



REIGATE & BANSTEAD BOROUGH COUNCIL
MULTI AGENCY FLOOD PLAN 2010

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Reigate & Banstead Multi Agency Flood Plan

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This Plan is predicated upon the existence and maintenance by Category 1 and 2 responders of their own plans for response to flooding.

The plan will be reviewed annually and after any major flooding incident.

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1. INTRODUCTION

1.1 Background

The subsoil under the southern half of the Borough (south of the M25) is mainly clay, and is generally fairly flat. The River Mole and its many tributary rivers, watercourse, and drainage ditches criss-cross the area. The main risk of Flooding in this area is 'Fluvial' (from the rivers and watercourses), and can affect a large number of communities at the same time. Because of the characteristics of the River Mole Catchment the flooding can last for up to three days 'after' the storm has passed. In addition deep flooding, of roads at the numerous river crossings, can cut this part of the Borough into 'islands', making access for Emergency & Support Services difficult.

The northern half of the Borough (up on the North Downs) is mainly on Chalk subsoil, with a number of 'Dry Valleys' throughout. The flooding in this area is generally from High intensity 'Flash' Storms. At these times the drainage systems of the area are overloaded, and the water runs down the natural 'dry' valleys, but can collect in 'low spots'. Flooding tends to be short lived (hours rather than days). It generally only affects small groups of properties in each area, but can be as serious for the owners/residents affected, as with the flooding in the south. It can also make certain roads 'impassable' during, and for a short time after the actual storm.

1.2 Aim

The purpose of this plan is to detail the principles that govern the multi agency response to a significant flood in the Reigate & Banstead Borough Council area (see Appendix A1)

1.3 Objectives

Irrespective of particular roles and responsibilities of organisations and agencies that may be involved in responding they will be working to a common set of objectives, namely to:

- Save and protect life.
- Relieve suffering.
- Protect property.
- Provide the public with information.
- Contain the emergency – limiting escalation and spread.
- Maintain critical services.
- Maintain normal services at an appropriate level outside of the affected area.
- Protect health and safety of responders.
- Restore the situation to normality as soon as possible.
- Safeguard the environment.
- Facilitate investigations and inquiries.
- Promote self-help and recovery.
- Evaluate the response and identifying lessons to be learned.

1.4 Scope

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This document is intended for organisations within the Surrey LRF that would participate in and support, the response and recovery of communities affected by flooding in the Reigate & Banstead area. This will include the Reigate & Banstead Borough Council Officers, Surrey County Council Highways Officers, the Environment Agency and the Emergency Services.

The document identifies the related plans that might also be active, the types of flooding risk in Reigate and Banstead and the locations at risk of flooding (fluvial and / or surface water), including an overall risk rating for each area to help prioritise operational response. It identifies the specific sites that are vulnerable, the nearest rest centres, which are not at risk, and provides details on the roads that have a high risk of flooding and should be avoided in planning evacuation routes. The document also details the local assessment process that will be undertaken to determine if the Reigate and Banstead MAFP should be activated. How sandbags will be locally distributed is described and key contact numbers are provided. Topics that are generic for all of Surrey such as detailed flooding roles and responsibilities, Health & Safety of personnel and the public, etc are included in the SLRF MAFP.

1.5 Planning Assumptions

Generic Flooding

- People stranded over a large area and in need of rescue. This may only be possible using boats, helicopters or high-clearance vehicles. Rescue efforts may be hampered by severe weather.
- People requiring evacuation and/or shelter.
- Fatalities and casualties are likely to occur and locating missing persons (reuniting people) would be necessary.
- Widespread structural damage, debris (including sediments) is likely to block roads and bridges, leading to significant transport disruption and the closure of primary transport routes within the affected areas.
- Contamination of water supplies and loss of other essential services (water; electricity; telecommunications) for a period.
- Drainage systems would 'back-up', forcing water to spill out of foul sewers and inside homes and buildings leading to health hazards.
- Flooding of homes and businesses would create a requirement for temporary accommodation for up to 18 months.
- Cordoned off areas would need to be maintained for up to 14 days. Many will try to return to hazardous areas to collect belongings.
- Security within the cordoned area may be required to deter looting of unoccupied property.
- There is a perceived increase in the risk to property from fire as householders use candles and portable heating devices to provide lighting and heating should there be a disruption to the utility supply in the area.

1.6 Warning Times

- Fluvial – 2 hours where possible but for many areas there may be little or no Warning.
- Surface water flooding – No specific warning likely
- The Met Office provides an Advisory service (detailed below and see Figure 1) to help alert Category 1 and 2 responders and the general public when there is a risk of severe or extreme weather events:

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A) Advisory of severe or extreme weather

These advisories are issued by 1100 daily as routine and indicate confidence of expected severe or extreme weather. Early warnings and Flash Warnings supersede advisories when confidence levels are 60% or greater.

B) Early warning of severe or extreme weather

These are issued when the Met Office has 60% or greater confidence that severe weather is expected in the next few days.

C) Flash warning of severe or extreme weather

These are issued when the Met Office has 80% or greater confidence that severe weather is expected in the next few hours.

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Colour and risk levels for SEVERE weather events (these events are not rare events)					
	Green		Yellow	Amber	
Warning	None		Advisory	Early	Flash
Risk	Very low <20%	Low ≥20% <40%	Moderate ≥40% <60%	High ≥60% <80%	Very high >80%
Headline	No severe weather expected		Moderate risk of severe weather	High risk of severe weather	Severe weather is imminent or occurring
Impact			Moderate risk of some damage to infrastructure and local disruption	High risk of some damage to infrastructure and local disruption	Very high risk of some damage to infrastructure and local disruption
Advice			Ensure you access the latest weather forecast	Remain vigilant and ensure you access the latest weather forecast	Access the latest weather forecast and take precautions where possible
Colour and risk levels for EXTREME weather events (these events are rare events)					
	Green	Yellow	Amber	Red	
Warning	None	Advisory	Advisory	Early	Flash
Risk	Very low < 20%	Low ≥20% <40%	Moderate ≥40% <60%	High ≥60% <80%	Very high >80%
Headline	No extreme weather expected	Low risk of extreme weather	Moderate risk of extreme weather	High risk of extreme weather	Extreme weather is imminent or occurring
Impact		Low risk of major damage to infrastructure and the environment	Moderate risk of major damage to infrastructure and the environment	High risk of major damage to infrastructure and the environment. Casualties are possible	Major damage to infrastructure and the environment is likely. Casualties are possible
Advice		Ensure you access the latest weather forecast	Remain vigilant and ensure you access the latest weather forecast	Remain extra vigilant and access the latest weather forecast. Be aware of risks that might be unavoidable. Follow any advice given by authorities	Remain extra vigilant and access the latest weather forecast. Follow orders and any advice given by authorities under all circumstances and be prepared for extraordinary measures

Table 1: Met Office Advisory Service for severe and extreme weather

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Extreme Rainfall Alert Service

- The Met Office in joint partnership with the Environment Agency also provides an Extreme Rainfall Alert Service. Based on work by Halcrow, extreme rainfall that could lead to surface water flooding is outlined below:

Accumulation Period (hours)	1	3	6
Trigger for surface water flooding	30mm	40mm	50mm

Table 2: Triggers for surface water flooding

The extreme rainfall alerts are issued as follows:

A) Guidance (Confidence>10%)

Daily at 1400 when probability exceeds 10%, Valid 24 hours from midnight

B) Extreme Rainfall Alert (Confidence >20%)

Lead time 0 to 8 Hours

C) Updates and Cancellations to Alerts issued when required. Update to the Guidance issued at 9am local time if the time of risk is in the second half of the period of validity, i.e. from midday to the following midnight.

The normal sequence is for an Alert to follow a Guidance as confidence in the impending event increases. However on occasions if confidence is high enough the Alert may be the first and only product issued. Alternatively if a Guidance is issued and confidence doesn't increase to 20% then an Alert will not follow.

2. RELATED AND INTERDEPENDENT PLANS

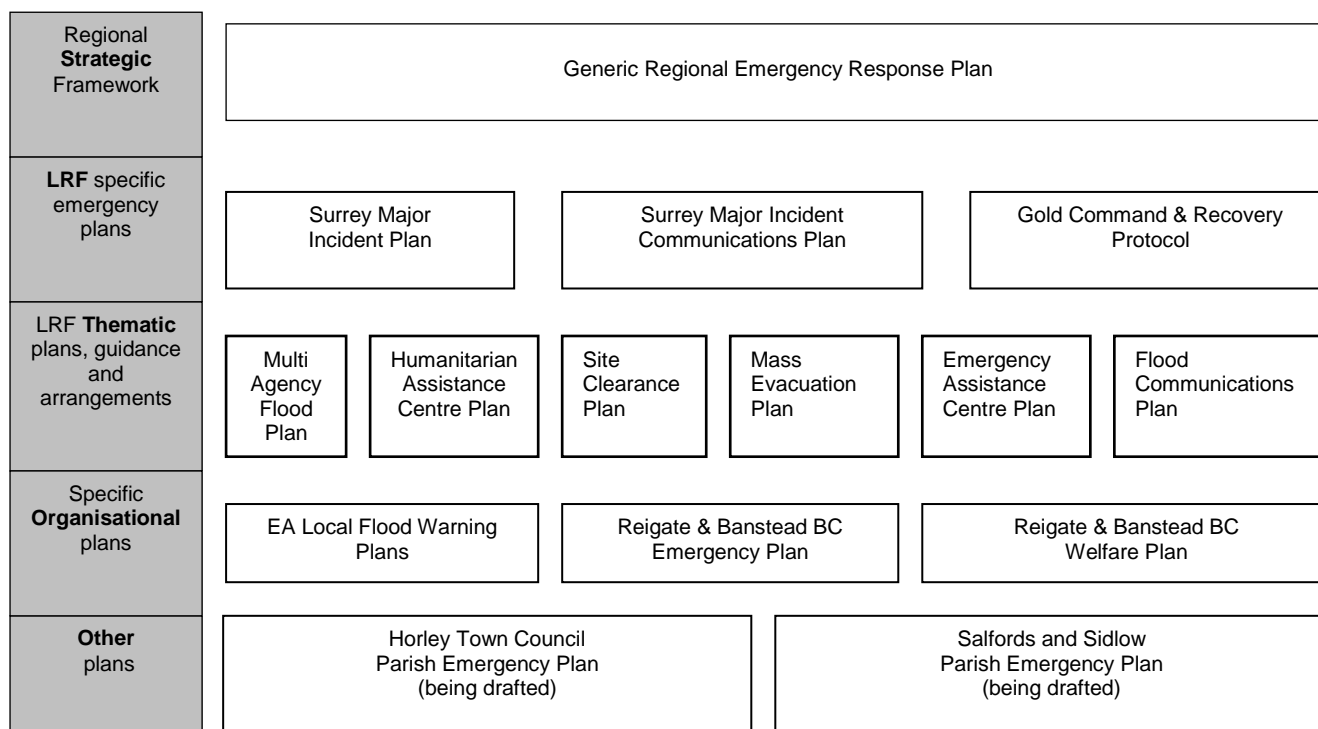
2.1 Plans Overview

The Plan provides operational and tactical level details of actions, roles and responsibilities specific to flooding based on the Reigate & Banstead local authority boundary. The strategic response to flooding in Surrey is outlined in the Surrey LRF Multi Agency Flood Plan (MAFP). A diagram showing the linkages between the plans is found over page. All responding agencies will hold operational response plans. Plans that may be active include:

- Surrey LRF, Multi Agency Flood Plan
- Surrey LRF, Major Incident Plan
- Surrey LRF, Major Incident Communications Plan
- Surrey LRF, Flood Communications Plan
- Surrey LRF, Gold Command Protocol
- Surrey LRF, Humanitarian Assistance Centre Plan
- Surrey LRF, Emergency Assistance Centre Plan
- Surrey LRF, Mass Evacuation Plan
- Surrey LRF, Site Clearance Plan
- Reigate & Banstead Borough Council, Emergency Master Plan
- Reigate & Banstead Borough Council, Welfare Plan
- Environment Agency, Surrey Local Flood Warning Plan

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The relationship between how plans fit together is shown in the diagram below;



3. THE RISK OF FLOODING

3.1 Types of Flooding

There are three types of flooding events, which can affect the Reigate & Banstead area. These can be divided into:

- a. Flooding of the floodplain by main rivers – Fluvial,
- b. Localised flooding, which occurs when rainfall within the borough exceeds the capacity of the local drainage network and surface water sewers; or blockages restricting flow or entry into such sewers, and
- c. Sewage flooding, which occurs when excess surface water is able to ingress into a public or private foul system resulting in surcharging.

3.2 Flooding of floodplain by Main Rivers

River flooding is not necessarily related to heavy rainfall in the immediate area but could be attributed to any rainfall or runoff within the entire catchment of the river concerned. Flooding occurs when the volume of water carried by a river exceeds the channel capacity and spills over onto the flood plain. This effect could be hours after the rainfall has subsided.

The main river systems which run through Reigate & Banstead that can be at risk of flooding, are The River Mole and its tributaries. Environment Agency Flood warnings apply to Main River systems only.

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The Environment Agency operates a four-stage system that includes an 'all clear' stage when Flood Watches or Flood Warnings are no longer in force for an area. The actions necessary at each stage are clearly identified and communicated to the relevant recipients. The definition of each stage is described in full in the Environment Agency's Flood Warning Codes (please see Section 3.13).

There are many different sources and types of flood risk and flooding including river, sewer, surface water, overland flow, burst water mains etc. The 'flood warning codes' apply only to flooding from Environment Agency managed Main Rivers.

The Floodline Warnings Direct service applies in specific locations known as 'Flood Warning Areas'. Flood Watches however provide more general information and are issued for river catchments or subdivisions of river catchments. Flood Warnings and Severe Flood Warnings are more closely targeted at the communities of specific Flood Warning Areas.

Any of the codes (Flood Watch, Flood Warning and Severe Flood Warning) can be issued at any stage and do not have to be issued in any sequence. The Environment Agency's Flood Warning Areas and Main Rivers within Reigate & Banstead are mapped at Appendix A1 and detailed in Table 3.

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Table 3: Environment Agency Flood Watch & Warnings Areas

Flood Watch Area Code	Flood Warning Area Code	Flood Warning Area / Flood Watch Area Name	Description
063WAF32UpperMole	063FWF32GtwkStrm	Gatwick Stream at South West Horley	Riverside, Crescent Way, Michael Crescent, Cheyne Walk Woodroyd Garden, Longbridge Road, Woodroyd Avenue Wolverton Gardens, Church Walk, Lechford Road, Hatchgate, Suffolk Close, Massets Road, Lipfield, Ringley Avenue
063WAF32UpperMole	063FWF32BrstStrm	Burstow Stream at East and North Horley	Staffords Place, Baythorn Lane, Bayhorne Lane, The Coronet Meadowcroft Close, Limes Avenue, Haroldsea Close, Castle Drive, Haroldsea Drive, Smallfield Road, Longshott, Ladbroke Road, Lake Lane, Bonehurst Road, Weatherhill Close
063WAF32UpperMole	063FWF32Salfords	Salfords Stream at Salfords	Salfords – Parkview Road and Brighton Road
063WAF32UpperMole	063FWF32Redhill	Redhill Brook at Redhill	Redhill – Brambletye Park Road, Trentham Road, Knighton Road, Emlyn Road, Ifold Road, St John’s Road, Victoria Road, Garland Road, Brighton Road (A23) and High Street
063WAF32UpperMole	063FWF32Sidlow	River Mole at Sidlow, Leigh and Betchworth	Betchworth – Leigh Road
063WAF32UpprMole	063FWF32Charlwd	River Mole at Charlwood and Hookwood	Charlwood – Ifield Road and London Road (A23)

3.3 Localised Flooding

Initial runoff from heavy rainfall can easily overcome the capacity of a watercourse if the ground is parched, frozen or covered with an impermeable material. Water will pass quickly to the lowest point (see Appendix A2) often falsely diverted by artificial obstruction, which allows very little opportunity for soakage into the ground or ability to re-enter a watercourse. In the same way, a high water table can saturate ground restricting further soakage and reducing the overall capacity. Other major factors of localised flooding are high winds which can allow a large amount of leaves/tree debris and rubbish to enter into a watercourse; and snow thaw (worse when coupled with rainfall) when the underlying ground is still frozen which again allows little soakage.

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3.4 Highway Flooding

Highway flooding is the most common type of localised flooding and occurs during or immediately after heavy storms. It is most commonly caused by blocked gullies or surcharging of outfall pipes which take the water away from tarmac surfaces. Unless the highway drainage systems are in a poor condition or irregularly maintained highway flooding should not have a long duration. Water usually subsides within minutes after the storm finishes. Highway drainage matters are the responsibility of Surrey County Council's Area Highways Service (see Appendix F). The exception is the drainage of trunk roads and motorways which is the responsibility of the Highways Agency.

Accurately predicting and mapping surface water flooding is currently not possible. The best available information is provided by the Met Office Extreme Rainfall Alerts and Severe Weather Warnings relating to rainfall. A local understanding of the most commonly affected areas is also essential in predicting surface water flooding.

Surrey County Council Highways Department have identified highway Wet spot sites in Surrey and lead on the production and maintenance of a register of drainage assets of all types at these locations. This work includes mapping the assets, determining ownership and the required maintenance regimes as detailed in the Surrey County Council Highways Department Wet spot plan.

Due to their nature and history of flooding the identified 'Wet spot' sites do receive additional maintenance and investigation on a prioritised basis and a programme of works is underway to help manage these risks. Highways Officers carry out regular inspections of Wet spot areas.

However, many 'Wet spot' sites where highway flooding occurs do not impact directly on property and the causes of property flooding can rarely be attributed solely to highway water.

The response of Surrey Highways to area-wide and/or significant 'events' affecting the public highway are managed under 'Local Control' by the two Surrey Highways Area Operations Teams based in the West at Mellow and in the East at Godstone.

Highways contractors operate on a 24/7 basis and respond as detailed in the Surrey Highways generic Emergency Plan and the Constructors emergency and incident response Plans. These plans are reviewed and updated regularly.

The identified Highways Wet spots in Reigate & Banstead are mapped in Appendices A2 – A7.

