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Lewes Flood Plan



ENVIRONMENT
AGENCY



Lewes Flood Plan - OFFICIAL

Version Control

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Section One

The Flood Risk

Section One: The Flood Risk

1. The Flood Risk

- 1.1 A significant part of the commercial and residential area of Lewes town has been identified as at risk from fluvial flooding by the overtopping of the River Ouse. High tides at Newhaven can be an aggravating factor. There is also a potential for flooding from the Winterbourne Stream which is a ground-water fed stream that only flows when the water level is high in the chalk. Either area could flood independently. **Table 1** outlines the main flood risk locations within Lewes.
- 1.2 The relevant Environment Agency flood warning areas are:
- Lewes
 - Malling at Lewes
 - Winterbourne Stream at Lewes
- 1.3 Flooding on the Winterbourne can be aggravated by blocked grills or culverts, and the Environment Agency has installed a trash screen at the Bell Lane recreation ground to prevent this.
- 1.4 The flooding in October 2000 represented the worst case scenario in 150-200 years. 613 homes housing about 1400 persons were flooded, together with 207 public and commercial premises.

Table 1: Risk locations in Lewes

Risk location	Source of flooding	Cause	Impact	No. of residential properties affected	No. of commercial properties affected
Malling Brooks	River Ouse	Inundation from river	Property flooding	77	37
Cliffe	River Ouse	Inundation from river	Property flooding	166	57
Town Centre West	River Ouse	Inundation from river	Property flooding	32	13
North St & Talbot Terrace	River Ouse	Inundation from river	Property flooding	0	40
Landport	River Ouse	Inundation from river	Property flooding	17	2
Malling Deanery	River Ouse	Inundation from river	Property flooding	3	0
North Malling	River Ouse	Inundation from river	Property flooding	10	0
Winterbourne Lane	Combined sewer	Spring flow & infiltration	External property flooding	1	0
Winterbourne Hollow/Bell Lane	Highway drainage	Overloaded system and spring flow	Highway flooding	0	0

Aims & Objectives

1.5 **Aim:** The aim of this plan is to provide a framework for the coordinated inter-agency response to flooding or the threat of flooding in Lewes.

1.6 **Objectives:**

- To identify activation triggers for responding to flood warnings.
- To set out the actions to be taken on receipt of flood warnings.
- To set out the process for a coordinated response.
- To provide information to support evacuation

How to use this plan

1.7 This plan should be read in conjunction with the following documents:

- Sussex Multi-agency Flood Plan,
- Sussex Emergency Response and Recovery (SERR) document,
- Emergency plans of the agencies involved.
- Identifying Vulnerable People during a Major Emergency (Sussex Resilience Forum, 2007)

Section Two

Plan Activation

Section Two: Plan Activation

2. Activation Triggers

2.1 Flood Warnings

The Environment Agency (EA) will circulate flood warnings to emergency services, local authorities and the general public. The customer charter standard is to issue all warnings at least two hours in advance of any possible flooding.

2.2 Flood Guidance Statements

The Flood Forecasting Centre issues daily flood guidance statements indicating a very low, low, medium or high risk of river and coastal flooding and extreme rainfall. **Action on receipt of a Flood Guidance Statement** showing a medium or high risk of flooding in the next 48 hours should be the same as for Flood Alert below.

2.3 Action on receipt of EA Flood Warnings

Upon receipt of flood warnings described below for the areas of Lewes, Malling and the Winterbourne the following action should be taken:

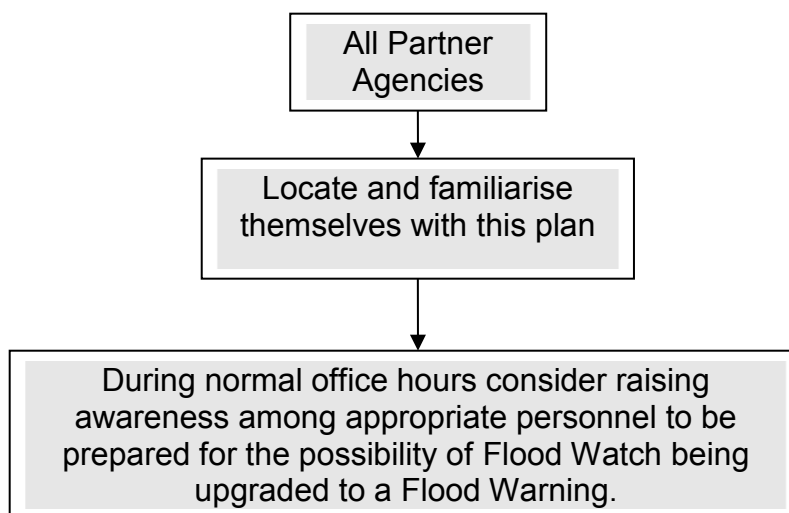
2.4 Flood Alert means

Flooding is possible. Be prepared.



Flood Alert

Diagram 1: Initial multi-agency action on receipt of a Flood Alert



Note: Severe weather conditions may give rise to a SRF (multi-agency) teleconference when Flood Alerts are in place and likely developments of the flooding situation may be discussed with the Environment Agency.

