MULTI AGENCY
FLOOD PLAN
EALING COUNCIL

Tentelow Lane, Southall, January 2002

www.ealing.gov.uk
Acknowledgements

Richmond Council
Document Control

This Multi Agency Flood Plan is prepared, maintained and updated by the Civil Protection Team.

The intended audience of this plan is to all Category 1 and Category 2 responders under the Civil Contingencies Act 2004 and key voluntary response organisations.

The Civil Protection Team will update this plan on an annual basis. However new risk assessment, lessons identified from incidents or exercises, restructuring of organisations or changes in key personnel should also prompt updates to the plan. Therefore all responders must advise the team of any changes in circumstances that may materially affect the plan in any way.

Any updates and modifications of this plan will be reviewed and approved by the following members of the Ealing Resilience Forum:

- London Fire Brigade
- Metropolitan Police Service
- Primary Care Trust
- Local Authority

The Civil Protection Team will give notification when there are amendments or revisions to the plan.

This document has been compiled in consultation with all members of the Borough Forum and the following: Environment Agency, London Ambulance Service, British Waterways and Utilities.

Plans are individually numbered to aid distribution control.
Distribution

This Multi Agency Flood Plan has been distributed to the following organisations:

- Metropolitan Police Service
- London Fire Brigade
- London Ambulance Service
- Ealing Council
- Ealing Primary Care Trust
- West London Boroughs
- London Resilience Team
- London Fire Brigade Emergency Planning
- Environment Agency
- British Waterways
- Transport for London
- West London Resilience Forum
**Version Control**

All changes will be tracked and marked by the Civil Protection Team.

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Details of Amendment</th>
<th>Approved by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov 09</td>
<td>Draft for Consultation</td>
<td></td>
<td>Chris Begley</td>
</tr>
<tr>
<td>March 10</td>
<td>Version 1</td>
<td>Additions from consultation</td>
<td>Chris Begley</td>
</tr>
</tbody>
</table>
Training and Exercising

It is essential to train responding officers in their roles and responsibilities before they need to use the plan in an exercise or actual event. Training should take place at appropriate intervals to maintain awareness and to inform responding officers of any amendments.

Exercising the plan and responding officers will identify areas of improvement and ensure that staff are able to deal with a flooding incident, should one occur. Exercises aim to validate the plans, train staff and test procedures.

Such exercises may be internal, or tied into other multi agency exercises. They should confirm the roles and responsibilities of responding departments/agencies, as well as the adequacy of communications, resources and equipment.

It is recommended this plan at operational and strategic levels is undertaken whenever there is a major revision, or at least every three years.

<table>
<thead>
<tr>
<th>Organiser</th>
<th>Exercise Title</th>
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</thead>
<tbody>
<tr>
<td>Date</td>
<td>Type</td>
</tr>
<tr>
<td>Relevant lessons/link</td>
<td></td>
</tr>
</tbody>
</table>
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Section 1  Introduction

Ealing Council is potentially vulnerable of flooding from the following sources:
- Surface water flooding
- Fluvial flooding from the River Brent and Grand Union Canal / Paddington Branch

Due to this potentiality a Multi Agency Flood Plan (MAFP) is needed. This plan covers the requirement for a multi agency response to a flood incident in the borough of Ealing. This plan does not have regard for actions to be taken during any other type of emergency. This plan will not include emergency contact numbers and activation arrangements which responding organisations already maintain. This plan does not supersede any other plan.

This MAFP includes a community-level assessment of flood risk, which includes risk from rivers, tides, reservoirs and defences. This plan does not include flood risks from foul sewage, burst water mains, and private lakes.

This plan covers a borough-based response; however floods will not have regard for political and administrative boundaries. As such this plan must be shared and liaison arrangements made with other neighbouring boroughs.

This plan will be reviewed on an annual basis. However new risk assessment, lessons identified from incidents or exercises, restructuring of organisations or changes in key personnel should also prompt updates to the plan. Therefore all responders must advise the Civil Protection Team of any changes in circumstances that may materially affect the plan in any way.
Section 2 Aims and Objectives

The aim of this MAFP is to provide a coordinated multi-agency response to mitigate the impact of a large-scale flood event in the borough of Ealing. It will provide guidance on a strategic multi-agency response to deliver the following objectives:

- Prepare key parts of the community susceptible to flooding through the provision of advice and information
- To prioritise the identification and required responses to protect the vulnerable within the community
- To support the Environment Agency in the provision of warnings to communities at flood risk, where technically feasible
- Manage precautionary actions to preserve life for the highest impact flood risks
- Provide accurate and timely information to public and local business on flood response
- Manage the wider impact of borough flooding events to reduce disruption to the utilities, communities and environment
- Lead recovery activity to support the recovery of community and business
- Maintain critical services within each organisation as part of business continuity arrangements
Section 3  The Risk of Flooding

Overview:

The topographical features of the borough of Ealing are higher ground levels towards the north and east of the borough with low ground from mid borough to the south and west.

Running north to south is the River Brent, with the Yeading Brook forming part of the borough boundary in the very west of the borough. The Grand Union Canal runs along the south of the borough, with the Paddington branch of the Grand Union running along the north of the borough to Greenford, at which point it turns south and joins the Grand Union Canal at Bull's Bridge, Southall. The River Brent acts as a feeder for the Grand Union Canal and the two join at Green Lanes, Hanwell, the River and Canal pass through Osterley and a further 3 locks before joining the tidal river Thames at Brentford Tidal Lock.

The borough of Ealing is potentially vulnerable to flooding from two sources: fluvial and surface water.

The danger of fluvial flooding in Ealing is as a result of freshwater flows in a tributary that exceeds the capacity of the channel. This can be due to a lack of defence, overtop of the defences, or through a breach in the defences during high flows caused by prolonged or intense rainfall. Ealing has two main sources of fluvial flooding and one minor source, these are:
Main: River Brent
   Grand Union Canal & Grand Union Canal Paddington Branch
Minor: Yeading Brook

Surface water flooding as a result of rainwater not being able to drain away at the rate at which it is accumulating can occur anyway in Ealing. Clearly flatter and low lying places are vulnerable, but these areas are not limited to river corridors or floodplains. The cause can be either a blocked drain or a very high intensity rainfall of the type most usually associated with thunderstorms. Both causes are relatively unpredictable and so may result in flooding with very little warning.