3.5 Localised Flooding other than Highway Flooding

Localised floods are most likely during periods of heavy or persistent rain, even more so when coupled with leaf debris from high winds. This type of localised flooding issue does not receive Environment Agency Flood warnings. However, the Met Office issues National Severe Weather Warnings and Extreme Rainfall Alerts to warn of intensive rainfall that could lead to surface water flooding.

The Borough characterised by clay geology to the south, and chalk to the north, with a band of various soil strata between the two. This geological 'boundary' follows roughly the alignment of the M25 motorway corridor.

The northernmost part of the Borough (Nork, Tadworth and part of Burgh Heath) overlays chalk geology. Most drainage within this area of the Borough is diverted to soak-away. For

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this reason, there are no natural watercourses evident locally. In extreme events however, the soak-away infiltration capacity will be exceeded. When this occurs, overland flow-paths will form, following the natural topography.

There is a band across the middle of the Borough through Reigate, Redhill & Merstham (near the foot of the North Downs Escarpment) that is on a variety of subsoils, including Upper Greens and, Gault, Folkestone Beds, Sandgate Beds, Hythe Beds & Atherfield Clay. The permeability of these soils varies considerably. Springs occur where the more permeable soils overlay less permeable soils. The southern portion of the Borough is situated on clay, and is drained by the River Mole.

3.6 Flooding from Open Watercourses

Open watercourses, if properly maintained, are the most effective method of carrying surface water. The capacity of any watercourse can be compromised if it is not adequately maintained with silt and debris being allowed to build up. Where water enters into a piped watercourse system, restrictions can occur. Some entry points are fitted with grills to restrict person access and reduce the size of debris entering.

3.7 Flooding of Piped Watercourses

Several watercourses within the borough have, over time, been enclosed into various types of culverts and pipes. Piped watercourses have a limited capacity which, when exceeded, will surcharge from low-lying manholes causing localised flooding. The overland route of the surcharged water will usually follow the original route of the watercourse prior to piping. Whilst these piped watercourses were designed to satisfy future requirements, increased development and rainfall pattern is starting to overcome these systems future capability. Dependant upon the intensity of rainfall over a catchment, many piped systems can be easily overcome in extreme weather conditions.

Most large diameter piped systems have grills fitted to restrict the amount and size of debris entering the watercourse. During heavy rain, these grills can block repetitively and the council would be reactive and go out and clear as necessary. Inspection of grills is also undertaken after a major storm.

3.8 Sewage Flooding

Flooding of sewer systems can occur as a result of a number of different reasons. Under normal conditions (no localised or river flooding), sewers can surcharge as a result of a blockage within a pipe, structural collapse, root ingress into a pipe etc. This can cause surcharging/flooding from manhole covers up stream of the problem. Thames Water Utilities is responsible for the maintenance and repair of all **Public Sewers** (see Appendix F). Maintenance of **Private Sewers** is usually the responsibility of property owners served by the sewer.

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3.9 Areas at Risk from Flooding in Reigate & Banstead

- Area 1: Flood Warning Area – Gatwick Stream at South West Horley
- Area 2: Flood Warning Area – Burstow Stream at East and North Horley
- Area 3: Flood Warning Area – Salfords Stream at Salfords
- Area 4: Flood Warning Area – Redhill Brook at Redhill
- Area 5: Flood Warning Area – River Mole at Sidlow, Leigh and Betchworth
- Area 6: Flood Warning Area – Charlwood – Ifield Road and London Road (A23)

The Areas (see Appendices A2 – A8) are either based on Environment Agency (EA) Flood Warning Areas or identified community areas that have been affected by flooding in the past but where there is no flood warning service available or the risk is primarily from surface water flooding.

Where the EA Flood Warning Area crosses over the Reigate & Banstead Borough Council boundary, the detail contained in the tables only reflects the risks in the Reigate & Banstead section. For further detail on the EA Flood Warning and Watch Areas please see the EA Surrey Local Flood Warning Plan.

Infrastructure and vulnerable sites have been included in the areas at risk tables if they are within the Extreme Flood Outline (1 in 1000 yr return period) and / or there are historical records of them flooding and / or they are adjacent to known wet spot locations (see Sections 9 & 10 for further details). The EA surface water flooding map (More Susceptible category) has also been used to help identify areas naturally more vulnerable to surface water flooding. However, the mapping tool is not suitable for identifying individual properties that might be risk.

The EA Likelihood of exceeding critical depth (20cm) map is produced by estimating flood depth using a digital elevation model of ground elevation and modeled water levels from the Environment Agency's detailed flood model. The map is not absolute, but is a useful indication of how likely it is that dangerous flood depths could occur, which can be used to help plan evacuation routes and prioritise emergency response.

The tables have been produced by analysis of the following data sources:

- EA Surrey Local Flood Warning Plan
- EA Flood Event Report 2006 & flooding records from 2007
- EA surface water flooding map
- EA Likelihood of exceeding critical flood depth map
- Surrey Police, Flooding in Surrey since November 2004 Report (summary of the findings relevant for Reigate & Banstead below):

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Table 4: Surrey Police report of locations where flooding has been reported on a number of occasions since November 2004

Repeat Flooding Incidents Since Nov 2004 Where Damage to Property is Reported		
Location	Details	Occasions
Awaiting police info	Water entering property due to vehicles driving too fast	
Repeat Flooding Incidents Since Nov 2004 Where Vehicles Were Stranded in Water		
Location	Details	Occasions
Boxhill Road, Box Hill Tadworth	Vehicles stranded; water up to 3ft deep under rail bridge	9
Repeat Flooding Incidents since Nov 2004 – awaiting Police info on impact		
Location	Details	Occasions
Gatton Bottom / Gatton Park Reigate		7
M25 @ jnc. 8-9 Walton on the Hill		6
Garretts Lane Banstead		4
Nutfield Road Redhill		4
Chipstead Valley Road, Chipstead		2
Horley Road, Earlswood Common		2
Smallfield, Horley @B3411		2

- Datasets on SurreyAlert;
 - Police, Fire and Ambulance stations
 - Schools
 - Care Homes (Surrey County Council and Private)
 - Rest Centres
 - Surrey County Council Wet spots
 - Environment Agency Surface Water Flooding Map
 - Railways
 - Rail stations
 - Hazardous waste storage sites
 - Prisons
 - GP surgeries
 - NHS – Mental Health sites
 - EA Flood Warning Areas
 - EA Flood Zone 2, 1 in 1000 yr return period (Extreme Flood Outline)
 - EA Flood Zone 3, 1 in 100 yr return period

- Visual review of mapping to determine location of sewage treatment and water treatment works.
- Telephone Exchange Locations provided by Open Reach.
- Sheltered Housing Schemes identified on Reigate & Banstead Borough Council website.
- Electricity substation locations from local Reigate & Banstead Borough Council land and property gazetteer.

A basic comparison of the Reigate & Banstead Wet spots and the EA surface water flooding map has been carried out by Surrey County Council Highways and the summary results are provided below:

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Table 5: Correlation between Wet spots and EA Surface Water Flood Map

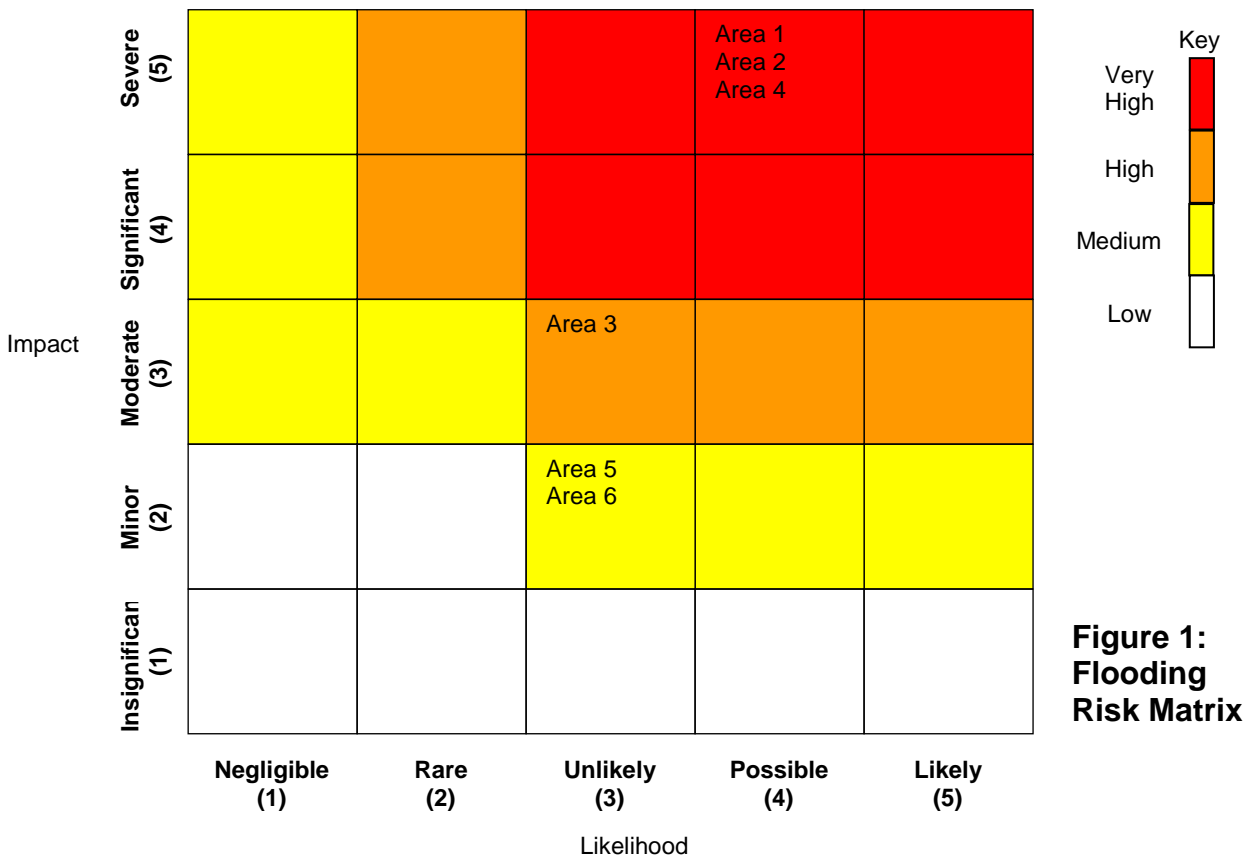
SCC Wet Spots in the R&B area (51)		
Surface Water Flood Area	No of Wet spots in Surface Water Flood Areas	% of Wet spots in Surface Water Flood Areas
More susceptible area	7	14
Intermediate area	17	33
Less susceptible area	16	31
Outside the surface water areas	11	22

The findings show that the majority of the Wet spots are within one of the surface water flood areas (more, intermediate, less) depicted on the EA map. However, a significant proportion of the current problem Wet spots are not within the more susceptible area.

Risk Rating

As detailed in the Surrey Community Risk Register the risk of localised flooding of rivers and streams in Surrey (Risk Reference: SW04) is Very High and the risk of localised flash flooding (Risk Reference: SW06) is High. Further details relating to the risk of flooding in Surrey are included in the SLRF MAFF.

The areas at risk in Reigate & Banstead have been reviewed to determine their risk rating based on the historical records of properties flooded internally, likely social impact and likelihood of flooding occurring. The flooding risk matrix has then been used to determine their rating. Figure 1 provides a summary of the risk ratings for the different identified areas. Details of the risk categories used can be found in Appendix B. By determining the overall risk in each area this will help to prioritise response.



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Area 1: Flood Warning Area - Gatwick Stream at South West Horley			
Flood Warning Area Code	063FWF32GtwkStrm		
Flood Watch Area Code	063WAF32UpperMole		
Properties at risk from fluvial flooding in Flood Zone 3 (1 in 100 yr return period) in the Reigate & Banstead section of Flood Warning Area 063FWF32GtwkStrm	Properties at risk from fluvial flooding in Flood Zone 2 (Extreme Flood Outline -1 in 1000 yr return period) and Flood Zone 3 in the Reigate & Banstead section of Flood Warning Area 063FWF32GtwkStrm		
570	677		
No. of properties registered to EA Floodline Warnings Direct service (Aug 2008)	Fluvial flooding Return Period	Probability of fluvial flooding	Lead Time
1	1:50	2%	Response time for this Warning Area is fast (between one and six hours). EA will endeavor to give at least a two-hour lead-time. However in all cases this is not possible
Flooding History			
Environment Agency records: 1968 September – large number of properties flooded in Crawley, Three Bridges and Horley (401 properties in Horley) Surrey Police records:			
Flood Defences / Alleviation Measures			
The Gatwick Airport Flood relief culvert was constructed in 1984/1985 under Gatwick Airport runway. There are other defences which are not owned or operated by EA and not listed here.			
Highways Wet spots			
<ul style="list-style-type: none"> <i>Railway line - small area south east of The Crescent</i> 			
Schools at risk from flooding (fluvial and / or surface water)			
None within flood zone 2 or adjacent to a wet spot			
Rest Centres at risk from flooding (fluvial and / or surface water)	Nearest rest centres not at risk from flooding (fluvial and / or surface water)		
None within flood zone 2 or adjacent to a wet spot	Regent House Community Centre, Albert Road, Horley, RH6 7JA		
Care homes / sheltered housing at risk from flooding (fluvial and / or surface water)			
Prinstead, Oldfield Road, Horley, RH6 7EP Heathercroft, 18 Wolverton Gardens, Horley, RH6 7 LX Cooper Lodge Residential Home, 61 Massetts Road, Horley, RH6 7DT Upfield, 1 Upfield, Horley, RH6 7JY Longford, 40 Massetts Road, Horley, RH6 7DS 44 Massetts Road, Horley, RH6 7DS Woodlands, 42 Massetts Road, Horley, RH6 7DS Adj:-The Brambles Respite Care Centre, Suffolk Close, Massetts Road, Horley, RH6 7DU Adj:- Malvern, 10 Ringley Avenue, Horley, RH6 7HA Adj:- Chapelmede, 3 Church Road, Horley, RH6 7EY			
Health locations at risk from flooding (fluvial and / or surface water)			

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Horley & Gatwick Dental Centre, 33 Massetts Road, Horley, RH6 7DQ		
Telephone exchanges at risk from flooding (fluvial and / or surface water)		
None within flood zone 2 or adjacent to a wet spot		
Water and Sewage Treatment works at risk (fluvial and / or surface water)		
None within flood zone 2 or adjacent to a wet spot.		
Electricity substations at risk from flooding (fluvial and / or surface water)		
One – 52667 Adjacent to The Crescent, Horley		
Emergency Services stations at risk from flooding (fluvial and / or surface water)		
None within flood zone 2 or adjacent to a wet spot		
Other sites at risk from flooding (fluvial and / or surface water)		
Horley Anderson Sports Centre		
Overall Impact Rating	Likelihood Rating	Overall Risk Rating (Impact X Likelihood)
5	4	20

Reigate & Banstead Multi Agency Flood Plan

Area 2: Flood Warning Area – Burstow Stream at East and North Horley			
Flood Warning Area Code	063FWF32BrstStrm		
Flood Watch Area Code	063WAF32UpperMole		
Properties at risk from fluvial flooding in Flood Zone 3 (1 in 100 yr return period) in the Reigate & Banstead section of Flood Warning Area 063FWF32BrstStrm	Properties at risk from fluvial flooding in Flood Zone 2 (Extreme Flood Outline -1 in 1000 yr return period) and Flood Zone 3 in the Reigate & Banstead section of Flood Warning Area 063FWF32BrstStrm		
234	1080		
No. of properties registered to EA Floodline Warnings Direct service (Aug 2008)	Fluvial flooding Return Period	Probability of fluvial flooding	Lead Time
10	1:20	5%	Response time for this Warning Area is fast (between one and six hours). EA will endeavor to give at least a two-hour lead-time. However in all cases this is not possible
Flooding History			
Environment Agency records: 1968 September – large number of properties flooded in Crawley, Three Bridges and Horley (401 properties in Horley) Surrey Police records: <i>Nil</i>			
Flood Defences / Alleviation Measures			
The Burstow Improvement Scheme was designed and built to protect properties in Smallfield and Horley. Flooding has not been alleviated in all areas and several properties along ordinary watercourse reaches are still affected y flooding. The effectiveness of the scheme needs to be tested.			
Highways Wet spots			
<ul style="list-style-type: none"> • M23 from jnc10 north up to Smallfield Road Bridge and continues outside the borough. • Bonehurst Road o/side Cambridge Hotel and up to the Skyline Hotel (390 metres either side of the bridge over Burstow Stream) 			
Schools at risk from flooding (fluvial and / or surface water)			
Langshott Infant school, Smallfield Road, Horley, RH6 9AU Oakwood School, Balcombe Road, Horley, RH6 9AE			
Rest Centres at risk from flooding (fluvial and / or surface water)		Nearest rest centres not at risk from flooding (fluvial and / or surface water)	
None within flood zone 2 or adjacent to a wet spot		Regent House Community Centre, Albert Road, Horley, RH6 7JA	
Care homes / sheltered housing at risk from flooding (fluvial and / or surface water)			
None within flood zone 2 Adj:- Kenilworth, 117 Balcombe Road, Horley, RH6 9BG Ad:-j to a wet spot – (A217) The Homestead, 17 Reigate Road, Sidlow, RH2 8QH			
Health locations at risk from flooding (fluvial and / or surface water)			

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Carlton Clinic (Osteopath + Sports Injury), 147/9 Balcombe Road, Horley, RH6 9BX		
Telephone exchanges at risk from flooding (fluvial and / or surface water)		
None within flood zone 2 or adjacent to a wet spot		
Water and Sewage Treatment works at risk (fluvial and / or surface water)		
None within flood zone 2 or adjacent to a wet spot		
Adj:- (Tandridge area) Sewage Works – Weatherhill Common		
Electricity substations at risk from flooding (fluvial and / or surface water)		
None within flood zone 2 or adjacent to a wet spot		
Emergency Services stations at risk from flooding (fluvial and / or surface water)		
None within flood zone 2 or adjacent to a wet spot		
Other sites at risk from flooding (fluvial and / or surface water)		
Adj:- (Crawley) – Gatwick Airport		
.		
Overall Impact Rating	Likelihood Rating	Overall Risk Rating (Impact X Likelihood)
5	4	20