Section Two: Plan Activation

- 2.5 **Flood Warning** *means*
Flooding is expected. Immediate action required

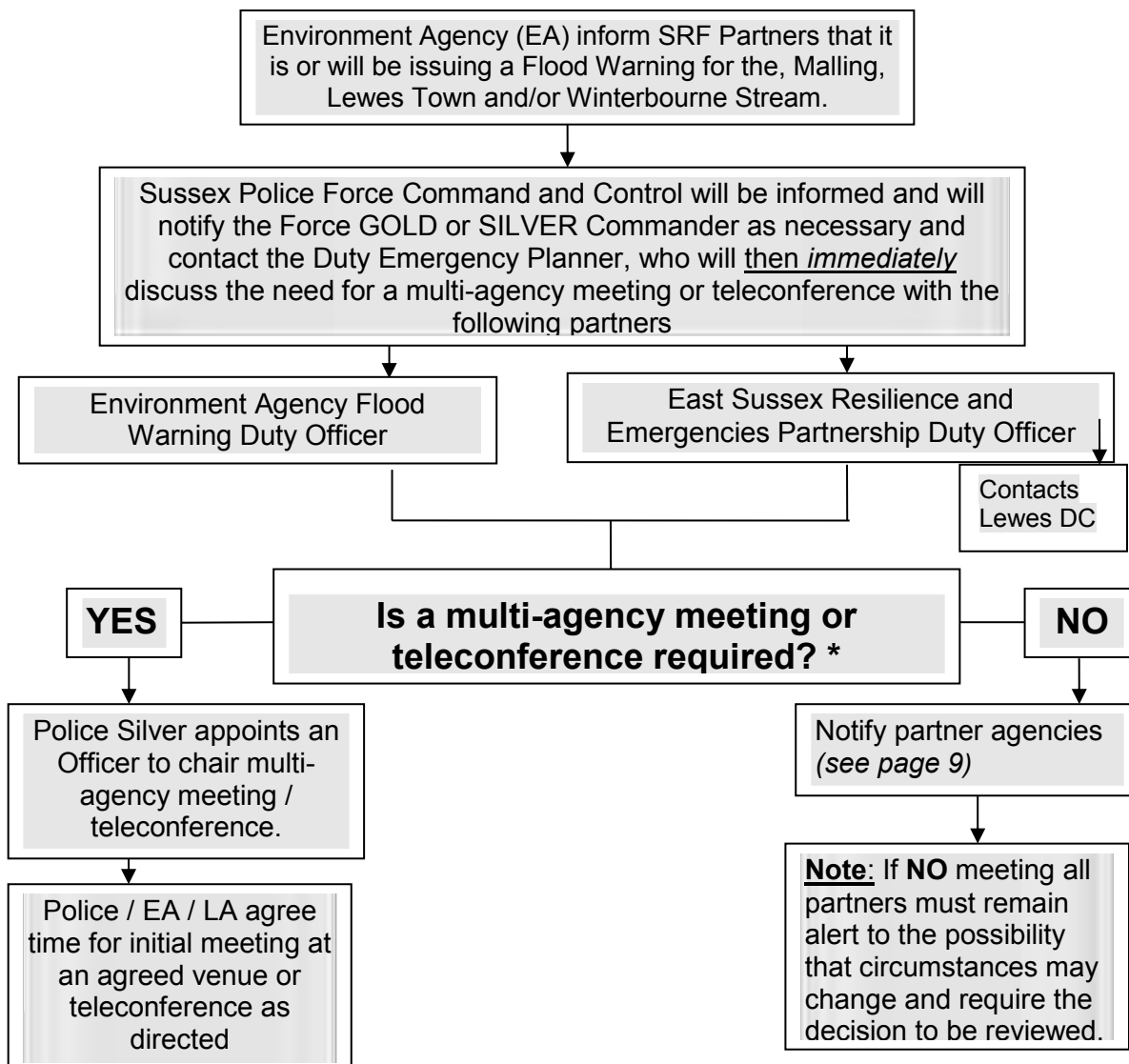


2.6 Action for Flood Warning

See diagram 2 overleaf:

Section Two: Plan Activation

Diagram 2: Initial multi-agency action for a Flood Warning and determination of the need to hold a multi-agency meeting or teleconference.



Important:
Each partner agency must be represented by an officer with the authority to make decisions on their behalf.