Flooding may also result from high river levels preventing the discharge of drains. Local circumstances may give rise to significant water velocities. Surface water flooding, when unaccompanied by fluvial or tidal flooding, is likely to trigger a major incident only when widespread occurrence causes significant traffic disruption or strains the response capability.

Ealing has a number of minor locations that historically have flooded due to surface water flooding, these are:
Horn Lane, Acton
Victoria Road / Wales Farm Road, North Acton
Hanger Lane Underpass
Lower Boston Road / Uxbridge Road, Hanwell

The West London Community Risk Register identifies that the risk rating for tidal flooding is high (however this is not relevant to Ealing borough) and fluvial flooding is very high.

**Flood Maps;**
Please see Annex D for copies of the Environment Agency maps, relating to the River Brent, Yeading Brook and Grand Union Canal flood plains and warning areas.
Section 4  Related and Interdependent Plans

There are a number of different plans and protocols relevant in preparing a local flood plan for Ealing. It is vital that it is understood how these plans fit with this Multi Agency Flood Plan. Rather than duplicate any of their content within this plan, areas will be clearly signposted.

<table>
<thead>
<tr>
<th>Title</th>
<th>Owned By</th>
</tr>
</thead>
<tbody>
<tr>
<td>London Flood Response Strategic Plan</td>
<td>LRT</td>
</tr>
<tr>
<td>LLAG and LLAC handbooks</td>
<td>LFB-EP</td>
</tr>
<tr>
<td>London Strategic Emergency Plan &amp; Associated Specific Plans</td>
<td>LRRF</td>
</tr>
<tr>
<td>LESLP Emergency Procedures Manual</td>
<td>LESLP Panel</td>
</tr>
<tr>
<td>London Flood Warning Plan for Greater London</td>
<td>Environment Agency</td>
</tr>
<tr>
<td>Emergency Plan</td>
<td>Ealing Council Civil Protection Team</td>
</tr>
<tr>
<td>Recovery Plan</td>
<td>Ealing Council Civil Protection Team</td>
</tr>
<tr>
<td>Met Office Severe Weather Warning</td>
<td>Met Office</td>
</tr>
<tr>
<td>BECC Manual</td>
<td>Ealing Council Civil Protection Team</td>
</tr>
<tr>
<td>Rest Centre Plan</td>
<td>Ealing Council Civil Protection Team</td>
</tr>
<tr>
<td>Business Continuity Plans</td>
<td>Ealing Council Civil Protection Team</td>
</tr>
<tr>
<td>Local Flood Warning Plan for London</td>
<td>Environment Agency</td>
</tr>
<tr>
<td>River Brent / Welsh Harp Reservoir Plan</td>
<td>British Waterways</td>
</tr>
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</table>
### Fitting Emergency Plans Together

<table>
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<th></th>
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</thead>
<tbody>
<tr>
<td>Area specific emergency plans</td>
<td>Local Flood Warning Plan for Greater London</td>
<td>Multi Agency Response Plan</td>
<td>Ealing Emergency Plan</td>
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</tr>
<tr>
<td>Thematic plans, guidance and arrangements</td>
<td>Multi Agency Flood Plan</td>
<td>Multi Agency Recovery Plan</td>
<td>Met Office Severe Weather Warning</td>
<td></td>
</tr>
<tr>
<td>Specific Organisational plans</td>
<td>Local Authority Plans: BECC Procedures Rest Centre Procedures IT Disaster Recovery Business Continuity</td>
<td>PCT Plans</td>
<td>Emergency Services Plans</td>
<td></td>
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<tr>
<td>Other Plans</td>
<td>Communications strategy Airwave manual</td>
<td>Health and safety documents</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
River Brent Flood Zone

Description: Fluvial Flooding from The River Brent

The location of the Flood Warning Area is 38/6 & 38/7, shown on Environment Agency maps TBC. Likely flood events in this flood warning area are going to be due to overtopping of defences or a breach in the defence line.

Key Vulnerable Infrastructure

<table>
<thead>
<tr>
<th>Infrastructure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ealing Hospital</td>
</tr>
<tr>
<td>Hanwell Viaduct</td>
</tr>
<tr>
<td>A4020</td>
</tr>
<tr>
<td>B455</td>
</tr>
<tr>
<td>B452</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>No. of properties at risk</th>
<th>No. of properties registered to Flood Warning Service</th>
<th>Return Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>9,212</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Frequency of Flooding Probability of Flooding Lead Time

<table>
<thead>
<tr>
<th>Flood Warning Level</th>
<th>Locations Affected</th>
<th>Warning Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flood Warning</td>
<td>Areas in Greenford, Hanwell and Gurnell Grove, sections of B455 &amp; B452, Ealing Golf Course, Perivale playing fields and Brent Valley Golf Course</td>
<td>Floodline Warnings Direct Park Rangers CommunitySafe text system</td>
</tr>
<tr>
<td>Severe Flood Warning</td>
<td>As Above</td>
<td>Floodline Warnings Direct Park Rangers CommunitySafe text system</td>
</tr>
</tbody>
</table>

Risk Assessment Refer to Emergency Preparedness, Annex 4d

| Likelihood | 2 |
| Impact     |   |
| Health     | 2 |
| Social     | 2 |
| Economic   | 2 |
| Environmental | 2 |

Final Risk Rating: Low
Ealing Flood Zone Maps: River Brent (North to South)

Map 1: North Circular, Park Royal

Map 2: A40, Pitshanger Park
Map 3: Perivale Golf Course

Map 4: Ruislip Road East, Greenford Ave
Map 5: Brent Lodge Park, Uxbridge Road.

Map 6: Trumpers Way, Hanwell
Yeading Brook Flood Zone

Description: Fluvial Flooding from The Yeading Brook

The location of the Flood Warning Area is 36/1, shown on Environment Agency maps TBC. Likely flood events in this flood warning area are going to be due to overtopping of defences or a breach in the defence line. Yeading Brooks lies outside of the borough boundary. There are no properties within the historical flood plan.

