emergency Planning Officers are working with Parish Councils and other organisations to develop Emergency Flood and Community plans, this work is still in progress and any resulting sandbag requirement will be in addition to the above.• In both 2000 and Boxing Day Floods, main road blockages severely impeded the movement of sandbags to locations where they were needed. It is therefore proposed that in addition to the current locations of Stockbridge Depot Keighley and Wakefield Road Bradford, new storage sites at Addingham and Apperley Bridge should be provided.• Stockbridge Depot would be the main stock location as it is conveniently situated for the Rivers Aire, Wharfe and Worth. 6,400 sandbags (80 pallets) with covered protection would be provided.• Wakefield Road Depot would store 960 sandbags (12 pallets). Covered protection is not currently

available.

- Addingham Staith would have 320 sandbags (4 pallets) This is a new location which would serve the Ilkley and Addingham Areas. This being a new location some re-ordering and provision of secure covered storage may be required.
- Apperley Bridge Playing Fields would have 320 sandbags (4 pallets) and service the Apperley Bridge and Esholt Areas. This being a new location some re-ordering and provision of secured covered storage may be required.
- The cost of works to provide secured covered storage at the 3 sites is estimated at £15,000.
- Road closure signs will also be available from these sites.

- The Duty Drainage Officer will be responsible for authorising the deployment of sandbags for major incidents. For smaller more localised incidents outside normal working hours, the Duty Highway Manager has discretionary powers to deploy up to 80 sandbags.
- For major incidents when river(s) are flooding at several locations, these are priority areas for the Council's resources in terms of both available staff and sandbags. Experience has shown that there is also a need to provide assistance to other locations away from the priority areas. To service these using in house resources could seriously prejudice our priority response. It is therefore recommended that external contractors are found to provide this service.
- This sandbag policy will be agreed with the Executive Board Members for Regeneration, Planning, Transportation and Highways and Neighbourhoods and Communities
- Communication to Members will be via internal e-mail with political groups and individually. This will include both the sections for publication and not for publication.
- Communication to Town / Parish Councils and Community Groups will be via e-mail, but restricted to the section for publication only.
- Where other suitable locations can be found, the distribution of sandbags will change but the overall total available will remain the same.
- Members of the public will be able to access the policy via Council's web site.

The following Draft policy **for publication to residents** has been developed for discussion/agreement with relevant Portfolio Holder

CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL SANDBAG POLICY

There is no statutory requirement for a Local Authority to provide sandbags, nor to prevent a property from flooding. Many Councils do not provide sandbags.

As a responsible Council we do however acknowledge that there are vulnerable people and communities which require assistance during a major flooding incident and will attempt to help where resources will allow.

Residents and business owners are responsible for protecting their own property and where they consider themselves to be in a high risk area they should make appropriate arrangements in advance of a flooding incident. The Council may offer assistance where it can, but this will be prioritised as shown below.

Whilst the Council does hold a stock of sandbags these are primarily for use to prevent flooding from rivers, major watercourses and keeping highways open.

Where resources are available, we will attempt to help others. Requests will be prioritised as follows.

1. Vulnerable individuals, the elderly and infirm
2. Hospitals, Care Homes and Schools where there is a risk of internal flooding.
3. Council buildings and critical infrastructure
4. Residential properties
5. Business and other non-residential properties (in extreme circumstances only)

It should be noted that:

- Requests for sandbags will only be considered for residential premises which are occupied at the time and at imminent danger of internal flooding; sandbags will not be provided to protect gardens,

- garages and other non- residential properties.
- Once sandbags have been delivered they will become the property of the property owner or occupier and they will be responsible for their appropriate disposal after use. The only exception to this will be to vulnerable people or communities.
 - Requests for sandbags will not be considered in anticipation of flooding, following advance weather forecasts or Environment Agency warnings.
 - All requests for sandbags will be dealt with solely at the Council's discretion by the Duty Drainage Officer.
 - It should be noted that sandbags do not provide a total solution to the ingress of water. Their prime use is to divert the flow of water. When purchasing sandbags there are 2 types which are commonly available; hessian sacks provide the best seal and are easier to place, but they do not last as long as more recent plastic types. Other proprietary products are available, but care should be taken when these are considered to ensure they have a British Standard Kite Mark for the intended use and are fitted in accordance with the manufacturer's instructions.

