

Appendix A OSMC Recommendations Update

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/1 4/153)	(1) All external contractors supporting services, in particular, critical or essential services should have their Business Continuity Management plans reviewed and actions taken as necessary. WBC Information Security Officer to review the plans to ensure they are fit for purpose.	Jackie Woodland	Sep-14	17/12/2014	BC review delayed due to vacant post. Recommendation being analysed to assess relevancy, feasibility and proportionality.	To be confirmed - following completion of initial review
Severe Weather (OSMC/1 4/153)	(2) The Councils Corporate Business Continuity and Service Business Continuity plans should all be reviewed in order to ensure they are fit for purpose. WBC Information Security Officer to review the plans to ensure they are fit for purpose.	Jackie Woodland	Sep-14	17/12/2014	A review of the Council's business continuity capability has been carried out and a number of areas have been identified for improvement.	To be confirmed - following completion of initial review
Severe Weather (OSMC/1 4/153)	(3) The Head of Highways and Transport should establish a register of recently retired or other local highways engineers willing to work with and for the Council during extended flood events. Assessment of their suitability to be included, or remain, on the register should be carried out.	Mark Edwards	Sep-14		We are not aware of any qualified, experienced retired engineers but will monitor the situation. Even if such people are available there may be an issue with providing suitable Professional Indemnity insurance. Availability at the right time, reliability and payment will also be issues to consider. It should also be noted that there is an MOU signed by all LA's across the Thames Valley to support each other by way of resources including qualified staff. Which would be the preferred route for support.	Completed

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Severe Weather (OSMC/1 4/153)	(4) The Information Security Officer should closely monitor the effectiveness of the scheme (as in 3 above) and if, appropriate, consider its extension to other emergency incident competencies.	Jackie Woodland	Sep-14	17/12/2014	A review of business continuity capability within the Council has highlighted an expert resource weakness. A programme of work has commenced to address all business continuity weaknesses.	To be confirmed - following completion of initial review
Severe Weather (OSMC/1 4/153)	(5) Through the Thames Valley Local Resilience Forum, the Civil Contingencies Manager should reinforce the necessity to activate Business Continuity Plans when dealing with major incidents, particularly when they are of a prolonged duration, and that it is fully understood by senior managers within Category 1 organisations. This should include the requirement to provide representation to Tactical Co-ordination Groups.	Carolyn Richardson	Sep-14		This has been raised and approved by the Thames Valley Local Resilience Forum as part of the over arching flood action plan for the area. This will be progressed as part of that action plan	Completed
Severe Weather (OSMC/1 4/153)	(6) A more detailed wider survey and/or assessment of local businesses readiness is recommended in order to determine what their state of readiness is and any support businesses need to improve their resilience, esp. SME's.	Carolyn Richardson	Sep-14	17/12/2014	A draft survey has been developed and being tested internally. The survey will take place in the 2016/17. The issue about BCM readiness esp. with SME's is being taken up across Berkshire as part of BCM promotion and Community Resilience.	Jul-16

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Severe Weather (OSMC/14/153)	<p>(7) The Head of Strategic Support should develop and implement a flood communication strategy to ensure that the right information is delivered to the right people at the right time. It should include elements to address:</p> <p>The provision of information to residents and businesses on:</p> <p>A. Whether their property is in a flood zone and the specific risks that they face.</p> <p>B. Their roles in protecting their own premises before flooding occurs and examples of permanent and temporary measures that the public can take to protect their property.</p> <p>C. The roles and responsibilities of flood risk agencies and the help and advice they can expect from agencies during incidents.</p> <p>D. The causes of flooding and level of flood risk.</p> <p>E. The responsibilities of riparian owners</p> <p>F. Flood incident health and safety.</p> <p>G. The Council's culvert policy.</p> <p>H. The limitations of sandbags as a flood defence measure)</p> <p>I. Health and safety risks associated with surface water, river and sewer flooding.</p> <p>J. The communications channels (e.g. emails, face to face, websites,</p>	Martin Dunscombe & Carolyn Richardson	Sep-14	17/12/2014	<p>Planning meetings are ongoing with new Communications Manager.</p> <p>This action is a major piece of work however actions being pursued include:</p> <p>a. Reviewing the website for flooding prevention to cover all the actions</p> <p>b. Preparing videos to support the actions requested of residents to do themselves.</p> <p>c. A Major Incident Support Team plan is in draft format in readiness for the communications channels of support.</p> <p>d. The EOC procedures are being reviewed to incorporate review of social media and webpage info.</p> <p>f. The communications plan for the Thames Valley Local Resilience Forum is being revised</p>	Jan-16