Key Vulnerable Infrastructure

None

<table>
<thead>
<tr>
<th>No. of properties at risk</th>
<th>No. of properties registered to Flood Warning Service</th>
<th>Return Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>N/a</td>
<td>N/a</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Frequency of Flooding</th>
<th>Probability of Flooding</th>
<th>Lead Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:100</td>
<td>1%</td>
<td>1 day plus</td>
</tr>
</tbody>
</table>

Flooding History

Not available: Land affected is farm land & playing fields

Flood Defences

Flood defence work has been the construction of a flood storage reservoir with a control flume on the watercourse, situated upstream of the A40 at Western Avenue. Local defences have also been constructed at Ruislip Gardens Station and include culvert replacement, bank raising and the Victoria Road Bridge reconstruction. Areas at risk of flooding are in Pinner and Ruislip, areas of the LB’s of Harrow and Hillingdon.

<table>
<thead>
<tr>
<th>Flood Warning Level</th>
<th>Locations Affected</th>
<th>Warning Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flood Warning</td>
<td>Farmland and playing fields</td>
<td>Floodline Warnings Direct</td>
</tr>
<tr>
<td>Severe Flood Warning</td>
<td>As Above</td>
<td>Floodline Warnings Direct</td>
</tr>
</tbody>
</table>

Risk Assessment

Refer to Emergency Preparedness, Annex 4d

<table>
<thead>
<tr>
<th>Likelihood</th>
<th>Impact - Health</th>
<th>Impact - Social</th>
<th>Impact - Economic</th>
<th>Impact - Environmental</th>
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<tbody>
<tr>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

Final Risk Rating: Low
Map 1: Yeading Brook, Boundary contact.

Map 2: Yeading Brook, South Ruislip
Grand Union Canal

**Description:** Fluvial Flooding from the Grand Union Canal & Paddington Branch

The Grand Union Canal runs along the south of the borough, with the Paddington branch of the Grand Union running along the north of the borough to Greenford, at which point it turns due south and joins the Grand Union Canal at Bull’s Bridge, Southall.

**Key Vulnerable Infrastructure**

Ealing Hospital, Hanwell Via-duct, Three Bridges Southall & Southall goods railway line, Supporting locks & weirs.

<table>
<thead>
<tr>
<th>No. of properties at risk</th>
<th>No. of properties registered to Flood Warning Service</th>
<th>Return Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>19</td>
<td></td>
<td>1 in 20 year</td>
</tr>
</tbody>
</table>

**Frequency of Flooding**

| 1:100 | 1% | 12 hours |

**Flooding History**

Grand union canal and Paddington branch has limited history of flooding or breaches, these are:

- The East Bank of the GUC overtopped in the 1977 floods and flooded into Green Lane, northern end of St Margaret’s Road and the Allotments adjacent to Green lane. The ground level at the junction of Greenlane and St Margaret’s Road is 11.6m whilst the flood level was recorded at 11.7mAOD
- In the 1992 floods, the GUC flooded due to the failure of the Hanwell Locks. The British Waterways depot at Brentford was flooded as a result of the flooding.

A breach may occur with extreme rain and a surge tide affecting the river Brent’s ability to dissipate into the Thames. The backlog could overfill the canal at locations.

**Flood Defences**

Manual and automatic sluice gates at fitted at locations along the river Brent and Grand union allowing water volumes to increase or decrease as required. There are a series of overflow weirs that control the water level between the ‘pounds’ (each individual section of canal between each of the locks).

**Flood Warning**

<table>
<thead>
<tr>
<th>Level</th>
<th>Locations Affected</th>
<th>Warning Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flood Warning</td>
<td>Hanwell Lock, St Margarets Road and Green Lane Hanwell.</td>
<td>British Waterways Park Rangers to local residents</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Community Safe text system</td>
</tr>
<tr>
<td>Severe Flood Warning</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Risk Assessment**

Refer to Emergency Preparedness, Annex 4d

<table>
<thead>
<tr>
<th>Likelihood</th>
<th>Health</th>
<th>Social</th>
<th>Economic</th>
<th>Environmental</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

Final Risk Rating: Low

No flood zone maps available for Grand Union Canal
Figure 4

Description: Surface Flooding

Surface water flooding as a result of rainwater not being able to drain away at the rate at which it is accumulating can occur anyway in Ealing. Clearly flatter and low lying places are vulnerable, but these areas are not limited to river corridors or floodplains. The cause can be either a blocked drain or a very high intensity rainfall of the type most usually associated with thunderstorms. Both causes are relatively unpredictable and so may result in flooding with very little warning. With extreme rain these occurrences may happen 2 or 3 times per year, with flooding dispersing after rainfall has stopped.

Key Vulnerable Infrastructure

Road and highway network, low lying rail track. Ealing Hospital, A4000, A40 (Hanger Lane underpass), A4020 junction A3002

<table>
<thead>
<tr>
<th>No. of properties at risk</th>
<th>No. of properties registered to Flood Warning Service</th>
<th>Return Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Frequency of Flooding  Probability of Flooding  Lead Time
1/1                     30%                        30 minutes

Flooding History

Minor flooding at or under pavement level has occurred at the flowing locations due to extreme or unseasonal rain fall:
Horn Lane, Acton
Victoria Road / Wales Farm Road, North Acton
Hanger Lane Underpass
Lower Boston Road / Uxbridge Road, Hanwell
Norwood Green

Flood Defences

Drain maintenance program

<table>
<thead>
<tr>
<th>Flood Warning Level</th>
<th>Locations Affected</th>
<th>Warning Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flood Warning</td>
<td>Farmland and playing fields</td>
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</table>

Risk Assessment

Refer to Emergency Preparedness, Annex 4d

<table>
<thead>
<tr>
<th>Likelihood</th>
<th>Impact - Health</th>
<th>Impact - Social</th>
<th>Impact - Economic</th>
<th>Impact - Environmental</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

Final Risk Rating: Low

No flood zone maps available for surface flooding
Section 5  Communication Plan

Communication will be vital in helping the response to any major flooding event. Ealing has a Multi – Agency Category 1 Media and Communication Strategy, this is activated when one of the partners declares an emergency incident or when a rising tide incident is developing which may have a number of hours lead in time. The Local Authority as part of the above plan maintains a contact list for all media and communications staff and contact details for all local and national media organisations.

