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Northumbria Local Resilience Forum

Multi-Agency Generic Reservoir Flooding Off Site Plan

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DOCUMENT CONTROL AND DISTRIBUTION

The Generic Off-Site Plan is maintained by Northumberland County Council as lead Local Authority. All users are requested to advise this local authority of any change in circumstances that may materially affect this Plan.

The Plan is distributed in accordance with the list in section 3. The Plan will be subject to review in conjunction with the Northumberland Flood Action Plan; every 6 months with a full revision on an annual basis to ensure the accuracy of the information held within it.

Details of changes are to be sent to Northumberland County Council Civil Contingencies Team at eplan@northumberland.gov.uk

This Plan is predicated upon the existence and maintenance by Category 1 and 2 responders and other responding agencies of their own plans and procedures for a response to an Off-Site Reservoir Flooding Emergency.

Document Version:

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1.2	May, 2011	NCC CCT	Complete
2.0	June 2015	NCC CCT	Revised / updated

Important

The outline reservoir flooding maps for the reservoirs in the Northumbria Local Resilience Forum area are accessible via the Environment Agency Website and are not reproduced in this Plan

Copies of more detailed maps are held on the Resilience Direct information sharing system but are **Official - Sensitive** and **not available** for public access.

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- 3) The information contained in these maps DOES NOT in any way reflect the structural integrity or likelihood of failure of the dams.

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- 4) These maps give an indication only of the areas that may be flooded if the dams completely failed. They are based on a simplified modelling approach. Actual reservoir failure may give rise to conditions (flooded areas, flood depth, extent, velocity, hazard, and timing) which vary from those indicated.
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GLOSSARY	
CCT	Civil Contingencies Team (Northumberland)
ECAP	Emergency Community Assistance Plan (Northumberland)
HE	Highways England
HVP	High Volume Pump
LA	Local Authority
MIP	Major Incident Plan
MBC	Media Briefing Centre
N E A S	North East Ambulance Service
NHS (E)	National Health Service England
NFRS	Northumberland Fire and Rescue Service
NLRF	Northumbria Local Resilience Forum
PHE	Public Health England
PIZ	Public Information Zone
RD	Resilience Direct
RC	Rest Centre - Premises where evacuees are sheltered until they can return home or make their own arrangements.
Reception Centre	A temporary assembly point for people who have been evacuated and/or an identified collection point for transportation to a rest centre.
RCG	Recovery Coordinating Group
RVP	Rendezvous point
SCG	Strategic Co-ordinating Group
SWR	Swift Water Rescue
Supervising Engineer	Supervises the operation and maintenance of the reservoir at all times, unless the reservoir is under construction.
TCG	Tactical Co-ordinating Group
TWFRS	Tyne and Wear Fire and Rescue Service
Undertaker	Reservoir owner, manager or operator

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SUMMARY EMERGENCY RESPONSE STAGES

TASK	LEAD RESPONDER	PLAN REF
PHASE 1: Standby		
<ul style="list-style-type: none"> Initial alert Notification of lead department EA and Supervising / Panel Engineers Be prepared to notify Police / Local Authority on advice from Engineer Notify partners and agencies as necessary. Consider implementation of LA ECAP/Major Incident Plan. Consider Warning and Informing residents in PIZ. Be prepared for evacuation. Be prepared to activate Rest Centre(s) . Identify and warn potential rest centre locations. 	<ul style="list-style-type: none"> Undertaker Undertaker Police / LA LA LA Police / LA Police / LA LA 	<ul style="list-style-type: none"> 6.2 6.2.1 6.3.1 6.4.2 6.4.2 5.5 5.6 5.9
PHASE 2: Implementation		
<ul style="list-style-type: none"> Subsequent alert: <i>Alarm, Imminent Failure or Failed.</i> Implement generic off-site plan (if no specific plan) Stand up TCG and SCG as appropriate. Co-ordinate response of emergency services. Implement LA ECAP/ MIP and stand up LA Emergency Committee as appropriate. Warn and Inform residents in PIZ of W and I strategy. Evacuate residents in PIZ. Activate LA Rest Centre Plan. Implement medical support. Implement swift water/search and rescue response. 	<ul style="list-style-type: none"> Undertaker Police / LA Police / Police at request of other responder Police LA Police / LA Police / FRS / LA LA NEAS / NHS (E) Fire and Rescue 	<ul style="list-style-type: none"> 6.2.2 6.3.2 6.3.2 6.3.2 6.4.3 5.5 (appendix C) 5.6 5.9.1 6.6.1 6.5.2

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TASK	LEAD RESPONDER	PLAN REF
<ul style="list-style-type: none"> Coordinate Media response. Implement traffic control measures. All agencies should maintain a record of key decisions made and actions carried out. 	<ul style="list-style-type: none"> Police Police / LA / HE All 	<p>6.3.2.2</p> <p>6.3.2.3</p>
PHASE 3: Standdown / Recovery		
<ul style="list-style-type: none"> Notification of 'All Clear' from Undertaker. On-site plan. Decision to stand down emergency services and hand over recovery phase to LA. Consider controlled return of evacuees to properties. Implementation of LA Recovery and Restoration Plan. 	<ol style="list-style-type: none"> Undertaker SCG SCG / TCG LA 	<p>6.2.3</p> <p>6.3.3</p> <p>6.3.3</p> <p>6.4.4</p>
PHASE 4: Debrief		
<ul style="list-style-type: none"> Lead agencies should carry out a debrief process as soon as is practical, either during, or after the recovery phase. 	<ol style="list-style-type: none"> All / NLRF 	<p>4.6</p>

1. PURPOSE OF THE OFF-SITE PLAN

- 1.1.1 The purpose of the generic off-site plan is to ensure that local responders are able to make a swift and effective response to any reservoir emergencies involving reservoirs for which specific off-site plans have not been constructed. It covers activation, alerting, management and co-ordination aspects of the response to such emergencies. It also outlines the type of response which may be necessary to respond to, and recover from such an emergency and the facilities and resources which would be available to do so.

The overall aim of the off-site plan is to provide a framework of procedures to facilitate a co-ordinated multi-agency response to the off-site consequence of a potential or actual dam breach at a reservoir either;

- a. within the Northumberland LA / Northumbria LRF boundary; or,
- b. whose water course may inundate areas within the Northumberland LA / Northumbria LRF boundary.

- 1.1.2 A list of these reservoirs and reservoir owner/undertaker contact details are attached at Appendix A.

- 1.1.3 The advice contained within this off-site plan should be treated as a guide only. It offers a framework in order that those responding to an incident can work together as efficiently and effectively as possible. This off-site plan also takes into consideration the duties outlined in the Civil Contingencies Act 2004.

2. SCOPE OF THE OFF-SITE PLAN

2.1 Mapping

- 2.1.1 The mapping associated with this Plan on the Environment Agency Website is of outline reservoir flooding areas only, and are therefore “not” protectively marked.
- 2.1.2 Detailed mapping, showing velocity, depth and other significant information are protectively marked and are only accessible for CCA Category 1 and Category 2 Responders via Resilience Direct (RD).

2.2 Scenario

- 2.2.1 This plan addresses the Off-Site, or downstream, consequences of flooding from any of the reservoirs listed at Appendix A as a result of a potential or actual dam breach. The actions outlined are based upon an assumption that there would be sufficient time to enact a response.
- 2.2.2 Notwithstanding the above, a dam failure may involve
- a complete collapse of a dam wall and a sudden release of water; or
 - a “slow build” scenario.
- 2.2.3 If a complete collapse is forecast, the velocity details and maps held on the RD, combined with the predicted period of time until collapse, will indicate how much time is available to evacuate downstream properties.
- 2.2.4 In a “slow build” scenario, i.e. if an emergency drawdown is required a controlled release of water will be necessary, the response to increased water within the river system will be mitigated by the actions outlined in the Northumbria LRF Flood Plan(s), but the dam will continue to be monitored to assess the risk of a major failure.

3. IMPACT OF A RESERVOIR OR DAM EMERGENCY

3.1 Effects

3.1.1 The impact of flooding caused by a dam breach is likely to differ from conventional fluvial and pluvial floods with the following effects:

- sudden impact: speed of development of the emergency limits time for evacuation.
- destruction: the increased force of the water being likely to lead to the total destruction of buildings near the dam, reducing to partial structural damage and flooding damage with distance downstream.
- disruption to infrastructure: likelihood of damage to critical infrastructure such as roads, railways, electricity, gas, water storage, water treatment, sewerage, telecommunications and other essential services.
- injury and death: potential for injury and possible death to those caught in a flood wave.

3.2 Overall Risk Assessment

The generic risk of reservoir flooding has been given an overall rating of **MEDIUM** in the Northumbria LRF Community Risk Register.

4. EMERGENCY PHASES

4.1.1 There are four phases involved in the activation of this off-site plan. The triggers for the activation of these phases are outlined below. (see Summary pages 6/7)

4.2 Standby

This phase is activated when initial identification of a possible reservoir emergency is made, usually by the Reservoir Undertaker and their On-Site plan, where these exist, is activated. The Standby level of this plan is activated as soon as the Undertaker notifies the Environment Agency (EA) (as lead Department).

The Supervising / Panel Engineer will be called to give expert advice and to determine the potential for a breach and notify the Police of a potential problem.

The Police may determine to activate the LRF Major Incident Protocol to mobilise a multi agency response.

4.3 Implementation / Response

Where a dam breach may be considered possible or imminent based on expert advice and information from the Undertaker or Panel Engineer to the EA / Police / LRF to categorise the incident and take the JESIP decision making approach.

4.3.1 The Implementation / Response level of this plan is activated when a message is received from the Undertaker, based on advice from the Supervising / Panel Engineer that the trigger level for 'Alarm', 'Imminent failure' or 'Failed' in the reservoir's on-site plan (where this exists) is met.

4.3.2 The Implementation level may also be reached by escalation from Standby level.

4.3.3 It is crucial that the EA, Police and LRF liaise with the Undertaker to determine the timing of any expected failure and whether the anticipated dam failure will involve:

- a complete collapse of a dam wall and a sudden release of water; or
- a "slow build" scenario.