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	<p>'flood bus', text, social and broadcast media etc) to be used during flooding incidents and how they might be exploited to best effect.</p> <p>K. How best to work with other agencies to develop triggers and activation processes for the establishment of communications cells within the multi-agency Tactical Co-ordination Centre.</p> <p>L. The joining-up of agencies' telephony and internet channels to provide a single point of contact for residents that gives the information and they need, regardless of provider.</p> <p>M. The triggers and activation processes for the establishment of communications cells within the Emergency Operations Centre.</p> <p>The Communications strategy should include: Operation of 24/7 cover and ability to operate all communication options and details of support by way of mutual aid</p>					
Severe Weather (OSMC/1 4/153)	(8) The Communications strategy should include: Operation of 24/7 cover and ability to operate all communication options and details of support by way of mutual aid	Martin Dunscombe	Sep-14	17/12/2014	as per action (7) this element will be encompassed within the development of the overall comms strategy - discussions due to start July 2015 along with the arrival of the new Communications Manager.	Jan-16
Severe Weather (OSMC/1	(9) The Head of Highways and Transport should explore the opportunities for the use of	Mark Edwards	Sep-14		All road closures are now shown on the Council's website.	Completed

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4/153)	appropriate technologies, such as mobile phone applications or satellite navigation systems, for the dissemination of real-time road closure alerts. A report on the available options should be returned to the OSMC by June 2015.					
Severe Weather (OSMC/1 4/153)	(10) The Executive Member for Civil Contingencies should ask the Secretary of State for Communities and Local Government to consider the establishment of a single point of contact for the public when reporting all types of flooding or other resilience incidents (like those services provided by 101 or 111) from where calls can then be directed to the appropriate agency.	Carolyn Richardson	Sep-14		Letter sent to the Cabinet Office 5th August 2015 requesting that a single point of contact is considered for the public to use when reporting all types of flooding or other resilience incidents. Response received confirming it is being considered.	Completed
Severe Weather (OSMC/1 4/153)	(11) The Head of Highways and Transport, through the West Berkshire Professional Partners Flooding Group, should ensure that communities are regularly updated on the progress of ongoing flood prevention and alleviation work being undertaken by all agencies in their areas.	Mark Edwards	Sep-14		WBC Officers and representatives of Thames Water and Environment Agency attend all flood forums to provide updates on local schemes.	Completed
Severe Weather (OSMC/1 4/153)	(12) The WBC Out of Hours Contact Centre service should be reviewed in relation to emergencies.	Carolyn Richardson	Sep-14		This contract has been revised in light of recommendations, retendered and made aware.	Completed

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Severe Weather (OSMC/14/153)	(13) The Civil Contingencies Manager should review the Community Template plan to include information and guidance.	Carolyn Richardson	Sep-14		The template & guide has been reviewed, revised and consulted on by communities and other agencies. Launched on website in Apr 15.	Completed
Severe Weather (OSMC/14/153)	(14) Promotion of property level protection where possible should be undertaken for properties at risk of flooding to prepare them by the installation.	Carolyn Richardson & EA	Sep-14		Progress being made via: -Flood Forums - Communications with the Flood Wardens (telecom on 10 Dec and via newsletters & website) - publicity through the grants scheme following last floods. This will be an ongoing programme of activities via the Community Resilience process.	Completed
Severe Weather (OSMC/14/153)	(15) Parish Councils in known flood-risk areas should consider the purchase of pumps and other emergency flood alleviation equipment for use in their own communities. Progress should be measured and monitored.	Parish Councils	Sep-14	17/12/2014	A revised template community emergency plan and guide was released in May 15. During 2015 there will be a realignment of parish plan grant funding which will enable communities to bid for small equipment purchases to help with flood prevention measures. Information was sent to all communities relating to grant opportunities. So far Thatcham and Eastbury have been successful. Others are preparing bids. A list of resources available in the communities is being developed as part of the community resilience package. This will be an ongoing action therefore on 2nd report of this action plan consideration will be considered as to the status and whether this is now 'business as usual'.	