Reigate & Banstead Multi Agency Flood Plan

Area 3: Flood Warning Area – Salfords Stream at Salfords			
Flood Warning Area Code	063FWF32Salfords		
Flood Watch Area Code	063WAF32UpprMole		
Properties at risk from fluvial flooding in Flood Zone 3 (1 in 100 yr return period) in the Reigate & Banstead section of Flood Warning Area 063FWF32Salfords	Properties at risk from fluvial flooding in Flood Zone 2 (Extreme Flood Outline -1 in 1000 yr return period) and Flood Zone 3 in the Reigate & Banstead section of Flood Warning Area 063FWF32Salfords		
12	94		
No. of properties registered to EA Floodline Warnings Direct service (Aug 2008)	Fluvial flooding Return Period	Probability of fluvial flooding	Lead Time
1	1:100	1%	Response time for this Warning Area is fast (between one and six hours). EA will endeavor to give at least a two hour lead time however in all cases this is not possible ??
Flooding History			
Environment Agency records:			
1968 September: Flooding affecting properties and roads was recorded at Redhill and Salfords, 271 properties flooded.			
Surrey Police records: Nil			
Flood Defences / Alleviation Measures			
There are no known Environment Agency flood defences in this area.			
Highways Wet spots			
<ul style="list-style-type: none"> • At Salfords bridge o/side the pumping station • Parkview Road – between nos. 33-55 • A23 Brighton Road from Salfords Bridge / Mill House Hotel to south of the junction of Honeycrock Lane • Railway line north of Honeycrock Lane at the bridge over Salfords Stream 			
Schools at risk from flooding (fluvial and / or surface water)			
None within flood zone 2 or adjacent to a wet spot			
Rest Centres at risk from flooding (fluvial and / or surface water)		Nearest rest centres not at risk from flooding (fluvial and / or surface water)	
		Regent House Community Centre, Albert Road, Horley, RH6 7JA	
Care homes / sheltered housing at risk from flooding (fluvial and / or surface water)			
None within flood zone 2 or adjacent to a wet spot			
Health locations at risk from flooding (fluvial and / or surface water)			
None within flood zone 2 or adjacent to a wet spot			
Telephone exchanges at risk from flooding (fluvial and / or surface water)			
None within flood zone 2 or adjacent to a wet spot			
Water and Sewage Treatment works at risk (fluvial and / or surface water)			
None within flood zone 2 or adjacent to a wet spot			
Electricity substations at risk from flooding (fluvial and / or surface water)			

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None within flood zone 2 or adjacent to a wet spot		
Emergency Services stations at risk from flooding (fluvial and / or surface water)		
None within flood zone 2 or adjacent to a wet spot		
Other sites at risk from flooding (fluvial and / or surface water)		
None within flood zone 2 or adjacent to a wet spot		
Overall Impact Rating	Likelihood Rating	Overall Risk Rating (Impact X Likelihood)
3	3	9

Reigate & Banstead Multi Agency Flood Plan

Area 4: Flood Warning Area – Redhill Brook at Redhill			
Flood Warning Area Code	063FWF32Redhill		
Flood Watch Area Code	063WAF32RdhllBrk		
Properties at risk from fluvial flooding in Flood Zone 3 (1 in 100 yr return period) in the Reigate & Banstead section of Flood Warning Area 063FWF32Redhill	Properties at risk from fluvial flooding in Flood Zone 2 (Extreme Flood Outline -1 in 1000 yr return period) and Flood Zone 3 in the Reigate & Banstead section of Flood Warning Area 063FWF32Redhill		
129	573		
No. of properties registered to EA Floodline Warnings Direct service (Aug 2008)	Fluvial flooding Return Period	Probability of fluvial flooding	Lead Time
0	1:100	1%	Response time for this Warning Area is fast (between one and six hours). EA will endeavor to give at least a two hour lead time however in all cases this is not possible
Flooding History			
Environment Agency records: 1968 September – large number of properties flooded in Crawley, Three Bridges and Horley (401 properties) Surrey Police records: <i>Nil</i>			
Flood Defences / Alleviation Measures			
There are no known EA flood defences in this area.			
Highways Wet spots			
<ul style="list-style-type: none"> • <i>Redhill railway Station Redstone Hill Road</i> • <i>Railway line north of Hooley Lane railway bridge – floods under the bridge in Hooley Lane</i> • <i>A23 Brighton Road opposite junction with Reading Arch Road</i> • <i>A25 Marketfield Way from round-a-bout to junction with Redstone Hill/Cavendish Road east</i> 			
Schools at risk from flooding (fluvial and / or surface water)			
None within flood zone 2 or adjacent to a wet spot			
Adj:- Earlswood Infant and Nursery School			
Rest Centres at risk from flooding (fluvial and / or surface water)	Nearest rest centres not at risk from flooding (fluvial and / or surface water)		
	Woodhatch Centre, Whitebeam Drive, Reigate, RH2 7LS		
	Regent House Community Centre, Albert Road, Horley, RH6 7JA		
Care homes / sheltered housing at risk from flooding (fluvial and / or surface water)			

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The Coach House, 25 Brighton Road, Salfords, Redhill, RH1 5DA 42 St Johns Road, Redhill, RH1 6DS Adj:- Cedar Lodge, Chipstead Close, Redhill, RH1 6 DU		
Health locations at risk from flooding (fluvial and / or surface water)		
None within flood zone 2 or adjacent to a wet spot Adj:- Earlswood Park Medical Practice, Anderson Court, Redhill, RH1 6TP		
Telephone exchanges at risk from flooding (fluvial and / or surface water)		
None within flood zone 2 or adjacent to a wet spot		
Water and Sewage Treatment works at risk (fluvial and / or surface water)		
Adj:- To wet spot (A23) Sewage Works, Horley Road, Earlswood		
Electricity substations at risk from flooding (fluvial and / or surface water)		
One – 52713		
Emergency Services stations at risk from flooding (fluvial and / or surface water)		
None within flood zone 2 or adjacent to a wet spot		
Other sites at risk from flooding (fluvial and / or surface water)		
Redhill Railway Station, Redstone Hill, Redhill, RH1 1RB Designated Fuel Station (DFS) – BP Hillside Service Stn, Redhill, 48 Brighton Road, RH1 5BX Adj:- to wet spot (A23) Earlswood Depot , Horley Road, Earlswood		
Overall Impact Rating	Likelihood Rating	Overall Risk Rating (Impact X Likelihood)
5	4	20

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Area 5: Flood Warning Area – River Mole at Sidlow, Leigh and Betchworth			
Flood Watch Area Code	063WAF32Sidlow		
Flood Warning Area Code	063FWF32MdleMole		
Properties at risk from fluvial flooding in Flood Zone 3 (1 in 100 yr return period) in the Reigate & Banstead section of Flood Warning Area 063WAF32Sidlow	Properties at risk from fluvial flooding in Flood Zone 2 (Extreme Flood Outline -1 in 1000 yr return period) and Flood Zone 3 in the Reigate & Banstead section of Flood Warning Area 063WAF32Sidlow		
0	16		
No. of properties registered to Floodline Warning Direct service (Aug 2008)	Fluvial flooding Return Period	Probability of fluvial flooding	Lead Time
0	1:2	50%	Response time for this Warning Area is fast (between one and six hours). The EA will endeavor to give at least a two-hour lead-time however in all cases this is not possible.
Flooding History			
Environment Agency records: 1968 September: The flood plain was inundated, 43 properties were affected and some roads in Betchworth and Brockham – not in R&B Surrey Police records: Nil			
Flood Defences / Alleviation Measures			
There are no known EA flood defences in this area			
Highways Wet spots			
<ul style="list-style-type: none"> • A217 at Sidlow bridge – from Sidlow Cottages to the Emmanuel Church • A23 from Sidlow Cottages (170 Doversgreen Road) into Irons Bottom up to the Old Rectory • 			
Schools at risk from flooding (fluvial and / or surface water)			
None within flood zone 2 or adjacent to a Wet spot			
Rest Centres at risk from flooding (fluvial and / or surface water)	Nearest rest centres not at risk from flooding (fluvial and / or surface water)		
	Community Centre, Woodhatch, Reigate		
Care homes / sheltered housing at risk from flooding (fluvial and / or surface water)			
None within flood zone 2 or adjacent to a Wet spot			
Health locations at risk from flooding (fluvial and / or surface water)			
None within flood zone 2 or adjacent to a Wet spot			
Telephone exchanges at risk from flooding (fluvial and / or surface water)			

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None within flood zone 2 or adjacent to a Wet spot		
Water and Sewage Treatment works at risk (fluvial and / or surface water)		
None within flood zone 2 or adjacent to a Wet spot		
Electricity substations at risk from flooding (fluvial and / or surface water)		
None within flood zone 2 or adjacent to a wet spot		
Emergency Services stations at risk from flooding (fluvial and / or surface water)		
None within flood zone 2 or adjacent to a Wet spot		
Other sites at risk from flooding (fluvial and / or surface water)		
None within flood zone 2 or adjacent to a Wet spot		
Overall Impact Rating	Likelihood Rating	Overall Risk Rating (Impact x Likelihood)
2	3	6

Reigate & Banstead Multi Agency Flood Plan

Area 6: Flood Warning Area – River Mole at Charlwood and Hookwood			
Flood Warning Area Code	063FWF32Charlwd		
Flood Watch Area Code	063WAF32UpprMole		
Properties at risk from fluvial flooding in Flood Zone 3 (1 in 100 yr return period) in the Reigate & Banstead section of Flood Warning Area 063FWF32Charlwd	Properties at risk from fluvial flooding in Flood Zone 2 (Extreme Flood Outline -1 in 1000 yr return period) and Flood Zone 3 in the Reigate & Banstead section of Flood Warning Area 063FWF32Charlwd		
10	18		
No. of properties registered to EA Floodline Warnings Direct service (Aug 2008)	Fluvial flooding Return Period	Probability of fluvial flooding	Lead Time
2	1:99	1%	Response time for this Warning Area is fast (between one and six hours). EA will endeavor to give at least a two hour lead time however in all cases this is not possible
Flooding History			
Environment Agency records: 2000 October/November: 10 properties flooded (unsubstantiated) in Ifield and Charlwood. – Not within R&B? Surrey Police records: <i>Nil</i>			
Flood Defences / Alleviation Measures			
There are no known EA flood defences in this area.			
Highways Wet spots			
<ul style="list-style-type: none"> • <i>A23 Brighton Road along the edge of Bartholomew Church from Woodroyde Avenue to junction with Wolverton Gardens.</i> • <i>Longbridge Brighton Road between 25-43 Longbridge Road</i> 			
Schools at risk from flooding (fluvial and / or surface water)			
None within flood zone 2 or adjacent to a wet spot			
Rest Centres at risk from flooding (fluvial and / or surface water)		Nearest rest centres not at risk from flooding (fluvial and / or surface water)	
		Community Centre, Regent's Hall, Albert Road, Horley	
Care homes / sheltered housing at risk from flooding (fluvial and / or surface water)			
None within flood zone 2 or adjacent to a wet spot			
Health locations at risk from flooding (fluvial and / or surface water)			
None within flood zone 2 or adjacent to a wet spot			
Telephone exchanges at risk from flooding (fluvial and / or surface water)			

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None within flood zone 2 or adjacent to a wet spot		
Water and Sewage Treatment works at risk (fluvial and / or surface water)		
None within flood zone 2 or adjacent to a wet spot		
Electricity substations at risk from flooding (fluvial and / or surface water)		
None within flood zone 2 or adjacent to a wet spot		
Emergency Services stations at risk from flooding (fluvial and / or surface water)		
None within flood zone 2 or adjacent to a wet spot		
Other sites at risk from flooding (fluvial and / or surface water)		
None with flood zone 2 or adjacent to a Wet spot		
Overall Impact Rating	Likelihood Rating	Overall Risk Rating (Impact X Likelihood)
2	3	6

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3.12 Defence operations by the Environment Agency

The Gatwick Airport Flood relief culvert was constructed in 1984/1985 under Gatwick Airport runway.

The Burstow Improvement Scheme was designed and built to protect properties in Smallfield and Horley. Flooding has not been alleviated in all areas and several properties along ordinary watercourse reaches are still affected by flooding. The effectiveness of the scheme needs to be tested.

3.13 Flood warning by the Environment Agency

The Environment Agency operates a flood warning service in areas at risk of flooding from rivers or the sea. If flooding is forecast, warnings are issued using a set of four easily recognisable codes (see details over page). Comprehensive details are contained in the Surrey Local Flood Warning Plan, maintained by the Environment Agency with the support of the members of the Flood Warning Planning Groups. It is intended to assist wider dissemination and understanding of Flood Warning arrangements and systems and is the prime reference document in this respect. A description of the codes is shown over page and an overview of the Environment Agency and met Office warning and informing cascade is shown at Figure 2.

The borough contains a number of areas liable to flooding. When a flood warning is received the message should include details of the river catchments likely to be affected and the places particularly at risk. The actions of responders on receipt of flood warnings are set out in Table 6.

Reigate & Banstead Multi Agency Flood Plan



Flooding of low-lying land and roads is expected. Be aware, be prepared, watch out.

Triggers

- Forecasts of high tides, surges or strong winds.
- Recorded rainfall that will cause flooding.
- Recorded or forecast water levels that will cause flooding.
- Snow melt forecast.

Impact on the ground

- Fast flowing rivers.
- Bank-full rivers.
- Flooding of fields and recreation land.
- Minor road flooding.
- Car park flooding.
- Farmland flooding.
- Surface water flooding (linked to river flooding).
- Spray/wave overtopping on coasts.
- Overland flow from rivers and streams.
- Localised flooding due to heavy storms.

Advice to the public/media

- Further flooding may be possible. Ring Floodline on 0845 988 1188 for up to date flooding information.
- Tune in to weather and travel bulletins.
- Keep a watch on the weather and water levels.
- Tell your family, friends and neighbours.
- Drive carefully – roads may be flooded.
- Farmers – Check Livestock.
- Check availability of torches and batteries.

Advice to operational organisations

- Notify others in accordance with Local Flood Warning Plan(s).
- Local Authorities should consider activating emergency procedures as appropriate.
- Flooding is expected in the specified area – Be prepared should the situation worsen.
- Keep a watch on the weather.
- Alert us to local flooding from rivers or the sea.



Flooding of homes and businesses is expected. Act now!

Triggers

- Forecasts of high tides, surges or strong winds.
- Heavy rainfall that could cause flash flooding.
- Snow melt.
- Observed rising level – critical trigger point reached.
- Forecast level or flow – trigger point for Flood Warning forecast.
- Site observations (e.g. blockages or defence failures).
- Actual flooding.

Impact on the ground

- Flooding of homes.
- Flooding of businesses.
- Flooding of cellars and basements.
- Underground rail stations and lines vulnerable.
- Flooding of major road infrastructure.
- Flooding of rail infrastructure.
- Significant wave/spray overtopping on coasts.
- Significant flood plain inundation (high risk to caravan parks or campsites).
- Flooding of major tourist/recreational attractions.
- Damage to flood defences.

Advice to the public/media

- As per Flood Watch plus:
- Move family, pets and valuables to safety.
 - Help neighbours.
 - Use sandbags or flood boards to block doors and airbricks.
 - Don't drive through flood water.
 - Be prepared to turn off gas and electricity supplies.
 - Have warm clothing and wellingtons ready.
 - Have medication to hand (if needed).
 - Check you have adequate water and food supplies.

Advice to operational organisations

- As per Flood Watch plus:
- Consider need to mobilise resources – personnel, plant, sandbags etc.
 - Prepare for possible evacuation of the public in risk areas.

Reigate & Banstead Multi Agency Flood Plan



Severe flooding is expected. There is extreme danger to life and property. Act now!

Triggers

As for Flood Warning plus:

- Site observations of severe flooding or major problems with infrastructure and services.
- Forecasts predict a worsening situation and severe flooding likely.
- Predictions of major surges threatening coastal locations.
- Actual flooding .
- Professional judgement, including consultation with Professional Partners.

Impact on the ground

- Large numbers (at least 100) of homes/businesses expected to flood.
- Large numbers of people are likely to be affected by flooding.
- Highest risk to life.
- Severe adverse impact on local infrastructure anticipated: e.g. transport, hospitals, utilities.
- Significant impact on the capacity of professional partners, organisations and the public (e.g. vulnerable groups) to effectively respond.
- Flood defence failures or overtopping which could result in extreme flooding.

Advice to the public/media

As per Flood Warning plus:

- Protect yourself, your family, pets and valuables – floods can kill.
- Co-operate with emergency services and the authorities – people may be evacuated from their homes to rest centres.
- Be prepared to turn off power supplies and be ready for power cuts and loss of services.
- Avoid contact with floodwater – it may be contaminated.

Advice to operational organisations

As per Flood Warning plus:

- Local Authorities consider activating any major incident/emergency plans.
- Begin necessary evacuation procedures.



Flood Watches or Warnings are no longer in force for this area.

Triggers

- Rivers back in-bank, levels falling and no significant rain forecast.
- Rivers back below trigger levels that activated initial warnings.
- Tidal risk of flooding reducing and no significant tides forecast.
- Flood Watch, Flood Warning or Severe Flood Warning issued but no resultant flooding or forecast improved (false warning situation).

Impact on the ground

- No further impact in terms of flooding as it's an improving situation.
- Though this will be a busy time for property owners and local authorities as they start to clean up after the flooding.

Advice to the public/media

- Keep an eye on the weather and water levels in case the situation deteriorates and new Flood Warnings are issued.

Advice to operational organisations

Actions will depend on the nature of incident that has preceded the All Clear.

- Notify all relevant departments and personnel.
- Keep an eye on the situation in case the weather deteriorates and new Warnings are issued.
- Consider reviewing emergency procedures in light of recent events.

Reigate & Banstead Multi Agency Flood Plan

4. NOTIFICATION

4.1 Environment Agency & Met Office Warning & Informing Cascade

The dissemination of severe weather warnings and flood warnings are the responsibility of the issuing authorities (Meteorological Office and Environment Agency). The dissemination process is detailed in figure 2.