4.4 Stand-down and Recovery

- 4.4.1 The decision to move from the Implementation / Response phase to the Recovery phase is likely to occur when the immediate response efforts to save life, property and recover evidence have concluded. This judgement will need to be taken by the LRF Strategic Co-ordinating Group (SCG), which will address the issue of transition from response to recovery.
- 4.4.2 Following the dissemination of an '*All Clear*' communication from the Undertaker, and the decision to stand-down has been made by the SCG, further action should be taken in accordance with the relevant LA Recovery and Restoration Plan.

4.5 Debrief

- 4.5.1 It is essential to keep records in order to facilitate operational debriefing and to provide evidence for inquiries (whether judicial, public, technical, inquest or of some other form). Single-agency and inter-agency debriefing processes should occur as soon as is practical, either during, or after the recovery phase in accordance with the Northumbria Local Resilience Forum Debrief Protocol. The aim is to capture information while memories are fresh.

4.6 LRF Debrief Protocol

- 4.6.1 A comprehensive record should be kept of all events, decisions, reasoning behind key decisions and actions taken. Each organisation should maintain its own records. The lead LA will take responsibility for organising and co-ordinating the Debrief process on behalf of the Northumbria LRF.

5. COMMAND CONTROL AND COORDINATION

- 5.1.1 Northumbria Police will retain overall coordination of the multi-agency response to the incident until the recovery phase, where this will be handed to the relevant LA(s). Detailed roles and responsibilities for each lead agency are outlined in section 6.

5.2 Plan Activation

If no specific off-site plan exists, the generic plan should be activated. The plan is activated in accordance with the triggers outlined in section 4.

The Northumbria LRF Major Incident Activation Protocol would be implemented

5.3 Related Plans

- 5.3.1 The Northumbria LRF Generic Reservoir Flooding Off-Site Plan provides a framework for the response to a reservoir emergency resulting in downstream flooding. Other contingency plans and arrangements should be used in conjunction with this plan:

- Casualty Bureau Plan
- Emergency Community Assistance Plan (ECAP) or other LA alternative
- Metro Centre Evacuation Plan (Gateshead)
- Relevant LA Rest Centre Guidance
- Relevant LA Recovery and Restoration Plans
- Northumbria LRF Mass Fatalities Plan
- Northumbria LRF Multi Agency Flood Plan
- Northumbria LRF Resilient Telecommunications Plan
- Northumbria Police Severe Weather and Flood Plan
- Northumbria Police Major Incident Plan
- On-site Plans maintained by Undertakers (owner/manager) of relevant reservoirs (where these exist)
- Relevant LA and Agency Business Continuity Plans
- Relevant LA Temporary Mortuary Plans

5.4 Management Areas or Zones

- 5.4.1 In the event of an emergency the potential affected area(s) may be split into more easily identifiable, smaller and more manageable areas, to facilitate the Police's role in co-ordinating the response to the incident. The downstream flooding area may be divided according to circumstances. In a sudden dam breach scenario, management zones may be prioritised by time taken for water to arrive (eg. Immediate, 1-2 hours, 3-4 hours etc.). A "slow build" flood scenario, where more time is available, may be managed in line with police command areas, for example.

5.4.2 The flooding zone could be managed as follows:

- Silver Commander: provides tactical co-ordination for the whole incident area.
- Bronze Commander: allocated to each management area/zone as resources allow and manage the incident within these sub-divisions.

5.5 Public Warning and Informing

5.5.1 This activity should be carried out in line with the “Warning and Informing the Public” protocol at Appendix C.

5.6 Evacuation

5.6.1 Door Knocking: In preparing an evacuation, the Police and other attending responders will determine the zones that need to be placed on standby or to be evacuated and identify suitable Rendezvous / Assembly points. On receipt of the decision to evacuate an area and **only where safe and practical to do so**, the LA, working with the Police, may co-ordinate a multi-agency door-knocking exercise or other process, such as public broadcast message via television or radio, to advise residents in the evacuation area to leave.

5.6.2 Evacuation Cards: The door-to-door knocking will, where time allows, be supported with an Evacuation Card to alert residents that they may need to evacuate. A sample copy of this can be found at Appendix D.

5.6.2.1 The Evacuation Card should be pre-prepared before dissemination to residents requiring evacuation and provide details of pre-determined Reception Centre, Rendezvous / Assembly Point and/or Rest Centre being used. Details from returned cards should be recorded by the lead authority and those records held for the co-ordination of any subsequent search and rescue operations.

Transport: Transport for evacuation will be primarily sourced from LA resources. If required, commercial providers and voluntary organisations may be required to assist in the evacuation. Refer to relevant LA Emergency Community Assistance Plan or Major Incident Plan for details.

5.7 Vulnerable People/Groups

5.7.1 During a reservoir flood event even those people who may not normally be deemed vulnerable can become vulnerable due to the circumstances they find themselves in. Assisting those who are risk from flooding is key; however some groups may require additional assistance. Vulnerable persons could include, among others, those identified as:

- The elderly
- The frail
- Children
- Non English speaking residents
- Transient populations
- Those with health problems
- Those with disabilities

5.7.2 Records of those persons who are deemed as vulnerable should be regarded as time sensitive information that changes on a regular basis.

5.7.3 During a reservoir flooding event, information on vulnerable persons can be obtained in accordance with the respective LA Flood Action Plans and LRF Information Sharing Protocol

5.8 Critical Infrastructure

5.8.1 Infrastructure that has been identified as critical has been deemed so as it may cause significant disruption if affected by flood water.

5.8.2 Critical infrastructure is identified within the Information Sheets at Appendix B.

5.8.3 Examples of critical infrastructure include:

- Electricity Sub Stations
- Sewage Works
- Sewerage Networks
- Water Pumping Stations
- Gas (above ground) Installations
- Water Supply
- Police / Fire / Ambulance Stations
- Hospitals and other health facilities
- Schools
- Those roads and bridges which could potentially be affected within flood risk zones

5.9 Reception and Rest Centres

5.9.1 Reception and/or Rest Centres should be opened in accordance with the relevant LA Rest Centre Plans. Possible Rest Centre locations will be identified as necessary.

6. KEY ROLES AND RESPONSIBILITIES

6.1.1 This section details the potential roles and responsibilities for each organisation during each phase of the incident.

6.2 The Reservoir Undertaker

6.2.1 Standby: In the event of a potential reservoir failure the Undertaker will:

- Activate the On-Site Plan (where these exist) this may include the involvement of the Fire and Rescue Service on site.
- On detecting a potentially serious problem relating to the dam, lake or reservoir the Undertaker should alert:
 - Environment Agency
- Maintain a log.
- In the absence of a formal TCG on-going surveillance and situation assessments will be provided to the Police Silver / Tactical Commander) and informed by the Supervising Engineer.
- Consider establishing an Emergency Control Centre.
- Be prepared to dispatch a pathfinder to meet the emergency services at an agreed RVP and provide details of safe approach routes to the emergency services.
- Be prepared to provide an appropriately knowledgeable person to advise or participate in multi-agency control arrangements for the Off-Site response and provide timely updates on the progress of the incident. This is likely to involve the mobilisation of the Inspecting Engineer to provide advice on measures to be taken to avert failure or reduce the effects of an actual breach.
- Be prepared to implement business continuity plans.

6.2.2 Implementation: On the activation of the **Alarm, Imminent Failure** or **Failed** trigger level in the On-Site Plan (where these exist), the Undertaker (or their nominee) will:

- Alert the following:
 - Police Silver / Tactical Commander / LRF
 - Fire and Rescue (if this would assist in mitigating the effects of a breach on site)
- Maintain a log.
- Provide on-going surveillance and situation assessments to TCG.

- Establish an emergency control centre.
- Dispatch a pathfinder to meet the emergency services at an agreed RVP and provide details of safe approach routes to the emergency services.
- Provide an appropriately knowledgeable person to advise or participate in multi-agency control arrangements for the Off-Site response and provide timely updates on the progress of the incident. This is likely to involve the mobilisation of the Inspecting Engineer to provide advice on measures to be taken to avert failure or reduce the effects of an actual breach.
- Implement business continuity plans.

6.2.3 Recovery: Refer to On-Site Plan (where available)

6.3 Police

6.3.1 Standby: On receiving a **Standby** alert from the Undertaker (or other party) notifying them that a potentially serious problem has been detected, the Police Silver / Tactical Commander (in consultation with the LA) will consider convening a Tactical Coordination Group (TCG) to discuss preparatory and precautionary measures appropriate to the situation.

6.3.1.1 In the event of such a group being convened, the Police Silver / Tactical Commander (or their nominee) will arrange for the following organisations to be contacted to request their attendance at the initial meeting:

- Northumberland or Tyne and Wear Fire and Rescue,
- North East Ambulance Service
- Environment Agency
- Local Authority Civil Contingency / Emergency Planning Officers
- Maritime and Coastguard Agency
- NHS(E)
- any other relevant organisations identified in this plan
- any other identified resources from within the Police e.g. the appropriate Area Command.

6.3.2 Implementation: On receiving a notification of an **Implementation** alert from the Undertaker (or other party) notifying them that either:

- an emergency drawdown that would result in potential downstream flooding is required to mitigate the impact;
- control of the situation has been lost and failure is inevitable;
- a large uncontrolled release of water has occurred.

6.3.2.1 The Police Silver / Tactical Commander, in consultation with tactical commanders in partner agencies as appropriate, will consider whether the

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hazard requires an immediate evacuation or may give rise to an evacuation in the near or immediate future and invokes the Off-Site Plan.