Cross Boundary Mutual Aid
Where an incident has resulted in the BECC being activated the Media and Communications Team will work with partner Local Authorities and agencies, in particular the Metropolitan Police, to deliver a clear and unified multi-agency statement and regular follow ups including well into the recovery phase. All the West London boroughs are signed up to a mutual aid agreement.

Media
Ealing has a joint Multi-Agency Category 1, Media and Communication Strategy. As per this strategy the Local Authority and Police Media and Communications Teams will ensure there is a single message in relation to the response. Where other agencies are involved, their view on the media strategy will need to be considered. The Local Authority will usually take the lead media role in relation to recovery from the incident.

General Public
Information leaflets can be found on the Environment Agency website (and in Annex A of this document) which give guidance on before, during and after flooding. The Environment Agency states that anyone who is at risk of flooding is advised to develop a flood plan and make sure everyone is aware of what to do should the need arise to use it.

In the instance of a severe flooding event the Metropolitan Police, in consultation with Ealing Council, with provide up to date and consistent information on CommunitySafe. The Council website will be important for these messages. Messages will also be sent to residents who have registered with Ealing Community Safe, the councils warn and inform system.

Public Helpline
The Environment Agency has a 24hour telephone information service called Floodline. Contact details of this service can be found in the Environment Agency leaflets in Annex A. Customers trying to call the council should call the council contact centre number. Given the severity of the incident, the council may establish a help or information line to assist. Ealing Council has an information line used for emergency incidents to provide information to staff, residents and businesses.
**Faith/ Minority Groups**
Where necessary faith groups and minority groups may be asked to assist with communications to their communities, such as radio stations for the Muslim population. This will enable appropriate religious and ethnic community leaders to ensure warning and informing messages are passed to the community and to ensure customs and beliefs are respected. This alert cascade will be activated when either of the following has been received:

- A Met Office severe weather warning
- Environment Agency Flood Warning
- Reports of flooding from the public

The alert will be issued to the following community and faith groups to cascade to all users and groups:

- Ealing Community Voluntary Services
- Southall Alliance
- Area Dean – lead faith responder

**Door Knocking**
Literal door knocking may not be successful due to constraints on time and staff. Therefore we cannot confirm that Ealing Council will knock on the doors in the flood zone areas. Due to staff constraints if we choose to undertake door knocking we may do so by knocking on one door of a road and asking those persons to inform the rest of their street. We may prioritise vulnerable persons (if applicable) in a flood zone area. We suggest that those people in flood zones sign up to the Environment Agency’s Floodline Warnings Direct as they will then be informed of any potential threats.

The only time door knocking will certainly be used is to communicate with vulnerable people in circumstances of a public network failure.

Other forms of communication that may be used are:

- Loudspeaker
- Media
- Signs

**Public Network Failure**
This plan does not take into account a public network failure but should the public network fail contingency arrangements can be implemented by the Civil Protection Team. If the public network failed, the police have use of airwave radios, as do the local authority and the fire brigade.

Contact details for key personnel are held by the key responding agencies.
Ealing also has a radio network covering the borough, this system can be utilised for emergency incidents, by emergency teams and those required to give local information by door knocking or loud hailers.

Contingency arrangements:
- Airwaves Radio system
- Satellite Telephone
- Borough Analogue Radio Network
- Borough Digital Radio Network

Multi Agency Response (Emergency Alerting Supplement)
Whilst each agency holds the contact details for its partner agencies, Ealing Council produces a quarterly document with all the contact details of all emergency staff and key personnel. This document is used as the only source of contact details and is cascaded to key staff, the Borough Emergency Control Centre and out of hours service.

From August 2010 Ealing Council will also produce a Borough Emergency Alerting Supplement, which will contain the contact details of category 1 responders within the borough.
Section 6 Plan Activation-Thresholds & Triggers

Planning Assumptions
It is important to be clear about the planning assumptions that are being used by everybody to ensure consistency in approach. The definitions of such assumptions are listed below:

Tidal Flood Warning:
Assume approximately 2-12 hours warning of flooding. This does not take into account breaches in existing defences where there is likely to be no warning. Assume approximately 6 hours warning for overtopping of tidal defences.

Fluvial Flood Warning:
Assume approximately 2 hours but for many areas there may be little or no warning.

Surface Water:
Assume no warnings from the Environment Agency. Potential Met Office warnings of heavy rainfall but timescales are unpredictable.

Breaches:
Can be categorized as ‘immediate impact’. Breaches will lead to a Severe Flood Warning and have the potential to constitute a Major Incident.

Water Rescue:
Assumes the use of only emergency services’ boats, helicopters and high-clearance vehicles (not self-presenting voluntary operators whose standard of training and equipment are unknown).

Infrastructure:
This plan does not take into account damage or failure of power stations, roads and rail links specifically.

On receipt of a Flood Watch responding agencies should monitor the weather and weather warnings. On receipt of a Fluvial Flood Warning or a Severe Flood Warning this plan should be activated.

Information about each of the Environment Agencies flood risk definitions can be found at the following website: http://www.environment-agency.gov.uk/homeandleisure/floods/31618.aspx

Trigger Points for Plan Activation
The flood plan will require activation:
- On receipt of an Extreme Rainfall Alert for the borough area
- On receipt of a fluvial flood warning
- On receipt of a Severe Flood Warning
On receipt of a Severe Weather Warning from Met Office
There is indication that flooding is about to or is occurring
The Civil Protection Team is informed top down to activate their Flood Plan

Overall responsibility for activating the flood plan will lie with either the Police or Civil Protection Team dependent on this being a 'rising tide' or emergency incident. They will then contact other responding agencies/communities as appropriate. A phased approach will then occur as different agencies would respond in different ways at varying stages. Roles and responsibilities for all agencies are outlined in section 7. Alternatively activation could occur from the Borough Emergency Controller if the Borough Emergency Control Centre (BECC) is open.