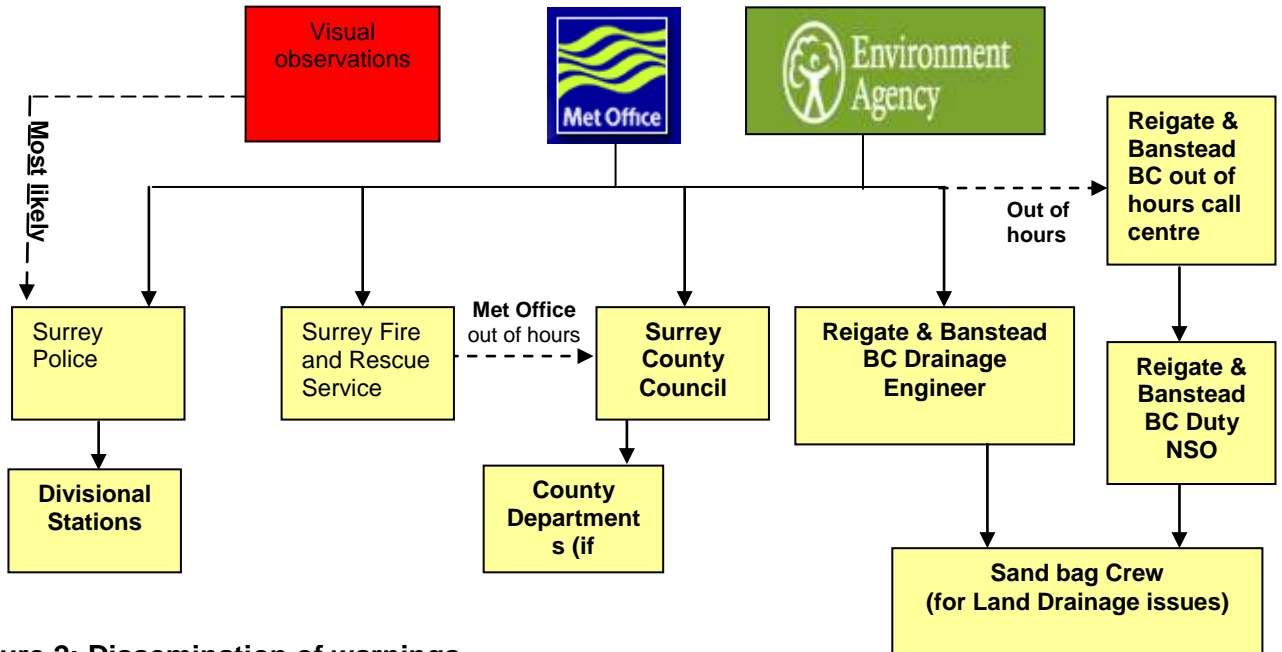


Figure 2: Dissemination of warnings

4.2 Receipt of Flood Reports

Core Business Hours. During core business hours Reigate & Banstead Borough Council Built Environment receive Flood Warnings from the Environment Agency and Extreme Rainfall Alerts and Severe Weather Warnings from the Met Office. These are received by FAX (to 01737 276610) and in the event of a port or power failure they are communicated by telephone. Flood Warnings, Extreme Rainfall Alerts and Severe Weather Warnings are also received via email to the Council’s Drainage Engineer and the Contingency Planning Manager.

Out of Office Hours. Out of office hours, Flood Warnings, Extreme Rainfall Alerts and Severe Weather Warnings (rainfall) are sent to the Reigate & Banstead Borough Council Out of Hours via VTAS Senator and passed on to the duty NSO. If an Environment Agency Flood Warning, Met Office Extreme Rainfall Imminent Alert or Severe Weather Flash Warning (rainfall) is received relevant for locations in the Reigate & Banstead area, the Council’s place a sand bag crew on standby, if it is considered that the storm would create fluvial flooding.

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The Council is able to monitor local flooding warnings or severe weather warnings on the Flood Forecasting Centre (FFC) web site, which is a partnership between the Environment Agency and the Met Office.

www.ffc-environment-agency.metoffice.gov.uk/

Typically, calls from a member of the public are received via the Council's Help Line or out of hours via VTAS Senator (call centre), reporting flooding and requesting sand bags.

Drainage Equipment and Material.

The Council maintains a stock of 200 filled and 1500 unfilled sandbags, more sand is obtained as required.

4.3 PROVISION OF SANDBAGS

Environment Agency Policy

The Environment Agency maintains a limited stock of sandbags and sand for its own operational use. The Environment Agency policy does not provide for the provision of sandbags to others. However, in the context of support for the civil authorities, the Environment Agency will make resources available as Environment Agency priorities and circumstances allow, and this may include sandbags. At the present time, the Environment Agency does not maintain a reserve stock in this region of proprietary demountable defences or similar temporary equipment.

Reigate & Banstead Borough Council Policy

Reigate & Banstead Borough Council will provide filled sandbags to protect properties at risk of flooding to habitable rooms free of charge.

A maximum of 30 sandbags can be provided per property.

There is a Priority Order for delivering sandbags at times of flood. The Council's top priority is to protect against internal flooding of properties

- already known to have flooded previously
- registered as being at risk of flooding.

All properties for which sandbags are supplied will be put on the Council's 'At Risk' Register.

Other requests for sandbags

Reigate & Banstead Borough Council will sell filled sandbags to residents at times that will not conflict with the supply as above.

The cost is £2 per bag, plus a £25 delivery charge.

Residents will be allowed a maximum of 30 sandbags per property.

All properties for which sandbags are supplied will be put on the Council's 'At Risk' Register.

Reigate & Banstead Multi Agency Flood Plan

Surrey County Council Policy

Surrey County Council Highways contractors maintain a limited stock of sandbags for road maintenance purposes. If reports are received of properties being at risk from flooding specifically due to a failure of the highways drainage system, the contractors will if possible deploy a limited number of sandbags on a best endeavours basis.

5. COMMUNICATIONS PLAN

Multi Agency Communication Arrangements

The primary means of communicating between the Surrey LRF members is by fixed telephone, mobile phones or e-mail. Officers in the field will use mobile, AIRWAVE (Police & SECAMB) and radio (Surrey Fire & Rescue Service). For further details please see the SLRF MAFP, SLRF Major Incident Communications Plan and the SLRF Flood Communications Plan and refer to the Communications protocol in the Reigate & Banstead Emergency Plan.

Media

The media interest in any significant flood event, based upon historical evidence, is likely to be very high. The Strategic Co-ordination Groups media response will be in line with the agreed Surrey Major Incident Communications Plan and the SLRF Flood Communications Plan.

The key multi-agency messages that will be issued to the General Public at the different phases of a flooding incident and the dissemination methods that will be used to ensure those at risk (including the vulnerable) are aware, are detailed in the SLRF Flood Communications Plan. Local Parish Council arrangements to warn those at risk are detailed in the Parish Emergency Plans.

Upon declaration of a Major Incident the Strategic Co-ordination Group may if appropriate, initiate and maintain a link with the Government News Network to ensure that a common communications message is produced.

6. PLAN ACTIVATION – THRESHOLDS AND TRIGGERS

Thresholds and Trigger points for activation of the plan

Low consequence

Local flooding, small geographical area, minimal risk to life and property: **Plan dormant.**

Medium consequence

Larger geographical area affected, risk to life and property increased, businesses affected, critical infrastructure affected or compromised: **Plan activation considered** by Silver Command (if the incident has warranted its establishment) & / or Reigate & Banstead Borough Council Management Response Team (MRT).

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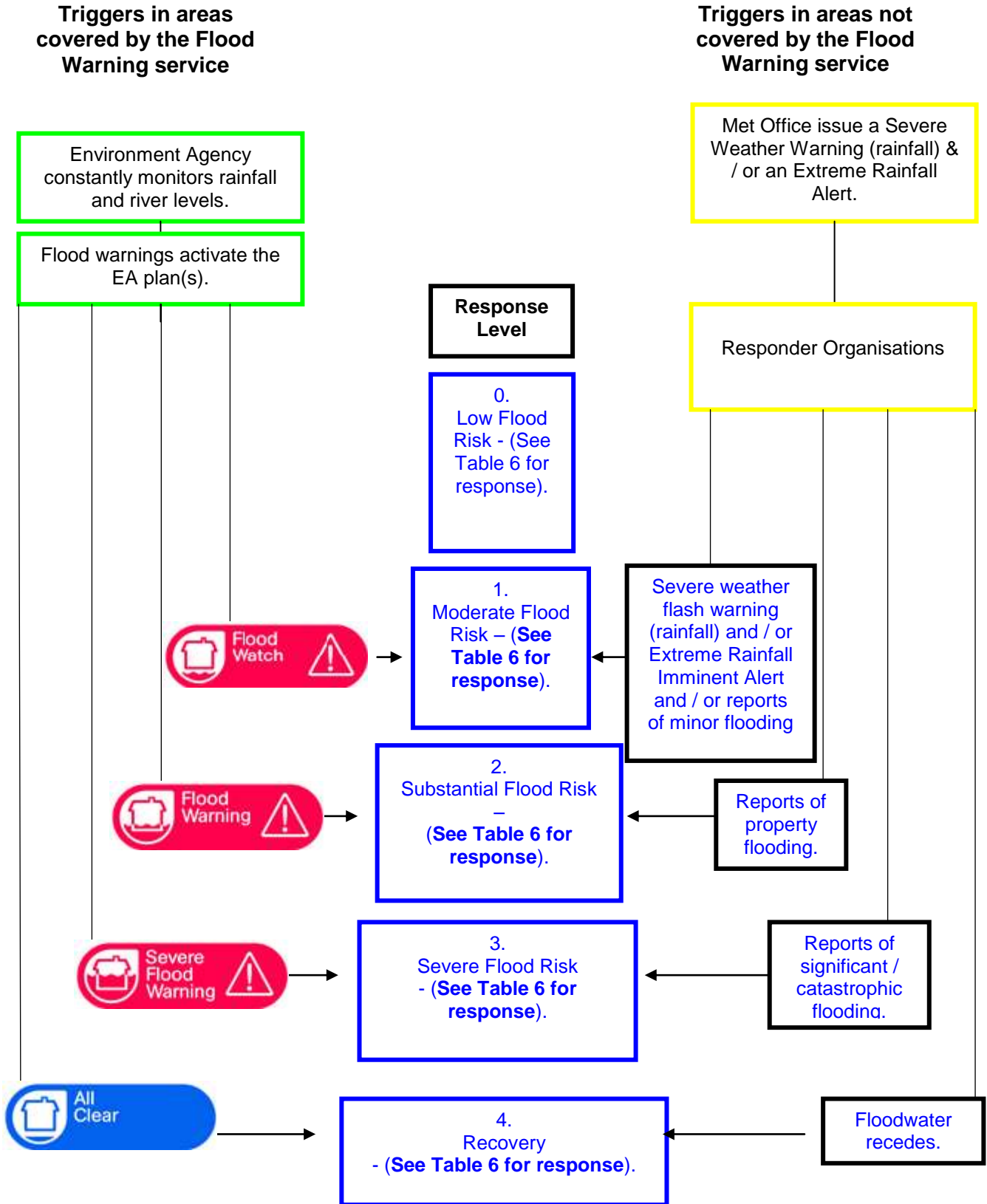
High consequence

As per medium consequences, plus loss of life, damage to key infrastructure, local responders at full capacity with further flooding anticipated: **Plan active**. If a Major Incident has been declared a Strategic Co-ordinating Group meeting will be convened.

The Thresholds & Triggers diagram can be found at **Figure 3**.

Reigate & Banstead Multi Agency Flood Plan

Figure 3 - Plan triggers and generic actions using qualitative impact measures



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Table 6 - Response level definitions

An alert level describes the expected scale of response to a flood incident. These are defined as:

Response Level	Trigger	Actual or forecast Impact	Response
0. (Low flood risk)	<ol style="list-style-type: none"> 1. No flood warning 2. No watches 3. No warnings of severe weather (rainfall) or Extreme Rainfall Alerts in force that may result in flooding. 	<ul style="list-style-type: none"> • No flooding occurring 	<p><u>General Monitoring</u></p> <ul style="list-style-type: none"> • All Emergency Services operate 24hr incident control rooms. • SCC EMT has a 24hr County Emergency Management Duty Officer • SCC Highways contractors have a 24hr contractor control room and 24hr Duty Manager. • Environment Agency rostered staff on call 24 hours a day 365 days of the year • Reigate & Banstead receives calls via the Help Line and out of hours via VTAS Senator which are passed to the duty NSO.
1. (Moderate flood risk)	<ol style="list-style-type: none"> 1. Flood watches in force, 2. Warnings of severe weather (rainfall) in force that may result in 3. Reports of minor impact flooding. 	<ul style="list-style-type: none"> • Fast flowing rivers. • Bank-full rivers. • Flooding of fields and recreation land • Minor road flooding • Car park flooding • Farmland flooding • Surface water flooding (linked to river flooding). 	<p><u>Routine Preparation & Detailed Monitoring</u></p> <ul style="list-style-type: none"> • Individual responders of flood plans and procedures may be activated. • Heightened awareness of flood risk <p><u>Reigate & Banstead Borough Council</u></p> <ul style="list-style-type: none"> • Receive EA and Met office warnings and notify appropriate Heads of Service • Monitor weather forecasts

Reigate & Banstead Multi Agency Flood Plan

Response Level	Trigger	Actual or forecast Impact	Response
	<p>4. Met Office Extreme Rainfall Imminent Alert</p>	<ul style="list-style-type: none"> • Spray/wave overtopping on coasts. • Overland flow from rivers and streams • Localised flooding due to heavy storms 	<ul style="list-style-type: none"> • Watch water levels • Reigate & Banstead receives calls via the Help Line and out of hours via VTAS Senator. Notification to other officers via the cascade callout list • Promote advise to the community on self help – How to protect their homes <p><u>Surrey County Council</u></p> <ul style="list-style-type: none"> • CPU liaise with other organisations i.e. Environment Agency, Met Office and Boroughs and Districts. • CPU ensures internal departments i.e. Highways and Communications are fully informed. • Some routine or preparatory responses may be underway, e.g. diversion of minor roads, duty officers put on standby, resources mobilised <p><u>Surrey Police</u></p> <ul style="list-style-type: none"> ▪ Notify others as per the local Flood Warning Plan ▪ Activate appropriate emergency procedures ▪ Create Icad Op Azure and inform OPS 1 to check resources ▪ Monitor weather forecasts ▪ Watch water levels ▪ Be aware that situation could worsen

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Response Level	Trigger	Actual or forecast Impact	Response
			<ul style="list-style-type: none"> ▪ Email ICAD reference to emergency planning <p><u>SFRS</u></p> <ul style="list-style-type: none"> • SFRS Resilience and Emergency Planning team monitor developments and reports received Specifically: 'Flooding Outlook Statements, Extreme Rainfall Alerts, floodline, National Severe Weather Warning about the situation. • Inform senior officers should the situation be expected to worsen, stating the extent and time-frame involved • Consider the national situation and whether SFRS will be required to offer support to other Fire and Rescue Service areas <p><u>EA</u></p> <ul style="list-style-type: none"> ▪ Monitor water levels and flows, assess risk and advise the emergency services and local authorities ▪ Issue Flood Watches to Professional Partners and members of the public ▪ Maintenance and operation of vital flood defences ▪ Operations Delivery checking 'Danger Points' e.g. trash screens and bridges
			<p><u>Plan Activation</u></p>

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Response Level	Trigger	Actual or forecast Impact	Response
<p>2. (Substantial flood risk)</p>	<p>1. Flood warnings in force 2. Warnings of severe weather (rainfall) and / or Extreme Rainfall Imminent Alert in force 3. Reports of property flooding.</p>	<ul style="list-style-type: none"> • Flooding of homes • Flooding of businesses • Flooding of cellars and basements • Underground rail stations and lines vulnerable • Flooding of major road infrastructure • Flooding of rail infrastructures • Significant wave/spray overtopping on coasts • Significant flood plain inundation (high risk to caravan parks or campsites) • Flooding of major tourist/recreational attractions • Damage to flood defences 	<ul style="list-style-type: none"> • As for level 1, plus: • Multi-agency flood plan activated • Consider the need for Police led Multi- agency co-ordination (see Figure 4) • Responders undertake actions continued in MAFP <p><u>Reigate & Banstead Borough Council</u></p> <ul style="list-style-type: none"> • The Council places a sandbag crew on standby. • Place on standby the Control Centre staff and Rest Centres. • Promote advise to the community on self help – How to protect their homes • Reigate & Banstead receives calls via the Help Line and out of hours via VTAS Senator. Notification to other officers via the cascade callout list <p><u>Surrey County Council</u></p> <ul style="list-style-type: none"> • EMT Co-ordinate the activities of internal departments and voluntary agencies. • Establish the County Emergency Centre if required. Attend multi-agency Silver. Monitor the situation. • Highways put contractor gangs on standby

Reigate & Banstead Multi Agency Flood Plan

Response Level	Trigger	Actual or forecast Impact	Response
			<p>upon receipt of Environment Agency Flood Warning messages and / or Met Office Flash Severe Weather Warnings (rainfall) and / or Extreme Rainfall Imminent Alerts.</p> <ul style="list-style-type: none"> • If possible they will carry out local road closures as requested by the emergency services, Reigate & Banstead Borough Council or following reports from the general public. • If feasible Highways contractor gangs will remove surface debris blocking highways drains. • If reports are received of properties being at risk specifically from highways flooding, if possible Highways contractors gangs will deploy a limited number of sandbags on a best endeavours basis. <p><u>Surrey Police</u></p> <ul style="list-style-type: none"> ▪ As level 1, plus; ▪ Multi-agency flood plan activated ▪ Consider need for Police led Strategic Coordinating Group; ▪ Use Gold Protocol procedures to consider early warning cascade ▪ Responders undertake actions in Flood Plan <p><u>SFRS</u></p> <ul style="list-style-type: none"> • As for level 1, plus;