6.3.2.2 Further to this, the Police will:

- Deploy a liaison officer at the site if safe and appropriate to do so.
- Co-locate with Commanders from Ambulance and Fire and any other Agency as soon as practicably possible at a single, safe and easily identified location near to the scene.
- Communicate with each other using plain English
- Co-ordinate agreed lead service, identify priorities, resources and capabilities for an effective response, encourage Bronze / Operational Commanders to frequently review the understanding of risks (threats, hazards, control measures) using Joint Decision Model (JESIP).
- Jointly understand risk by sharing information about the likelihood and potential impact of threats and hazards to agree potential control measures.
- Shared situational awareness using METHANE and the Joint Decision Model (JESIP)
- Advise critical infrastructure operators likely to be affected of the Incident.
- Consider declaration of a Major Incident and inform partner agencies as appropriate.
- Determine the necessary RVP(s) for the incident and inform appropriate partner operational responders e.g. Fire and Ambulance Services etc.
- Provide overall strategic, tactical and operational co-ordination of the incident response provided by the emergency services, local authorities and other agencies.
- Ensure an appropriate Silver / Tactical Commander is identified to provide tactical coordination for the whole incident area and to chair the multi-agency Tactical Coordination Group (TCG).
- Identify an appropriate venue for the TCG. This will be decided by the Police Silver Commander in consultation with partner from the TCG at the time of the incident.
- Request key partner agencies identified in this plan – including the LA, NHS (E) and other emergency services – send appropriate tactical level representatives to the TCG.
- Ensure Bronze / Operational Commanders for each of the management areas are identified (where resources allow), who will manage the incident at the operational level in these pre-identified sub-divisions.

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- Initiate the evacuation of the management areas in consultation with the LA in line with the incident scenario.
- Deploy officers where available and appropriate to the evacuation areas (within the management areas) in support of the evacuation, and work with other agencies to notify / identify vulnerable individuals (accessing available records) in the evacuation areas.
- Work with other agencies to notify / identify specific vulnerable establishments in the evacuation areas (accessing available records) to be evacuated and ensure that appropriate measures are in place.
- Make arrangements to mobilise other staff resources, such as Police Community Support Officers to assist in the evacuation where appropriate and available.
- Support the Highways England where appropriate and make arrangements to establish the pre-identified road blocks.
- Support the LA and Highways England (where appropriate) to establish diversions around the management areas and seek to move traffic away from these areas.
- Identify properties not evacuated (if resources allow).
- The designated ACPO Officer (Duty Gold) will decide when to activate the Strategic Co-ordinating Group in liaison with strategic commanders from other responding agencies. The venue for the Strategic Co-ordinating Group to meet is likely to be Northumbria Police Headquarters, Ponteland.
- Inform the Corporate Communications Department of the incident so they can consider all public information issues.
- Consider the use of National Police Air Support Unit (NPAS) to provide an overview of the situation if appropriate. A 'skyshout' public address system is available on the police helicopter to disseminate evacuation messages to the public if appropriate.

6.3.2.3 In terms of operational matters, the Police will:

- The Bronze Commander for each management area (where resources allow) will coordinate the evacuation of their management area in liaison with the LA and will notify Silver Command when the area is 'sterile' of people;
- Officers at the scene will establish cordons (where practical, appropriate and safe to do so) and ensure that risk assessments are undertaken in conjunction with partner agencies e.g. Fire and Rescue Service, prior to access being granted to areas inside the cordon. Any person being passed through the cordon must have the authority of Silver Command.

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- Where available, appropriate and safe to do so, officers at the scene will evacuate people from streets and buildings using evacuation cards (if deemed appropriate) and will direct them away from the incident scene towards pre-identified assembly / reception points for onward transport to rest centres by the LA. If an evacuee takes the decision to find their own alternative arrangements in terms of accommodation etc. or not to evacuate at all, officers at the scene will ensure the evacuee provides information to them on where they will be staying, using the reverse of the Evacuation Card, if applicable, so follow-up enquiries can be conducted by the LA;
- Officers on the ground will provide advice on safe evacuation routes as based on information via Silver Command from the Undertaker and other specialists.
- Officers will attend LA Rest Centres to assist e.g. providing initial security, noting who is present / missing etc. and will inform the Bronze Commander of any important issues to be resolved so these can be considered by Silver Command;
- Officers may also assist other agencies in providing specific assistance for people with additional needs such as the old, very young and disabled;
- Officers will control and direct traffic to prevent bow waves from flooding properties and vehicles from breaking down in floodwaters. Assistance with closures where roads are impassable etc. will be required from the LA, Highways Agency and other road network providers i.e. AOne if appropriate.

6.3.2.4 Other Police responsibilities will include:

- Maintaining an incident log;
- Establishing the Casualty Bureau as required.
- Providing appropriate advice and assistance to the public, including assisting in the dissemination of warnings e.g. on Force website, via Call Handlers in the Communications Centres etc.

6.3.3 Recovery

6.3.3.1 The Police (as the coordinating agency in the response phase of the incident) will determine when the response phase is complete and will then handover central coordination of the multi-agency response to the LA for the recovery phase of the incident.

6.3.3.2 If an uncontrolled breach has been averted and the structure is made safe, the Silver / Tactical Commander in conjunction with the LA and other responders, will consider whether to allow a controlled return of evacuees to their properties and other affected parts of the Management Areas. For such

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a decision to be made by the TCG, the authority of the SCG will be required and specialist advice will need to be taken e.g. from the Undertaker and from the Fire Service / LA on the structural safety of buildings etc. The following factors are considered as a part of the controlled returned process:

- the return of people to evacuated zones should be phased and controlled as far as possible.
- normal transport services should be resumed as soon as possible.
- during re-entry to the area empty properties should remain secure.

6.4 Local Authority Civil Contingency Team

6.4.1 Note: The following represents the Northumberland arrangements – the Tyne and Wear Local Authorities will have their own arrangements which can be referenced through their specific Flood Plan(s).

6.4.2 **Standby:** On receipt of a **Standby** message from the Undertaker, the Civil Contingencies Duty Officer or Emergency Planning Officer will:

- Liaise with the police, assess the implications and determine the need to activate a TCG in consultation with the Police Silver / Tactical Commander.
- Consider activation of the LA Emergency Community Assistance Plan / Major Incident Plan as appropriate.
- Contact in particular:
 - Chief Fire Officer
 - LA Chief Executive
- Alert relevant emergency contacts within the ECAP Confidential Telephone Directory (Northumberland) in order to assess availability of manning and resources.

6.4.3 **Implementation:** On receipt of an alert relating to the **Implementation** level from the Undertaker, the Civil Contingencies Duty Officer / Emergency Planning Officer will:

- Support the activation of a TCG in consultation with the Police Silver / Tactical Commander. (This includes facilitating the availability of the Operations Room at Northumberland County Council Fire and Rescue HQ, West Hartford, Cramlington).
- Activate the LA Emergency Community Assistance Plan / Major Incident Plan as appropriate:

Contact in particular:

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Chief Fire Officer

LA Chief Executive

Alert relevant emergency contacts within the Confidential Telephone Directory (Northumberland) / MIP for attendance at the TCG as appropriate.

6.4.3.1 As is appropriate to the circumstances, the Civil Contingencies Duty Officer may consider:

- Activation of the relevant LA Flood Action Plan
- Activation of the LA Rest Centre Plan

6.4.3.2 Further duties include:

- Communicating and co-ordinating with downstream LAs.
- Alerting operators of vulnerable or critical infrastructure sites.
- Providing appropriate representation at SCG (Gold) and TCG (Silver) level.
- Maintaining a log of events.
- Liaising with building managers of LA buildings within the management areas to ensure they are aware of the situation.
- Identifying specific vulnerable people and establishments (accessing available records) in the area to be evacuated and communicating this information, with the Police, as necessary.
- Ensuring that appropriate measures are in place to meet the needs of those affected.
- Providing general information and guidance to departments, Senior Management, Elected Members and the Communications Team by phone, e-mail and the intranet.
- Implementing Business Continuity Plans.
- Establishing an incident contact telephone helpline if necessary.
- Requesting mutual aid where required.

6.4.4 Recovery:

6.4.4.1 In the event that there has been substantial damage and any evidence gathering process has been completed, the LA will take over formal control of

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the incident from the Police and each affected LA will initiate its own Recovery and Restoration Plan.

6.4.4.2 This will involve the establishment of a Recovery Co-ordinating Group (RCG) which will seek to:

- Ensure that longer-term recovery priorities are reflected in the planning and execution of the response.
- Ensure that relevant organisations in the public, private and voluntary sectors are engaged in the recovery effort from the earliest opportunity.
- Ensure continuity of the management of the emergency once the response phase has been concluded.

6.4.4.3 The RCG will need to consider and assess –

- The scale of any required clean-up operation
- Health implications
- Waste and pollution
- Number and location of residential properties flooded
- Number and location of businesses affected
- Damage to the infrastructure
- Disruption to transport
- Social Impacts
- Financial assistance to both businesses and individuals
- Charitable donations
- Recovering costs
- Disruption to residential and social care
- Public meetings
- Media /VIP visits
- Damage to bio-diversity, ecosystems and natural resources
- Damage to the built environment.

6.4.4.4 For further and full details on the recovery process, council responsibilities and group structuring, see the LA Recovery and Restoration Plan.

6.5 Fire and Rescue

6.5.1 Standby: On receipt of a **Standby** message from the Undertaker, Fire and Rescue may be required to attend the reservoir location to assist in accordance with the on-site plan. This may include:

- Deployment of High Volume Pumping equipment.
- Provision of advice during an emergency drawdown process.

6.5.2 Implementation: On receipt of an alert relating to the **Implementation** level from the Police or Civil Contingencies Duty Officer / Emergency Planning Officer, a Fire and Rescue response may include:

- Assisting in the evacuation process.
- Deploying Swift Water Rescue capability.
- Undertaking Search and Rescue activity.
- Providing a liaison officer to attend at SCG or TCG level as appropriate.
- Undertaking damage control operations, which may include pumping-out floodwater from homes (where resources allow) and key installations, such as electricity substations.