Plan Activation
Upon activation of the above plan the alerting / activation procedures in the Borough Major Emergency Plan, will be followed and all responding emergency teams, partner agencies and resources put on standby or deployed. Standard operating procedures will then be followed to alert all voluntary / community / faith groups who can assist in the incident.

Plan activation is a full level response, at present Ealing does not use a sliding level of response.
Section 7  Actions, Roles and Responsibilities

Response to a flooding incident will require a multi-agency response and liaison with all blue light services, the environment agency and other stakeholders as required. Upon activation of the plan all relevant organisations should be notified and meet at a pre-arranged safe rendezvous point (RVP) to establish the multi agency coordinating group. Unless stated otherwise the RVP is at the BECC. The local authority will establish the BECC.

Should a major incident be declared the Police will chair any silver and gold meeting in response to the flood incident with input from all responding agencies. If search and rescue activities are being undertaken the chair will stay with the Police but the LFB will advise.

Escalation of response

A major incident will be declared if the incident requires implementation of special arrangements by one or more of the emergency services and will generally include the involvement, either directly or indirectly, of large numbers of people. For example:

- Rescue and transportation of a large number of casualties
- Large scale combined resources of Police, LFB and LAS
- Mobilisation and organisation of the emergency services and support services

If a major incident is declared a Silver Coordinating Group will be established, with Borough Gold being established as required. Representatives from the following organisations should be contacted and attend silver meetings

- Metropolitan Police
- London Fire Brigade
- London Ambulance Service
- Ealing Council
- Other specialist advisors
  - e.g. PCT
  - Environment Agency
  - Red Cross etc

A template situation report and silver coordinating group agenda can be found in annex C.

Further escalation

A larger incident may involve the activation of London’s Strategic Coordination Group (SCG) that would have Police lead as Gold during the response phase and would involve activation of the London Strategic Flood Response Plan.
In these circumstances our primary objective would be to inform the LLACC that we have activated our BECC. In addition to this, where possible, we would inform the LRT and LFB-EP of this activation in terms of a flooding incident.

Health and Safety Considerations

Health and safety considerations and information for responders are held by each of the responding agencies. These considerations are not in this plan; responders needing more information should speak to their own agency.

Health and safety information for the public can be found in the Environment Agency leaflet that can be found in Annex A.

Roles and Responsibilities

The different agencies responding to a flood event will carry out their duties as stated in the LESLP Procedure Manual (with focus on Annex E of said document). The following pages state the different responding agencies responsibilities with regards to a flood event.

Metropolitan Police Service (MPS)

LESLP Guidance states the MPS have the following responsibilities:

- Saving of life
- Coordination of the emergency services, local authorities and other organisations
- Secure, protect and preserve the scene and control sightseers and traffic through the use of cordons
- Investigation of the incident and obtaining and securing of evidence
- Collection and distribution of casualty information
- Identification of the dead on behalf of HM Coroner
- Prevention of crime
- Family liaison
- Short term measures to restore normality
- In the event of warning and informing communities at risk of flooding not being effective, where practicable, assistance will be given

When the MAFP is activated, if it is not a Major Incident the MPS will liaise with the local authority and other responding services; if it is a Major Incident, the MPS will lead the response and organise Silver Meetings.

London Fire Brigade (LFB)

LESLP guidance states the LFB have the following responsibilities:

- Live saving through search and rescue
• Fire fighting and fire prevention
• Rendering humanitarian services
• Detection, identification, monitoring and management of hazardous materials and protecting the environment
• Provision of qualified scientific advice in relation to HAZMAT incidents via their scientific advisors
• Salvage and damage control
• Safety management within the inner cordon
• To maintain emergency service cover throughout the LFB area and return to a state of normality at the earliest time
• In a flood event assistance may be given with pumping operations, depending on the situation, with priority being given to calls where flooding involves a risk to life, or fire or explosion and to calls from hospitals, residential homes for the elderly, public utilities and food storage depots

When the MAFP is activated, and it is a Major Incident, the LFB will attend meetings and liaise with other agencies to prioritise their response.

**London Ambulance Service (LAS)**

LES LP guidance states the LAS have the following responsibilities:
• Save life
• Provide treatment, stabilisation and care of those injured at the scene
• Provide appropriate transport, medical staff, equipment and resources
• Establish an effective triage sieve, triage sort system and to establish a safe location for casualty clearing
• Provide a focal point at the incident for all NHS and other medical resources
• Provide communication facilities for NHS resources at the scene, with direct radio links to hospitals, control facilities and any other agency as required
• Nominate and alert the receiving hospitals
• Provide transport to the incident scene for the Medical Incident Officer (MIO), mobile medical/surgery teams and their equipment
• Arrange the most appropriate means of transporting those injured to the receiving and specialist hospitals
• Maintain emergency cover throughout the LAS area and return to a state of normality at the earliest time
• Act as a portal into the wider health services including the Health Protection Agency Regional Health Emergency Planning Advisors, and that in the event of a CBRN incident advise on the convening of the Health Advisory Team (HAT) which will be able to advise and lead as far as health advice is concerned
• In a flood event the LAS may become involved in the evacuation of vulnerable persons and supporting the local authority
• It should be noted that the LAS does not possess any waterborne response capability

**British Transport Police**

BTP is the police force for the railways, providing a policing service to rail operators. They have a responsibility to deliver a safe railway that is free from disruption and the fear of crime.

When the MAFP is activated the BTP will liaise with other agencies, assisting with evacuation of premises if necessary, paying particular attention to vulnerable people, and assisting in securing premises.

BTP will be considered as a member of the Recovery Team.

**Ealing Primary Care Trust (Ealing PCT)**

Ealing PCT has a responsibility to maintain clinical services across the borough. It has a responsibility to maintain its emergency plans, including building flood plans, and business continuity plans.

