

Dry Run workshop 1

Flood simulation exercise - Boroughbridge
Saturday 15th November 2008

Transcript Final Version

Date of issue: 26th November 2008

212 High Holborn
London WC1V 7VW

tel 020 7836 2626

fax 020 7242 1180

email info@envcouncil.org.uk

www.the-environment-council.org.uk

NOTE ON THIS WORKSHOP REPORT

This transcript was produced by The facilitation team, based on the record taken on flip charts during the course of the meeting. It has been produced as a record of the outcomes and outputs of the meeting and to inform non-attendees about the proceedings and discussion.

While the meeting flipcharts serve as a vital record and aide memoire for the participants, they are inevitably quite cryptic in places. This transcript is based upon the flip chart records and so its meaning may not be clear to people who did not attend the meeting. Please contact The Environment Council for clarification if necessary.

Text ***in bold italics*** indicates notes on the process of the meeting.

Produced by The Environment Council on behalf of the facilitation team, of Steve Evison, Resources for Change; Margaret Wilkinson, Neighbourhood Initiatives Foundation; Claire Mellier-Wilson, The Environment Council and Mike King, The Environment Council.

If you have any comments or queries regarding this summary report please contact:

Name: Claire Mellier-Wilson
Direct Line: 02076 320 0110
E-mail: clairem@envcouncil.org.uk

Registered Charity Number: 294075

Content

Participants	4
Aim and objectives of the workshop	5
Hopes	5
Agenda	5
Housekeeping	6
Who does what?	6
1- Regional bodies	6
2- Utilities	6
3- Local Health Facilities	6
4- RAC / AA	6
5- Red Cross	7
6- Fire services	7
7- Local Authorities	7
8- Police	7
9- Local Community Groups	7
10- Environment Agency	7
11- Local Flood Committee	8
12- Insurance Companies	8
13- Residents	8
Plenary feedback – Roles	9
Simulation – Guideline rules	9
Scene setting - Context	9
Community – Key messages from the consultation stall	9
The newsflashes	10
Comments - 3D Contoured map	12
Suggested actions - “Flags” placed on the 3D contoured map	14
Comments – Coloured in base Map	15
Suggested actions - “Flags” placed on the coloured in base map	17
Comments – Aerial Photograph	18
Suggested Actions - “Flags” placed on the Aerial photograph	20
Plenary feedback – Learnings	21
Evaluation	21
Actions	22

Participants

First name	Surname	Organisation
Debbie	Rosher	Aldborough, Boroughbridge & Dunsforth Womens' Institute
Allan	Watkiss	BBC Radio York
Keith	Edson	Boroughbridge Primary School
Cllr J	Wilkinson	Boroughbridge Town Council
Cllr M	Winder	Boroughbridge Town Council
Harry	Nellis	Boroughbridge Town Council
Elizabeth	Vose	Boroughbridge Town Council
David	Vose	Boroughbridge Town Council
Doreen	Knox	Boroughbridge Yorkshire Countrywomen's association
Hefin	Williams	Boroughbridge Fire Station
Peter	Metcalfe	Boroughbridge Fire Station
Kate	Hemcher	British Red Cross
Becky	Slack	British Red Cross
Phillip	Smith	Church of England
Richard	Pickles	Coronation Hall
Laura	Turner	Environment Agency - Dales Area Office
Roy	Firth	Harrogate Borough Council
Martin	Rae	Kirby Hill & District Parish Council
Mike	Fisher	Langthorpe Parish Council
Heather	Shepherd	National Flood Forum
Derek	Bartrop	North Yorkshire Primary Care Trust
Carole	Gallagher	Norwich Union
Stuart	Ward	RAC
David	Carr	Rainbow International
Paul	Gill	Resident
Helen	Astbury	Resident
Rita	Wells	Resident
Ian	Barnes	Resident
Sue	Barnes	Resident
Laurie	Reed	Resident
Pandora	Thoresby	Resident
Geoff	Craggs	Royal British Legion and Boroughbridge Town Council
Mike	Collins	Scouts
Vicki	Lever	Senior Youth Club
Vitoria	Speight	Shire Aggregates

Aim and objectives of the workshop

Aim:

Further ideas for community actions in Boroughbridge.

Objectives:

- Understand what to do and why
- Understand who does what
- Identify the gaps in knowledge

Hopes

On arrival we asked participants to share their hopes for the day.