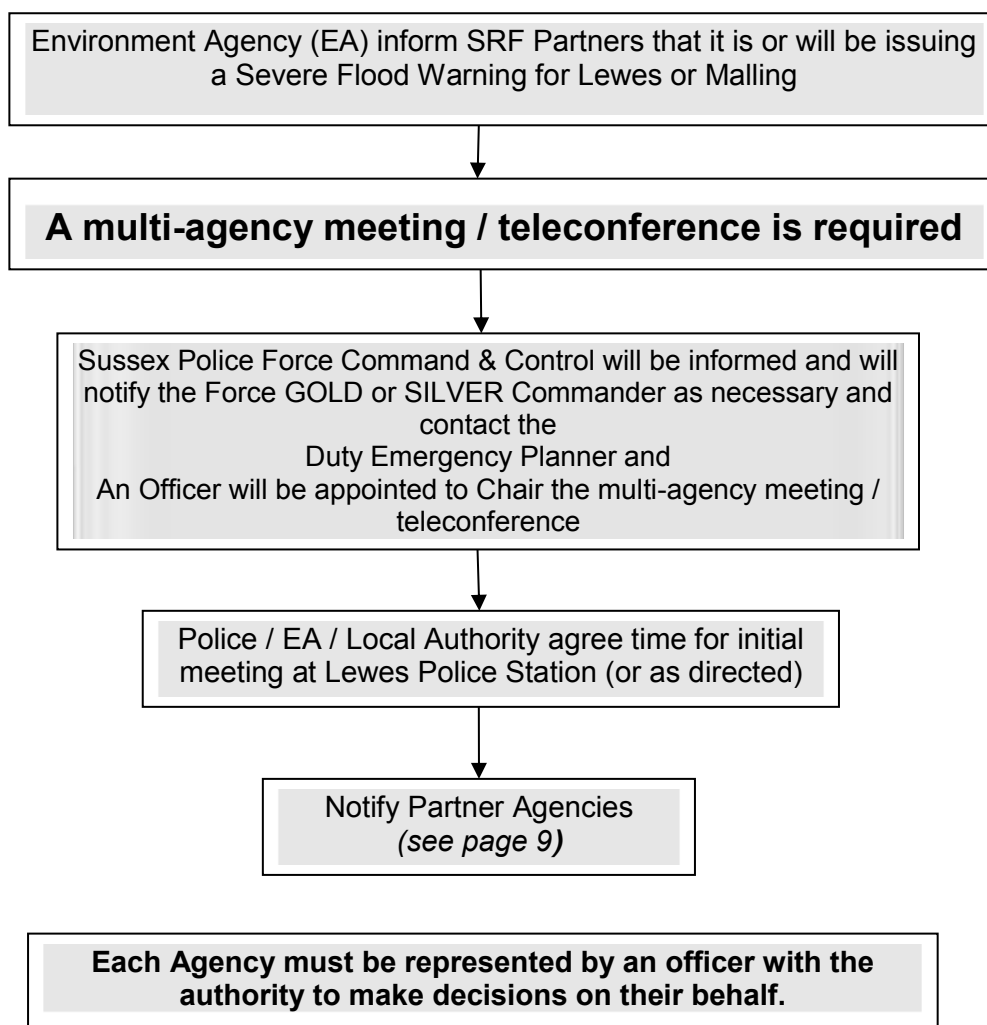
* Considerations should include EA advice, likely duration and extent of flooding event, potential impact of further forecast weather, risk to people and key sites, resource requirements. The Police will log the reasons for the decision to hold a meeting or not.

Section Two: Plan Activation

- 2.7 **Severe Flood Warning** means
Severe flooding. Danger to life.