When the MAFP is activated the PCT will:

• Follow internal escalation procedures
• Link with Local Authority with regard for identifying vulnerable people
• Link with LAS with regards to potential primary care evacuation
• See assistance from emergency responders should evacuation be required
• Inform Health Care organisations at risk to invoke appropriate business continuity measures
• In liaison with the Health Protection Unit, brief incident controls and general public on the health risks associated with the flooding incident
• Once flooding has receded the PCT will obtain statistics of human cost to inform borough wide plans. The PCT will be involved with the Recovery Group.

**Environment Agency (EA)**

The EA are the lead public body for protecting and improving the environment. They have a responsibility to maintain their flood defences and collect flood data for historical records and to enhance future mapping. They have a responsibility to issue alerts of a flood event (not surface water flooding). Once flooding has receded they will repair their damaged defences.
**Met Office**

The Met Office offers an emergency support service to local authorities. It can give advice from teams of Met Office forecasters, specialist scientists and advisors, on the interpretation and impact of the weather during an emergency. This service is coordinated through the Met Office’s team of regionally-based Public Weather Service (PWS) Advisors who can be called upon to provide advice at a strategic command and control centre. This service is provided to aid the work of incident management teams in dealing with a variety of environmental emergency situations such as flooding, chemical release, radiological incidents, large fires, biological hazards and storm tides.

To access the service during an incident email emergencysupport@metoffice.gov.uk. If you have not received a response within 1 hour contact the Met Office Customer Centre. You will be provided with a hyperlink, username and password to enable you to access the service. You do not need to take any further action unless an incident occurs.

**Health Protection Agency**

In the event of major floods, the HPA works with local agencies, including the NHS, police, local government and Environment Agency to provide expert advice on protecting the health of the local community, particularly from microbiological and chemical hazards. Their local Health Protection Units, liaising with national colleagues who specialise in environmental hazards, infectious diseases and emergency planning, can provide a focal point for health protection advice to local responders and the public.

**Port of London Authority (PLA)**

The PLA feel a severe flood is very unlikely thanks to the Thames Barrier and therefore do not have a specific flood plan.

In the case of a severe prolonged flood, priority would be Safety of Navigation and ‘loose’ boats would require to be secured, if it was safe to do so.

**Royal National Lifeboat Institute (RNLI)**

Specific involvement in flood rescues will be coordinated through the MCA in direct relation to direct 999 calls. If whole streets have been flooded a more systematic searching of properties may be required and RNLI requested to assist.

**National Grid**

The National Grid has a responsibility to maintain its supplies to its customers.
When the MAFP is activated the National Grid will cooperate with the responding agencies to isolate supplies and make safe as necessary. They will reconfigure suppliers where possible and invoke mutual aid plans.

When flooding has receded they will re-establish supplies and return to service as usual.

**EDF Energy Network**

EDP Energy Network is responsible for the electricity distribution network. They have a responsibility to operate and manage a safe electricity network and then after a flooding event to restore to normal the electricity network as quickly and safely as possible after flooding.

If distribution plant and equipment, cables and lines are damaged by flood water then once the flood waters recede they will carry out works to restore supplies and carry out repairs as quickly and safely as possible.

**British Telecom**

When the MAFP is activated BT will liaise with responding agencies. All actions will be managed through their Incident Management Response. Customer service prioritisation is an important part of the process to ensure ongoing communications.

**Thames Water**

Thames Water will respond to reports of foul sewage flooding and any of their infrastructure at risk

**Transport for London**

When the MAFP is activated TfL will liaise with responding agencies and coordinate their response with the agencies. They will negotiate with the other agencies as to how diversion routes will be implemented. TfL will also liaise with MPS to determine a joint response under the Benbow scheme.

**Red Cross**

The Red Cross would be asked to assist by both Ealing Council and the London Ambulance Service.

They can offer help to the LAS by:
• Ambulance support for low category 999 calls
• Patient transport services to assist with evacuations

They can offer help to the local authority by:
• Rest Centre emotional support
• Rest Centre equipment
• Rest Centre clerical and paperwork support
• Movement of vulnerable groups to Rest Centres
• Temporary accommodation and movement to Rest Centres (via ERU)
• Door to door vulnerability checks – as in Gloucester floods
• Food parcel delivery – as in Gloucester floods

Ealing Council

LESLP guidance states the local authority have the following responsibilities:
• Providing support for the emergency services
• Providing support and care for the local and wider community
• Using resources to mitigate the effects of an emergency
• Leading the recovery stage
• Local authorities have a statutory duty to have arrangements in place to respond effectively to an emergency. This includes:
  - Maintaining normal day-to-day services to the local community during a major incident
  - Employing emergency planning officers who are able to plan for and coordinate the local authority response to such events

During the recovery period and the return to normality the LA will draw upon a wide range of skills and resources drawn from its day-to-day operations such as:

• Technical and engineering advice
• Building control
• Highways and services
• Public health and environmental issues
• Provisions of reception centres
• Rehousing and accommodation needs
• Transport
• Social services
• Psychosocial support
• Helplines
• Welfare and financial needs

The council is also responsible for the following environmental issues:
**Animal Carcasses:**
The council would be responsible for the disposal of animal carcasses found on council property. Domestic animals would be the responsibility of the owner.

**Personal Property:**
The council should facilitate recycling and waste collection for flood damaged goods as part of its emergency response and recovery.

**Silt:**
The council will take responsibility for clearing silt on public land but not on private property.

**Contaminated Sandbags:**
The council will dispose of its own contaminated sandbags, but due to the council’s policy not to provide sandbags to the public, the council will not be held responsible for personal sandbags.

When notice is received of potential flooding, notice should be sent to the Chief Executive, Council Leader, Deputy Leader and affected Ward Councillors via email. They should be kept informed throughout any flood event.

Council employees should be kept up-to-date with any flood event, and this can be done through the frequent updating of the intranet and all staff emails. Out of hours it may be necessary for service managers to contact their staff at home to update them on the incident and regarding the need for them to support or maintain the continuity of service provision.

Please note the local authority can call a major incident.
Section 8  Vulnerable People

The guidance Emergency Preparedness states that it is not easy to define in advance and for planning purposes who are the vulnerable people to whom special consideration should be given in plans. Those who are vulnerable will vary depending on the nature of the emergency. It then states that for planning purposes there are broadly three categories that should be considered:

- Those who, for whatever reason, have mobility difficulties, including people with physical difficulties or a medical condition and even pregnant women
- Those with mental health difficulties
- And others who are dependent, such as children.