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Severe Weather (OSMC/1 4/153)	(16) The Head of Strategic Support should incorporate the consideration of emergency planning into the Parish Planning process, particularly for those communities whose areas are likely to benefit from the establishment of a local flood forum.	Andy Day	Sep-14	17/12/2014	The parish plan process is being reviewed and will pick up on emergency planning and community related issues. The aim will be to link the Brilliant West Berkshire Programme and Civil Emergency issues in with an overall approach to community development. Funding is also currently being realigned to support flood defence measures	
Severe Weather (OSMC/1 4/153)	(17) The Civil Contingencies Manager should encourage all town and parish councils to annually review their preparedness for flooding/winter.	Carolyn Richardson	Sep-14		This action is in the diary to undertake a promotion for 21 Oct 2015 and thereafter.	Completed
Severe Weather (OSMC/1 4/153)	(18) The Civil Contingencies Manager and the Environment Agency should integrate and co-ordinate the work of their respective flood wardens and flood ambassadors to ensure they achieve the best effect.	Carolyn Richardson & EA	Sep-14		Communications with the Flood Wardens (telecom on 10 Dec and via newsletters & website) The EA will endeavour to inform the LRF/LA on the locations to where ambassadors have been/will be sent, daily in order that the links can be set up via WBC and the community flood wardens. This action is also in the TVLRF flood action plan where this item has been added as an item to the Briefings that will be sent out prior to Adverse Weather Telecoms, briefings that we send to EA staff in SCG's and TCG's. Where possible we will add details of where we are planning to send Flood Data Recorders and Ambassadors and any key messages that they will be passing on.	Completed

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Severe Weather (OSMC/1 4/153)	(19) The Head of Highways and Transport should consider providing Neighbourhood Wardens with the keys to highways drains manhole covers for use during flooding incidents.	Mark Edwards	Sep-14		Officers have considered this proposal but feel that the risks of inappropriate and potentially hazardous use are too great. The proposal will therefore not be pursued.	Completed
Severe Weather (OSMC/1 4/153)	(20) The Council should continue to work with all the Flood Forums.	Mark Edwards & Carolyn Richardson	Sep-14		Attendance by Civil Contingencies and Highways Officers continues at Flood Forums including (Streatley/Pang Valley/Lambourn Valley/Thatcham and Newbury)	Completed
Severe Weather (OSMC/1 4/153)	(21) The Environment Agency should take steps to increase the number of West Berkshire residents and businesses in flood risk areas signed up to its Floodline alerting system.	Environment Agency	Sep-14		4304 props at fluvial risk in WBC area of which 2562 are registered. Registered numbers are down as people cancel landline contracts. EA nationally, are looking at ways to increase registration by extending opt out service to other mobile providers. No timescales yet. Locally we have established a mechanism within the Flood Forums to monitor local numbers and promotional opportunities. This activity will not have an end date due to the constant changes within communities as people leave and move into the area. To date, the flood forums have proven to be a successful tool in increasing the awareness of the registration process.	Completed

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Severe Weather (OSMC/1 4/153)	(22) The Environment Agency, working with the Council's Civil Contingencies Manager, should develop and deliver a package of training (including through the use of videos) for all agencies and for the public on how, when and where to build effective sandbag defences.	Carolyn Richardson & EA	Sep-14	17/12/2014	There is a lot of information already on the gov.uk website on what actions to take to reduce the impact of flooding Training by way of support from Field Team's is also available. WBC will look to ensure all the signposting is on the Councils website. Info will be covered in Parish and Warden briefings in the autumn. The EA have a publication - Sandbags and how to use them properly that we use for the public https://www.gov.uk/government/publications/sandbags-how-to-use-them-to-prepare-for-a-flood .	
Severe Weather (OSMC/1 4/153)	(23) The Civil Contingencies Manager should review the processes in the EOC following staff feedback.	Carolyn Richardson	Sep-14	17/12/2014	The EOC processes are under review. These were tested in May 2015 and the debrief activity highlighted further opportunities for improvement.	Feb-16
Severe Weather (OSMC/1 4/153)	(24) The Civil Contingencies Manager should review relation to staffing and competencies	Carolyn Richardson	Sep-14	17/12/2014	A review of all staff trained in Emergency Planning work has been undertaken to consolidate all information and place it on the Councils training software. A review is now underway with all HoS to consider gaps in training needs across services with a view to putting in place training to close the gaps.	Feb-16