- A strengthening of the existing, working emergency plan by a better coordination of some of the bodies involved
- To bring the community together
- Find out more
- Understand the coordination and plan for emergencies
- Better understanding
- Improve communication – To learn and contribute to a plan
- An earlier response system to ensure minimum disruption and distress is caused to the community and the local businesses
- To clarify and promote BRC role and capacity fore response / recovery
- To learn more about roles of other agencies
- To understand how our own emergency plan dovetails into new community plan
- To learn
- To provide clarity as to what the community expects and what can be delivered
- That the local community learn how to adequately prepare themselves for floods and that they understand the role of the Red Cross within this
- To minimise the impact of flooding on people and property (and facilitate a swift recovery / reinstatement)
- Better communication

Agenda

10.00 Welcome and introductions

Who does what

11.00 Break

Simulation

12.30 Lunch

Simulation

14.15 Break

Simulation

Lesson Learning

16.00 End

Housekeeping

- No Mobiles
- Fire exits
- Toilets
- Photos and video
- Radio reporter - participant only
- Agenda

Who does what?

Following the introduction, the participants went through a gallery exercise, where they identified what were the responsibilities / roles of various organisations / groups in the case of a flooding event. Participants went through 13 stations corresponding to 13 organisations or groups. Following this first round, the people representing these 13 organisations underlined what were their actual responsibilities (see below). Following that, the group had a plenary discussion in order to build collective understanding of the roles of each organisation.

1- Regional bodies

- Forward Planning / Notification
- Financing flood defence maintenance & construction
- Reduce Risk
- Bring together organisations to work together
- Make sure housing isn't on flood plans

2- Utilities

- Help prevent contamination
- Monitor supplies – Safety
- Help prevent loss of power
- Monitor supplies to vulnerable people
- Keep in touch with key people for up to date information
- Cut off supplies – prioritise supply
- Maintain supply and restore if interrupted

3- Local Health Facilities

- Trauma Follow-up?
- Open Facilities
- Standby
- Treat trauma caused by flood
- Treat injured (minor)
- List of special cases (infirm) needing assistance (???)

4- RAC / AA

- Fix vehicles after water subsides
- Help: clear and fix vehicles
- Limited
- Road county signs
- Inform media – for broadcast
- Nothing at first, sings later

5- Red Cross

- No input
- Homeless pets. RSPCA?
- (Depends) FIRTAID
- Set up aid stations – tea, coffee etc.
- Aid all people generally
- Re-housing?
- Liaising with other agencies
- Major events only?

6- Fire services

- Rescue
- Pumps
- Boats
- Preserve life

7- Local Authorities

- Provision of sandbags
- Co-ordination of "events" with other bodies (i.e. H.B.C should liase & co-ordinate police, county Fire & rescue, etc) Silver, bronze.
- Maintenance of water ways – dredging rivers
- Standby for computer network
- Take responsibility and control of clean-up operations
- Initiate call-out of voluntary agencies who can support
- Rest centres

8- Police

- Keep order at time of panic
- Communication & Control
- Traffic management
- Road closures
- Immediate response
- Evacuation, Reassurance and help for vulnerable
- Security of flooded property

9- Local Community Groups

- Help inform and plan
- Coordinate other groups
- Action plans
- Help where required
- Encourage coordination
- Communication
- Facilitate contact with membership (Especially if potentially 'vulnerable' groups)
- Tell someone (who) what resources we can offer
- Helping identify 'at risk' groups / individuals

10- Environment Agency

- Give flood warnings
- Communication

- Flood line, flood website (warnings)
- Flood maps with 'good' information
- Notify agencies
- Some element of flood control
- Longer term flood risk aversion
- Liaison with property developers
- Maintenance of flood defences (manning)
- Communication through media (radio)
- Have standby portable pumps in place
- They seem to do a lot of standing around looking at the river
- Advice to householders in flood areas
- Ensure Tutt pumps are maintained
- Maintain dredging of river

11- Local Flood Committee

- Action plan
- Tell residents who you are and give contact details
- Help / advice
- Keep everyone fully informed – essential
- Coordinate / help to coordinate (agree)
- Planning and communication
- Identify themselves in the community
- Publicise emergency phone numbers
- Accommodation for evacuees
- Provide local knowledge based on historical data
- Compile a list of vulnerable people in need of assistance (Not permitted)
- Affiliate to Nation Flood Forum
- Inform area's outside i.e. down river for flooding

12- Insurance Companies

- Pay out for damaged / lost property
- Help pick up the bits
- Assessment of damage caused
- Send in loss adjustors
- Advise people how to minimise damage (in their own interest)
- Premium allocation due to risk
- Support people with emergency payments if needed before claims processed
- Be aware of precautions already taken
- Independent assessment of risks
- Recommend builders etc – also keep in touch for long term repairs etc.
- Advise home-owners of risk ->via home info packs (hips)