6.5.3 Recovery: Following completion of the response phase, the Fire and Rescue may be involved in:

- Assisting in the controlled return of evacuees to their properties.
- Advising on the structural integrity and safety of affected buildings

6.6 North East Ambulance Service

6.6.1 In the event of a potential or actual dam breach incident, the North East Ambulance Service (NEAS) may have additional responsibilities for:

- Providing a Command and Control point for all emergency services and medical resources near the incident scene as a Forward Command Point to ensure JESIP principles are adhered to.
- Implementing Business Continuity plans for Trust premises within the foot print of the incident.
- Where appropriate, providing patient transport facilities to evacuate vulnerable individuals from properties at risk to hospitals, Rest Centres or other accommodation.
- Maintaining a log.

6.7 Highways England

6.7.1 The Highways England may have responsibility for:

- Providing a representative at SCG/TCG level.
- Monitoring traffic flows and clearing debris from HE roads and road drainage systems.
- Identifying and implementing the closure of HE roads and diversion routes in conjunction with the Police and LA and supplying signage (as appropriate).
- Overseeing repairs to road bridges and evaluating whether bridges affected by floods should remain open for use.

6.8 Health Services

6.8.1 In the event of a potential or actual dam breach incident, the **Health Service** may have additional responsibilities for:

- Co-ordination of the local NHS response.
- Sharing information to and liaising with LA, Police and the Ambulance Service on the location of vulnerable people.
- Providing clinical support to the LA at Reception / Rest Centres.
- PHE leading and co-ordinating the Scientific and Technical Advice Cell (STAC), if established, to provide specialist advice on public health implications etc. to the SCG
- Maintaining a log.
- Investigating and providing guidance on public health issues.

6.9 Environment Agency

6.9.1 Implementation: In addition to their statutory role in relation to enforcement on bodies of water falling under the Reservoirs Act, the EA will be required to:

- Assist the emergency response by the provision of personnel to assist as directed by the EA Tactical Commander / TCG.
- Provide appropriate personnel to advise at SCG and TCG level.
- Support the operational response roles of other agencies by providing materials, equipment and staff, where resources allow.
- Continue to operate and maintain flood defences on main rivers lying both upstream and downstream of the dam;
- Continue to provide information to the public using the Floodline service (only in areas that currently receive a flood warning service).
- Maintain a log.

Recovery:

Upon transition to the recovery phase of the emergency, the EA is likely to be involved in the following activities:

- Ensuring clean-up operations are carried out in a professional manner.
- Investigating the cause of the incident and the emergency response and

taking appropriate follow-up action.

6.10 DEFRA

6.10.1 In the event of a potential or actual dam breach incident with national implications, Defra will be the lead Government Department responsible for coordinating the national response.

6.11 Northern Gas Networks

6.11.1 The Gas Utility contact considers the impact of a large release of water on the gas network in the inundation area and attends or liaises with the TCG to communicate the potential areas which will be affected by loss of supply to ensure appropriate contacts with the utility's incident control room. They may be required to send a representative to a Strategic (Gold) Co-ordinating Group.

6.11.2 The gas network provider may also have responsibility for:

- Maintaining the safety and integrity of the gas supply system.
- Implementing Business Continuity plans.
- Obtaining pumps to maintain the continuity of supplies at key locations.
- Informing the TCG as soon as practicable in the event that the key supply points need to be shut down.
- Activating contingency plans for any Major Accident Hazard Pipelines.

6.12 Northern Powergrid / Electricity North West / SP Energy Networks / Scottish Power Systems / National Grid Electricity Transmission

6.12.1 The Electricity Utility contact considers the impact of a large release of water on the electricity network in the inundation area and attends or liaises with the TCG to communicate the potential areas which will be affected by loss of supply to ensure appropriate operational contact arrangements are in place. They may be required to send a representative to a Strategic Co-ordinating Group.

6.12.2 The electricity network operator may also have responsibility for:

- Maintaining the safety and integrity of the electricity supply system.
- Liaising with the Fire and Rescue Service and others regarding pumping operations at substations.
- Implementing internal emergency plans.
- Taking any additional reasonably practicable mitigating actions to maintain continuity of supply and minimise the impact on the electricity network.

- Responding to requests from TCG or other partner agencies of the details of the premises affected as soon as reasonably practicable in the event that part of the electricity network may need to be shut down or as soon as possible following any shutdown.
- Implementing recovery actions to restore power to the electricity network as soon as reasonably practicable.

6.13 Northumbrian Water Ltd.

6.13.1 As one of the key Undertakers in the Northumbria LRF area Northumbrian Water Ltd will respond in accordance with its own On-Site Plan(s). The NWL contact considers the impact of a large release of water on the water and sewerage networks in the reservoir flooding area and attends the TCG to communicate the potential areas which will be affected by loss of supply to ensure appropriate contacts with the utility's incident control room. They will be requested to send a representative to a Strategic Co-ordinating Group to provide expert knowledge and advice on the potential implications and severity of any reservoir breach etc.

6.13.2 The water company also have responsibility for:

- Maintaining the safety and integrity of the clean and waste water systems, and dealing with flooding in public sewers.
- Providing alternative water supplies in the event of failure.
- Operating their assets connected with flood alleviation measures.
- Implementing Business Continuity plans.
- Providing information to the public on water quality and sewer flooding issues during and following floods.
- Ensuring that blockages in its sewer system are cleared following a flood; and in advance where it is safe and practical to do so.

6.14 British Telecom Openreach

6.14.1 The BT contact considers the impact of a large release of water on the telephone network in the reservoir flooding area and attends or liaises with the TCG to communicate the potential areas which will be affected by loss of supply to ensure appropriate contacts with the utility's incident control room. They may be required to send a representative to a Strategic Co-ordinating Group.

6.14.2 In a dam breach incident, BT Openreach may have responsibility for:

- maintaining the safety and operation of its networks.

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- implementing Business Continuity plans.
- obtaining pumps to maintain the continuity of supplies at key locations.
- informing the TCG as soon as practicable in the event that the key supply points need to be shut down.
- seeking to provide alternative means of supply during the interruption and restoring power as soon as possible.

6.15 Other Organisations

6.15.1 Other organisations that may need to be involved include:

- Transport industry, including Network Rail, train operating companies, airport authorities, Passenger Transport Executive.
- British Transport Executive.
- British Transport Police.
- Ministry of Defence – Military Aid to the Civil Community arrangements
- Pipeline Operators.
- COMAH site operators.
- UK Search and Rescue.
- Maritime and Coastguard Agency.
- Voluntary Sector.
- Community Resilience Groups, including Flood Action Groups.
- NFU,
- Animal Health.

6.15.2 This list is not exhaustive. These may be requested to attend the TCG and SCG as required.

7. LEGAL BASIS FOR THE OFF-SITE PLAN

- 7.1.1 The authority for Off-Site plans for reservoir flooding is the Civil Contingencies Act 2004. The Act requires action to be taken to improve and maintain and support the country's resilience. This Off-Site Plan is written in accordance with the requirements of the Act.
- 7.1.2 The Reservoirs Act 1975 (as amended by the Water Act 2003, and Flood and Water Management Act, 2010, Schedule 4) provides for undertakers of large raised reservoirs (i.e. over 25,000 cu metres) to draw up On-Site flood plans setting out what actions the undertaker should take in the event of a potential or actual uncontrolled release of water; this would include maintaining contacts with Category 1 responders. The Flood and Water Management Act, 2010, makes further provisions to empower the lead local authority to prepare and publish Off-Site plans.

8. COSTS

8.1 Emergency Expenditure

- 8.1.1 There are a number of organisations and funding schemes (either operated by or accessible through the UK Government or the Welsh Assembly Government) that may help local responders meet extraordinary financial costs incurred during the response to, and recovery from, an emergency. See Annex 1A of “Emergency Response and Recovery” for further details and Recovery section below.
- 8.1.2 The Government Liaison Officer on the Strategic Coordinating Group is responsible for communicating any request for financial support to Central Government for consideration.

8.2 Central Government

- 8.2.1 The Environment Agency (EA) can provide advice on enactment of financial/compensation provision in the event of a dam breach.

8.3 The Bellwin Scheme

- 8.3.1 The Government operates a scheme of emergency financial assistance (Bellwin) to assist local authorities in covering costs they incur as a result of work in coping with emergencies such as, typically, floods.
- 8.3.2 The scheme may be activated in any case where an emergency involving destruction of, or danger to, life or property occurs, and, as a result, one or more local authorities incur expenditure on, or in connection with, the taking of immediate action to safeguard life or property, or to prevent suffering or severe inconvenience, in their area or among its inhabitants.
- 8.3.3 Bellwin is applicable only in the response phase of an incident, since the grant is limited by Section 155 of the Local Government and Housing Act 1989 to contributing to immediate costs incurred on or in connection with safeguarding life or property or preventing inconvenience following an incident. It is important to be aware that precautionary actions and longer term clearing up action are ruled out by the terms of the statute.
- 8.3.4 General guidance notes are issued from time to time, which set out the conditions applying and more general information about the Bellwin Scheme. This includes qualifying emergencies, who can claim, grant rates and thresholds and how to notify an incident or make a claim.

9. PLAN DISTRIBUTION, MAINTENANCE AND VALIDATION

9.1 Plan Distribution

- 9.1.1 This Off-Site plan and associated outline reservoir flooding maps are not protectively marked. This Off-Site Emergency Response Plan is intended for use by the Strategic Co-ordination Group in the event of a reservoir flooding event in the Northumberland County Council / Northumbria LRF areas.

The Plan will be available via the Northumbria LRF Website and relevant partners informed, no special arrangements will be made for wider distribution.

9.2 Plan Maintenance

- 9.2.1 Northumberland Civil Contingencies Team, in collaboration with members from the Northumbria LRF Environment Theme Group, has agreed to maintain this plan and will co-ordinate its revision with partner agencies who have committed to provide updates to the Northumberland Civil Contingencies Team around any changes which could have an impact upon the procedures, technical systems, key personnel or contact numbers identified in the plan.
- 9.2.2 It is envisaged that this plan and related risk assessments will be subject to an annual review in relation to contact numbers. This process will include contacting Reservoir Undertakers to update any contact details and availability of On-Site Plans. A comprehensive review will be carried out every three years in conjunction with reviews of any other linked plans.
- 9.2.3 An annual update and canvass of the relevant Reservoir Undertakers will form part of the Plan maintenance process.