Update : The following is the final decision made about sand bag etc stocks held across the district.

A permanent stock of sand bags and flood sacs is now available for deployment by Council staff to manage major flooding incidents under the control of the Duty Drainage Officer. The sand bag policy, which is displayed on the Council website, compliments individual's responsibilities to protect residential and commercial property . The stock is made up of 6,000 sandbags, 1,340 dry FloodSax, and 660 HydroSnakes. The location of these stocks is critical for the Council and the community it serves. There are 5,500 bags kept at Stockbridge Depot in Keighley (4,150 sandbags, 690 FloodSax and 660 HydroSnakes), 1,000 bags kept at Wakefield Road Depot in Bradford (800 sandbags and 200 FloodSax), 1,500 bags kept in locations in Apperley Bridge, Ilkley and Addingham.

The smaller depots store the following stock that are held in secure and weather-tight containers:

-Apperley Road playing fields at Apperley Bridge, 350 sandbags and 150 FloodSax

-Golden Butts Road HWRC at Ilkley, 350 sandbags

	and 150 FloodSax -The Staith at Addingham, 350 sandbags and 150 FloodSax
Further planned action and timescales:	No further planned action.
Lead Officer:	Kirsty Breaks/Chris Eaton
Assistant Director:	Julian Jackson

ACTION PLAN PROGRESS UPDATE

Action: Action 1, Communications	<p>Review and clarify responsibilities for externally delivered communication both within emergency situations where an incident is declared and out of hours 'emergency' incidents where matters are handled 'operationally' by services. Specifically review the contact arrangements for Councillors in such emergency incidents to ensure they are provided with necessary information in a timely manner to enable them to fulfil their community facing responsibilities and have access to an identified point of contact in any emergency incidents.</p>
Progress to Date:	<p>The Friday evening 'Officer on Call' update is now circulated to the Councils Leadership, Political Group Leaders as well as senior management for information and awareness.</p> <p>Revised arrangements and responsibilities for Communications in Emergency situations are as follows :</p> <p>Emergency Planning Officers are responsible for tweeting on bradfordmdc about out of hours 'on call' incidents and for contacting appropriate Executive Members, Group Leaders and Ward councillors, with the key information about an incident. The out of hours on call comms officer can assist with social media, where necessary, and also deal with any print and broadcast media enquiries.</p> <p>This system eliminates duplication of tasks and saves time, particularly for the Duty Emergency Planning Officer who has to put information into a text or email in order to inform a comms officer about the details that can be tweeted. This reduces the likelihood of human error mistakes in passing details down a 'comms line'. Also it is consistent with processes in neighbouring councils.</p> <p>It has been agreed that it is not appropriate for 'first line responder' officers to take photographs / tweet / post on social media because of the practical and perception issues in doing so. However, photographs and posts / tweets by officers re-visiting incidents and /or undertaking follow-up visits would be appropriate.</p> <p>The digital communications officer has delivered social media training sessions for emergency comms officers to enable them to tweet on bradfordmdc.</p> <p>The initial intention to move towards putting all alerts out</p>

	<p>solely on the Bradfordmdc twitter account, which has greater coverage, is on hold pending an IT solution to the issue that followers of bradfordalerts can currently sign up to receive a text message directly to their mobile phones. At present this cannot be replicated on bradfordmdc because it is not possible to select specific tweets from the bradfordmdc account to be sent as text messages, and individual's private phones would therefore be bombarded by messages they didn't necessarily want to receive!</p> <p>The digital communications officer has provided refresh training on social media for Emergency Planning Officers.</p>
Further planned action and timescales:	No further actions planned
Lead Officer:	Alison Milner / Albert Freeman
Assistant Director:	Alison Milner