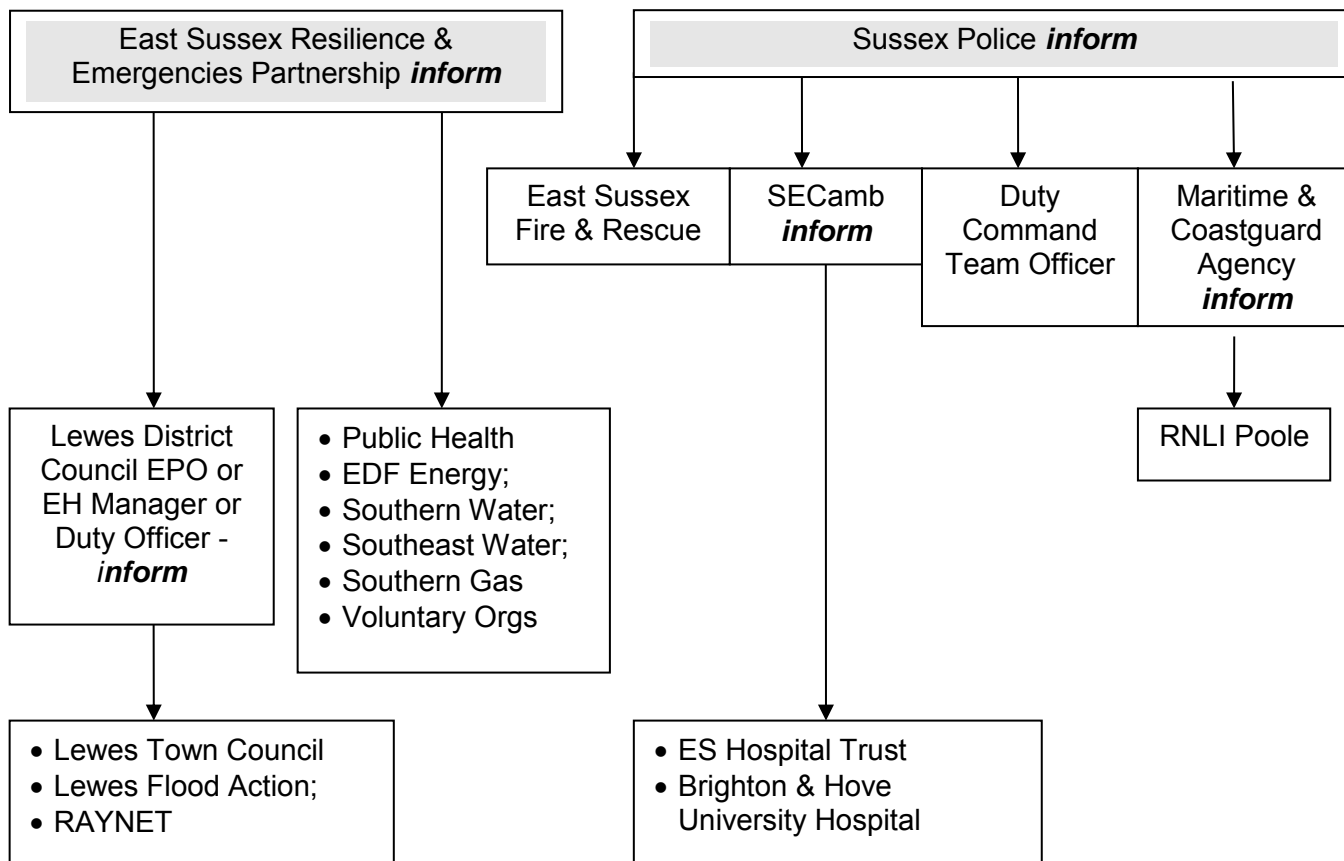


Diagram 3: Action on receipt of Severe Flood Warning – **Multi-agency meeting will be held.**



Section Two: Plan Activation

Table 1: Partner Notification Process



1.8 Flood Warning No Longer in Force

This is issued by the Environment Agency when the threat of flooding has fallen below their trigger levels, however where flooding has actually occurred recovery work for the affected communities will still be happening.

Section Three

**Coordination
of
Response**

Section 3: Coordination of Response

Key Note:

The personal safety of the staff from all responding agencies and the public is paramount. All agencies must ensure that their own staff are fully briefed on any potential dangers and have the appropriate personal protective equipment to carry out their tasks.

Similarly, each responding agency is responsible for the welfare of its personnel. Early consideration must be given to the arranging of rest breaks and refreshments for staff and volunteers throughout the incident. Representatives and staff from partner agencies who may be arriving from outside the area should be provided with information about the Newhaven and Seaford area and local facilities.

3. Initial Multi-agency Tactical Meeting

Sussex Police will coordinate the response and the nominated Officer will arrange and Chair the meeting as per Diagrams 2 and 3 in Section 3.

3.1 A meeting agenda and list of recommended attendees can be found in paragraph 11 (page 14) below.

Note: Wherever practicable a loggist from the Police or local authority should be used to record decisions taken and the reasons.

3.2 Teleconferencing

Depending on the circumstances it may be decided that the first tactical 'meeting' may be via teleconference. This will be decided in the initial discussions between the Police, Environment Agency and East Sussex Resilience and Emergencies Partnership. Details of the teleconferencing facility will be circulated to partners if required. Each organisation must be responsible for keeping its own records during an incident.

3.3 Tactical Command (Silver)

The response to the threat of flooding or actual flooding will be coordinated by a Tactical Coordinating Group (TCG) in accordance with the Joint Emergency Services Interoperability Principles (JESIP) at a Tactical Coordinating Centre (TCC) which will be at a venue agreed between the Police and District Council taking account of the views of other partners where possible.

3.5 Tactical Coordinating Centre (TCC)

The following location has been identified as the Incident Control Post:
Police Station, North Street, Lewes. Grid: TQ 41614 10335
Sussex Police Headquarters, Lewes. Grid : TQ 50580 11677

Section 3: Coordination of Response

Key Note: Where multiple TCGs are required to manage flooding across Sussex a Tactical Advisory Group (TAG) will be activated at Police Headquarters, Lewes. The TAG will maintain an overview of impacts across Sussex.

A **Strategic Coordinating Group** (SCG) comprising senior strategic representatives of the emergency services, local authority and such other partners as required may be convened at Police Headquarters should the scale of the incident require that level of response. This is commonly referred to as 'GOLD' command.

Section 3: Coordination of Response

3.6 Agenda

Inter-Agency Meeting No.1

In response to Flood Warning(s) / Severe Flood Warning(s) issued for the River Ouse area of Lewes, Malling and Winterbourne

Date:.....Time.....Location.....

Partner Agency	Representative
Sussex Police	
East Sussex Fire & Rescue Service	
South East Coast Ambulance Service	
Maritime & Coastguard Agency	
Environment Agency	
ESCC	
Lewes District Council	
Lewes Town Council	
Lewes Flood Warden Co-ordinator	
NHS Sussex	
Other: (specify)	

Agenda

1	Situation update from the Environment Agency
2	Extent of the area of flood/damage predicted by the Agency
3	Initial response strategy and need for Strategic Co-ordinating Group
4	Need for evacuation – either full or partial
5	Location of Incident Control Post (Silver Control)
6	Identification of Evacuation Control Post and staff
7	Identification by District Council of rest centre(s) to be used
8	Identification of evacuation arrangements and suitable transport
9	Identification of the vulnerable
10	Notification process for residents
11	Rendezvous Point and/or Marshalling Area(s)
12	Traffic Management.
13	Media Management (Police as lead agency)
14	Requirement for Casualty Bureau
15	Utilities Issues i.e. Electricity, Gas, Rail, Phone, Water, Sewage)
16	Requirement for voluntary organisations
17	Inter-Agency contacts sheets completion
18	Requirement for Recovery Coordinating Group
19	Any Other Business
20	Time and location of next meeting

Section 3: Coordination of Response

3.7 Contacts Sheet

[1 of 3]

These contacts sheets are provided as templates to enable responders to capture up-to-date contact information for use during the incident. **Please note down relevant details at the earliest opportunity!**

Sussex Police		
Role	Name	Contact No.
Gold		
Silver		
Bronze Traffic		
Bronze Evacuation		
Bronze		
Bronze		
Evacuation Control Post		
Logistics		
SIO.		
Press Officer		