9.3 Maintenance Schedule

- 9.3.1 A maintenance schedule has been developed as follows:

06/15 Revised Plan published
2016 – Plan Exercise

9.4 Plan Validation

- 9.4.1 To ensure that key staff in partner agencies are appropriately familiar with the procedures and that these are validated, the following actions have been agreed:
- Internal briefings to be provided to all Category 1 and 2 responders upon completion of the initial draft in order to promote feedback for consultation period.
 - Reservoir Flooding exercise linking On-Site and Off-Site (where available)

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plans 2016/17 and then every 3 years subject to acceptance within the Northumbria LRF Exercise and Training Calendar.

10. APPENDICES

Appendix A

List of Scheduled Reservoirs and Undertaker (Owner/Manager)

Note: these are scheduled in accordance with Environment Agency priorities

Appendix B

Reservoir Flooding Information Sheets

Note: i) these are scheduled alphabetically for ease of reference

ii) Some Reservoirs have been linked due to following the same Flooding Routes e.g. Whittle Dene Reservoirs

Public versions of corresponding Reservoir Flood Maps are available on the Environment Agency Website at “What’s in your backyard”

<http://www.environment-agency.gov.uk> and are not reproduced in this document.

Detailed “Restricted” Reservoir Flooding Maps are held by relevant authorities and are also available on the National Resilience Extranet and are not public access documents.

Appendix C

Public Communications Strategy: Warning and Informing

Appendix D

Sample Evacuation Card

LIST OF LOCAL RESERVOIRS AND UNDERTAKER (OWNER/MANAGER) CONTACT DETAILS

Appendix A

Serial	Reservoir	Reservoir Indicator	Undertaker contact details	LA areas affected by downstream inundation	On Site Plan? Yes/No
01	Fontburn Reservoir	KP3735BR	Northumbrian Water Limited	Northumberland	Restricted – under development
02	Catcleugh	LP3335BC	Northumbrian Water Limited	Northumberland	Restricted – under development
03	Colt Crag	MP3235BF	Northumbrian Water Limited	Northumberland	Restricted – under development
04	Whittle Dene Northern	FP3936BD	Northumbrian Water Limited	Northumberland Gateshead	Restricted – under development
05	Whittle Dene Lower	FP3036BS	Northumbrian Water Limited	Northumberland Gateshead	Restricted – under development
06	Whittle Dene Great Southern	TP3138BJ	Northumbrian Water Limited	Northumberland	Restricted – under development
07	Hallington West	FP3835BV	Northumbrian Water Limited	Northumberland	Restricted – under development
08	Whittle Dene Western	FP3536BC	Northumbrian Water Limited	Northumberland Gateshead	Restricted – under development
09	Kielder	ZP3135BJ	Northumbrian Water Limited	Northumberland Gateshead, Newcastle, North and South Tyneside	Restricted – under development
10	Whittle Dene Great Northern	TP3638BK	Northumbrian Water Limited	Northumberland	Restricted – under development
11	Derwent	GP3335BG	Northumbrian Water Limited	Northumberland Durham, Gateshead, Newcastle, North and South Tyneside	Restricted – under development

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Serial	Reservoir	Reservoir Indicator	Undertaker contact details	LA areas affected by downstream inundation	On Site Plan? Yes/No
12	Hallington East	FP3535BH	Northumbrian Water Limited	Northumberland	Restricted – under development
13	Airy Holme	YP3839BR	Northumbrian Water Limited	Northumberland Durham / Gateshead	Restricted – under development
14	Sweethope Lough (Great)	TP3238BP	Davenport	Northumberland	No
15	Alcan Ash Lagoon	JP3033SW	Lynemouth Power Ltd.	Northumberland	Yes
16	Angerton Lake	KP3838BL	Angerton Gentlemen's Fishing Assoc.	Northumberland	No
17	Bakethin	QP3039BR	Northumbrian Water Limited	Northumberland	Restricted – under development
18	Bolam Lake	DP3936BA	Northumberland C. C.	Northumberland	No
19	Byerhope Reservoir	JP3334MR	Allendale	Northumberland	No
20	Coatenhill Reservoir	YP3134MX	Allendale	Northumberland	No
21	Debdon	MP3636BY	Lord Armstrong's Estate	Northumberland	No
22	Doxford Lake	TP3134BN	Runciman	Northumberland	No
23	Folly Lake	KP3238BE	Straker	Northumberland	No
24	Hallypike Lough	KP3638BQ	Allgood	Northumberland	No
25	Harnham	JP3034MZ	Buddist Monastery Trust Ltd.	Northumberland	No
26	Holburn Lake	ZP3337SQ	Ford and Etal Farms 1994	Northumberland	No

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Serial	Reservoir	Reservoir Indicator	Undertaker contact details	LA areas affected by downstream inundation	On Site Plan? Yes/No
			Ltd.		
27	Langley Dam	KP3138BZ	Bates	Northumberland	No
28	Linnheads	KP3738BB	Davenport	Northumberland	No
29	Little Swinburne	TP3338BS	Northumbrian Water Limited	Northumberland	Restricted – under development
30	Nelly's Moss North	MP3436BW	National Trust	Northumberland	No
31	Nelly's Moss South	MP3236BZ	National Trust	Northumberland	No
32	Rayburn Lake	TP3038BD	Craigs	Northumberland	No
33	Rothley East Lake	TP3538BX	Bainbridge	Northumberland	No
34	Rothley Lake South	TP3938BN	National Trust	Northumberland	No
35	Sir Edward's Lake	TP3838BC	Trustees of Chollerford Estate	Northumberland	No
36	Sweethope Lough (Little)	TP3438BM	Davenport	Northumberland	No
37	Tumbleton Lake	MP3836BB	National Trust	Northumberland	No

RESERVOIR FLOODING INFORMATION SHEET

Reservoir	Airy Holm Reservoir	Indicator Code	YP3839BR
Priority	Low	Grid Reference	404793 553841
Key Populations / Infrastructure within Flooding Zone			
Airy Holm Farm – flows east			
Shotley Field Mill – minor road			
Road - Hammermill Lane			
Follows Shotleyfield Burn			
B6278 - Burnmill Ford			
Burn House			
Shotley Hall			
B6278 – Burnhill Bank			
A691 – Benfieldside			
A694 – Properties to west of.. Crown and Crossed Swords inc.			
Wood Street / Green Street / Oley Meadows / Spa Drive /			
Shotley Bridge Cricket Ground / Oak River Holiday Homes			
Sewage Works – East Law			
B6309 – Chare Bank -			
Ebchester CoE Primary School / Mill Lane / Chesters Drive /			
Properties junction of B6309 / A694 Ebchester			
Front Street / Vindomora Road, Ebchester			
Vindomora Roman Fort			
Blackhall Mill inc. Fife Terrace / River View / Mill Race Close / Nursery St. / Riversdale / Derwent St. / Moraine Cres. /Mil Road / Riverside Stores Post Office / Blackhall Community Centre /Armonside Road / Chopwell Road to A694 junction / Connolly Tce. / Peartree Bungalows			
Forge Lane / Peartree Farm / Sewage Works / Derwentcote Farm			
Run off Haggdene Woods			
Rest Centre		Command and Control Options	
		Bronze – to be confirmed	
		Silver – Fire H.Q., West Hartford	
		Gold – Police H.Q., Ponteland	

RESERVOIR FLOODING INFORMATION SHEET

Reservoir	Alcan Ash Lagoon No.4	Indicator Code	JP3033SW
Priority	Low Risk	Grid Ref:	430596 589665
Key Populations / Infrastructure within Flooding Zone			
1) South Flow			
The Moor, Newbiggin by the Sea and adjacent streets			
Woodlea; East Lea; Manor Drive; Manor View; Front Street;			
Sea Crest Road; Home Croft			
Golf Course			
2) West Flow			
Alcan Power Plant			
Lynfield House			
Rest Centre		Command and Control Options	
		Bronze – to be confirmed	
		Silver – Fire H.Q., West Hartford	
		Gold – Police H.Q., Ponteland	

RESERVOIR FLOODING INFORMATION SHEET

Reservoir	Catcleugh	Indicator Code	LP3335BC
Priority	Low Risk	Grid Reference	374818 603110
Key Populations / Infrastructure within Flooding Zone			
A68 – south of Reservoir			
Properties - Byerness and sewage works / A68 south of Byerness			
Properties - Cottonhopeburnfoot			
Properties - Blakehopeburnhaugh			
Flow follows River Rede			
Bellshiel Bridge			
Properties - Bellshiel / Burnfoot and A68 south			
Properties – Burdhopecrag			
Woolaw (Quad Bikes area)			
Brigantium Roman Remains (Rochester)			
Stobbs – property on opposite bank			
A68 Elishaw Bridge / A696 south to Otterburn			
A696 at Otterburn - properties south of A696 road			
Otterburn Mill			
Sewage Works, Otterburn			
Brownchesters			
(flow north) A696 at Monkridge Bridge			
(flow south/west)			
Yellow House Farm / West Woodburn Bridge / Cheery Trees (Bastle)			
Roads, School and Post Office			
Risingham – Roman Fort			
Low Leam and minor road south Woodburn to Bellingham			
Hindhaugh / Redehaugh			
Rede Bridge			
Redesmouth / Bridge / Road / Farm and Hall			
Bridgeford			
Run off within River Rede south of Bridgeford			
Rest Centre		Command and Control Options	
		Bronze – to be confirmed	
		Silver – Fire H.Q., West Hartford	
		Gold – Police H.Q., Ponteland	