13- Residents

- Support each other
- Check others
- Be prepared if liable to flood
- Look after vulnerable
- Volunteer help
- Involvement
- Obtain information. How? And pass to flood defence Committee names of old, sick and infirm who need assistance
- Keep themselves safe and informed

Plenary feedback – Roles

- Identifying the vulnerables is a big issue. Difficult. Work across services need to be done to overcome that.
- Overlap. Who is in charge? Confusion sometimes.
- There is no representative from the police. Were not available today. Roy (from Harrogate Council) will inform the simulation about the police Role.
- British Red Cross was surprised by what people thought the BRC was doing. Voluntary organisation. Support Rest Centred set up by the Local Authorities.
- BRC supports LA's.
- Gold Command: Strategic Command Unit / Silver Command: Tactical (EA) / Bronze Command: Operational (e.g. BB Council).
- Is there a Local Flood Committee in BB? Harrogate BC and BB Town Council (Langthorpe and Milby) -> working with various organisations (e.g. school). Today's workshop will strengthen the Flood Committee.
- Military aid. Could it be called? It would have to be very serious (e.g. helicopter; two people in one helicopter for one hour: £27,000).
- Ambulance services working alongside fire and police. The PCT has a role in deploying staff in rest centre.

Participants were split into 3 groups, which worked on 3 different media: a 3D model, a contoured map, and an aerial photograph of Boroughbridge. The simulation was designed so that participants can discuss which actions were needed at each stage of the scenario. Pre-recorded newsflashes were broadcast and gave the pace to the discussions. Before the simulation started, guidelines rules were shared and the scene was set. Finally, some key points from the consultation stall which took place in Boroughbridge in September were shared.

Simulation – Guideline rules

- Emergency services staff involved to answer questions but NOT to intervene or lead.
- Community and local representatives must lead all decisions. Emergency services will be available to groups to call on. But when working with one group, other groups will have to wait for them to be free. At a number of points emergency service personnel may be called away (so unavailable to the groups).
- Community feedback from the consultation will be fed in to inform decision making / scenario

Scene setting - Context

- Time of year – winter (February)
- Dark early, soils already waterlogged, but not unusual time of year to happen
- Been slightly worse weather than normal but nothing very unusual.....

Community – Key messages from the consultation stall

- Some people don't know a flood plan exists or who local representatives are
- Many people think more local people should be involved
- Sandbagging to be done by householder. Local store?
- People shouldn't drive through water and local people should be allowed to close road
- Safety measures need to be enforceable locally

- People may be unaware they can be contacted by phone about flooding
- Local drains and maintenance are vital. Could community do more?
- More information needs to be available for adapting to flooding

The newsflashes

1st News flash ***Monday 12pm***

Weather Warnings from the MET office

The Met office has just issued a severe weather warning for Wednesday and Thursday in North-Yorkshire. High winds and heavy rain are expected and there may be risk of flooding.

2nd News flash ***Tuesday 4.15pm***

Initial problems as the flooding builds (late afternoon)

Flood Watches have been issued by the Environment Agency following heavy and continuing rain, for the major rivers in North-Yorkshire.

The warnings apply to the rivers and streams flowing from the North York Moors and the rivers of Swaledale and Wensleydale. This includes the River Swale and its tributaries downstream to Richmond and the River Ure and its tributaries downstream to Ripon.

The Flood Watches were issued at 16.00 on Tuesday. For the latest flooding information visit the Environment Agency website.

3rd News flash ***Wednesday 3pm***

Flooding starts to build

This station has just received a call from a very worried home owner in Boroughbridge reporting that major damage has occurred to his new house due to rising water levels. It appears that he did not receive the flood alert and has now lost all his personal belongings.

4th News flash ***Wednesday 4pm***

Elderly resident ignores road closure and stalls in the water

An elderly resident from Boroughbridge, who appears to have ignored a road closure, has stalled in the flood. The driver is stuck in his car, which was pushed by the current into deeper water. The electric's fuse and electric windows appear to have stopped working so rescue by passers-by has proved impossible. The Emergency services have been called on site to help him get out.

5th News flash ***Wednesday 9pm***

Emergencies services are experiencing difficulties

The region is experiencing severe gales at the moment, and the weather continues to worsen. Trees have fallen down and damaged property. Emergency Services report being severely stretched due to the major problems across the County. Heavy winds combined with heavy rain have lead to a number of roads becoming impassable.