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Severe Weather (OSMC/14/153)	(25) The Civil Contingencies Manager should request that the Government (via the Department for Communities and Local Government) works with the Association of British Insurers to identify measures that might discourage the drivers of vehicles from contravening formal road closures. This might include the passing back to policy holders the costs of recovering the occupants of vehicles, recovering the vehicle itself, the damage to third parties (for example householders) and the making good of damage to their vehicles.	Carolyn Richardson	Sep-14		West Berkshire Council wrote to the DCLG on 5 August 2015 requesting that the Department work with the Association of British Insurers to identify measures that might discourage the drivers of vehicles from contravening formal road closures. Response received on 30 Sept 2015. Confirmation received that there is a reviewing this across Whitehall.	Completed
Severe Weather (OSMC/14/153)	(26) Public Health England should prepare in advance clearer advice and information in relation to flood waters to cover rural locations, open rivers and potential contamination with raw sewage	PHE	Sep-14		Advice has been reviewed and updated by PHE including a Flooding Q&A sheet for the public (February 2014) available on www.gov.uk site – and directed through the TV LRF public facing website through the link “Flood News Update” - “Advice from Public Health England” : https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/348925/Flooding_questions_and_answers_February_2014.pdf	Completed

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Severe Weather (OSMC/1 4/153)	(27) The Civil Contingencies Manager should specify, select, procure (if necessary) and deliver an Information Management System (IMS) for the Council's Emergency Operations Centre that allows for effective and efficient logging, tracking and dissemination of information relating to emergency incidents. If feasible, the system should allow for alerts to be communicated to subscribers to the Environment Agency's Floodline notification system and, for road closures, to motorists.	Carolyn Richardson	Sep-14	17/12/2014	ELM has been developed to incorporate an emergency mode to enable the EOC to gather information and assign actions efficiently and with a clear audit trail. Through the process of testing a few changes have been identified and these will be completed by ICT by Dec 15. Once confirmed that all changes have been made - The Civil Contingencies Manager will look to ensure all staff are suitably aware of the systems use within the EOC.	Jan-16
Severe Weather (OSMC/1 4/153)	(28) The Civil Contingencies Manager should revise the West Berkshire Vulnerable People Plan to incorporate a process for sharing and collation of information from and between agencies.	Carolyn Richardson	Sep-14	17/12/2014	Consultation is underway with services in relation to our own systems. There is also engagement with other agencies including health and utility companies to consider the process of securely sharing the data.	Dec-15
Severe Weather (OSMC/1 4/153)	(29) A 'duty' Member arrangement should be considered by all political parties and put in place in the Major Incident Plan/Members Handbook	Carolyn Richardson	Sep-14		This has been completed with the details in the Members handbook.	Completed
Severe Weather (OSMC/1 4/153)	(30) The Civil Contingencies Manager should work to establish a Major Incident Support Team (MIST), comprising individuals available to be deployed to affected communities.	Carolyn Richardson	Sep-14	17/12/2014	Consultation is underway with services in relation to developing a MIST plan. Once a draft is in place then this will be shared with other agencies and companies to encourage them to be able to field officers to support this plan.	Mar-16

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Severe Weather (OSMC/1 4/153)	(31) It is recommended that the Civil Contingencies Manager liaise with the Military in relation to: A. The process of activation of MOD assets B. Consideration should be given to military units being coterminous boundaries with the LA's they are supporting. C. Adoption' of specific local units D. Joint training with these local units to facilitate joint working and understanding	Carolyn Richardson	Sep-14		The CCM has engaged with the MOD with the following specific outcomes: A. The process of activation is being reviewed by the MoD B Being reviewed by local commanders C 77x based at Hermitage will be the specific local unit for engagement with WBC (along with 7 Rifles at Berks level) D Military units are standing invitees to the training undertaken.	Completed
Severe Weather (OSMC/1 4/153)	(32) The Chairman of the Overview and Scrutiny Management Commission should commission a strategic review of the implications of climate change on the Council and other agencies. The scope of the review should be sufficiently wide to evaluate the impact of climate change on business as usual activities as well as preparedness for severe weather incidents.	OSMC	Sep-14		Following consideration it was agreed that the item would not be progressed. The Committee concluded that the topic was not a priority in the context of other items detailed in their work programme.	Completed
Severe Weather (OSMC/1 4/153)	(33) The Head of Highways and Transport, working with other agencies, should ensure that the temporary flood alleviation measures that are still in place remain fit for purpose, are made permanent or removed as appropriate.	Mark Edwards	Sep-14		This is all part of the ongoing action plan for flood risk management.	Completed