ACTION PLAN PROGRESS UPDATE

<p>Action: Action 2, Communications</p>	<p>Review the operation and capacity of the Contact Centre (431000) to deal with a high volume of calls from the public in emergency situations and its links into Emergency Command and Control structure.</p>
<p>Progress to Date:</p>	<p>The Council's Contact Centre now prioritises any high priority or ongoing emergency incidents at the top of its help list.</p> <p>Meetings have been held with Neighbourhoods & Customer Services and the following items were discussed: redirecting calls to an other organisation to cover off calls, enlarging the trunk capacity (more lines), ability of staff to work from home or other council offices, numbers of staff who might be available potentially, escalation process, automated messaging and who would control the communication content. Issues raised regarding communications , the Contact Centre received lots of calls because in this case a flood letter / information quoted two phone numbers, one for tax council and one for flood relief (Contact Centre's main number) which people defaulted to even if they where calling about council tax.</p>
<p>Further planned action and timescales:</p>	<p>We did not experience a call increase during this event that rendered the capacity or call handling capability inoperative. However a discussion took place in Oct 2016 with our telephony supplier on the technological changes and indicative costs of increasing capacity to deal with exponential increase in public call volumes. This would need to be complimented with a staffing availability to handle such a call increase and as such this is not being pursued.</p> <p>To mitigate and improve the communication during high call volume periods we have configured a message process to allow the Gold / Emergency planning team the ability to set a message against 01274 431000 to provide the public information and diversion to alternative channels (radio, social media, etc). While this message is enabled customers will not be passed through to other services. The message will play and the line closed.</p> <p>IT Services has tested the process and have trained the Emergency Planning/CSD IT Service Desk during August 2016. The CSD/IT Service Desk staff can be utilised to set the messages in case of emergency calls over weekends</p>

	<p>and bank holidays. However following a number of trial runs, it has now been agreed that the new process is for EMT to contact John McGee (CSD Manager) who will arrange for any changes to be made in conjunction with IT Services where necessary.</p> <p>No further action planned.</p>
Lead Officer:	James McCallum/Joanne Conlon
Assistant Director:	David Cawthray/Ian Day

ACTION PLAN PROGRESS UPDATE

Action: Action 3, Communications	Review the IT connectivity/provision of hardware (including telephony) to ensure it is reliable and fit for purpose to ensure that in an emergency situation the Council Command and Control system can access necessary Council systems and all staff on the ground are contactable with the necessary access to Council systems.
Progress to Date:	The Council's Emergency Management team have been supplied with fully enabled iPads to ensure connectivity. Other Services should review their smartphone capability to ensure they are adequate. If these require enhancing engagement should be arranged with IT Services accordingly.
Further planned action and timescales:	N/A
Lead Officer:	Colum Sheridan-Small
Assistant Director:	David Cawthray

ACTION PLAN PROGRESS UPDATE

Action: Action 4, Communications	Investigate and identify a suitable video conferencing facility (LYNC) to enable remote joint operations between the Council and partners.
Progress to Date:	<p>Skype for Business (previously known as LYNC) is now available for users to communicate inside and outside of the organisation on a variety of devices. This provides instant messaging as well as video conferencing.</p> <p>All users with VDI or Windows 7 will be able to use S4B for IM (Instant Message) and Presence. Emergency Management Team and a handful of people will have video and voice calling. No training is required if already familiar with Skype.</p> <p>The Council Emergency Planning Team have now verified and tested IM (Instant Messaging), Presence and Video Calling to West Yorkshire Police.</p> <p>The Council also has federated services with Kirklees Council</p>
Further planned action and timescales:	N/A
Lead Officer:	Yunus Mayat
Assistant Director:	David Cawthray

ACTION PLAN PROGRESS UPDATE

Action: Action 5 Communications	Develop a wide ranging communications strategy to explain the Council's, partner's and the public's responsibilities in responding to, and dealing with, serious flooding incidents.
Progress to Date:	<p>Alice Marshall. lead Communications Officer for flooding issues, has developed a Flooding Communications Strategy in liaison with partners and Council services.</p> <p>An action plan sits within the strategy and identifies lead responsibility for different communications activities that are required pre, during and post serious flooding event.</p> <p>Alice and the Emergency Management Team have been trained in the use of the Stay Connected e Newsletter system and a flooding information and alerts topic has been added to the subscription list. The flooding topic has over 1000 subscribers, including all 90 councillors who were added in bulk. Councillors will all get timely information in their inboxes that can be forwarded to their residents when necessary.</p>
Further planned action and timescales:	No further actions planned
Lead Officer:	Alice Marshall
Assistant Director:	Alison Milner