Below is a list of those identified to hold information on potentially vulnerable people:

- Local Authority
  - Social Security
  - Childrens Services
  - Community Safety Teams
  - Housing and Partner Organisations
  - Transport
- Utilities
- Voluntary Sector
- Health
  - GP’s
  - Pharmacists
  - PCT
  - Mental Health Trust
  - Acute Hospitals
  - Independent Health

The most up to date vulnerable peoples lists can be obtained 24 hours a day from trained Council staff. The Civil Protection Team have contact details of these staff.
Section 9  Key Infrastructure

Key sites and infrastructure in Ealing. Below lists example locations, but is not an exhaustive list:

- Police stations
- Fire stations
- Hospitals/ A & Es
  Ealing Hospital.
- Local Authority offices/ depots
- Transport links
  A40
  A4000
  A4020
  A3002
  B455
  B452
  St Margaret’s Road
  Green Lane
  Southall Goods Railway line
  Hanwell Via duct.
Section 10  Evacuation and Sheltering of People

Evacuation is by no means an easy option and may not be the safest option for the majority of those potentially at risk. It may be safer to advise people to seek refuge in the upper storeys of a building rather than run the risk of being overcome by the flood waters.

The decision to evacuate an area affected by the flooding will be the responsibility of the police. However evacuation will prompt council action around providing a Rest Centre, if not already set up, and the transportation of evacuees. It will be for the Incident Controller to make decisions regarding support to be given to those persons who refuse to be evacuated.

Further information on the evacuation process and transportation of evacuees can be found in the Generic Emergency Plan. Further information on the sheltering of evacuees and procedures can be found in the West London Rest Centre Plan. Contact details for transport contractors to assist in an emergency are held by the Civil Protection Team.

Evacuation routes and traffic management arrangements are not specified in this plan as these arrangements will depend on the flood situation itself. However, evacuation routes and traffic management will be discussed in the initial phases of the response.
Section 11 Recovery

The purpose of providing recovery support is to assist the affected community towards management of its own recovery. It is recognition that where a community experiences a significant emergency, there is a need to supplement the personal, family and community structures that have been disrupted.

The recovery phase of a flooding incident must begin as soon as practicably possible and run alongside flood response operations. Following the end of the emergency response phase to a flooding incident, the BECC will decide when it is appropriate to stand down. At this point control will officially be handed back to departments to run as ‘business as normal’ or to the designated recovery team as required.

Recovery is more than simply the replacement of what has been destroyed and the rehabilitation of those affected. It is a complex social and developmental process rather than just a remedial process. The manner in which recovery processes are undertaken is critical to their success. Recovery is best achieved when the affected community is able to exercise a high degree of self determination.

Common issues following flooding include:
- Clean up and waste disposal
- Repairs to public infrastructure-schools, buildings, roads, bridges
- Restoration of power, communications and water
- Domestic and business insurance needs
- Displaced businesses
- Humanitarian assistance needs including
  Homeless/displaced residents
  Psychological impacts
- Environmental impacts

Please refer to the Multi Agency Recovery Plan held by the Civil Protection Team for further details on recovery.

It should be noted that the recovery phase may last longer than the response phase.
Annex A  General Public Advice

Ealing Council recommends that the public make use of the Environment Agency and the HPA’s advice

Environment Agency
The Environment Agency has various leaflets of advice
- Preparing for a flood
- During a flood
- After a flood

These leaflets can be found on the Environment Agency’s website, in PDF format and in an audio version.

The Environment Agency also provides:
- A map which identifies areas at risk of flooding (top right hand corner)  
  http://www.environment-agency.gov.uk/business/topics/flooding/default.aspx

- Information on flooding for businesses
  http://www.environment-agency.gov.uk/business/topics/flooding/default.aspx

- Flood Warnings
  A free service that provides flood warnings direct by phone, mobile, email, SMS text message, fax or pager. The number is 0845 988 1188.

HPA

The HPA has a list of Frequently Asked Questions available on its website.  
These can be found at:  

Ealing Council does not issue sandbags to residents or businesses for defence of property.
Annex B  Evacuation guidance

Emergency Evacuation
Should an emergency evacuation be required, public announcements using loudhailers or speaker systems may be used. This is an example of a loudhailer announcement, should evacuation be required:

“Flooding of (insert area) is possible within the next few hours. The authorities are considering evacuating residents from properties in (specify roads / etc). If you occupy property in any of these locations you should make preparations now for a possible evacuation.”

Evacuation Records
Premises marking (extract from the London Flood Response Strategic Plan)

NB: Legal issues with markers may not be well received by some owners. If used, the code used must not be placed in public facing copies of the plan as it alerts people with criminal intent.

<table>
<thead>
<tr>
<th>Premises Marking Aide Memoir</th>
</tr>
</thead>
<tbody>
<tr>
<td>S</td>
</tr>
<tr>
<td>E</td>
</tr>
<tr>
<td>O</td>
</tr>
<tr>
<td>T</td>
</tr>
<tr>
<td>X</td>
</tr>
<tr>
<td>M</td>
</tr>
<tr>
<td>+</td>
</tr>
<tr>
<td>&gt;</td>
</tr>
</tbody>
</table>

Markings should be:
- As large as possible (to assist quick observation / identification from the street)
- Displayed on the left side of door
- In chronological order – top to bottom
- As close as possible to eye level
- Clearly visible to a person observing the premises from the front or normal side of approach
- By wax crayons or similar waterproofing marking
Example of a check record

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>Use rear of form for any additional information like babies/infants, pets, guide/hearing dogs, walking aids, non English speaking etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Town/Sector (Area of search)</td>
<td>Ealing Town W5 2AB</td>
</tr>
<tr>
<td>Street of multi-occupancy Premises Checked</td>
<td>Longfield Avenue</td>
</tr>
<tr>
<td>Date/Time Checked</td>
<td>10/10/10 / 18:30</td>
</tr>
<tr>
<td>Team Ref./Officer Completing</td>
<td>B Team / Mr D Wootton</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Property No. or Name</th>
<th>Last Marking Symbol on Premises or ‘None’</th>
<th>Number in premises</th>
<th>Names</th>
<th>Vulnerable Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beckles cottage</td>
<td>None</td>
<td>2</td>
<td>Mr Harry Brown Mrs Lily Brown</td>
<td>N N Y - blind</td>
</tr>
<tr>
<td>25</td>
<td>S</td>
<td>3</td>
<td>Mr David Jones Mrs Tina Jones Miss Laura Jones</td>
<td>N N N</td>
</tr>
</tbody>
</table>
Annex C  Template Silver Coordinating Group
Agenda

This template can be used as an actual agenda, virtual agenda or a checklist for agencies.