South East Coast Ambulance		
Role	Name	Contact No.
Gold		
Silver		
Bronze		
Bronze		
SCG Member		
Evacuation C.Post		
Logistics		
Press Officer		

East Sussex Fire & Rescue		
Role	Name	Contact No.
Gold		
Silver		
Bronze		
Bronze		
Bronze		
SCG Member		
Logistics		
Press Officer		

Section 3: Coordination of Response**3.7 Contacts Sheet**

[2 of 3]

Environment Agency		
Role	Name	Contact No.
SCG Member		
Silver		
EA Incident Room		
Press Officer		

Maritime & Coastguard Agency (M.C.A.)		
Role	Name	Contact No.
Gold		
Silver		
SCG Member		
Evacuation Control Post		
Press Officer		

RNLI.		
Role	Name	Contact No.

East Sussex County Council		
Role	Name	Contact No.
Transport		
E.P.O.		
Social Services		
SCG Member		
Evacuation Control Post		
Emergency Centre		
Press Officer		

Lewes District Council		
Role	Name	Contact No.
Silver		
Evacuation Control Post		
SCG Member		
Rest Centre		
Emergency Centre		
Press Officer		

Section 3: Coordination of Response

3.7 Contacts Sheet

[3 of 3]

Lewes Town Council		
Role	Name	Contact No.
Co-ordinator		
Incident Control		
Evacuation Control Post		
Member liaison		

St. John Ambulance Service		
Role	Name	Contact No.

British Red Cross Society		
Role	Name	Contact No.

WRVS		
Role	Name	Contact No.

Military Aid		
Role	Name	Contact No.

R.A.Y.N.E.T.		
Role	Name	Contact No.

Section Four

Own Agency Response

Section 4: Own Agency Response

Actions by individual organisations

Each partner agency will have its own procedures to follow and actions to take. This space may be used to incorporate those procedures and actions to avoid the need for separate internal plans.

Section Five

**Evacuation &
Flood Risk
Sectors**

Section Five: Evacuation

5 Evacuation

Evacuation will be discussed at the first meeting. If not considered immediately necessary it will need to be regularly reviewed thereafter.

5.1 Types of Evacuees.

- **Self evacuees** - those making their own transport and accommodation arrangements. Self evacuation should be encouraged to enable emergency services to concentrate on the vulnerable and those needing help.
- **Vulnerable** - Details of infirm, disabled and other vulnerable persons will be collated by Sussex Police and Social Services through the Evacuation Control Post. They will be responsible for notifying the Ambulance Service for individual assessment and specialised transport requirements wherever necessary.

[Note - In the interest of patient safety, data protection can be overridden although details of patient medical condition would not be shared unless it could be demonstrated that it was in the best interest of the patient]

- **Requiring Transport** – able bodied without transport.

5.2 Evacuation Process

Rendezvous Points (RVP) / Marshalling Areas (MA) –The following locations have been identified as Rendezvous Points and Marshalling Areas for emergency services to assemble if necessary for deployment

A277 Brighton Road, Lewes	Grid: TQ 39899 09574
A26 Cliffe Industrial Estate, Lewes	Grid: TQ 42568 09525
B2192 / A26 Earwig Corner, Lewes	Grid: TQ 42304 11365
A2029 Offham Road / A275, Neville Road,	Grid TQ 40370 10977

5.3 Evacuation Control Post (ECP).

An Evacuation Control Post will be set up at one of the venues below. Other venues may be selected based on the prevailing conditions and threat of flooding.

Police Station, North Street, Lewes.	Grid: TQ 41614 10335
Council Offices, Southover House, Southover Road, Lewes.	Grid: TQ 41541 09958

5.4 Evacuation Co-ordination.

The Police will appoint one (or more) Bronze commanders to co-ordinate an evacuation from the **Evacuation Control Post** to:

- assist in identifying and prioritising those people most at risk [1], particularly the vulnerable,
- ensure effective security of evacuated areas.
- advise on compliance with any traffic management scheme in force

Section Five: Evacuation

It should be staffed by representatives from:

- Sussex Police
- South East Coast Ambulance Service
- East Sussex Fire & Rescue Service
- ESCC Adult Social Care / Children Services
- Lewes District Council Housing Department
- Lewes Town Council
- East Sussex Hospital Trust / Clinical Commissioning Group

Sample **Evacuation Advice** forms and **Evacuation of Premises Record** forms are given in Appendix A.

5.5 Leafleting

Early consideration must be given to producing a multi-agency leaflet or bulletin containing advice on help immediately available, useful tips on how to minimise the impact of flooding, health guidance etc [1].

Lewes District Council Democratic Services and Lewes Town Council can contact local councillors who may wish to assist in delivering them house to house together with such other staff/volunteers who may be available.

Deliveries can be phased out slowly, but in the early stages they are an important source of information and reassurance.

A template for a standard leaflet is available in Appendix 'D'.

5.6 Traffic Management

Traffic management arrangements will be put in place by the Police dependent of the extent of the anticipated flooding.

5.7 Rest Centres

Lewes District Council will activate its Rest Centre Plan via the Head of Housing Needs or the Emergency Planning Officer. These will be

- Lewes Town Hall
- Malling Community Centre
- Lewes Leisure Centre

5.8 Local Health Services - Alerting arrangements in East Sussex

The number to call to alert community services of a request for a response to assist another Cat 1 Responder at a Rest Centre or similar establishment is only shared with responders. This number is 24 hour and is a dedicated emergency only number and will receive a priority response, and should only be issued on a 'need to know' basis.