6th News flash
Thursday 1.30am

Community action is needed

There are reports of several tree falls blocking a number of key roads in Boroughbridge. With flooding occurring throughout the region overstretched emergency services are unable to reach people in Boroughbridge. Our reporter in Boroughbridge has indicated that the local community is having to manage the event as much as possible themselves.

7th News flash
Thursday 5am

Boroughbridge is waking up to a wet world!

Boroughbridge's flood defences have overtopped. Major flooding has occurred in the homes of people located in what were thought to be protected areas. Eyewitnesses report that families and vulnerable individuals are now stuck in their houses. Problems are compounded by electricity failures caused by fallen trees.

The Council's flood Management team have been evacuated from their base in the council office causing disruption to flood response. The Local emergency services are leading an evacuation of at risk properties.

8th News flash
Thursday 8am

Too many cars on the road

Yorkshire commuters are compounding problems on the roads this morning in the Boroughbridge area according to the local Emergency Services. The local fire chief is urging people to take alternative routes to work to avoid flooding and road closures in the town.

9th News flash
Thursday 3pm

First assessment of the damage

The Boroughbridge flood waters are said to be subsiding but bad weather is forecast for the rest of the week. A representative of the insurance industry has reported a peak in enquiries to their claims departments and are urging residents to consider identifying damaged or lost personal items and legal papers. Several cars have been damaged in Boroughbridge.

Comments - 3D Contoured map

Newsflash 1

- EA flood line
 - Request to go on it
 - Automated message
 - Taken off, stopped
- Newsflash - Don't really take notice of
- Ellenthorpe flood-recent - pulling up fences to get cattle out. No flood warning
- Look up on website
- Communication disappeared - when in flood out of action. Mobile infrastructure fails
- Where is the Emergency plan, list?
- Warning - only one - now is at evacuation point - Alarmist
- Who is watching the river for us
- What is happening in Ripon - comes to us 1/2 day later
- Neighbour phones contact in Water Authority (unofficially)
- Who provides info about what is happening
- Local knowledge means locals can interpret
- What will happen following events upstream
- " Severe weather" - more details
 - Wind? Rain? Water level?
 - People will react differently in different situations
- Local need half day's notice

Newsflash 2

- Preventive measure - remove silted island to help flow
- Clearing of rivers
- Barrage causing same issues / canal spills into river
- Milby Island - floods at 15.3
- Lower height at which flood warning trigger
- Community representatives ideally active, fit and available
- More frequent flood warning information

Newsflash 3

- EA needed to
- Local need clearer information (BBC Radio- have to give information, Listen to us)
- Need a "Neigh Watch" ring around
- Knowledge of gadgets to protect against flood - access to these items; call on National Flood Forum
- Communication - between all including residents, information - disclosure

Newsflash 4

See flags

Newsflash 5

- To help with evacuation - local Committee / community need to know details of vulnerable. Hold at Central point. Information needs to be volunteered by those who feel vulnerable / at risk. Information then helps street "wardens" to help.

- Wider communication. "Team" meet up at either Town Council offices or schools for instructions.
- Coronation Hall can be opened by community / Town Council. HBC keep stock of essential items - beds, blankets and animal cages.

Newsflash 6

- Evacuation – well rehearsed situation – multi agency response
- LA managing evacuation. Red Cross comes into Evacuation Centre where volunteers would be making tea etc
- Local residents need to react by providing blankets, warm dry clothes, etc.
- Red Cross provides volunteers for centre

Newsflash 7 Evaluation

- Telephone "tree" used to communicate / co-ordinate.
- Harrogate BC – authorise opening of evacuation centre.
- Local people help by providing blankets and warm clothing.
- Local volunteers who have received first aid training via Red Cross help at Emergency Centres.
- Schools take responsibility for children / pupils unable to be collected by parents / carers.

Newsflash 8 Traffic-causing problems

- Policing of roads and area
- Flood Committee "man" points to direct drivers away from flood area
- Radio announcement of school closure

Newsflash 9 Floods subsiding

- Good neighbours – help each other e.g. shopping for those who can't get out
- Retained firemen might help with pumping out.
- Emergency Centre remains open if required for evacuation or for multi agency advice / help drop in.
- Flood Committee / community to apply for grants to buy pumps for community use.
- Harrogate BC – once water recedes will clean up streets.
- Flood Committee and community network need to debrief – possibly amend Action Plan

