

Name of Organisation	Thames Valley Police
Completed by	A/ Superintendent Lindsey Finch
What effect did the adverse weather have on your organisation?	<ul style="list-style-type: none"> • A requirement to initially set up a Force Gold supported by one Silver for the Force. This was then extended to individual Silver Command suites set up at both Windsor and West Berks – these then required resourcing • A resourcing requirement for the EOC prior to the full command structure being implemented • An increased call for assistance to incidents involving flooding – drivers stuck in vehicles, roads blocked by floods, roads blocked by fallen trees, resourcing road closures that were being breached, reporting drivers for breaching road closures • A requirement to provide additional reassurance patrols in the most affected areas to identify and support vulnerable residents • A requirement to provide crime prevention, high profile patrols in areas where flood victims had to leave their homes or businesses unattended • Resourcing these locally when a number of the local officers were also victims of flooding themselves
What plans did your organisation have in place beforehand to help manage the impact of the severe weather?	<ul style="list-style-type: none"> • Standard plans for responding to multi-agency major incidents • Gold command plans • Standard practices for setting up Silver
Of the actions that you had planned, what worked well?	<p>Major incident command structure Silver set up at West Berks Council rather than the Police Station (as is more standard procedure) Tasking for all agencies went through local Silver which reduced duplication of effort and decision making Standard plans were activated and worked as expected</p>

<p>What worked less well or would you change for future events and why?</p>	<p>With the benefit of hindsight I would potentially have set up West Berks Silver 24 hrs earlier. There was no negative impact caused by the timing, but I think it would have eased the burden on a number of staff within the EOC, and assisted in the initial deployment of the Military staff who were by then present in significant numbers.</p> <p>The holiday period (this crossed over into February half term) presented a challenge for staffing the Silver role at both West Berks and Windsor. This was overcome, and a number of Commanders were able to put new skills to the test. I do not believe that this could be planned for as all abstraction rates were entirely in line with policy – the extraordinary demand could not be planned for. A number of Commanders changed their plans to make themselves available for deployment.</p> <p>The environment Agency took some time to supply a resource into West Berks Silver. Once this occurred, it had a positive impact and made the decisions from Silver much better informed in relation to potential impact of future weather events. Whilst recognised that they had significant resourcing issues, earlier involvement in West Berks Silver would have been beneficial</p> <p>Access to information about power outages and their locations was initially difficult to ascertain. This reduced ability to prioritise resourcing as Silver was unaware of a small number of significant long term outages which had significant impact (ie. Mains water pumping station at Compton)</p>
<p>What changes, if any, were made to your plan in response to events and what effect did they have?</p>	<p>Usually plans for establishing a local Silver would focus on placing it in a Police Station. The West Berks Silver was set up at the Council offices, next to the EOC.</p> <p>This worked well as all partner agencies were able to access Comms from that location, and link in with their own systems.</p> <p>Being close to the EOC ensured that decisions came into Silver and there was less temptation to just make a decision in the EOC</p>
<p>Please outline any other comments that you may have for the Commission.</p>	<p>From the Police perspective, the operation ran successfully. There were no reports of any thefts relating to the flooding from any evacuated or flooded properties. The engagement with local residents was very positive. Feedback from the community, even though often distraught, was positive in terms of the response that they received.</p> <p>All partners worked well together</p>

	The Flood Warden programme appeared very effective in terms of having individuals to engage with and cascade messages.
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