Once through to the Trust switchboard the caller will need to identify themselves, and the authority from which they are calling, and use the advisory term:- **'THIS IS A CIVIL EMERGENCY'**

Section Five: Evacuation

[It is most important that this is included to avoid a full major incident response being initiated in hospitals that may be unaffected by the incident.]

The call will be transferred to either the Chief Operating Officer (Deputy Chief Executive) or their Deputy during normal working hours or to the On Call Director out of hours. They will be responsible for deploying staff, so will need to know:-

- Type of incident causing the evacuation
- Location of Centre(s) with any specific road access details
- Expected number of evacuees at each Centre
- Any known vulnerable evacuees e.g. Care Home or Sheltered Housing being evacuated.
- Contact number to call back for further information or in case of other difficulty.

The Trust will provide staff to care for those with chronic conditions who would be supported in their own homes but who have now been evacuated, and to assist with other health related matters. The Trust will also inform the Surrey & Sussex Area Team and East Sussex CCGs on call director. It remains the role of the NHS Ambulance Service to provide acute care services in the form of First Aid / First Response to evacuees.

5.9 Emergency Transport

Lewes District Council will make emergency transport arrangements in conjunction with ESCC (where necessary) to facilitate the transfer of evacuees to designated rest centre(s) which will be co-ordinated by the Police Bronze commander in the Evacuation Control Post.

Note: Where possible a council representative should travel on each bus with a means of communication to the Evacuation Control Post (ECP), the Emergency Control Centre's and rest centre(s). A mobile phone may suffice, or Raynet may be able to assist.

5.10 School Evacuation

The East Sussex Resilience & Emergencies Partnership will be responsible for ensuring that the County Council's Children Services are informed of issues relating to schools. Schools located within the vulnerable area are listed within the appropriate flood risk sectors - see map and tables in para 3 below. They have been advised to make plans identifying the appropriate action to take.

5.11 Refusal to evacuate

Residents should be encouraged to leave as early as possible to avoid a last minute rush that may hamper the evacuation of the vulnerable. However, it is quite a common occurrence that some householders will decline to leave their premises, these will include senior citizens and those with pets. It should be pointed out to these residents that if the situation worsens they may want to change their minds in which

Section Five: Evacuation

circumstances they may be putting themselves and others at risk especially in cases where they need assistance from one of the emergency services. However, it should be borne in mind that the decision to evacuate is a matter of choice for the resident.

5.12 Animals

Domestic animals are often a problem in cases of evacuation: people will often refuse to leave home without them, but their presence at a rest centre may be uncomfortable and potentially disruptive. The final decision will need to be made by the Rest Centre manager, but it is likely that evacuees will be allowed to bring small domestic pets e.g. dogs, cats, caged birds and rodents etc., but not larger or more exotic animals such as snakes.

The 'Rest Centre Plan' held by Lewes District Council Housing Department provides some advice.

5.13 Record Keeping

Police officers/local authority staff and others engaged in notifying residents of the evacuation should keep a record on the evacuation form of:

- the households visited,
- those who require assistance
- those who self evacuate and where to (note: monitoring of self-evacuees may not be practical in all circumstances).
- households who decline to leave.

5.14 Commercial concerns

There are a number of businesses in the town that will be very keen to protect or move valuable stock from the risk. It is their responsibility to assess the risk and take whatever action they consider necessary. Police officers on cordon and diversion points should be advised to co-operate with them wherever possible, provided that it does not compromise safety. At the time of writing only one specific plan has been completed as summarized below:-

Caffyns Motors, Brooks Road.

They receive warnings from the Environment Agency.

- At 'Flood Warning' they will move 60% of their vehicle stock to Monington Farm near Earwig Corner.
- At 'Severe Flood Warning' the entire stock will be removed.

5.15 Industrial Premises

Sussex Police and East Sussex Fire & Rescue Service, when considering evacuation, should consider any additional pollution and safety risk factors caused by ingress of water onto certain industrial premises. The Environment Agency and East Sussex Fire & Rescue Service hold records of those commercial premises that hold chemicals or other substances that might cause contamination or create a public health hazard..

Section Five: Evacuation

5.16 Railway Property

British Transport Police are advised by the Environment Agency of flood warnings. They circulate them to Network Rail and the Rail Operators who pass them to signallers and train drivers in order to prevent trains entering a flooded area where risk is posed.

The operating company should close any station at risk and arrange alternative transport for customers.

5.17 Security.

Sussex Police will appoint a Bronze Security Commander to co-ordinate the task of providing security in the evacuated sectors.

Identification of the Vulnerable

5.18 Targeting the Vulnerable

The resources of responding agencies are limited so they will need to be targeted towards those at risk and least able to help themselves i.e. the frail, sick or disabled etc. Identifying those people quickly must be a priority and some suggestions as to likely sources of information are listed below. This should be coordinated through the Evacuation Control Post.

5.19 House to House Visits (Door knocking)

Where time is a factor it may be necessary for the police and, where available, Lewes District Council staff to make house to house visits to warn and inform those at risk and identify the vulnerable.

A house to house pack will be made available by Lewes District Council for each Flood Risk Sector to assist this process. A list of the contents of the pack is contained in Appendix 'A'.