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Severe Weather (OSMC/14/153)	(34) The Civil Contingencies Manager should review the Major Incident Plan in relation to: Declaring a Major Incident should be considered using the definition and considering the support likely to be required	Carolyn Richardson	Sep-14	17/12/2014	The Council Major Incident Plan is to be revised over Aug - Jan 16	Jan-16
Severe Weather (OSMC/14/153)	(35) The Thames Valley Local Resilience Forum should consider the inclusion of Registered Social Landlords (RSLs) as participants in the Tactical Co-ordination Group when necessary.	Carolyn Richardson	Sep-14		This has been raised at LRF level and it was agreed that all plans need to be flexible enough to allow any specific agencies or RSL's to attend the TCG. This is also being reviewed as part of the EOC plan revision samples	Completed
Severe Weather (OSMC/14/153)	(36) The Civil Contingencies Manager should consider the inclusion of Registered Social Landlords as participants in the Emergency Operations Centre when necessary.	Carolyn Richardson	Sep-14	17/12/2014	As above - the new EOC plan has this as an example in the considerations	Completed
Severe Weather (OSMC/14/153)	(37) The Head of Education should work to achieve 100% adoption of Major Incident Plans within schools. Head teachers should be encouraged to share their plans with children in order that the arrangements contained within them are widely known.	Ian Pearson	Sep-14		92% of schools confirmed that they have a Severe Winter Weather plan and 96% have a Critical Incident Plan. 76% of schools confirmed that the plans are shared with staff, with 24% not responding to this part of the question. 86% of schools confirmed that the critical incident plan is either being reviewed currently and/or is regularly updated. Pupils are involved in the plans through practice drills, such as evacuation and lock-down. Communication continues with schools to increase the number with appropriate plans in place.	Completed

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Severe Weather (OSMC/14/153)	(38) The Civil Contingencies Manager should develop and appropriately resource a plan for the activation of a Tactical Co-ordination Group in the Council offices.	Carolyn Richardson	Sep-14	17/12/2014	This process has started - due for completion in Feb 16	Feb-16
Severe Weather (OSMC/14/153)	(39) The Head of Highways and Transport, working with the Civil Contingencies Manager, should develop and maintain a local critical infrastructure map.	Mark Edwards & Carolyn Richardson	Sep-14	17/12/2014	A comprehensive data base has been developed based on knowledge from a number of flooding events, and asset management programming. This will be put on limited access GIS and shared as necessary with partners at time of incidents due to the fact it is constantly being updated.	Completed
Severe Weather (OSMC/14/153)	(40) The Head of Highways and Transport should develop the local flood plan to: - Reflect risk and identify where strategic flood protection and response assets might be located. - Identify private land on to which flood water might be diverted to protect homes or businesses from damage	Mark Edwards	Sep-14	17/12/2014	This is being considered as part of our LFRMS work.	
Severe Weather (OSMC/14/153)	(41) The Environment Agency should work with land owners and other agencies to develop a plan for the management of locks and weirs in the event of flooding incidents.	Environment Agency	Sep-14	17/12/2014	The EA have received funding for this. The intention is to get an operating agreement in place between asset owners on the River Kennet to manage the flow of water downstream. We now need to "people" resource this work and hope to do this over the next month.	