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Response Level	Trigger	Actual or forecast Impact	Response
			<ul style="list-style-type: none"> • Liaise with the Environment Agency to obtain further detail and forecast. • Inform ILO giving a synopsis of the current situation and forecast for next 24 hours. • Obtain a situation report from the National Coordinating Centre regarding the deployment of High Volume Pumps to other areas. <p><u>EA</u></p> <ul style="list-style-type: none"> ▪ As for level 1, plus; ▪ Issue Flood Warnings to Professional Partners and members of the public ▪ Staff on the ground giving advice to the public and data recording. ▪ Provision of Flood Data to Professional Partners ▪ Opening of Area Incident Room
<p>3. (Severe flood risk)</p>	<ol style="list-style-type: none"> 1. Severe flood warnings in force, 2. Flash warnings of severe weather (rainfall) in force and / or Extreme 	<ul style="list-style-type: none"> • Large numbers (at least 100) of homes/businesses expected to flood • Large numbers of people are likely to be affected by flooding • Highest risk to life • Severe adverse impact 	<p><u>Full Response</u></p> <p>As for level 2, plus;</p> <ul style="list-style-type: none"> • Gold Protocol activated • Police co-ordinate strategic coordinating group • Multi-agency control centres open <p><u>Reigate and Banstead Borough Council</u></p> <ul style="list-style-type: none"> • Activate Flood Plan and Emergency Plan • Open Borough Emergency Control Centre

Reigate & Banstead Multi Agency Flood Plan

Response Level	Trigger	Actual or forecast Impact	Response
	<p>Rainfall Imminent Alerts that are highly likely to exacerbate the current flooding situation</p> <p>3. Reports of significant, catastrophic flooding.</p>	<p>on local infrastructure anticipated: e.g. transport, hospitals & utilities</p> <ul style="list-style-type: none"> • Significant impact on the capacity of professional partners, organisations and the public (e.g. vulnerable groups) to effectively respond • Flood defence failures or overtopping, which could result in extreme flooding 	<ul style="list-style-type: none"> • Advise other Cat 1 agencies of flooding areas and impacts to the community and critical infrastructure • Advise the community on self help – How to protect their homes • Open rest centre/s and staff accordingly • Set-up a Recovery Co-ordinating Group to start the planning and preparation of recovery of the flooded areas and restoration to normality as soon as possible. <p><u>Surrey Police</u></p> <ul style="list-style-type: none"> • As level 2, plus; • Gold Protocol activated • Police co-ordinate strategic coordinating group • Multi-agency control centres open <p><u>SFRS</u></p> <ul style="list-style-type: none"> • As for level 1 and 2, plus; • Consider setting up Incident Management Room. • Consider establishing Bronze command centres. • Consider enhancing resources to areas most affected inc deployment of boats to assist in evacuation where required • Inform stakeholders of action being taken. • Liaise with other agencies and resource any

Reigate & Banstead Multi Agency Flood Plan

Response Level	Trigger	Actual or forecast Impact	Response
			<p>multi agency command structure where established.</p> <ul style="list-style-type: none"> Liaise with the Environment Agency <p><u>EA</u></p> <ul style="list-style-type: none"> As for level 1 & 2, plus; <p>Providing representatives and information at various Multi-Agency Control Centres</p>
<p>4. (Recovery)</p>	<ol style="list-style-type: none"> Flood warnings / severe flood warnings downgraded All clears issued No warnings of severe weather or Extreme Rainfall Alerts in force that may result in flooding 	<ul style="list-style-type: none"> Flood water receding. 	<p><u>Recovery</u></p> <p>Local authority to facilitate rehabilitation and restoration of the community.</p> <p><u>Surrey County Council</u> Lead the work of the RCG (unless district led).</p> <ul style="list-style-type: none"> Lead the recovery stage of non-strategic roads. Lead the work of the voluntary sector in response to the incident. Trading Standards will monitor the activities of insurers and trades people. Adult and Children Social Care will assist in providing access to emotional support networks Local SCC waste Disposal sites may need to extend their opening hours. <p><u>Reigate & Banstead Borough Council</u></p>

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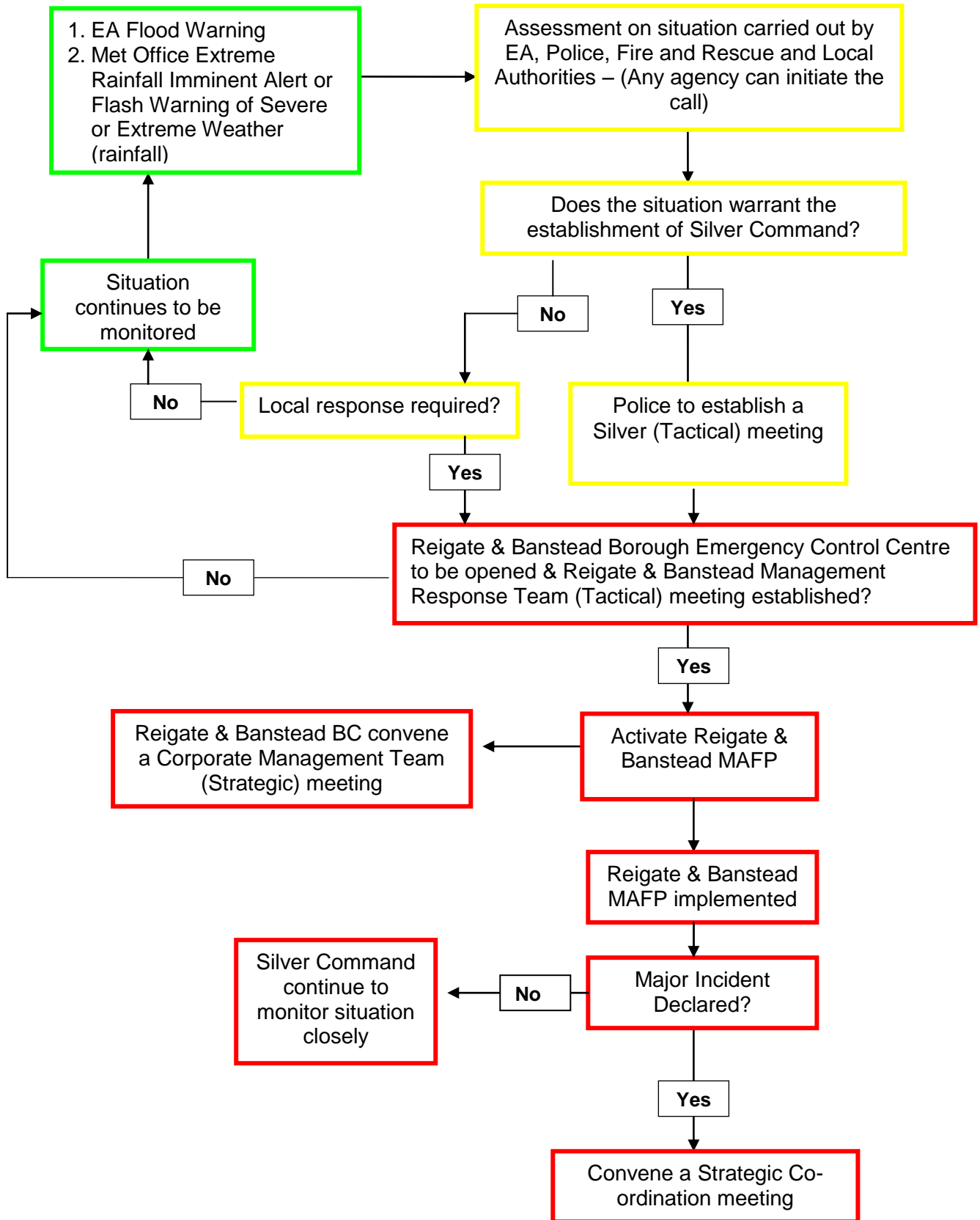
Response Level	Trigger	Actual or forecast Impact	Response
			<p>See Section 12 for further details relating to Recovery</p> <ul style="list-style-type: none"> • If only areas within Reigate & Banstead are affected by flooding, Reigate & Banstead Borough Council will lead the work of the RCG. • Carry out street cleansing, removing mud, debris and dead animals from the pavement and roads. • Additional rubbish collection days might need to be considered. • Buildings may need to be inspected by Building Control officers for safety and stability. • Environmental Health Officers working in consultation with HPA and the FSA will probably be required to make site visits and disseminate public advice to reduce any potential health problems. <p><u>Surrey Police</u></p> <ul style="list-style-type: none"> • Agree hand over of lead coordinating agency as per the Surrey Gold Protocol <p><u>SFRS</u></p> <ul style="list-style-type: none"> • Continue to liaise with other agencies and offer support where required

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Response Level	Trigger	Actual or forecast Impact	Response
			<ul style="list-style-type: none">• Return response arrangements to normality <u>EA</u> <ul style="list-style-type: none">• No specific response

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Figure 4 - Assessment Process



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7. COMMAND AND CONTROL

Principles of Command and Control

The Surrey Major Incident Plan and the Gold Command Protocol detail the command and control structure that will be in place for dealing with a major incident. To summarise they are:

- Gold Command (Strategic)
- Silver Command (Tactical)
- Bronze Command (Operational)

The SLRF MAFP also contains further detail on the Flooding Command and Control Structure.

Reigate & Banstead BC Command and Control

The Reigate & Banstead BC direction for managing the incident will be determined by the Corporate Management Team (strategic) in liaison with their internal Management Response Team (Tactical). A member of the Corporate Management Team will attend the Strategic Co-ordination Group meeting if it's convened.

The Management Response Team will liaise directly with the County Duty Officer and Silver Command. The tactical and strategic Management teams will operate from the Borough Emergency Control Centre (BECC) located in Reigate & Banstead Borough Council (MB2) (for further details please see the Reigate & Banstead Borough Council Emergency Plan). The Reigate & Banstead Borough Council Chief Executive will usually make the decision whether to open the BECC.

A separate Flooding Recovery Team will be established within 24 hours of the flooding event to the planning and preparation for recovery, supporting the local community to return to normality. The team would liaise and work closely with the Management Response Team responding to the flooding event.

Silver Command

For flooding incidents Silver Command may be established at a Police Station or other suitable premises or location i.e. an identified rest centre not required for evacuees. The location for Silver will be chosen with regard to the nature and extent of the flooding, possible locations to consider are detailed in Appendix E.

Silver - Activation

The Police will normally initiate the activation of silver; however, any organisation may request that the police set-up silver Command. The Police will notify partner agencies of the establishment of a Silver Command.

Agencies required to attend / be represented:

- Fire and Rescue Services
- Ambulance Services

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- Maritime and Coastguard Agency / Royal National Lifeboats Institution
- Environment Agency
- Reigate & Banstead Borough Council
- Surrey County Council
- Electricity Distribution Network Operators
- Electricity Transmission Operators
- Gas suppliers
- Telecommunications providers
- Water and sewerage service providers
- Primary Care Trust
- Health Protection Unit

Consideration should be given to the attendance of:

- Network Rail
- Highways Agency
- Voluntary agencies
- Military Liaison Officers

Environment Agency representatives might be required to provide Silver Command with advice on potential environmental impacts relating to pumping floodwater.

Health & Safety requirements

The health and safety of all persons committed to working at or near the scenes of flooding incidents is of paramount importance. The basic principles of health and safety must be observed and all personnel must be properly briefed on all hazards and risks associated with their role and the actions necessary to reduce those risks, including the issue of personal protective equipment.

For further details, please refer to the Surrey Local Resilience Forum Multi Agency Flood Plan.

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8. ACTIONS, ROLES AND RESPONSIBILITIES

The SLRF MAFP contains further details on generic flooding roles and responsibilities and Table 6 details the response of key organisations at different phases of a flooding incident i.e. recovery.

The responsibility for drainage and flooding problems can be complicated and the following is not definitive, but hopefully in most cases it will direct you to the correct agency:

MAIN RIVER

Riparian owners (land owners adjacent to the watercourse) are responsible for maintaining the bed and banks of the watercourse (including trees and shrubs growing on the banks) and clearing debris and litter. River and banks should not be used for the disposal of garden waste. Under the Water Resources Act 1991 and associated bylaws the EA has powers to maintain and improve main rivers. These are permissive only. If the flooding is caused by a main river contact The Environment Agency, contact details in appendix F.

ORDINARY WATERCOURSES

Riparian owners are responsible for maintaining the bed and banks of the watercourse (including trees and shrubs growing on the banks) and clearing debris and litter.

For all watercourses Local Authorities have similar permissive powers as EA has on main rivers. EA has supervisory duty.

PUBLIC SEWER

Thames Water (TW) is responsible for all public sewers (foul and Surface water) including blockage clearance, maintenance and repair and holds records of their locations; a TW map of sewers CD is held in reception at Reigate and Banstead Town Hall.

PRIVATE SEWER, PRIVATE LAND OR PRIVATE ROAD

If the flooding is caused by a private sewer, from private land or a private road it is the responsibility of the property/land owner/s.

HIGHWAY DRAINAGE

The Highways Agency is responsible for drainage of trunk roads and motorways.

Surrey County Council Highways are responsible for drainage of public highways including the gully grates along the edge of the roads. They also own and maintain highway ditches and highway drains.

DEBRIS CLEARANCE

Following a flooding incident Reigate and Banstead BC carry out street cleansing, removing mud, debris and dead animals from the pavement and roads.

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9. VULNERABLE PEOPLE AND GROUPS

9.1 The Surrey Vulnerable People Plan identifies which organisations hold records of the different types of vulnerable people. Contact with vulnerable locations should initially take place via the County Emergency Management Duty Officer who will alert Surrey PCT, the relevant Local Education Officer or the Adult Social Care Emergency Duty Team as appropriate.

9.2 Some vulnerable people who might require additional assistance when there is a risk of flooding are also identified through residents' local knowledge of the community and outlined where possible in the Parish Emergency Plans.

NB: Only sites that are of risk from flooding (fluvial and / or surface water) are included in Table 7.

Table 7 - Vulnerable People/Sites Log sheet

Vulnerable people/site	Address	Impacts	Contact Details	At risk from	OS Grid reference
Prinstead (Prinstead Ltd)	Oldfield Road Horley, RH6 7EP	15 residents	01293 825400 Brain Ballantyne	FWA – Gatwick Stream @ S W Horley	527731 142513
Heathercroft (Prospect Housing Association)	18 Wolverton Gardens, Horley, RH6 7LX	5 residents	01737 765800 Anatasia Bell	FWA – Gatwick Stream @ S W Horley	527861 142533
Cooper Lodge Residential Home (Action for the Blind)	61 Massetts Road, Horley, RH6 7DT	70 residents	01293 785031 John Read	FWA – Gatwick Stream @ S W Horley	527967 142685
Upfield (Gresham Care)	1 Upfield, Horley, RH6 7JY	6 residents	01293 782396 Susan Mallett	FWA – Gatwick Stream @ S W Horley	528373 142246
Longford (Ashcroft Care Services)	40 Massetts Road, Horley, RH6 7DS	6 residents	01293 430687	FWA – Gatwick Stream @ S W Horley	528167 142819
Massetts Road (Prospect Housing Assoc.)	44 Massetts Road, Horley, RH6 7DS	7 residents	01293 822161	FWA – Gatwick Stream @ S W Horley	528134 142816
Woodlands (Seeability)	42 Massetts Road, Horley, RH^ 7DS	7 residents	01293 784235 Heather Salisbury	FWA – Gatwick Stream @ S W Horley	528150 142819
The Homestead (Surrey Oaklands NHS Trust)	17 Reigate Road, Sidlow, RH2 8QH	8 residents	01293 774740	Wet spot on A217	526149 145177
St Johns Road (RNIB)	42 St Johns Road, Redhill, RH1 6DS	3 residents	01737 779170 Miranda Jane Watling	FWA – Redhill Brook at Redhill	528015 149454

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Vulnerable people/site	Address	Impacts	Contact Details	At risk from	OS Grid reference
The Coach House (Priory Healthcare)	25 Brighton Road, Salfords, Redhill RH1 5DA	11 residents	01293 783004	FWA – Redhill Brook at Redhill	528164 146538
Langshott Infants School	Smallfield Road, Horley, RH6 9AU	Infant school with 180 pupils and 30 staff	01293 776341 Vivienne Hogg	FWA - Burstow Stream @ N & E Horley	529070 143263
Oakwood School	Balcombe Road, Horley, RH6 9AE	Secondary school with 1,325 pupils and 169 staff.	01293 785363	FWA - Burstow Stream @ N & E Horley	529018 143072
Outside but adjacent to flood warning areas:					
The Brambles Respite Care Centre	Suffolk Close, Massetts Road, Horley RH6 7DU	28 visitors/residents with multiple sclerosis	01293 771644	FWA – Gatwick Stream @ S W Horley	528115 142625
Malvern (Ashcroft Care Services)	10 Ringley Ave, Horley, RH6 7HA	6 residents	Andrew Vinnicombe	FWA – Gatwick Stream @ S W Horley	528129 142970
Chapelmede (Welmede Housing Assoc.)	3 Church Street, Horley, RH6 7EY	7 residents	01292 783761	FWA – Gatwick Stream @ S W Horley	528089 143086
Kenilworth The Avenue Trust Ltd)	117 Balcombe Road, Horley, RH6 9BG	6 residents	01293 784299 Joanne Wood	FWA - Burstow Stream @ N & E Horley	528976 142911
Cedar Lodge (Surrey Oaklands NHS Trust)	Chipstead Close Redhill, RH1 6DU	5 residents	01737 277726 Julie Ann Parker	FWA – Redhill Brook at Redhill	527993 149470
Earlswood Infant + Nursery School	St Johns Road, Redhill, RH1 6DZ	350 pupils and 45 staff	01737 765125	FWA – Redhill Brook at Redhill	528196 149583

Refer to Annex A for Map locations.

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10. KEY INFRASTRUCTURE

Table 8 - Key Infrastructure Log Sheet

Refer to Appendices A2 – A7 for Map locations.