5.20 Sources of Information

- **East Sussex Clinical Commissioning Groups**

Contact Surrey & Sussex Area Team, NHS England On Call Director .

- **Lewes District Council**

Lewes District Council Housing Department operates a 'Lifeline' service through Welbeing at Eastbourne which supports many of the elderly and/or disabled living at home within the district.

- **Adult Social Care (ESCC)**

Their '**CareFirst**' database holds records of those they are supporting. This database can be searched by street and town. They also have a 'Supporting People Team' who know of many addresses where vulnerable people live.

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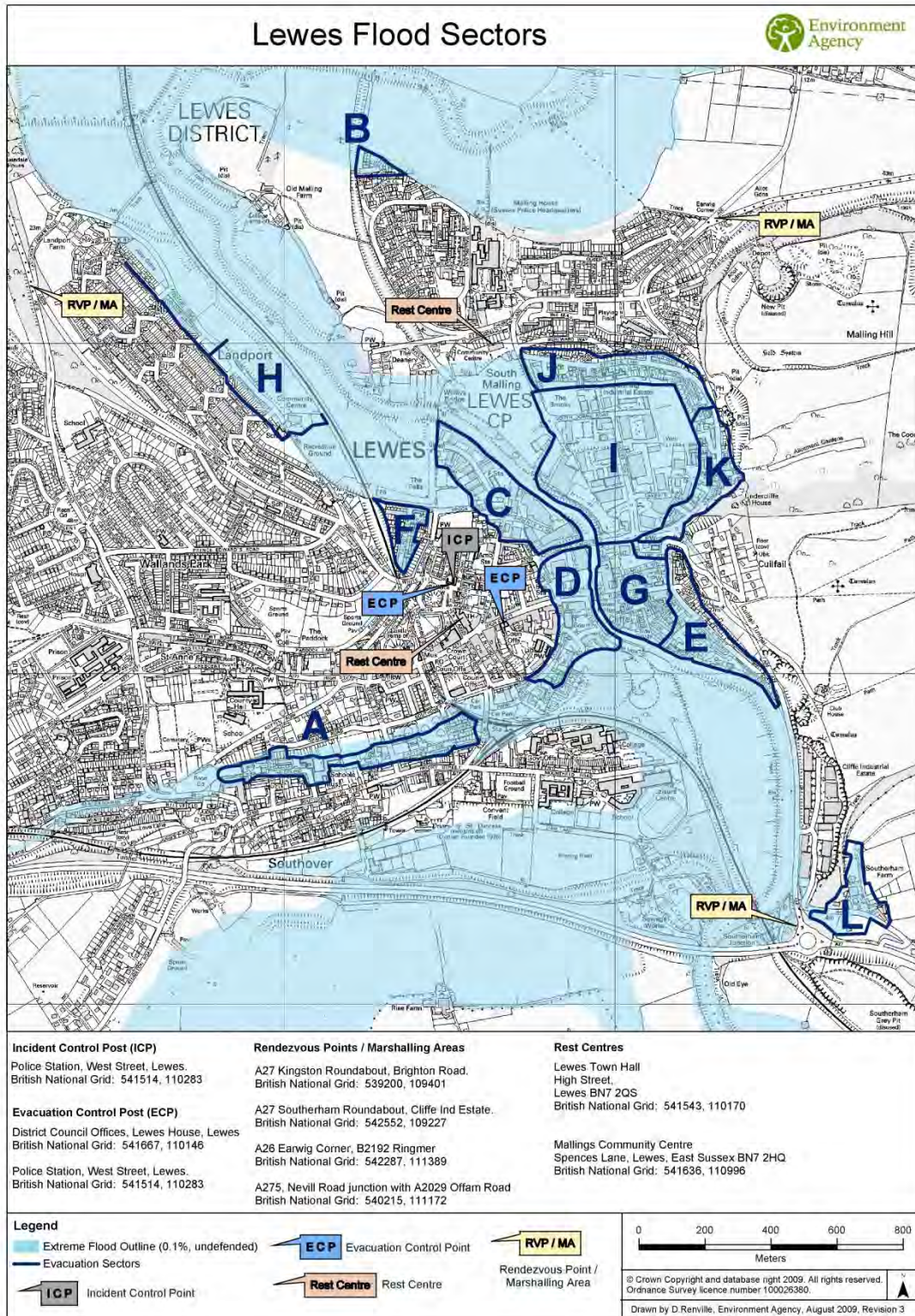
- **Community Support**

Lewes Town council should, wherever possible, be represented at the first tactical meeting. The representative can link in to the community via existing local networks such as Neighbourhood Watch, Shop Watch, Pub Watch and Flood Wardens (where operating), to collate local knowledge of the vulnerable and they may make enquiries with 'Age UK' to collate local knowledge.

For more detail about the inter-agency arrangements for identifying vulnerable people, please refer to 'Identifying Vulnerable People during a Major Emergency' (Sussex Resilience Forum, 2007)

Section Five: Evacuation

5.21. Flood Risk Sectors



5.22 Purpose

Lewes town has been divided into 12 flood risk sectors (see table below) for the purpose of disseminating information and advice and implementing evacuation procedures.