Suggested actions - "Flags" placed on the 3D contoured map

Boroughbridge Flood Dry Run Workshop				
"Flags" placed on coloured in 3D contoured map				
Venue: Boroughbridge High School Date: 15th November 2008				
Newsflash	Location No.	Where	Suggestion	Action By
1	35	Milby Island properties (between River and Canal)	Be aware and vigilant. Watch the river level.	Community
1	51	Milby Island side / general	Clear standard wording of local information e.g.	Media
1	32	River Ure	"River Watch" - people to post river levels on notice boards	Community
1	50	Roundabout	Take note of warning	Flood Committee
2	37	General	Street or Community reps. Contacted	Community
2	45	Milby side	More frequent updates needed.	Environment Agency
2	48	River Ure	"silt" island - protected wildlife?	Environment Agency
2	49	River Ure	Preventative measure - remove "silt" island in middle of river. Was small in 1970's. Now much bigger.	Environment Agency
2	44	Riverside	Help move furniture	Local businesses e.g. removal firms and coach companies.
2	52	Town Council Offices	15.5 metres - Flood Committee meeting called	Flood Committee
3	9	Boroughbridge High School	Information / contacts need to be co-ordinated to help response to emergency situation. Information on websites	Flood Committee
3	55	Edge of model	Bigger picture to be looked at.	Various.
3	31	General	Limited resources - e.g. one boat	Other organisations other than Emergency Services
3	33	General	Local people / local Flood Committee need to communicate better	Community / Flood Committee
3	34	General	The existing locals already named in Emergency Plan need to be used more. Could offer help.	Community / Flood Committee
3	54	General	Community Information Day - communication and information	Community
3	27	Horsefair / bridge	Sandbagging: Harrogate BC looking at providing machine for local use.	Harrogate BC
3	28	Horsefair / bridge	Flood Committee co-ordinates sandbagging	Flood Committee
3	43	Marina	Marina boat owners to help evacuate vulnerable	Boat owners / local businesses
3	36	Milby Island properties (between River and Canal)	Milby Island and properties difficult to defend. Water rises through ground.	Harrogate BC
3	39	Milby side of roundabout	Road closed. Notices need to be put up further away to resolve difficulties which occur presently.	Harrogate BC
3	47	River Ure	Review again - benefit of dredging / removal of "silt" island	Environment Agency
3	29	Town Council Offices	Flood Committee alert Harrogate BC about sandbag need	Flood Committee
3	30	Town Council Offices	Provide a platform of products available (on market)	
4	26	Horsefair / bridge	Police / Highways Agency to react to stuck vehicle	Police
4	23	Horsefair / towards bridge	Could Army stand in when police not available	Army
4	24	Horsefair / towards bridge	Flooded road / closure / diversion signs needed quickly. Signs should be held locally.	Harrogate BC
4	25	Horsefair / towards bridge	Flood Committee will have requested Highways re. road closure	Flood Committee
4	46	Picnic area by River Ure	Parish Council close picnic area	Parish Council
5	10	Boroughbridge High School	Community helpers to High School and Community Care Bus	Community Volunteers
5	16	Boroughbridge High School	School is opened	Flood Committee
5	40	Coronation Hall	Open help centre	Flood Committee
5	42	Town Council Offices	Open Emergency Box at Town Council Offices	Flood Committee
5	53	Town Council Offices	At base list of needy.	Community
6	11	Boroughbridge High School	Request Army (Disforth) personnel to take over co-ordination	Army
6	17	Boroughbridge High School	Community need to react by providing blankets, warm and dry clothes etc.	Community
6	19	Boroughbridge High School	Red Cross offers first aid training and training on other issues	Red Cross
6	7	General	Churches to be involved - know vulnerable people	Flood Committee and Churches
7	14	Boroughbridge High School	Flood Committee runs a "dry run" for residents and provide information about who does what.	Flood Committee and community
7	15	Boroughbridge High School	Telephone "tree" organised through Town Council	Town Council / Flood Committee

Comments – Coloured in base Map

Newsflash 1

- There is a lack of information that is accessible to the general community. There is a community flood plan in existence but few people appear to know about it. Limited to those directly effected which does not encourage a wider community response.
- It is unclear who does what in a flooding situation and who is in charge. It used to be the local police who took a very visible control [This was a theme throughout the discussions, that the local police response to a flood had changed and this was lamented by those present]

Newsflash 2

- There is a need for accurate information. This could be improved by using local information. There is a great wealth of local knowledge. They 'watch the river' and provide local information which is better than the EA warnings which tend to create panic.
- What happens in areas of Boroughbridge not covered by the current flood plan? The rest of the community are not really engaged.
- Concern was raised as to the availability of pumps locally. It was confirmed that there was one at Harrogate, with the Borough Council would make available but there were none available within Boroughbridge itself.