Key Infrastructure	Address	Contact Details	Impacts	At risk from	OS Grid Reference
Redhill Railway Station (Southern)	Redstone Hill, Redhill, RH1 1RB	0845 1272920	Disruption to transport	FWA – Redhill Brook at Redhill	528111 150596
Kingswood Railway Station (Southern)	Waterhouse Lane / jnc. Bonsor Drive		Disruption to transport	Wet spot B2032	524806 156590
Electricity Sub Station	Horley		Disruption to power	FWA – Gatwick Stream at S W Horley	528339 142109
Electricity Sub Station	Redhill		Disruption to power	FWA – Redhill Brook at Redhill	
Designated Fuel Station (DFS)	BP Hillside Service Strn., 48 Brighton Road, Redhill, RH1 5BX	01737 773325	Disruption to fuel supply	FWA – Redhill Brook at Redhill	527815 149991
Horley Anderson Sports Centre	Thornton Close, Horley, RH6 8RJ	01293 784075	Loss of Council owned building	FWA – Gatwick Stream at S W Horley	527357 143096
Not in a flood warning zone but adjacent to:-					
Earlswood Park Medical Centre	Anderson Court, Redhill, RH1 6TP	01737 236499	Disruption/loss of medical facility	FWA – Redhill Brook at Redhill	528262 148838
Earlswood Depot	Horley Road, Earlswood	01737 276000		Wetspots – A23 Horley Road	527693 148401
Earlswood Sewage Treatment Works (Thames Water)	Woodhatch Road, Redhill			Wetspots – A23 Horley Road	527448 148194
Weatherhill Sewage Disposal Works (Tandridge area)	Hathersham Lane, Smallfield			FWA - Burstow Stream	530527 143726
Gatwick Airport	Gatwick		Disruption to transport	FWA – Burstow Stream	528561 141241

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Table 9 - Rest Centres in Reigate & Banstead Log Sheet

Ref	Location of Rest Centre	Capacity	At Risk	NOT at Risk	OS Grid Reference
	Regent House Community Centre, Albert Road, Horley RH6 7JA 01293 772240	200	Not at risk of flooding but area could be cut-off due to flooding	Not at risk	528458 143164
	The Banstead Centre, The Horseshoe, Bolters Lane, Banstead, SM7 2BQ 01737 361933	200		Not at risk	525041 159603
	The Woodhatch Centre, Whitebeam Drive, Woodhatch, Reigate, RH2 7LS 01737 221030	200		Not at risk	525998 148866
Assembly Points or short term holding areas or possibly rest centres					
	Harlequin Centre, Redhill, RH1 01737 276500	600		Not at risk	527974 150684
	Donyngs Sports Centre, Linkfiled Lane, Redhill, RH1 5HG 01737 764732	500		Not at risk	527319 150647

11. EVACUATION AND SHELTERING OF PEOPLE (Zones A-H)

EVACUATION:

- 11.1 Details of the Mass Evacuation arrangements in Surrey are held in the SLRF Mass Evacuation Plan.
- 11.2 Surrey Police will carry out a dynamic assessment of roads effected by flooding and will seek to provide information on access and egress routes appropriate to facilitate the evacuation of those effected.
- 11.3 To assist in the planning for the evacuation due to flooding events maps of the Borough have been produced showing the 1:100 and 1:1000 flood areas, together with the surface water flooding information provided by EA ; depth exceedance information and the wet spot information provided by SCC Highways. Over layed on this are details of vulnerable people sites and critical infrastructure as provided by the EA but modified by using SurreyAlert data and local knowledge.

(Maps: FEP1 – FEP3 found in hard copy at the back of the plan)
- 11.4 Due to the possible impact of flooding on the Borough, particularly the southern part of the Borough, which could potential have areas cut-off/ isolated by flooding, the Borough has been split into zones. Each zone details the possible impact of flooding which could effect the evacuation of each area. These zones have been designated by formation of borders by the flooding areas and the borough boundary

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ZONE	Issue	Comments/ actions
A	Horley Town Centre – Between Burstow Stream / The River Mole and Gatwick Stream	
	Fluvial flooding – could be up to 3 days and could increase in water levels during that period. Coming after the main rainfall, flowing from other areas.	Areas could be isolated with access problems for up to 3 days
	Access – all routes could be impassable to ordinary vehicles – only high wheel based vehicles could get through. <ul style="list-style-type: none"> • A23 at Burstow Stream • A23 at Gatwick Stream • Smallfields under water no access to the east. • Railway line flooded south of area <p>Exit area – most passable route is to the south via Balcombe Road into Crawley area.</p>	Discuss with Crawley Borough Council mutual aid arrangements for us to use a rest centre in Crawley area if necessary.
	Shelter requirements – rest centres with possible overnight accommodation required. Could be a problem if residents are out at the time and can't gain access back to the area.	Regents Hall Community Centre to open as Rest Centre, staff may be unable to reach the centre from the north. Overnight accommodation could be provided at local hotels. The Woodhatch Community Centre may have to be opened for any people who can not access the area to return home.
	Critical Infrastructure – <ul style="list-style-type: none"> • Horley sewage treatment works • Electric sub station – Not included in unrestricted version 	
B	Hookwood to Ironsbottom – From The Borough boundary up to Ironsbottom.	
	Fluvial flooding – could be up to 3 days and could increase in water levels during that period. Coming after the main rainfall, flowing from other areas.	Areas could be isolated with access problems for up to 3 days. A rural community with little residential properties.
	Access – restrictions especially for the properties at Sidlow Bridge <ul style="list-style-type: none"> • A217 north and south impassable at Hookwood and Sidlow Bridge <p>Exit area - via Collendean Lane to Norwood Hill into Mole Valley.</p>	Discuss with Mole Valley Borough Council mutual aid arrangements for us to use a rest centre in Mole Valley area if necessary.
	Shelter requirements – rest centres with possible overnight accommodation required.	Could exit the area and circle back round to use Woodhatch Community Centre.
	Critical Infrastructure – <ul style="list-style-type: none"> • Major electric sub station – not in unrestricted 	
C	Salfords – from Burstow Stream to south of Salfords Stream and west of The River Mole	
	Fluvial flooding – could be up to 3 days and could increase in water levels during that period. Coming after the main rainfall, flowing from other areas.	Areas could be isolated with access problems for up to 3 days

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ZONE	Issue	Comments/ actions
	<p>Access – some routes could be impassable</p> <ul style="list-style-type: none"> • A23 at Burstow Stream • A23 at Salfords Stream • Millhouse Hotel - flooded. • Large industrial estate – number of displaced people with difficulties getting home <p>Exit area – most passable route is through Honeycross and Axes Lane to the east into Tandridge at Outwood.</p>	Discuss with Tandridge Borough Council mutual aid arrangements for us to use a rest centre in Tandridge area if necessary.
	<p>Shelter requirements – rest centres with possible overnight accommodation required.</p>	Could exit the area and circle back round to use Woodhatch Community Centre.
	<p>Critical Infrastructure –</p> <ul style="list-style-type: none"> • Electric sub station – not in unrestricted 	
D	<p>Bures Manor / Stumblehole Farm – west of The River Mole to Borough boundary</p>	
	<p>Fluvial flooding – could be up to 3 days and could increase in water levels during that period. Coming after the main rainfall, flowing from other areas.</p>	Areas could be isolated with access problems for up to 3 days. Rural farmland with little residential property areas.
	<p>Access – denied access from the north of the borough.</p>	
	<p>Shelter requirements –</p>	
	<p>Critical Infrastructure – n/a</p>	
E	<p>South Earlswood – Between Salfords Stream / Earlswood Brook and the London/Brighton railway line.</p>	
	<p>Fluvial flooding – could be up to 3 days and could increase in water levels during that period. Coming after the main rainfall, flowing from other areas.</p>	Areas could be isolated with access problems for up to 3 days
	<p>Access – many routes could be impassable</p> <ul style="list-style-type: none"> • Woodhatch (short term) • Maple Road (short term and then access to the north) • A23 Three Arches Road at the Salfords Stream <p>Exit area –</p>	
	<p>Shelter requirements – rest centres with possible overnight accommodation required.</p>	The Woodhatch Community Centre
	<p>Critical Infrastructure –</p>	
F	<p>Reigate / West Redhill – Between Whitebushes / Earlswood Brook / River Mole / Borough Boundary to the west / M25 and Redhill Brook.</p>	
	<p>Fluvial flooding and isolated pockets of surface water flooding – could be up to 3 days and could increase in water levels during that period. Coming after the main rainfall, flowing from other areas.</p>	Areas could be isolated with access problems for up to 3 days

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ZONE	Issue	Comments/ actions
	<p>Access – some routes could be impassable</p> <ul style="list-style-type: none"> • Salfords Stream in the south • A23 and A25 closed in Redhill Town centre, Marketfield area and the Railway Station • A25 junction with Croydon Road in Reigate closed • Bell Street Reigate <p>Exit area – most passable route is to the north</p>	
	<p>Shelter requirements – rest centres with possible overnight accommodation required.</p>	<p>Harlequin, Woodhatch and or Donyngs accessed by going north up Reigate Hill and then via Raglan Road. Staff could get to site from the north of the Borough.</p>
	<p>Critical Infrastructure –</p> <ul style="list-style-type: none"> • Electric sub station – not in unrestricted • Warwick School 	
G	<p>East Redhill – Redhill Brook to Borough Boundary in the east.</p>	
	<p>Fluvial flooding – could be up to 3 days and could increase in water levels during that period. Coming after the main rainfall, flowing from other areas.</p>	<p>Areas could be isolated with access problems for up to 3 days</p>
	<p>Access – many routes could be impassable</p> <p>Exit area – to the east via the A25 to Nutfield</p>	<p>Discuss with Tandridge Borough Council mutual aid arrangements for us to use a rest centre in Tandridge area if necessary.</p>
	<p>Shelter requirements – rest centres with possible overnight accommodation required.</p>	<p>Could exit the area and circle back round to use Woodhatch Community Centre.</p>
	<p>Critical Infrastructure –</p> <ul style="list-style-type: none"> • RNIB Philanthropic – residential home for the Blind • Large waste disposal site 	
H	<p>North of the Borough – M25 to the Borough boundary in the north.</p>	
	<p>Surface water flooding – isolated pockets of water lasting up to 24 hours.</p>	
	<p>Access – some routes affected by the surface water flooding</p> <ul style="list-style-type: none"> • Kingswood Railway Station • Chipstead Lane / jnc. A217 • Chipstead Valley Road / adj. Chipstead Valley School <p>Exit area –</p>	
	<p>Shelter requirements – rest centres with possible overnight accommodation required.</p>	<p>Banstead Centre, Horseshoe, Banstead</p>
	<p>Critical Infrastructure –</p> <ul style="list-style-type: none"> • Electric sub station – not in unrestricted 	

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NB: AO maps of the zones and the possible flooding can be found at the back of the plan.

SHELTER

Surrey County Council and the Districts and Borough Councils hold rest centre resources. The Reigate & Banstead Borough Council resources are detailed in the Welfare Plan, part of the Emergency Plan. The Surrey County Council resources are detailed in the County Emergency Response Directory.

Identified rest centres in Reigate & Banstead (see Section 10) can also be considered for use as survivor reception centres to provide temporary shelter and an assembly point for evacuees before they are transported to more appropriate rest centres which are further away from the areas at risk from flooding.

If assistance is required to transport evacuees to rest centres, Surrey County Council Transport for Surrey can potentially arrange for buses / minibuses and drivers to be provided. The County Emergency Management Duty Officer (see Appendix F) should be contacted directly if transportation assistance is required.

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12. RECOVERY

Recovery

During a major flooding incident in the Borough, Reigate & Banstead would convene its Recovery Co-ordinating Group (RCG) in-line with the National Recovery Plan Guidance Template (2007), SLRF Gold Command Protocol (2008) and the protocol contained within the Borough Emergency Plan (2009).

The recovery phase would start at the earliest opportunity, running alongside the response to the flooding itself. It continues until the situation has been rectified and demands on services have returned to normal levels and the needs of the community affected have been met.

Although not exhaustive, the group led by the Chief Executive (or his deputy) may consider the following actions in order to assist the recovery of the community and the restoration of 'normality':

- Community engagement through open meetings, establish a Community Recovery Group if appropriate.
- Public health monitoring by the environmental health team working with other agencies e.g. checking quality of drinking water and arranging for the provision of bottled water if necessary.
- Provision of public information by the communications team, web site and Helpline. Set up information points at the Help Shops promote them as drop-in centres for the community and local businesses. Establish representation from other agencies and organisation to provide advice and guidance to the community on issues such as assistance with insurance. As soon as possible promote the area as 'Open for Business' to encourage the return of trade to the area.
- Environmental recovery by Neighbourhood Services and Community Safety and Environmental health. E.g. removal of debris and non-salvageable household items, link with recycling wherever possible. Facilitate skips and cleaning and repair services. Commission remedial work (building to make safe, demolition, decontamination etc) as soon as possible to assist with restoring to normality.
- Social and psychological support by liaison with both the community and the business community co-ordinated by our Community Liaison Team. Co-ordinate health and welfare assistance by the various agencies available including voluntary. Assess impact on vulnerable people and establishments. Assess if long term temporary or permanent accommodation is required and link in with Raven Housing Trust. Provide assistance to businesses affected to enable them to resume normal business as soon as possible, including Business Continuity advice for any future incidents.
- Restoring public services give priority action to restoring public building and facilities to enable provision of all the local amenities to the community i.e. leisure and day care facilities.

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- Post flooding internal enquiry undertaken by the Reigate & Banstead Flood Group
- Preparation of internal report to inform future flood mitigation strategies and any amendments to the flood plan.

Command and Control

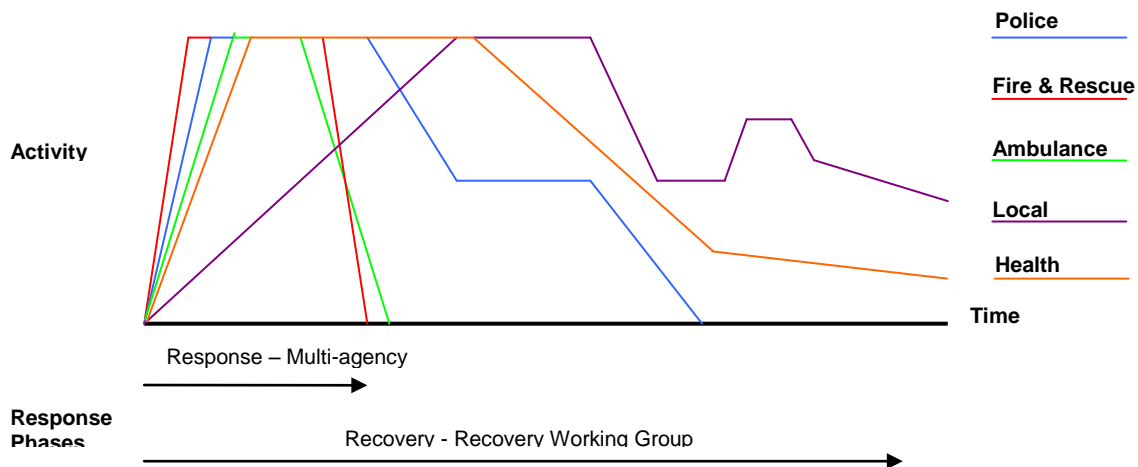
The Command and Control structure employed during the Recovery Phase will remain the same as the Response and Consolidation phases. Reigate & Banstead, or other relevant organisation, will lead the RCG, which will form the Gold recovery control.

The RCG will meet at either the Reigate & Banstead or the Police Gold facility (Strategic Co-ordinating Centre) at Mount Browne, whichever is deemed the most suitable.

STRATEGIC COMMAND	GOLD	Recovery Working Group (RCG) located at Reigate & Banstead or Mount Browne (if appropriate). This group is responsible for setting the strategy for the Recovery Phase.
TACTICAL COMMAND	SILVER	Silver Group will consist of the supporting control centres of either Reigate & Banstead or Surrey County Council (depending on where the RCG has been placed). These groups will be responsible for the tactical delivery of the strategies provided by the RCG Group
OPERATIONAL COMMAND	BRONZE	Bronze groups will consist of those carrying out the work of the Silver command. These may consist of environmental recovery teams, housing teams or public information cells.

Typical Recovery Timeline

The graph below shows the activity of certain Category One Responders over time in a typical emergency. The arrows show the relative length of time response and recovery phases may last.



Source: National Recovery Plan Guidance Template (October 2007)

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13. TRAINING AND EXERCISING

Flood Response Exercise

An exercise specifically testing the Reigate & Banstead MAFP Plan is required at least once every three years. Consideration may be given to holding joint flood response exercises with adjoining local authorities to make effective use of multi-agency resources and to test cross border mutual aid arrangements

Every second year SLRF to conduct a major multi-agency exercise relating to flooding e.g. Comet and / or Instep and / or Gold Exercise.

On the 29th October 08 Reigate and Banstead BC carried out Exercise Deep Water to validate their control room procedures using a flooding scenario. There was no MAFP for Reigate and Banstead to test at the time of the exercise. However there was a hot debrief from the exercise, identifying lessons learnt and an action plan.

Training

It is the responsibility of each agency to ensure that their staff are aware of the roles and responsibilities of their organisation and the actions required.

Should there be a requirement for multi-agency training in any aspects included in this document, then these should be brought to the attention of the SLRF Training Group and reviewed as part of the SLRF Training Needs Analysis.

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14. REFERENCES

Civil Contingencies Act (2004)

<http://www.ukresilience.info/preparedness/ccact.aspx>

HM Publication Emergency Preparedness - Part 1 of the Civil Contingencies Act (2004)

<http://www.ukresilience.info/preparedness/ccact/eppdfs.aspx>

HM Publication Emergency Response and Recovery

<http://www.ukresilience.info/preparedness/ccact/errpdfs.aspx>

HM Publication Evacuation and Shelter Guidance (2006)

http://www.ukresilience.info/upload/assets/www.ukresilience.info/evac_shelter_guidance.pdf

Home Office Publication Exercise Planners Guide (1998)

<http://www.ukresilience.info/preparedness/exercises/plannersguide.aspx>

Freedom of information Act (2000)

<http://www.dca.gov.uk/foi/guidance/index.htm>

Data Protection Act (1998)

<http://www.informationcommissioner.gov.uk>

National Recovery Guidance (2007)

<http://www.ukresilience.gov.uk>

Avon and Somerset MAFP

Environment Agency Surrey Local Flood Warning Plan

Surrey Vulnerable People Plan

SLRF Multi Agency Flood Plan

SLRF Site Clearance Plan

SLRF Emergency Assistance Centre Plan

SLRF Gold Command Protocol

Surrey's Major Incident Plan

Surrey's Major Incident Communications Plan

Reigate & Banstead Borough Council Emergency Plan

Reigate & Banstead Borough Council Rest Centre Plan

Surrey Police, Flooding in Surrey since November 2004 Report

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15. GLOSSARY OF TERMS

A glossary of terms and abbreviations used within the Plan.