RESERVOIR FLOODING INFORMATION SHEET

Reservoir	Colt Crag / Little Swinburne	Indicator Code	MP3235BF TP3338BS
Priority	Low Risk	Grid References	394069/578060 394447/577129
Key Populations / Infrastructure within Flooding Zone			
Colt Crag – Little Swinburne Village and into Little Swinburne Reservoir			
Follows route of Dry Burn south and west			
A68 – north east of Greta Swinburne			
Reavercrag / Great Swinburne			
Swinburn Castle			
Road – Chishill Way, south west of Great Swinburne			
The Hermitage (Swinburne Wood)			
Barrasford Green			
Barrasford (East Acres inc School and road to Barrasford to Edge Hill)			
Wester Hall / Houghton Castle			
A6079 Humshaugh			
A68 Chollerford / B6320 & B6316 at Chollerford Bridge			
Road – A6079 to West Cocklaw			
Humshaugh			
Wayne Rigg Farm			
Dunkirk (A6079)			
Chollerford / George Hotel / Bridge and Road			
B6318			
B6320			
Waterside			
Roman Bridge – Cilvrunum Roman Fort			
Low Brunton			
Walwick Grange / Farm / road B6319			
Homer's lane			
Nether Warden			
Warden – Church / road to West Boat			
flow west - River Tyne - Bridge End / West Boat / West Wood (Hexham) and Paper Mill			
A69 Junction A6079 Broom Park			
Flow East - Tyne Green Country Park – inc land bounded by Rotary Way / Alemouth Road / Haugh Lane and Eilangate			
Tyne Green Road / Chareway Lane / Garden Terrace / Burn Lane / Prior Terrace / Spittal Terrace inc Tesco's Store & Hexham and Northern Mart			
Industrial Estate Tyne Mills / Sewage Works			
Newcastle to Carlisle Rail line and Hexham Station			
Campact / Egger plant / Priestpopple (A6079) / Perth Head			
A69 East – Bank Foot			
Dilston Haughs Bridge / Styford Hall A695			
Hermitage / Bridge End			
Flow continues east in River Tyne until run out at Riding Mill			

RESERVOIR FLOODING INFORMATION SHEET

Reservoir	Derwent	Indicator Code	GP3335BG
Priority	Low	Grid Reference	402763 551420
Key Populations / Infrastructure within Flooding Zone			
Derwent Bridge at B6278 – flow follows River Derwent			
Redwell Hall Farm			
Eddy's Bridge and minor road			
Combfield House			
A68 Road and Bridge – Allensford properties			
Pemberton Road – east from Allensford			
Properties / Road at Bridgehill / Shotley Grove			
A691 Benfieldside			
Shotley Hall / Shotley Grove Road			
Road B6278 junction with A691			
Burnhill Bank / Cullers Hall Road / Cullers Avenue / The Crescent / Riverside /Wood Street			
Properties north and west of Snow's Green Road			
Oaks River Holiday Homes /Wood Street / Green Street			
A694 Front Street / Oley Meadows			
Shotley Bridge Cricket Club / Spa Drive			
Sewage Works Crosswhell Crag / Westwood Farm			
Bridge / Road Ebchester to Newlands			
Vindamora Roman Fort			
Blackhall Mill inc Fife Terrace / River View / Mill Race Close / Nursery St. / Riversdale / Derwent Street / Moraine Crescent / Mill Road / Riverside Store and Post Office / Blackhall Community Centre / Armonside Road Chopwell Road to A694 junction / Connolly Tce. / Peartree Bungalows / Forge Lane / Peartree Farm / Sewage Works / Derwentcote Farm			
Armonside			
A694 Lintzford			
Lintzford Farm			
Rowlands Gill inc Lintzford Road / The Dell / Linteford Close / Riverside Way / Holmewood Drive /Orchard Road / Bowes Lion Close / Lintzford Gardens / Dipwood Way / Friarside Crescent / Dipwood Road			

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Derwent Bridge B6314
Properties Warrens Haugh
Sewage Works
Derwent Walk Country Farm
A694 Winlaton Mill and properties adjoining
Axwell Park inc Axwell Park Road / Shibdon Way / Derwent Way / Dear Park Way / Lake Approach / Napier Way / Western Way
B6317 New Derwent Bridge / A694 Junction
Shibdon Nature Reserve
Blaydon Rugby Club
Bates Lane / Farm Court / The Copse
Swallwell inc The Covers / Sands Road / The Pavilion / Broadmeadows Close / Hexham Road
South Bank River Tyne all property north of A1/ A184 Metro Centre to Johnson St / Yetholm St. (Teams)
Moving west along Tyne from Metro Centre area A1 Blaydon Bridge
All property north of B6317 Shibdon Road inc Blaydon Haughs
Property north of B6317 Stella Road
Land north of railway line from B6317 Ryton
Industrial Estate and access
Ryton Willas / Ryton Golf Course
Hagg Bank – property between Front Street and River Tyne
Industrial Estate, Castlefield Woods, Low Prudhoe
North Bank River Tyne from A1 Blaydon Bridge moving west
All land south of A6085 Lemington Road inc Riverside Business Park
Newburn Haugh and Newburn Bridge
Newburn inc Station Road / Grange Road and streets off Azalea Way / Barbells Way / Davison Street
Newburn Leisure Centre
Keelman's Lodge
Keelman / Big Horn Brewery
Blaney Row / Moor Court
Property Station Road
Close House Golf Course
George Stephenson's Birthplace
Wylam Library / Falcon Tce. / Stephenson Tce. / Ingham Tce. / Main Road / Wylam Garage / Ovingham Road

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Flow West runs off in Tyne after Wylam
South bank River Tyne moving East
All Team Valley Trading Estate between A1 and railway line and south to Lamersley inc Gateshead Hospital (part) / Aintree Gardens / Sandown Gardens and Armstrong St.
Follow Tyne east
Baltic Centre HMS Calliope
Land north of South Shore Road inc Friars Goose
Tyne Main Road
Felling Shore Wharf inc Green Lane / Tyne Street / Pelaw Fields / Jonadab Road / Station Road / Reay Street / Prince Consort Road / Ellison Street / Yorkwood
Docks Wagonway (Lever Arnold and Co.)
Windmill Way
D&J Motorcycle Training
The Approach / Rolling Mill Road
Carlew Road, Jarrow
Slake Road
Tyne Car Terminal / Jarrow Slake
Don Road / Church Bank / St. Paul's Church and Monastery
Jarrow Bridge
Bede Training Centre
A185 Straker St. / Swinburne St. / Jarrow Road
A194 Jarrow Road Western Approach
Car terminal Tyne Docks Jarrow
Temple Town / Devonshire Street / Barehirst St. / Greathead St. / Mitre Place
Smith Street / Anson Close / Garwood St. / South Eldon St. / The Captain's Row / Vernon Close / Cook Close / Drake Close
Eldon Street / West Walpole Street
Land at West Holburn to river
Customs House / Mill Dam / Harton Quay / Broad Landing / Captain's Wharf (Ballast Hill) / Long Row / Wapping Street
Flow East runs off into sea after this point

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North bank flow East from A1 Blaydon Bridge	
Land between A695 Scotswood Road and East to Newcastle Business Park	
William Armstrong Drive / Amethyst Road / Hampshire Court / Monarch Road / Water Street / Dunn Street	
B6330 to Quayside (inc Environment Agency Offices)	
Skinnerburn Lane	
B1600 Banks Close to Tyne Bridge (inc Copthorne Hotel)	
Sandhill / Quayside / Guild Hall / Law Courts / Broad Green / Broad Chare	
Land between A186 (City Road) and River	
Malmaison / Pitcher and Piano etc	
Ouseburn Quayside and flow up Ouseburn between roads either side to railway line	
Properties between St Lawrence Road and River - east	
St Peter's Basin and The Ropery	
Windcomblee Road between Warves and River	
Nelson Road / Rendle Road	
White Street	
Docks and Yards bordering River south of Segendum	
Oceana Business Park, Davy Bank	
Point Pleasant – Riverside car Depot	
A187 - Hadrian Road, Point Pleasant	
Willington Gut / Western Road / Ropery Lane / Potter St. / Stephenson St. / Willington Quay	
A187 – Berwicke St./ Tyne View Tce.	
Sewage Works Howdon Staith	
Northumberland Dock Road / Hayhole Road Whitehill Point	
Commissioner's Wharf inc Coble Dene / New Quay / Clive St. / Liddell St. /Bell St. / Western Quay	
North Shields Fish Quay area inc Union Road, Low Lights	
Flow East runs off into Sea after this point	
Rest Centre	Command and Control Options
	Bronze – to be confirmed
	Silver – Fire H.Q., West Hartford
	Gold – Police H.Q., Ponteland

RESERVOIR FLOODING INFORMATION SHEET

Reservoir	Fontburn Reservoir	Indicator Code	KP3735BR
Priority	Low Risk	Grid Reference	404979 593773
Key Populations / Infrastructure within Flooding Zone			
B6342 – and property West Lodge / Combhill Bridge			
Flow follows River Font			
Coltpark (Caravan park)			
Nunykirk School / Healey Mill			
Undesignated road – Flaggy Ford / Netherwitton			
Newpark Wood			
Netherwitton – roads and property			
Longshaw’s Mill			
Wood House			
Road at Stantonfence			
Newton Mill			
Properties north side Mitford			
Road Mitford / Abbey Mills			
Into Morpeth – refer to Flood Plan Morpeth Town Centre			
Flow runs out in River Wansbeck east of Morpeth			
Rest Centre		Command and Control Options	
		Bronze – to be confirmed	
		Silver – Fire H.Q., West Hartford	
		Gold – Police H.Q., Ponteland	