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Severe Weather (OSMC/14/153)	(42) All Registered Social Landlords should be advised to consider the requirement for property level protection in their housing stocks. A report on the feasibility of works should be returned to the Overview and Scrutiny Management Commission by June 2015.	Carolyn Richardson	Sep-14	17/12/2014	This will be reviewed and updated in the EOC plans, NB not all RSLs would be able to be involved due to numbers.	Feb-16
Severe Weather (OSMC/14/153)	(43) The Head of Highways should review the operation of the Council's Sandbag Policy to ensure that it remains fit for purpose. A report setting out the policy should be returned to the Overview and Scrutiny Management Commission by June 2015.	Mark Edwards	Sep-14	17/12/2014	A review has taken place and a revised document exists in draft format - the draft will be distributed for consultation.	Dec-15
Severe Weather (OSMC/14/153)	(44) The Civil Contingencies Manager should conduct annually an assessment of flooding readiness prior to the onset of winter.	Carolyn Richardson	Sep-14		This is programmed for Oct each year - involves a review of plans, equipment, status of groundwater and rivers and a joint agency meeting with services. Also included meeting with external partners and flood wardens	Completed

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Severe Weather (OSMC/14/153)	(45) The Environment Agency, along with other responsible agencies (e.g. the Canal and River Trust), should review its dredging and river maintenance including weed management) policies, to ensure that they are fit for all purposes and that the works are carried in all locations where there would be benefit. Riparian owners should be supported or have enforcement action taken against them as necessary. A report setting out the Agency's position should be returned to the Overview and Scrutiny Management Commission by June 2015.	Environment Agency	Sep-14		The EA produce and deliver an annual maintenance programme in areas where this work can provide the greatest reduction in flood risk. The EA work hard to make sure they continue to spend taxpayers' money where it delivers the greatest flood risk benefit. Each year the EA publish this maintenance programme and consult with our key partners on this. However, it is acknowledged there maybe work to do with other interest parties to reach an overall catchment approach to maintenance. Please note the EA cannot guarantee funding each year to deliver watercourse maintenance. The EA are happy to support and advise riparian owners. They will only undertake enforcement action where there is a clear obstruction of the channel that is causing problems, such as increasing flood risk.	Completed
Severe Weather (OSMC/14/153)	(46) Through the Thames Valley Local Resilience Forum, the Civil Contingencies Manager should work with all agencies to ensure that their roles in recovery, as well as response, are fully understood and delivered against.	Carolyn Richardson	Sep-14		TV LRF recovery plan revised. Adopted Apr 15	Completed

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Severe Weather (OSMC/1 4/153)	(47) Through the Thames Valley Local Resilience Forum, the Civil Contingencies Manager should seek the establishment of a Strategic Resilience Resource Store at an appropriate location or locations to hold essential flood alleviation equipment, including personal protective equipment. This should be supported by plans for its ongoing maintenance and resourcing, as well as activation, staffing and de-activation during and after incidents.	Carolyn Richardson	Sep-14		This has been referred to the TV LRF to be considered as part of their plans. Progress will be monitored.	Completed
Severe Weather (OSMC/1 4/153)	(48) The Civil Contingencies Manager should establish and maintain a register of local providers able to provide assets that might be mobilised in the event of an emergency. The required items might include large goods and 4 x 4 vehicles (including those with snorkels), pumps and personal protective equipment.	Carolyn Richardson	Sep-14	17/12/2014	There is a Berkshire wide data base of all the equipment LA's have for emergencies. Details of all services used during the floods is being developed as part of the EOC actions due to be completed in Oct 15 - this will be part of the process but needs to accept the details can go out of date. There is also an MOU with all LA's to support each other with equipment and people.	Completed
Severe Weather (OSMC/1 4/153)	(49) The Head of Highways and Transport should create an adequate stock of 'road closure', 'flood' and 'foul water' signs for deployment during flood incidents.	Mark Edwards	Sep-14	17/12/2014	We aim to incorporate this requirement into the new 2016 Highway Term Maintenance Contract.	