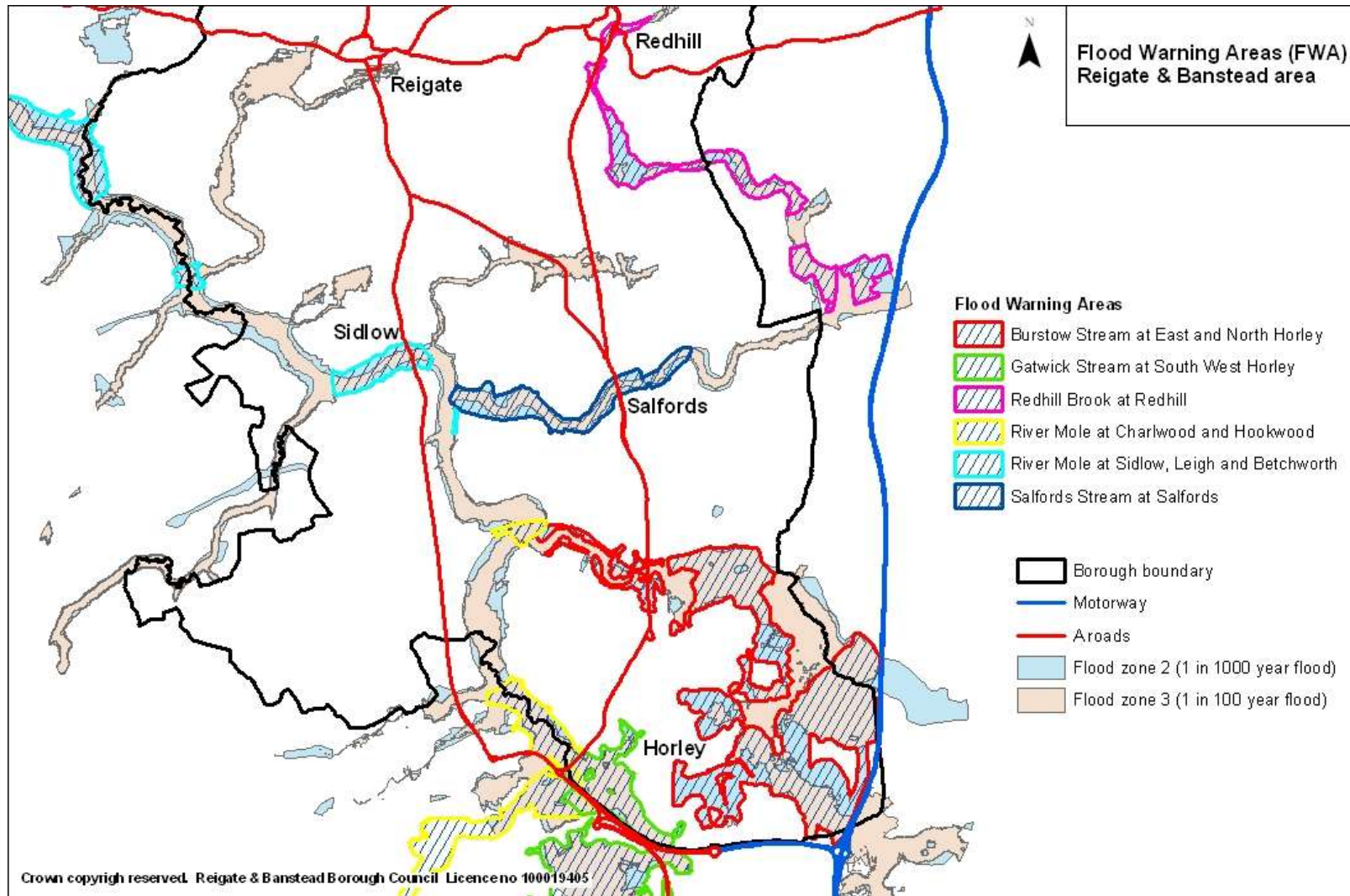
AOD	Above Ordinance Datum
BECC	Borough Emergency Control Centre
CBRN	Chemical, Biological, Radiological and Nuclear
CIM	Critical Incident Manager
COMAH	Control of Major Accident Hazards
EA	Environment Agency
CEMO	County Emergency Management Officer
FFC	Flood Forecasting Centre
FSA	Food Standards Agency
HPA	Health Protection Agency
ICP	Incident Control Point
ILO	Incident Liaison Officer
LA	Local Authority
MAFP	Multi-Agency Flood Plan
PCT	Primary Care Trust
PROPERTIES	All residential dwellings and commercial premises, including occupied mobile homes and caravans sites in low-lying coastal zones (including summer tourists).
PROPERTY FLOODED	A residential or commercial building where flood water has entered to a level that has resulted in damage or limitation of use, including basements that are habitable or of commercial use.
PROPERTY IMPACTED	A residential or commercial building where flood water that has entered the boundary of land but not resulted in the property itself being flooded.
PROPERTIES AFFECTED	A residential or commercial building where flood water has affected the utilities (energy and water) that supply that property.
RCG	Recovery Coordinating Group
RVP	Rendezvous Point
SCG	Strategic Co-ordinating Group
SEC	Special Events Control Room

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SECAMB	South East Coast Ambulance Service
SITREP	Situation Report
SLRF	Surrey's Local Resilience Forum
SSSI's	Sites of Special Scientific Interest

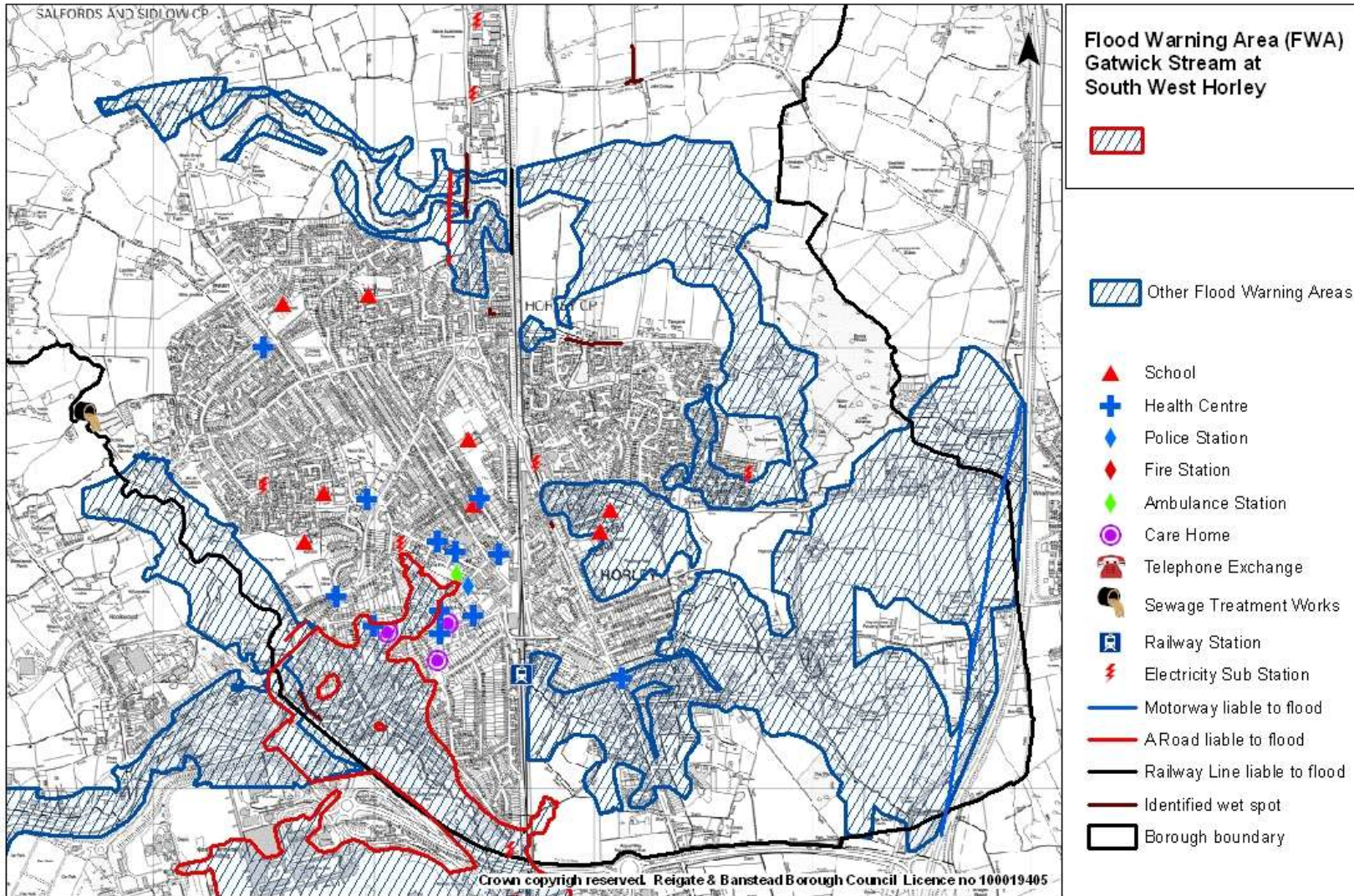
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Appendix A1



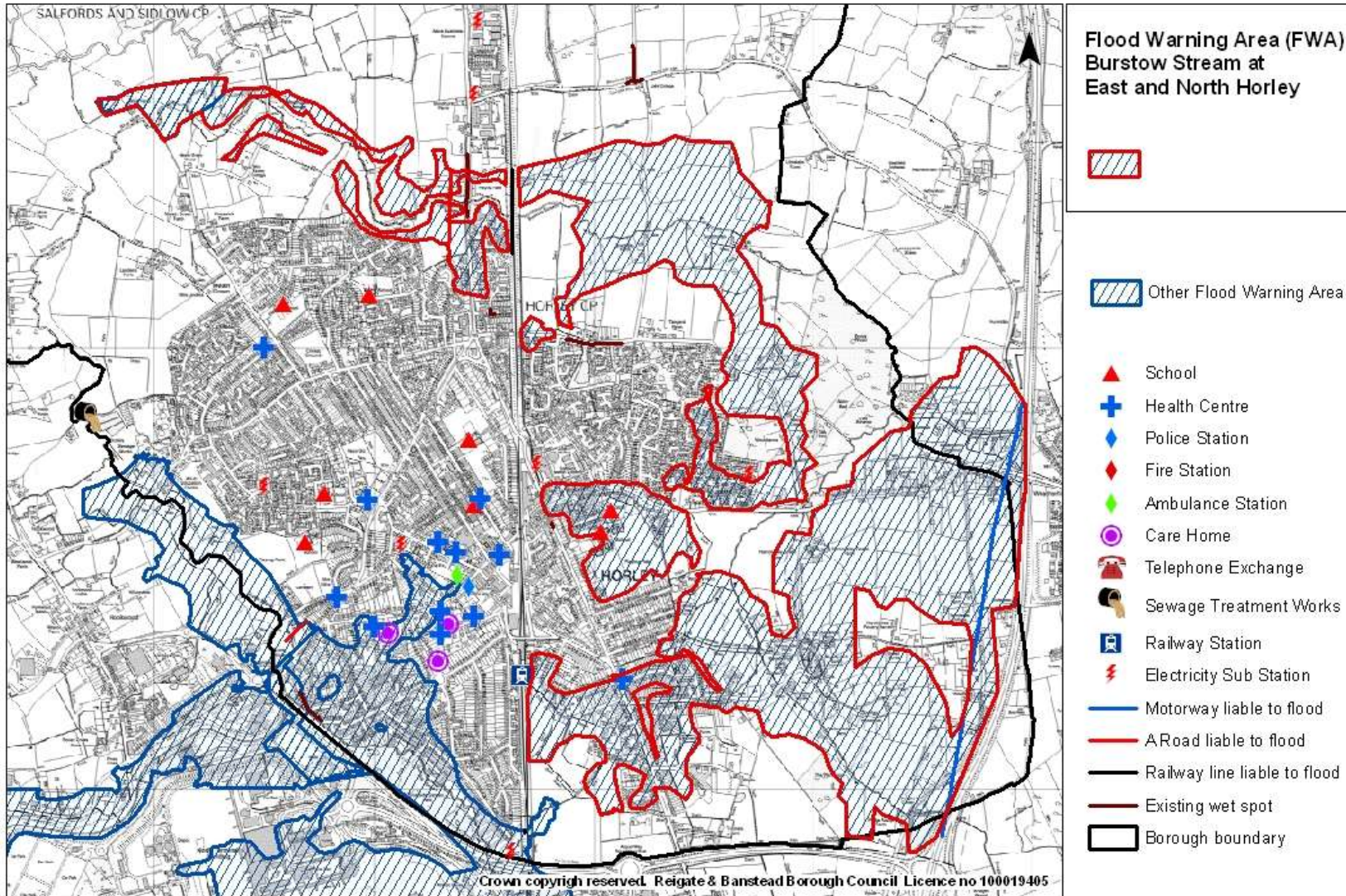
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Appendix A2



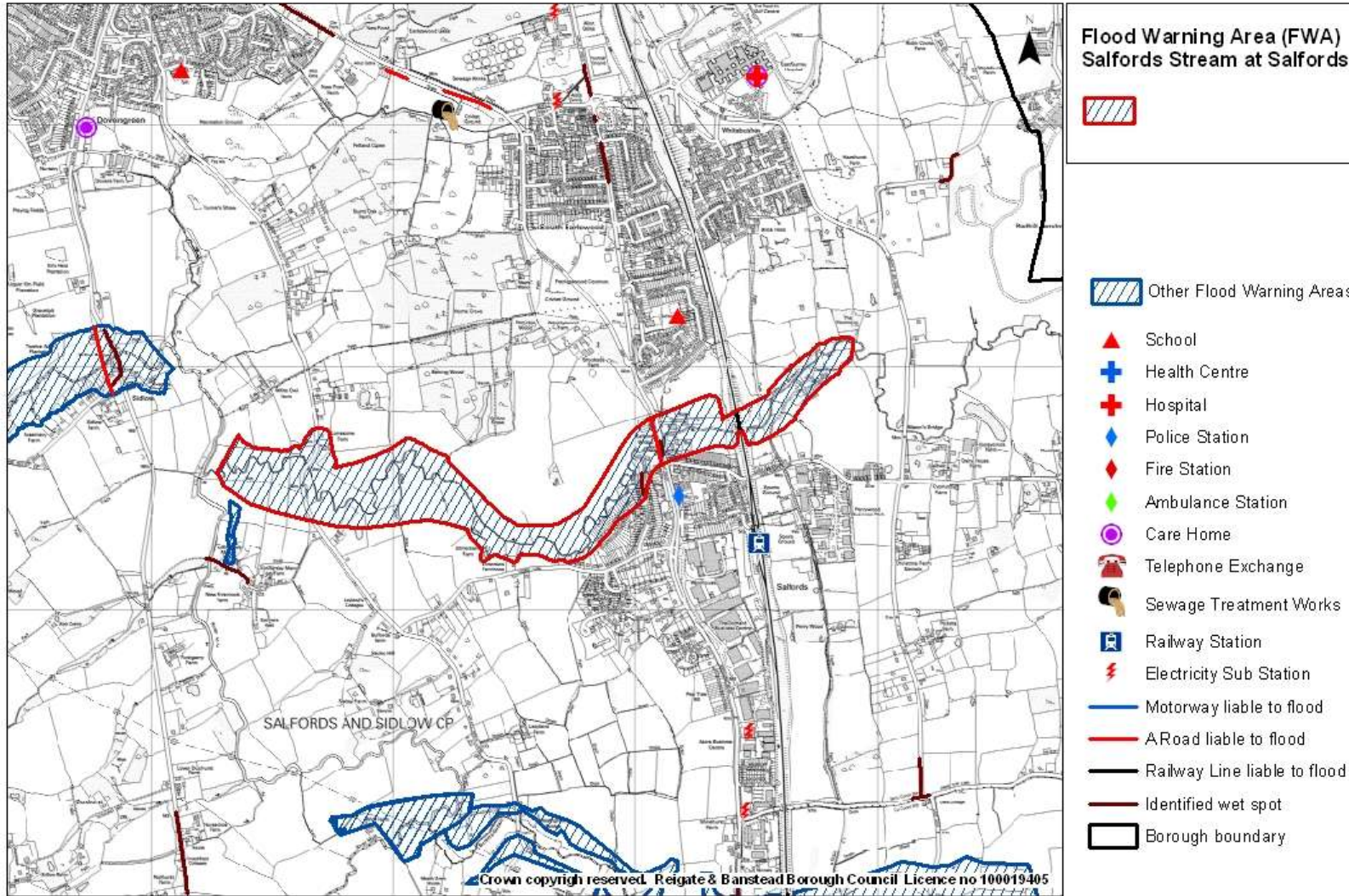
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Appendix A3