- Introductions

- Situation report on current flood risk
  - River flooding Environment Agency
  - Surface water flooding Local Authority

- Potential impact assessment to include
  - Extent of potential flooding and approximate depth, speed and cause
  - Request impact maps to be compiled
  - Vulnerable people and vulnerable site lists
  - Total number of residents, businesses, transient population in affected area
  - Critical infrastructure sites within flood zones to be identified
  - Liaise with utilities on areas of possible/likely disruption

- Traffic management plan
  Potential evacuation routes (pedestrian/road)

- Location of emergency shelters as required clear or risk area

- River safety issue

- Environmental impact assessment

- Environmental Health Teams

- Utilities

- Environment Agency

- Health Protection Agency

- Port of London Authority

- Water contaminants

- Location of industrial sites in flooded areas

- Flood mitigation methods (sandbags/barriers)
- Areas currently protected
- Areas requiring protection

- Escalation policies/ procedures

- Forecasting of weather conditions

- Public information required
  - Information to be provided by each agency
  - Methods/ channels to be used
  - Media management
Annex D  Environment Agency Maps of River Brent flood plains

1. River Brent: Greenford to Brentford
   Drawing number 38/7 (1 of 2) Map 4
2. River Brent: Greenford to Brentford
Drawing number 38/7 (2 of 2) Map 4
3. River Brent: Brent Reservoir to Alperton
Drawing number 38/6 (2 of 2) Map 4
4. Yeading Brook West: Pinner to Ruislip

Drawing number: 36/1 (1 of 2) Map 4
5. Grand Union Canal and Paddington Branch

OS Map.
### Annex E  Glossary of Terms

<table>
<thead>
<tr>
<th>ABBREVIATION</th>
<th>TERM</th>
</tr>
</thead>
<tbody>
<tr>
<td>AOD</td>
<td>Above Ordinance Datum</td>
</tr>
<tr>
<td>BECC</td>
<td>Borough Emergency Control Centre</td>
</tr>
<tr>
<td>BTP</td>
<td>British Transport Police National Police Force for the railways</td>
</tr>
<tr>
<td>BRONZE</td>
<td>Operational Bronze will control and deploy the resources of their respective service within a geographical sector or specific role and implement the tactics defined by Silver</td>
</tr>
<tr>
<td>CNI</td>
<td>Critical National Infrastructure</td>
</tr>
<tr>
<td>CBR(N)</td>
<td>Chemical Biological Radiological (Nuclear)</td>
</tr>
<tr>
<td>DH</td>
<td>Department of Health</td>
</tr>
<tr>
<td>DEFRA</td>
<td>Department for Environment, Food and Rural Affairs</td>
</tr>
<tr>
<td>EA</td>
<td>Environment Agency</td>
</tr>
<tr>
<td>GOLD</td>
<td>Strategic Level Gold is the commander in overall charge of each service, responsible for formulating the strategy for the incident. Each Gold has overall command of the resources of their organisation, but delegate tactical decisions to their respective Silver(s)</td>
</tr>
<tr>
<td>GO</td>
<td>Regional Government Office</td>
</tr>
<tr>
<td>HPA</td>
<td>Health Protection Agency</td>
</tr>
<tr>
<td>HSE</td>
<td>Health and Safety Executive</td>
</tr>
<tr>
<td>HA</td>
<td>Humanitarian Assistance</td>
</tr>
<tr>
<td>LALO</td>
<td>Local Authority Liaison Officer</td>
</tr>
<tr>
<td>LAS</td>
<td>London Ambulance Service</td>
</tr>
<tr>
<td>LESLP</td>
<td>London Emergency Services Liaison Panel</td>
</tr>
<tr>
<td>LFB</td>
<td>London Fire Brigade</td>
</tr>
<tr>
<td>LLACC</td>
<td>London Local Authority Coordination Centre</td>
</tr>
<tr>
<td>LRF</td>
<td>London Resilience Forum</td>
</tr>
<tr>
<td>LRT</td>
<td>London Resilience Team</td>
</tr>
<tr>
<td>MAFP</td>
<td>Multi Agency Flood Plan</td>
</tr>
<tr>
<td>MCA</td>
<td>Maritime and Coastguard Agency</td>
</tr>
<tr>
<td>MPS</td>
<td>Metropolitan Police Service</td>
</tr>
<tr>
<td>PCT</td>
<td>Primary Care Trust</td>
</tr>
<tr>
<td>PPE</td>
<td>Personal Protective Equipment</td>
</tr>
<tr>
<td>RCG</td>
<td>Recovery Coordinating Group</td>
</tr>
<tr>
<td>SCG</td>
<td>Strategic Coordinating Group</td>
</tr>
<tr>
<td>SFRA</td>
<td>Strategic Flood Risk Assessment</td>
</tr>
<tr>
<td>SILVER</td>
<td>Tactical Silver will attend the scene, take charge and be responsible for formulating the tactics to be adopted by their service to</td>
</tr>
</tbody>
</table>
achieve the strategy set by Gold. Silver should not become personally involved with activities close to the incident, but remain detached

<table>
<thead>
<tr>
<th>SOP</th>
<th>Standard Operating Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSSI</td>
<td>Site of Special Scientific Interests</td>
</tr>
<tr>
<td>TfL</td>
<td>Transport for London</td>
</tr>
</tbody>
</table>

For further information about any of the above abbreviations please email civilprotection@ealing.gov.uk