RESERVOIR FLOODING INFORMATION SHEET

Reservoir	Hallington East and West	Indicator Code	FP3535BH FP3835BV
Priority	Low Risk	Grid Reference	397216/576123 396025/575884
Key Populations / Infrastructure within Flooding Zone			
1) East Flow			
Whiteside law			
Road – Hallington Mill			
Flow follows Erring Burn			
A68 - Bridge at Beaumont House			
A6079 – Cocklaw / Hume Laugh			
George Hotel, Chollerford			
Properties – south Humshaugh and adjacent roads			
B6318 / B6320 / A6079			
Chesters Roman Fort			
B6319 - Walwick Grange			
2) West Flow			
Colwell Road / property adjacent B6342			
Follows Coal Burn			
A6079 / A68 / B6342 junction / north			
The Hermitage (Swinburne Wood)			
Barrasford Green			
Barrasford – East Acres and properties including school			
Road – Barrasford to Edge House			
Run off into River North Tyne			
Rest Centre		Command and Control Options	
		Bronze – to be confirmed	
		Silver – Fire H.Q., West Hartford	
		Gold – Police H.Q., Ponteland	

RESERVOIR FLOODING INFORMATION SHEET

Reservoir	Kielder	Indicator Code	ZP3135BJ
Priority	Low	Grid Reference	371126 587622
Key Populations / Infrastructure within Flooding Zone			
Flow follows River North Tyne			
Yarrow (Shilling Pot Road)			
Hawkhope / Mouseyhaugh (North Haul Lane)			
Falstone (Blackcock Inn / Falstone Barns)			
Stannersburn (Pheasant Inn)			
Ridge End / Smalesmouth			
Stokoe			
Public Parking area north of Ridley Stokoe			
Old Hall			
The Eals Lodge			
Holt / Greystead / Bent House			
Rushend			
Flow north at this point			
Bridge / Road at Redmire / Lanehead			
Boughthill			
Flow run off at minor road west of Greenhaugh			
Main Flow River North Tyne from Redmire Bridge			
Birks / Snabdaugh / Tasset Castle and Hall			
High Carriteth			
Newton			
Low Carriteth			
Charlton			
Hesleyside Mill			
Hesleyside			
The Riding, Bellingham			
The Shaws, Bellingham			
Riverside Hotel			
Bellingham – nearly all properties will be affected inc. Fire Station and Police Station			

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NOTE Evacuation routes only North on B6320 and North West to Rawside / Rawfoot NOT B6320 South as road will be subject to flooding
Brown Rigg
Eals
Boat Farm
Redeswood
Bridgeford / Redesmouth
Flow north at Redesmouth on River Rede
Rede Bridge
Hindhaugh
Little Ridsdale / West Woodburn (A68)
Yellow House Farm
East Woodburn / Townhead
Flow runs out at this point
Main Flow on River North Tyne from Redesmouth
Redesmouth House
Lea Hall
The Green
Low Carry House
Kirkfield / Blindburn
Kirkfield Bridge
Wark – most properties affected - Evacuation routes West to Pasture House or East to Warkhaugh Bank NOT South as main route in flooding flow
Warksbaugh Bridge
Wark Haugh
Glen Ridley
Gardens Wood / Park End / Low Park End
Chipchase Mill
Chipchase Strothers
Nunwick Mill / Burnmouth Cotages
Haughton Strother
River Mill Farm
Barrasford inc East Acres / Dalla Bank
Haughton Castle / Wester Hall
A6079 south of Chollerton

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Humshaugh inc Wyan Riggs Close / Wyan Riggs Farm / East Lead / Humshaugh C of E First School / Valley Court road south to Swallow George Hotel
Chollerford inc Beech Croft / Hadrian Court / George Hotel
B3620 / B6318 junction
Dunkirk
B6320 to junction with A6079 and properties adjoining
Waterside
Cilvrum Roman Fort
Welbeck Grange / Farm
Homer's Lane
Nether Warden
Warden
Flow following River South Tyne
Bridge End / West Boat / Westwood / Newcastle to Carlisle Rail line
Paper Mill – flow runs out after this point
Flow following River North Tyne
A69 at Kingshaw Haugh
Acomb inc Howford Lane / Cross Bank / Orchard Avenue / Post Office / Redburn Crescent / Garden House Drive / A6079 to junction with A69
Hexham flow now follows River Tyne
The Hermitage
Carlisle to Newcastle Rail line
Tynedale Golf Club
Tyne Green Country Park
All properties between Haugh Lane / Rotary Way / west of A6079 and river inc. Spital Lane / Tyne Green Road / Burn Lane / Tyne Green / Tesco's / Garden Tce. / Chareway Lane / Hexham and Northern Marts
To east of A6079
Bridge End Industrial Estate inc SABBIC COMAH site / Sewage Works Tyne Mills Industrial Estate / A69 / Hallochard Road / Hexham Rail Station / Hallgate
Anick Road south of A69
Harwood Meadows
Land between A695 / A69 along River Tyne to Corbridge

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Prior Thorns
Corbridge Roman Site / Cemetery / Spoutwell Lane
B6321 Corbridge Rail Station / Well bank / The Valley Sports Ground and properties adjoining inc Caravan Park
Styford Hall
Riding Mill inc Riding Close / Millfield Road / A695 / Wellington Inn / Mill Grange and adjoining streets and properties
Sewage works west of Styford Bridge
A695 Low Shilford
Bywell and Bywell Hall
Bywell Bridge / Stocksfield Hall
Stocksfield inc Mount View Tce. / Guessburn / Community Centre / Post Office / Rail Station / Brunwell Court / Hall Farm Close / The Pastures / Stocksfield School
Merry Shield / Green Hill
Coal Lane to Alder Wood / The Alders
Ferry Landing
Ovingham inc Middle School / Ovingham Bridge / Castle Way / Burnside Close / Horsley Road / Nunnykirk Close / Castle View / Piper Road / Dene Close / Wheatfield Close / Welburn Close
Prudhoe inc Sewage Works / Station Road to junction with A695 and all property between Princess Way and River / Castle Lea / Industrial Estate / Dukes Way / Marquis Court Regent Drive to Hagg Bank
From Ovingham / Prudhoe Flood Flow from Kielder is same as Derwent see below
Axwell Park inc Axwell Park Road / Shibdon Way / Derwent Way / Dear Park Way / Lake Approach / Napier Way / Western Way
B6317 New Derwent Bridge / A694 Junction
Shibdon Nature Reserve
Blaydon Rugby Club
Bates Lane / Farm Court / The Copse
Swallwell inc The Covers / Sands Road / The Pavilion / Broadmeadows Close / Hexham Road

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South Bank River Tyne all property north of A1/ A184 Metro Centre to Johnson St / Yetholm St. (Teams)
Moving west along Tyne from Metro Centre area A1 Blaydon Bridge
All property north of B6317 Shibdon Road inc Blaydon Haughs
Property north of B6317 Stella Road
Land north of railway line from B6317 Ryton
Industrial Estate and access
Ryton Willas / Ryton Golf Course
Hagg Bank – property between Front Street and River Tyne
Industrial Estate, Castlefield Woods, Low Prudhoe
North Bank River Tyne from A1 Blaydon Bridge moving west
All land south of A6085 Lemington Road inc Riverside Business Park
Newburn Haugh and Newburn Bridge
Newburn inc Station Road / Grange Road and streets off Azalea Way / Barbells Way / Davison Street
Newburn Leisure Centre
Keelman’s Lodge
Keelman / Big Horn Brewery
Blaney Row / Moor Court
Property Station Road
Close House Golf Course
George Stephenson’s Birthplace
Wylam Library / Falcon Tce. / Stephenson Tce. / Ingham Tce. / Main Road / Wylam Garage / Ovingham Road
Flow West runs off in Tyne after Wylam
South bank River Tyne moving East
All Team Valley Trading Estate between A1 and railway line and south to Lamersley inc Gateshead Hospital (part) / Aintree Gardens / Sandown Gardens and Armstrong St.
Follow Tyne east
Baltic Centre HMS Calliope
Land north of South Shore Road inc Friars Goose
Tyne Main Road
Felling Shore Wharf inc Green Lane / Tyne Street / Pelaw Fields / Jonadab Road / Station Road / Reay Street / Prince Consort Road / Ellison Street / Yorkwood

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Docks Wagonway (Lever Arnold and Co.)
Windmill Way
D&J Motorcycle Training
The Approach / Rolling Mill Road
Carlew Road, Jarrow
Slake Road
Tyne Car Terminal / Jarrow Slake
Don Road / Church Bank / St. Paul's Church and Monastery
Jarrow Bridge
Bede Training Centre
A185 Straker St. / Swinburne St. / Jarrow Road
A194 Jarrow Road Western Approach
Car terminal Tyne Docks Jarrow
Temple Town / Devonshire Street / Barehirst St. / Greathead St. / Mitre Place
Smith Street / Anson Close / Garwood St. / South Eldon St. / The Captain's Row / Vernon Close / Cook Close / Drake Close
Eldson Street / West Walpole Street
Land at West Holburn to river
Customs House / Mill Dam / Harton Quay / Broad Landing / Captain's Wharf (Ballast Hill) / Long Row / Wapping Street
Flow East runs off into sea after this point
North bank flow East from A1 Blaydon Bridge
Land between A695 Scotswood Road and East to Newcastle Business Park
William Armstrong Drive / Amethyst Road / Hampshire Court / Monarch Road / Water Street / Dunn Street
B6330 to Quayside (inc Environment Agency Offices)
Skinnerburn Lane
B1600 Banks Close to Tyne Bridge (inc Copthorne Hotel)
Sandhill / Quayside / Guild Hall / Law Courts / Broad Green / Broad Chare
Land between A186 (City Road) and River
Malmaison / Pitcher and Piano etc
Ouseburn Quayside and flow up Ouseburn between roads either side to railway line

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Properties between St Lawrence Road and River - east	
St Peter's Basin and The Ropery	
Windcomblee Road between Warves and River	
Nelson Road / Rendle Road	
White Street	
Docks and Yards bordering River south of Segendum	
Oceana Business Park, Davy Bank	
Point Pleasant – Riverside car Depot	
A187 - Hadrian Road, Point Pleasant	
Willington Gut / Western Road / Ropery Lane / Potter St. / Stephenson St. / Willington Quay	
A187 – Berwicke St./ Tyne View Tce.	
Sewage Works Howdon Staith	
Northumberland Dock Road / Hayhole Road Whitehill Point	
Commissioner's Wharf inc Coble Dene / New Quay / Clive St. / Liddell St. /Bell St. / Western Quay	
North Shields Fish Quay area inc Union Road, Low Lights	
Flow East runs off into Sea after this point	
Rest Centre	Command and Control Options
	Bronze – to be confirmed
	Silver – Fire H.Q., West Hartford
	Gold – Police H.Q., Ponteland