Newsflash 3

- Flood warning and response has now been taken out of local hands. This makes it even more important to share local information.
- Current response from professional agencies feels very remote, office and computer based. Local community want a human face, someone to take charge.
- It was felt that this should be the local flood committee but were they in a position to do this.
- The Environment Agency is keen to foster community involvement through mechanisms such as floodline.

Newsflash 4

- Road closures have often been ignored, a situation made worse by lack of police presence.
- It was unclear who made the decision over road closures. Could road closure signs be stored locally and the decision to close particular roads taken locally? Would still need police help with enforcement.
- At 14m the local flood committee initiate response, put out information boards and open evacuation centres.

- Would expect that A Harrogate BC representative would be on the bridge and organising the deployment of sandbags. Flood committee have a reserve store of sandbags but there is still confusion over who coordinates what.

Newsflash 5

- Experience shows that people often do not want to leave their homes.
- In all cases there is a need for voluntary help to move peoples possessions upstairs. Who coordinates this need for volunteers?
- Currently there are 6 people on the flood committees volunteer list. Other people offered help but it seems unclear as to how you become involved. Could this be co-ordinated better with help from some of the voluntary groups in the town e.g. the WI.
- Development of a Telephone tree was also suggested
- Concern was raised about putting volunteers into high risk situations especially in respect to sewage contamination. PCT rep confirmed that the risk would be small.
- Official call to evacuate is too late.

Newsflash 6

- In a bad flood situation 3 separate communities are created, separated by the flood. There is a need to effectively communicate and coordinate between them.
- More and more of those designated by the flood plan to help will be effected by the flooding themselves including 3 members of the flood committee.
- Is there a need for more people to be involved, perhaps developing a system of street Representatives of an 'adopt a family' scheme.
- Need to have up to date information on which properties will flood – can this be supplied by the Environment Agency or Insurers.
- Flood committee needs to co-ordinate with the media to ensure the right information gets out to the residents.
- Reporters will be in Boroughbridge but it was not clear who the contact was on either side.
- Need to recognise that there will be a lot of emotions to deal with, particularly anger.

Newsflash 7

- Major incident, which has gone way beyond what the community can manage themselves.

- However, the community response needs to be effectively co-ordinated with the official response. How this happens and who is in charge needs to be clarified.

Newsflash 8 – Aftermath

- Flood committee do have a leaflet to hand out to local residents.
- Street Reps would be very helpful in dealing with emotional support.
- Start of clean up operation – who is coordinating and who is in charge?
- The current flood plan does not deal with the post flood phase – should it?
- Need for strong community leadership at this stage.

Suggested actions - “Flags” placed on the coloured in base map

Boroughbridge Flood Dry Run Workshop				
“Flags” placed on coloured in base map				
Venue: Boroughbridge High School Date: 15th November 2008				
Newsflash	Location No.	Where	Suggestion	Action By
1	2		Need for police co-ordination (like it used to be)	Police
1	5		Share the Plan with residents (idea)	Flood Committee
2	1		Need for pump - Fire Service tied up for 6 hours	Fire Service
2	7		Need to purchase pump(s) (idead)	Flood Committee
2	10		Individual actions from house owners	Community
2	13		Community members preventing panic (response)	Community
3	6		Need to continue to update plan	Flood Committee
3	8		Flood Committee could have authority to close roads	Flood Committee
6	11		Street representatives to help neighbours (idea)	Community
6	12		Utilise local firms such as removal companies	Local businesses
9	4		Community Flood Plan extended to cover recovery phase	Flood Committee
	3		Create a telephone "tree" of volunteers	Flood Committee
	9		Emergency Plan Dry Run (idea)	Flood Committee and volunteers

Comments – Aerial Photograph

Newsflash 1

- Information (in the last 18 months) from EA has not been good enough – not predictive enough.

Newsflash 2

- People signing to the EA warning don't always get the warnings. Why?

Newsflash 3

- Questions – When new homeowners purchase a property at risk, are they encouraged to sign up to the warnings? Transient population (e.g. Milby Cutt – Milby Island)
- Community needs to be trained on how to use sandbags in the case of a flooding incident (e.g. Farmers ...) – volunteers.
- Delay in getting the road closed. Need delegation of powers from the police to HBC to do early road closures. Contentions – Highway Agency is in fact responsible for road closure, not the police. Chain of responsibility is too long.
- Vulnerable people / old people need to be known (e.g. card given - florescent card put in the window). Need a register of vulnerable people living in vulnerable properties (not that many).