ACTION PLAN PROGRESS UPDATE

Action: Action 1, Community Response/Engagement	Identify those community/voluntary organisations that came forward during the flooding incidents. Assess their appetite and capacity to formalise an arrangement with the Council to assist in any necessary future response to flooding incidents.
Progress to Date:	Informal discussions have been held and some people are still involved in supporting flood clearance work. Some have fed back that responsibility for the support should have been a Council one and some stepped in, due to the timing of the flood and lack of support as a result of this. One of the main volunteer leads at Bingley now a member of the Town Council.
Further planned action and timescales:	Contact will be maintained with those volunteers that have expressed interest in maintaining interest in voluntary work. Following discussion with Emergency Planning and the governance and structure inherent within a Local Council solution, this has been deemed the preferred mechanism for coordinating action in response to local emergency situations. This will not stop/reduce engagement by volunteers, but will ensure consistency in respect of future contacts and follow up actions, via Local Council websites, Parish Clerks and Local Council Liaison meeting structures.
Lead Officer:	Relevant Area Co-ordinators and Ward Officers
Assistant Director:	Ian Day

ACTION PLAN PROGRESS UPDATE

<p>Action: Action 2 Community Response/Engagement</p>	<p>Continue to progress work with Parish Councils to develop community resilience plans to respond to emergency incidents where the community becomes isolated and may need to 'help itself' until, or alongside, emergency services/Council services are available. Such plans to link into those community/voluntary organisations identified in point 1 above. Investigate the concept of Flood Wardens and identify/consider what resources could/should be placed at their disposal to assist in future flooding incidents.</p>
<p>Progress to Date:</p>	<p>Discussions have taken place at a Local Council Liaison meeting and support offered from flood affected and non flood affected local councils to engage in developing local resilience plans.</p> <p>Work is continuing with Local Councils to develop and maintain plans. Follow up work is planned with those Councils that are sufficiently remote, or in higher risk areas to encourage them to work with the Council on the development of local resilience plans. Identifying access to and contacts for local community facilities will sit within the local resilience plans and help to broaden support and response capacity.</p> <p>Resources (flood sacs, radios etc) have been identified and purchased using Local Levy Funding, and will be distributed to Local councils when plans are completed.</p>
<p>Further planned action and timescales:</p>	<p>To date two Local Councils, Bingley and Steeton, have written their plan fully and tested them through a 'table top exercise'. Five Local Councils, Baildon, Haworth, Oxenhope, Addingham, and Keighley, are very close to completion of their plans. A further 6 Local Councils/bodies, Burley, Cullingworth, Menston, Wilsden, Wrose, Sandy Lane are all engaged at various stages in the development of their plan. Denholme and Clayton are considered to be 'low risk' and whilst contact has been made with them, the absence of a formal response will not be followed up. Two local Councils, Ilkley and Silsden, have said they do not wish to engage in this exercise however we continue to press for engagement. We are looking at developing plans with two communities, Thackley and Goose Eye, considered to be 'medium' risk, but are not covered by a Local Council.</p> <p>With regard to Flood Wardens operating within the BMDC boundary, there are none operating due to difficulties in maintaining necessary training undertaken by the EA. In</p>

	Bradford therefore, flood warden work will be incorporated into the Local action planning above for each location through local links to those who know and understand the river such as local fishing clubs, dog walkers who use the river banks, residents who live close to the rivers etc.
Lead Officer:	Chris Slaven
Assistant Director:	Ian Day

ACTION PLAN PROGRESS UPDATE

Action: Action 3, Community Response/Engagement	Identify how to incorporate the role of Parish and Town Councils, and community/voluntary organisations into the Council's Multi Agency Flood Response Plan. Clarify the role of Parish, Town and District Councillors.
Progress to Date:	<p>The 'spontaneous volunteers' of Bingley have been incorporated into the new Bingley Town Council and Emergency Management Team have worked with them to develop their plan. The volunteers from Keighley have formed a constituted group and EMT are discussing the way forward which may well see them being the 'plan holder' (and resource keeper) for the Keighley area if agreement is found with the Town Council and District Council members. In Shipley/Baildon area there is a newly constituted group who have recently attained charitable status and may replicate the model described above for Keighley.</p> <p>Emergency Planning has attended a Local Council Liaison Meeting to present proposals for local resilience plans, including flooding, to Local Councils.</p>
Further planned action and timescales:	Work continues with Local Councils to develop Local Emergency and Flood plans (as per action 2, Community Response/Engagement).
Lead Officer:	Chris Slaven
Assistant Director:	Ian Day