RESERVOIR FLOODING INFORMATION SHEET

Reservoir	Langley Dam	Indicator Code	KP3138BZ
Priority	Low Risk	Grid Reference	382534 560922
Key Populations / Infrastructure within Flooding Zone			
1) North Flow			
B6295 – Langley			
A686 – Langley North / Castle farm / Crook Hill			
A686 – Haydon Bridge (east)			
Properties south side of Bridge			
Geas Wood to Tyne			
A69 –several parts of carriageway to west of A686 Junction			
Cemetery, Haydon Bridge			
Whittis Hill / Whittis Crescent / Whittis Road / Shaftoe Street /			
Shaftoes Guest House / John Martin Street / Anchor PH /			
Shaftoe Trust Controlled First School / Land Ends Road /			
Poplars Riverside Caravan Park to south-west of Haydon Bridge			
Run off into River Tyne			
2) West Flow			
Nilston Rigg Farm			
A686 near junction with B6305			
Garage on A686			
Flow run off along Burn			
Rest Centre		Command and Control Options	
		Bronze – to be confirmed	
		Silver – Fire H.Q., West Hartford	
		Gold – Police H.Q., Ponteland	

RESERVOIR FLOODING INFORMATION SHEET

Reservoir	Rothley East Lake and South	Indicator Code	TP3538BX TP3938BN
Priority	Low Risk	Grid Reference	405022 590755
Key Populations / Infrastructure within Flooding Zone			
i) Flow East Lake – follows Ewesley Burn			
Netherwitton – most properties and roads			
Joins River Font			
Road – Shotly / Netherwitton			
Road – Stantonfence (south of)			
Properties Newton Mill			
Properties Mitford (north)			
Road Mitford to Morpeth			
Properties Abbey Mills			
Schools and Rugby Ground – Newminster			
Refer to Morpeth Flood Plan			
Run off in River Wansbeck			
ii) Flow South Lake			
Flows south towards Scot’s Gap			
Road – B6342 west of Rothley Cross Roads			
Joins Delf Burn and into Hart Burn			
Oakford Bridge			
Run off by Hartburn Village			
Rest Centre		Command and Control Options	
		Bronze – to be confirmed	
		Silver – Fire H.Q., West Hartford	
		Gold – Police H.Q., Ponteland	

RESERVOIR FLOODING INFORMATION SHEET

Reservoir	Sweethope Loughs (Great / Little)	Indicator Code	TP3238BP TP3438BM
Priority	Low Risk	Grid References	394654/582293 395108/582140
Key Populations / Infrastructure within Flooding Zone			
A696 – Kirkwelpington			
Flows into River Wansbeck at Cornhills			
Kirkwelpington – Walkmill Ford Road			
Topley Wood Nature Reserve			
Road – Wallington Hall to Old Deanham			
Road – Garden House			
Road – Middleton Bridge			
Mill Greens			
Low Angerton (West and road) road to High Angerton			
Road – Meldon Park Corner (Dyke Neuk to Clay House)			
Rivergreen Mill			
Mitford East – Mill Farm			
Road – Mitford to Morpeth			
Highford Bridge, Morpeth			
Abbey Mills Farm, Morpeth			
Newminster and Abbeyfields Schools			
Rugby Ground, Abbeyfields			
Morpeth Town Centre - See relevant Flood map(s)			
Sewage Works Morpeth (East)			
Sheepwash Bridge, Guide Post			
Flow run off in River Wansbeck			
Rest Centre		Command and Control Options	
		Bronze – to be confirmed	
		Silver – Fire H.Q., West Hartford	
		Gold – Police H.Q., Ponteland	

RESERVOIR FLOODING INFORMATION SHEET

Reservoir	Whittle Dene Lower / Western / Northern / Great Northern / Great Southern	Indicator Code	FP3036BS FP3536BC FP3936BD TP3638BK TP3138BJ
Priority	Low Risk	Grid References	406915/567647 406511/567865 406564/567957 407302/567256 406546/568321
Key Populations / Infrastructure within Flooding Zone			
Water Works			
Flow follows Whittle Burn			
A69 at Whittle Farm / Ruins of Tower			
Ovingham – significant no. of properties affected inc. School			
Ovingham Sewage Works			
Low Prudhoe			
Flow into River Tyne			
1) Flow West			
Tyne Riverside Country park			
Newcastle / Carlisle rail line			
2) Flow East			
Low Prudhoe Industrial Estate			
The Hermitage			
Newcastle / Carlisle rail / road infrastructure			
A695			
Tynewood			
Hagg Bank / Hagg Bank Bridge			
Mill Wood and roads			
Stephenson’s Cottage			
Flow run out east of Wylam			
Rest Centre	Command and Control Options		
	Bronze – to be confirmed		
	Silver – Fire H.Q., West Hartford		
	Gold – Police H.Q., Ponteland		

PUBLIC COMMUNICATIONS STRATEGY– WARNING AND INFORMING THE PUBLIC

Public Awareness

In consideration of the Medium Risk posed by the scheduled Reservoirs in the Northumbria Local Resilience Forum area no advance leafleting will be undertaken in regard to the individual Reservoirs.

Northumberland County Council, as lead authority, has advertised the publication of the Reservoir Flood Maps by the Environment Agency in 2010 and information is available at

<http://www.northumberland.gov.uk/default.aspx?page=9077>

Public Warning

In the event that a breach of any scheduled reservoir is identified / threatened the following actions for alerting by all appropriate means the members of the community whose immediate safety is at risk will be considered and implemented as appropriate.

Some of the options for disseminating warnings are as follows:

- Local Authority / Police / multi-agency / Reservoir Undertaker door-to-door knocking with Evacuation Cards.
- use of Environment Agency loudhailer vehicles (where available and safe to do so).
- use of the Police helicopter's 'Skyshout' system.
- Local radio and /or TV bulletins.
- Environment Agency Flood Warning Service.
- Metro Centre Evacuation Plan.

Priority will be given to individuals or properties that may be vulnerable or have special needs.

Arrangements will also be made for critical infrastructure operators to be contacted promptly.

Informing and Advising the Public

To provide relevant and timely information about the nature of the emergency as it develops is essential. The media can play a crucial role in conveying to the public key messages about the emergency. Following the establishment of a multi-agency

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TCG / SCG co-ordination of public information will be undertaken by the Police in accordance with the local emergency media protocol. The Police will liaise with the press officers from Northumbria LRF partner agencies to ensure a consistent message is communicated to the public. Each organisation will mobilise its emergency communications or public information arrangements to complement the activities of the Police.

Note: To operate Floodline effectively, the Environment Agency National Flood Risk Systems team need to be given the earliest possible warning of a potential incident. This will enable the content of Floodline (either via call centre staff or automated messages) to be accurate and effective, and will enable EA to ensure they have sufficient available resources to manage the demand. They will endeavour, if possible, to put a headline message on Floodline to provide an easily accessible portal for the latest information.

Further information to the public may also be provided through:

- Northumbria Emergency Information Line (NEIL)
- local alert systems; (Council / LRF Partner Websites)
- specific internet sites used for emergencies e.g. Northumbria LRF's Website
- any public information lines invoked for the event.

Priority will be given to individuals in communities who may have special or particular needs; and to operators of critical infrastructure.

Media

The media may attend in large numbers from an early stage of any reservoir emergency, arriving locally within hours, and seeking information probably before the emergency services co-ordinated response is operational.

They will attempt to get as close to the site as possible, in search of information and images. They will be equipped with up-to-date communications technology seeking information for immediate broadcast and to reporting deadlines. Most importantly, they are likely to provide the most effective and resilient method of quickly reaching large numbers of people.

In the event of a major potential or actual dam breach incident Northumbria Police will take the co-ordinating lead in the response to the media in its overall Public Information role.

Additionally, the Local Authority Communications Team will be required to agree a media strategy in relation to the incident. Refer to the Northumberland County Council ECAP Confidential telephone Directory or LA equivalent for media contact arrangements.

MAJOR INCIDENT IN YOUR AREA

EVACUATE YOUR PROPERTY NOW

EVACUATION CARD

Evacuation Area

There is a concern that you and your property are at risk from flooding from a local reservoir.

Make your way to by foot/car

Do not drive (delete as appropriate)

If you need assistance please alert one of the Officials or Police Officers in the area.

Before leaving your home remember to:

Switch off gas, electricity and water at mains

Close and lock all windows and doors

Take any medication and medical equipment with you

Take your pets and some pet food

If a neighbour has particular needs, please inform one of the Officials or Police Officers

If you choose to go elsewhere, complete the details overleaf and hand this to one of the Police Officers in your area.

Remember to tune-in to the television or to local BBC Radio or other local radio station on

(insert frequency) FM & (insert frequency) AM to keep up-to-date on the situation.

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ONLY COMPLETE THIS IF YOU ARE NOT GOING TO (insert reception centre details)

.....

NAME:

ADDRESS:

.....

.....

POST CODE:

NUMBER OF PEOPLE IN HOUSEHOLD:.....

CONTACT NUMBER (Mobile Number If Available):

.....

WHERE WILL YOU BE STAYING?:

.....

.....

.....

POST CODE:

TEL. NO

THANK YOU FOR YOUR COOPERATION

IF YOU CHOOSE NOT TO LEAVE YOUR HOME
PLEASE READ AND SIGN THE STATEMENT BELOW –

I/we have been informed that I/we should evacuate my/our home/premises, due to a reservoir emergency. I/we understand that if I/we choose to remain in my/our home/premises, I/we do so at my/our own risk.

Signed

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