Newsflash 4

- 14.6 – not worrying yet
- Maintenance of the existing flood defences (sunk in some area) Built in two phases: 1981 and after 1991 – raised the level. Prevention.
- Canal bank is collapsing. EA does not see this as a priority. Would require investment, but don't know costs. Taxpayers have to pay for flood defenses and not the property developers -> which is unfair / unfortunate.

Newsflash 5

- 15.5 – level – would have monitored how fast it would have risen. In 5 hours, from 14.6 to 15.5 -> quite fast
- Maintenance of the equipment (e.g. diesel pump)
- North Yorkshire County Council need be informed that the 2 assembly points are going to be used. NYCC have to provide beds and food.

Newsflash 6

- 16 at 1.30 am
- Compile a list of volunteers who would help with the evacuation process (clarify which skills they have e.g. first aid). To be called out at 15.9?
- Sewage plant in Aldboroughings and Roelcliffe Lane. Nothing specific can be done.
- Sandbags for Bridge Street and Hall Square and Back Lane.
- Insurance Companies – Flood Resilient Home (see website). Why are insurance companies not paying for prevention measures?
- 1 metre flood -> £27,000 (costs of damage) - Full flood resilient measures -> £30,000 (costs of prevention Measures).

Newsflash 7

- 16.4 m

- Approximately 200 people evacuated.
- High school used as first resource. Churches could be used as well.
- There should be no coercion. People should move if they want to.
- HBC, what are the arrangements for providing bottled water? If no drinkable tap water

Newsflash 8

- Contact Electricity/gas/water. Suppliers and sewage to know which area would also be affected by a supply failure.

Newsflash 9

- Items of sentimental value – Need to be kept safe. Could not be emphasised enough
- Making the public more aware of who does what
- HBC is designing “Speed training” for the Flood Defense Committee (Emergency Committee). Trying to get funding
- Volunteers from the areas not affected are KEY as they don’t have to worry about their own property. Need to be encouraged to get involved.
- Other Parishes need to be on board as well.
- Need to invite neighbouring Parish Councils to the meeting on Dec 2nd (Roy to provide the details to TEC).
- New Homeowners pack. Asking them if they want to sign up to the EA warnings.

Suggested Actions - "Flags" placed on the Aerial photograph

Boroughbridge Flood Dry Run Workshop				
"Flags" placed on Aerial Photograph				
Venue: Boroughbridge High School Date: 15th November 2008				
Newsflash	Location No.	Where	Suggestion	Action By
1	18	Far side of Bridge	Monitor water level on the bridge	Residents close to the bridge
1	13	Fishergate	Check the level of the River Tutt (in backgarden)	Resident + Flood Committee
1	25	Milby Island properties between River and Canal	Texting to residents who signed up to flood warnings	Environment Agency
1	27	Milby Island properties between River and Canal	Helpline numbers to call. Direct dial (plastic cards) to have available to residents	Environment Agency
1	16	On bridge	Monitor the water level on the bridge	Local Flood Committee Members
2	21	Milby Island properties between River and Canal	Get ready in case of flooding	Residents
2	15	Pumping Station	If failure with the pumping station, residents who signed up would be warned by EA	Environment Agency
2	17	River Tutt	Continue monitoring. No action taken yet.	Flood Committee
2	12	Town Council Offices	Meeting is called if it's above a certain level (TBC)	Committee
3	30	At Roundabout	Early road closures A - Closures (A) to (B) (Harrogate BC) Delegated power from the Police to	Harrogate BC
3	4	Boroughbridge High School	Ambulances; volunteers from community care; Springfields Farm	Various organisations
3	31	Coronation Hall	Coronation Hall - assembly point receiving people.	Venue located outside the map
3	14	Horsefair by Crown Hotel	Road Closure B - (A) to (B)	Harrogate BC
3	20	Milby Island properties between River and Canal	Vulnerable people and old people stick cards on their window to highlight they are vulnerable.	Vulnerable people
3	22	Milby Island properties between River and Canal	Distribute sandbags	Harrogate BC
3	23	Milby Island properties between River and Canal	Work with Harrogate BC to supply sandbags	Sandbag suppliers
3	24	Milby Island properties between River and Canal	Start moving things upstairs and take actions	Residents
3	26	Milby Island properties between River and Canal	Trained resident put sandbags in appropriate locations	Residents
3	8	Nursery	Local Nursery evacuated	Local Nursery
3	9	Nursery	Reach vulnerable people (Nursery included)	Firemen
4	19	Bridge / picnic area	Tourists need to be discouraged to from sightseeing.	
4		Edge of aerial photograph	Broadcast information about ?? Asking people to not come and do sightseeing	BBC Radio York
4	7	Horsefair by Roecliffe Lane	Road Closure C - (C) to (B)	Harrogate BC
5	6	Boroughbridge High School	Inform NYCC that the 2 assembly points are going to be opened.	Flood Committee inform NYCC
5		Edge of aerial photograph	Shire Aggregates provide sandbags and farmers transport them	
5		Located off aerial photograph	Set up Coronation Hall and High School	Harrogate BC contact caretaker
5	28	Milby Island properties between River and Canal	Police inform residents that Coronation Hall is set up	Police (door to door)
5	29	Milby Island properties between River and Canal	Volunteers inform residents that Coronation Hall is set up	Volunteers
6	10	Town Council Offices	Call the volunteers to get them involved in the evacuation	Flood Committee
6	11	Town Council Offices	News flash to mobilise volunteers (evacuation process)	Media
8	2	Boroughbridge High School	Evacuate stocks from shops (e.g. Spar)	HBC with local Flood Emergency Pl. Cttee
8	1	Boroughbridge Infant and Junior School	Inform School to close schools to prevent jams on roads (e.g. primary)	North Yorkshire CC
9	3	Boroughbridge High School	School closed	North Yorkshire CC
9	5	Boroughbridge High School	Identify in reception centres need for relocation (up to 18 months accommodation)	Harrogate BC
9		Edge of aerial photograph	Police will issue warnings (security meeting) not just about restoration (e.g. alarm)	venue located outside the map