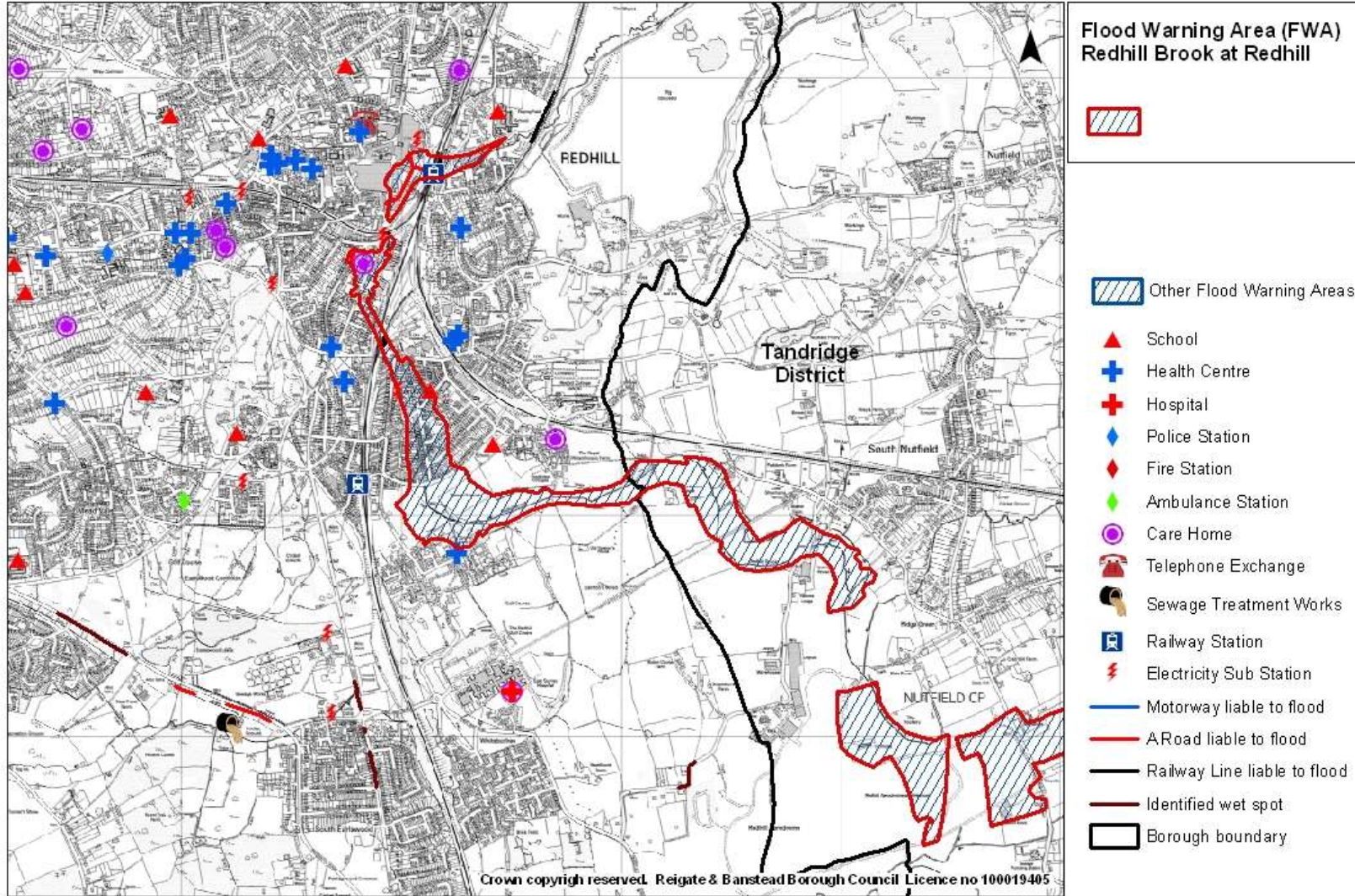
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Appendix A4



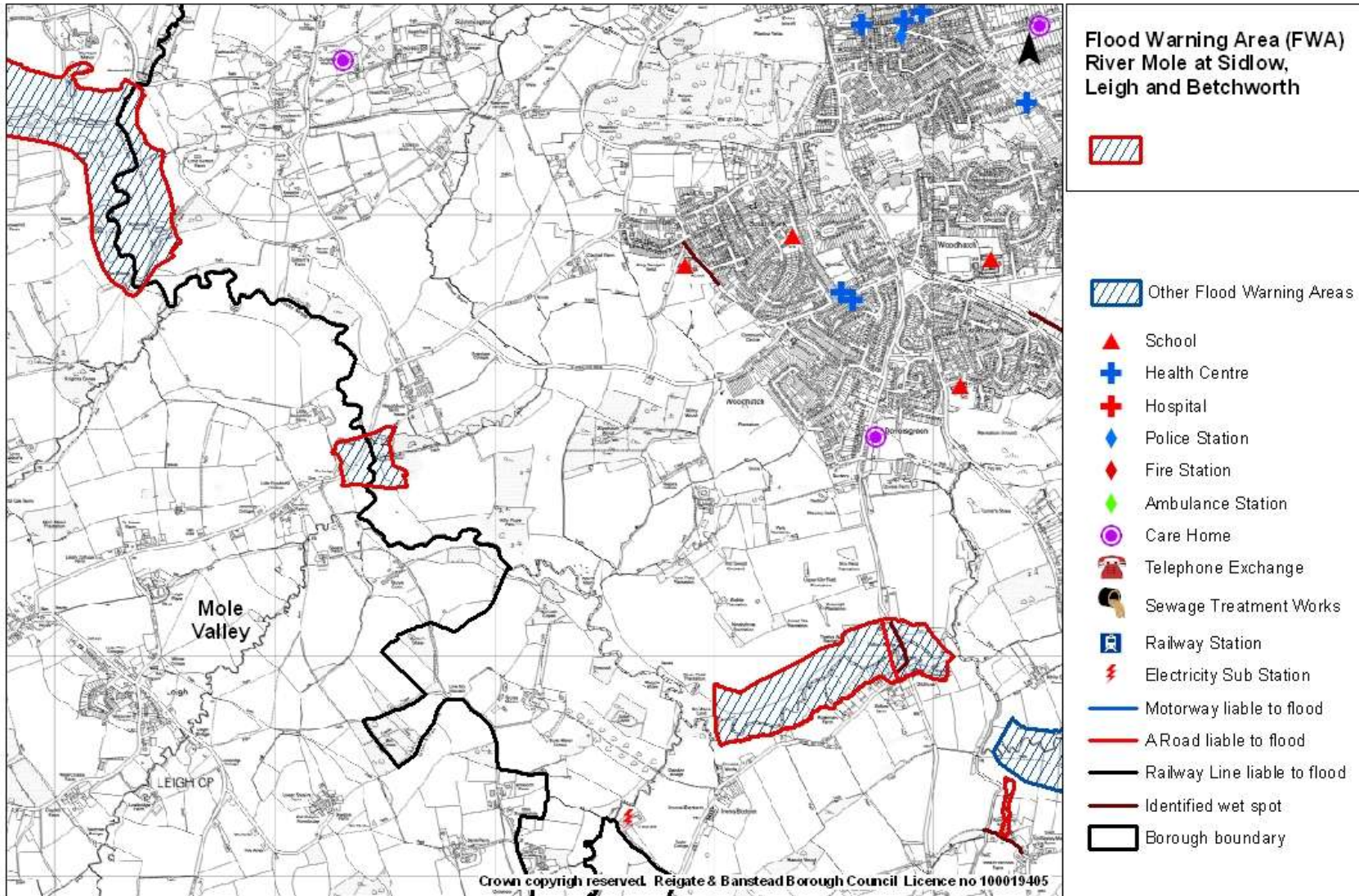
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Appendix A5



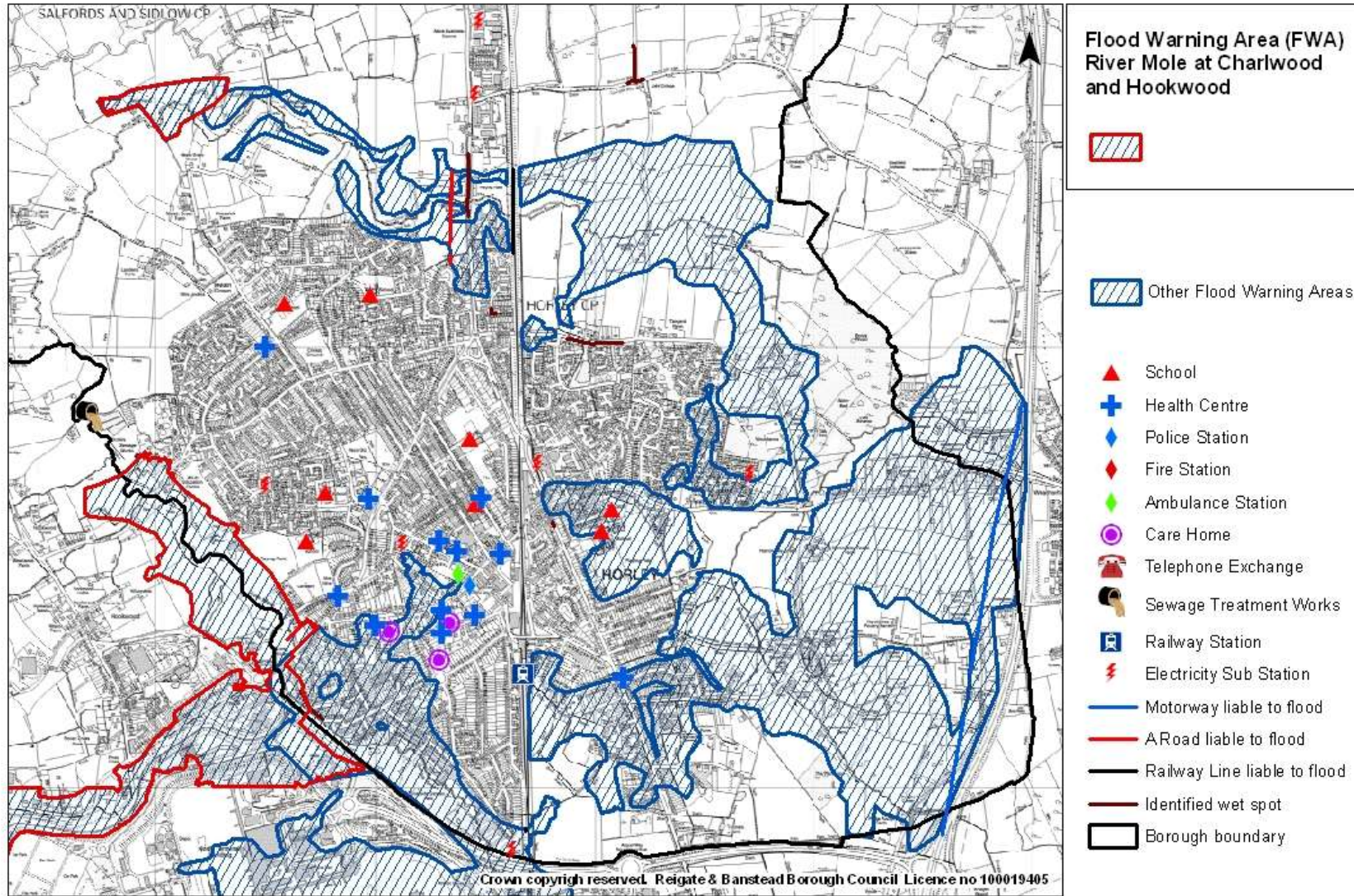
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Appendix A6



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Appendix A7



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Appendix B

LOCAL FLOOD RISK RATING

Categories 1 & 2 below represent the potential local impact that flooding would have in the community areas at risk identified in Section 3 and mapped in Appendices A4 – A12. Historical flooding records will be used to determine the properties at risk from internal fluvial and surface water flooding. The potential social impact considers the likely affect on the local community of vulnerable sites and infrastructure being temporarily unavailable due to flooding. The highest impact rating from Category 1 and 2 will be taken as the overall impact and used in combination with the likelihood to determine the overall risk rating.

Local Impact in Reigate & Banstead

These ratings attempt to reflect how flooding would impact on the local community and are not relevant when considering flooding across the whole County.

1.

Internal Property Flooding (based on historical records)	Local Impact Rating
>20 properties	Severe
11 - 20	Significant
2 –10 properties	Moderate
1	Minor
No properties internally flooded on record, external flooding only	Minor

2.

Potential Social Impact	Local Impact Rating
Affects basic services to the public - drinking water and electricity not available due to water treatment works and / or electricity substations being flooded	Severe
NHS Acute Hospital flooded	Severe
NHS Community Hospital flooded	Severe
NHS Walk in Centre flooded	Significant
GP surgery flooded	Significant
Loss of communications - telephone exchange flooded	Significant
Major roads (i.e. A roads) flooded	Significant
Emergency services station flooded	Significant
Care home / Sheltered housing flooded	Significant
School closure due to flooding	Significant
Mainline rail stations and railway line flooded	Significant
Reduced access to local amenities	Moderate
Temporary local road congestion	Minor
Affects sections of footpaths but access still possible	Insignificant

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Local Likelihood of Flooding in Reigate & Banstead

% Probability based on return period and / or number of incidents when internal / external property flooding has been recorded	Likelihood rating
>5% and / or >5 times on record	Likely
Up to 5%, 4–5 times on record	Possible
1% and / or only 2-3 times on record	Unlikely
0.1% and / or only once on record	Rare
No records and outside extreme flood outline	Negligible

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Appendix C

Warning the Public

Please see the SLRF Flood Communications Plan for further details on what Information will be disseminated to the general public.

The EA’s Floodline Warnings Direct service sends direct messages to the householders and businesses within the area at risk who have registered to receive warnings and also to the media and to the EA’s operational partners.

General public advice on what to do before, during and after a flood can be found on the:

EA website;
<http://www.environment-agency.gov.uk/subjects/flood/>

And by contacting Floodline, the EA’s 24 hour flooding information telephone service on: 0845 988 1188.

When the Floodline number has been dialled, to obtain information for specific Flood Warning Areas in Reigate & Banstead, the quick dial codes listed in the tables below should be entered when prompted.

The EA also has broadcast agreements in place with radio stations in Surrey. As stated in the EA Surrey Local Flood Warning Plan, local media (radio & television) make special announcements on the EA’s behalf to broadcast warnings for critical flood risk areas. This service is in addition to the routine / usual service provided by the media. Details of the radio stations who will broadcast warnings relevant for the Reigate & Banstead Flood Warning Areas are outlined in the tables below:

**Flood Warning Area (code – 063FWF32GtwkStrm):
 Gatwick Stream at South West Horley**

Warning Level	Quick dial Code	Warning Method
Flood Warning	173415	<ul style="list-style-type: none"> ● Floodline Warnings Direct ● Media (LBC)
Severe Flood Warning	173415	<ul style="list-style-type: none"> ● Floodline Warnings Direct ● Media (LBC)

**Flood Warning Area (code – 063FWF32BrstStrm):
 Burstow Stream at East and North Horley**

Warning Level	Quick dial Code	Warning Method
Flood Warning	173404	<ul style="list-style-type: none"> ● Floodline Warnings Direct ● Media (LBC) ● Flood Wardens: (Warden warns: 143-165 (odds) Smallfield Road, Horley)

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Severe Flood Warning	173404	<ul style="list-style-type: none"> ● Floodline Warnings Direct ● Media (Eagle FM) ● Flood Wardens: (Warden warns: 143-165 (odds) Smallfield Road, Horley)
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**Flood Warning Area (code – 063FWF32Salfords):
Salfords Stream at Salfords**

Warning Level	Quick dial Code	Warning Method
Flood Warning	173426	<ul style="list-style-type: none"> ● Floodline Warnings Direct ● Media (LBC)
Severe Flood Warning	173426	<ul style="list-style-type: none"> ● Floodline Warnings Direct ● Media (LBC)

**Flood Warning Area (code – 063FWF32Redhill):
Redhill Brook at Redhill**

Warning Level	Quick dial Code	Warning Method
Flood Warning	173425	<ul style="list-style-type: none"> ● Floodline Warnings Direct ● Media (LBC)
Severe Flood Warning	173425	<ul style="list-style-type: none"> ● Floodline Warnings Direct ● Media (LBC)

**Flood Warning Area (code – 063FWF32Sidlow):
River Mole at Sidlow, Leigh and Betchworth**

Warning Level	Quick dial Code	Warning Method
Flood Warning	173405	<ul style="list-style-type: none"> ● Floodline Warnings Direct ● Media (LBC)
Severe Flood Warning	173405	<ul style="list-style-type: none"> ● Floodline Warnings Direct ● Media (LBC)

**Flood Warning Area (code – 063FWF32Charlwd):
River Mole at Charwood and Hookwood**

Warning Level	Quick dial Code	Warning Method
Flood Warning	173423	<ul style="list-style-type: none"> ● Floodline Warnings Direct ● Media (LBC)
Severe Flood Warning	173423	<ul style="list-style-type: none"> ● Floodline Warnings Direct ● Media (LBC)

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Appendix D

Silver Control – Aide Memoir

Standing Agenda

1. Introduction
2. Update on current flood / anticipated flood position and weather
3. Reports from Silver Command Group Members
4. Requirement for Strategic Co-ordination Group activation and/or decisions required
5. Health and safety risks, issues and advice
6. Key Operational Issues
7. Any Other Business
8. Time of Next Meeting/Organisations Attending Next Meet

Other Considerations

- Identify decisions requiring to be made:
 - (Timely decisions on evacuation are crucial)
 - Now (this meeting)
 - Next 2 hours
 - Next 4 hours
- Specific warnings to the public
- General advice to the public
- Water rescue resources
- Identification of vulnerable populations (Local Authorities and PCTs)
- Evacuation
- Transport
- Rest centres
- Identification of safe routes
- Rendezvous points (RVPs)
- Confirmation of communications, contact numbers etc
- Identification of potential future problems
- Press and media policy
- Future admin of Silver control (accommodation, feeding, communications, feedings, shifts etc)
- Timings of inter-agency updates / SITREPS

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Appendix E

Command Centres

Strategic Command Centre

Location	Address	Telephone Number	Key Holder	Access Details	Parking Arrangement
Surrey Police HQ	Mount Browne, Sandy Lane Guildford Surrey GU3 1HG	0845 125 22 22	Surrey Police	Barrier access at the Ridges	Limited parking facilities available on site and Artington Park Ride on opposite side of A3100

Potential Tactical Command Centres

Location	Address	Telephone Number	Key Holder	Access Details	Parking Arrangement
Borough Emergency Control Centre	Reigate & Banstead BC - MB2 Town Hall Castlefield Road, Reigate RH2 0SH	Details in Reigate & Banstead BC Emergency Plan	Details in Reigate & Banstead BC Emergency Plan	Details in Reigate & Banstead BC Emergency Plan	The Town Hall has limited facilities. However, there is a large surface and multi-storey car park within a three minute walk.
Borough Emergency Control Centre	Reigate & Banstead BC – Meeting Room, Earlswood Depot, Horley Road, Redhill	Details in Reigate & Banstead BC Emergency Plan	Details in Reigate & Banstead BC Emergency Plan	Details in Reigate & Banstead BC Emergency Plan	There is limited parking at Earlswood Depot
Reigate Police Station		0845 125 22 22	Surrey Police	TBC	TBC

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Appendix F

DRAINAGE AND FLOODING: CONTACT TELEPHONE NUMBERS