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Severe Weather (OSMC/1 4/153)	(50) The Civil Contingencies Manager should obtain clarification from the Department of Communities and Local Government (DCLG) on the responsibility for the provision of portable toilets during events that involve sewage water flooding.	Carolyn Richardson	Sep-14		West Berkshire Council wrote to the DCLG on 5 August 2015 requesting that the Department clarified the responsibility of agencies to provide portable toilets. Response received on 30 Sept 15 - DCLG now discussing with DEFRA as to clarity on who is responsible.	Completed
Severe Weather (OSMC/1 4/153)	(51) The Civil Contingencies Manager should investigate the utility of unmanned aerial vehicles (UAVs) in the response to flooding and other emergency incidents. A report setting out the findings should be returned to the Overview and Scrutiny Management Commission by June 2015.	Carolyn Richardson	Sep-14		Report written	Completed
Severe Weather (OSMC/1 4/153)	(52) The Head of Highways and Transport should examine the possibility of other Council staff or other people, for example Neighbourhood Wardens, assisting police officers in the enforcement of road closures.	Mark Edwards	Sep-14		This is not legally possible. Apart from the Council as Highway Authority, only Police Officers have the authority to close roads in an emergency. Members of the public are not permitted to be involved.	Completed
Severe Weather (OSMC/1 4/153)	(53) If preventative measures cannot be applied to known flood prone roads (in order to keep them open) then the Head of Highways and Transport should assess the feasibility of providing permanent gates or barriers, including on fords. A report setting out the findings should be returned to the Overview and Scrutiny Management	Mark Edwards	Sep-14	17/12/2014	This feasibility study has yet to be undertaken due to insufficient resources. We will aim to investigate further later in 2015/early 2016.	

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	Commission by June 2015.					
Severe Weather (OSMC/1 4/153)	(54) Thames Water, working with Network Rail, should expedite the work to address the flooding of Newbury railway station.	Thames Water	Sep-14	17/12/2014	TW have lined the sewers in the area of the Railway Station in Newbury. They are checking on some flows in the area to consider misconnections which may be adding to the excess flows in the area at time of heavy rain. Network Rail not completed their work. First Great Western to be contacted to advise they need to consider more some property level flood defences.	
Severe Weather (OSMC/1 4/153)	(55) The Head of Highways and Transport should conduct surveys, including by CCTV, of all critical drainage infrastructure located within the Highways to ensure they are free from obstacles, debris and damage.	Mark Edwards	Sep-14	17/12/2014	This work is ongoing. The action will be reviewed in more detail in 2016.	
Severe Weather (OSMC/1 4/153)	(56) The Head of Highways and Transport should develop and deliver a programme of works to fit and maintain non-return valves on highway drains that empty into rivers in areas where ingress from water-sources is known to be an issue.	Mark Edwards	Sep-14		Where identified as a problem, non-return valves have been fitted. Currently this applies at 2 locations.	Completed

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/14/153)	(57) Through the Thames Valley Local Resilience Forum, the Civil Contingencies Manager should seek the provision of the training necessary to ensure that key Category 1 decision-makers have the confidence to declare a 'major incident' or to request mutual aid when and if necessary.	Carolyn Richardson	Sep-14	17/12/2014	The TV LRF Training, Exercise and Organisational Learning group is developing a programme of training and exercising including for director level to ensure the knowledge and experience is developed. Programme being developed.	
Severe Weather (OSMC/14/153)	(58) The Royal Berkshire Fire and Rescue Service should develop and deliver a multi-agency water and flood safety training programme.	RBFRS	Sep-14		The RBFRS can deliver a package of training re flood safety training. The training wing of RBFRS is a 'commercial' service so payment would be required therefore scoping will take place to get best value. This is being considered as part of the Thames Valley LRF training programme.	Completed
Severe Weather (OSMC/14/153)	(59) Thames Water should urgently ensure that the waste water network is protected from ground and surface water ingress. Thames Water should provide its capital programme for West Berkshire to be considered by the Overview and Scrutiny Management by June 2015.	Thames Water	Sep-14	17/12/2014	Thames Water has completed sewer relining and manhole sealing in Lambourn, Great Shefford and Eastbury. A new FLIP device has also been installed at Newton Cottages, Eastbury. Drainage area strategies are also being carried out for the Lambourn and Pang Valleys and the initial reports have been shared with key stakeholders including parish councils.	

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/1 4/153)	(60) Utility companies are recommended to review their communications to the community including the robustness of their systems and staffing levels.	Utilities	Sep-14		Thames Water has appointed ten new customer representatives who would take a more proactive role in any future event. Call handling systems have also been amended to ensure TW flooding issues are more easily identified and responded to . SSE have new customer representatives to support local communities and work with the Council SGN also have reps in place. This was also being picked up by the utilities forum taking place in June 15.	Completed