Plenary feedback – Learnings

- Raised awareness. Needs to keep the momentum. Need to call a workshop to raise awareness among residents. Building resilience within the community. Communication is really important.
- Local knowledge is not well used. No real transfer. The EA warnings come a bit too late. Local residents can provide earlier warnings.
- People say they get too many flood watches. Risk of providing too many warnings; make people complacent.
- Involvement of the Police. Lots of questions regarding their involvement. Need to get feedback from them.
- EA warnings = too soon, not too late. How to make the judgement of when is the most appropriate timing to release information?
- This kind of event would be really useful to replicate. Useful, because it consolidates and improves community involvement
- HBC sceptical initially about this process. HBC is taking something away.
- Residents who have been flooded, would be good to have heard from them.
- 1 day is too long, Half day (morning/afternoon) would allow more people to come along.
- Tuesday 2nd December, reviewing the outputs from today. Town Council meeting on Dec 2nd.

Evaluation

Learnt

- There is a Flood Committee
- The relevant flood levels
- A lot of people do a lot
- Very good feedback and new understanding of who is involved
- The involvement of all services, who does what!
- BB divides into three separate Flood areas with communication between them difficult
- Who to contact likely risks, likely response.
- There are gaps in the current plan
- More about the current flood plan and how it operates
- How the emergency plan works
- Names of numerous bodies who hopefully can communicate when it matters
- As a community we work well together
- The instructions and speakers – they were very good
- Lots - all different organisations involved, communication vital

Liked

- Food
- Presentation
- Honesty
- Opportunity to put our viewpoints
- Whole exercise worked well
- Good to share
- Community spirit
- Informality open forum
- The format of the day
- Relaxed format that encouraged discussion in an organised manner
- The format of the day
- Meeting other local people
- We ran + other agency involvement

- Organisation – well organised, refreshments and community atmosphere
- Agencies / bodies in place to take control
- About different organisations

To take

- More communication
- Involvement of whole town
- Involvement of environment agency
- How to contact in the future
- A lot of information and ideas. Enthusiasm.
- Idea on how I can support my neighbours and fellow residents
- Need to have a dry run to test the plan
- Lots of information to think about
- Further involvement
- Several ideas for improvement to Local Emergency Plan
- The knowledge that there are lots of people in and around the area who will help but are never asked to

Didn't like

- Police and NYCC not present at meeting.
- Low level of publicity for event
- A full Saturday meeting
- No Police presence
- Not having chance to introduce myself to the whole room
- Perhaps the day was a little on the long side
- Too long
- Lack of residents in attendance
- No 'real life' photos of what can happen
- No suppliers of protection equipment (grills etc...)

Actions

What?	Who?	When by?
Invite neighbouring Parish Councils to the meeting on Dec 2 nd	The Environment Council	By next meeting
Provide the details of the Parish Councils to TEC.	Roy Frith	By next meeting
Check timings of the Town Council meeting with Harry Nellis	Claire	18/11/08
Contact the Police	Roy Firth	By next meeting