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Table of sectors:

Sector	Title	SFRA Classification
A	Winterbourne	Flood Zone 3a
B	Monks Way / Mantell Close	Flood Zone 3a
C	North Street	Flood Zone 3a
D	Eastgate / Friars Walk	Flood Zone 3a
E	South Street	Flood Zone 3a
F	The Pells	Flood Zone 3a
G	Cliffe High Street	Flood Zone 3a
H	Landport	Flood Zone 3a
I	Malling Brooks	Flood Zone 3a
J	Spences Lane / Orchard Road	Flood Zone 3a
K	Malling Street	Flood Zone 3a
L	Southerham	Flood Zone 3a

Note: The outline of the sectors is for evacuation purposes only. They may include premises not vulnerable to flooding but may have to be considered for evacuation purposes due to issues such as access and egress through a flooded area. It is not intended to redefine the Environment Agency flood risk areas which identify properties at risk from actual flooding.

5.23 The Sectors

The experience of the October 2000 flooding in terms of the way the inundation progressed through the town, has been drawn on to identify the likely flood pattern of another event.

Sector 'A' is the Winterbourne area which can react totally differently from the others as the stream is fed by an underground source rising in the chalk of the hills. It should therefore be considered separately.

The other sectors have been placed in a probable order of priority, with 'B' being the most urgent, followed by 'C' etc. The prevailing weather at the time of a Flood Warning will dictate the priority given to each sector by responding agencies.

5.24 Strategic Flood Risk Assessment (SFRA)

All Sectors have been compared with the Environment Agency Flood Risk Zones identified in the Strategic Flood Risk Assessment (SFRA) 2009 for Lewes and it has been found that they all essentially equate to Flood Zone 3a indicating a high probability of flooding i.e. 1 in 100 year or greater annual probability. For details of these sectors see the plan and tables below.

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5.25 Flood Risk Sector Detail

Sector 'A'	Winterbourne
Population	Approx 250 residents
Evacuation routes (Vehicular)	1. Bell Lane, Winterbourne Hollow, Western Road, High Street, Fisher Street, Town Hall. 2. Bell Lane, Southover High Street, Priory Street, Station Road, Station Street, Fisher Street, Town Hall. B2102 – West
Rest Centre.	Town Hall.
Other information	Responds to underground streams. 3 Warden beats.

Vulnerable Venues

Facility	Address	Useful Contact Numbers	Support Needed in emergency	Communication Issues/ Comments
Western Road Community Primary School	Southover High Street. BN7 1JB	01273 473013	Transport	Approx 200 x 5 -11 yrs
Southover Cof E Primary School	Potters Lane BN7 1JB	01273 473015	Transport	Approx 300 x 5 -11 yrs
Southover Nursery School	St James Street	01273 486435 / 885132	Transport	2 – 5 yrs
Early Years Childcare	St James Street	01273 480736	Transport	2 – 5 yrs
St Andrews Surgery	Southover Road BN7 1US	01273 476216		Unlikely to flood but access/egress may be restricted due to road closures.

Key Infrastructure

Key Infrastructure	Address	Useful Contact Numbers	Details	Grid Reference
NIL				

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Sector 'B'	Monks Way / Mantell Close
Population	Approx 30 residents.
Evacuation routes(Vehicular)	Old Malling Way, Church Lane, Hereward Way, Community Centre.
Rest Centre.	Malling Community Centre.
Other information	First sector to flood in 2000.

Vulnerable Venues

Facility	Address	Useful Contact Numbers	Support Needed in emergency	Communication Issues/ Comments
NIL				

Key Infrastructure

Key Infrastructure	Address	Useful Contact Numbers	Details	Grid Reference
Southern Water Pumping Station				

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Sector 'C'	North Street.
Population	Approx 45 residents – predominantly Commercial
Evacuation route(s) (Vehicular)	North Street, Little East Street, Eastgate Street, Friars Walk, Station Street, Fisher Street, Town Hall.
Rest Centre.	Town Hall.
Other information	Rapid inundation from Pells area before overtopping of river wall.

Vulnerable Venues

Facility	Address	Useful Contact Numbers	Support Needed in emergency	Communication Issues/ Comments
NIL				

Key Infrastructure

Key Infrastructure	Address	Useful Contact Numbers	Details	Grid Reference
Lewes Fire Station	North Street	0845 130 8855		

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Sector 'D'	Eastgate / Friars Walk.
Population	Approx 200 residents.
Evacuation routes (Vehicular)	Eastgate, Friars walk, Station Street, Fisher Street, Town Hall
Rest Centre.	Town Hall.
Other information	Flooded very quickly after overtopping of river wall.

Vulnerable Venues

Facility	Address	Useful Contact Numbers	Support Needed in emergency	Communication Issues/ Comments
Assisted Housing	Greyfriars Court, Court Road	01273 472201 Retirement Security Ltd, Stratford-upon-Avon, Warwickshire CV37 6JF Tel. 01789 292 952	Transport	24/7 Wardens. 43 flats 40 elderly but ambulant residents. 12 Ground floor flats. Plan is to relocate GF residents to higher floors.
Assisted Housing	Leighside House, Court Road	0208 519 2599 Guinness Care and Support Ltd, Stratford, London E15 4EA Tel.	Transport	Non-residential Manager. 29 flats. 35 elderly but ambulant residents. Potentially some wheelchair users

Key Infrastructure

Key Infrastructure	Address	Useful Contact Numbers	Details	Grid Reference
Ambulance Sussex Office	40-42 Friars Walk	01273 489444		
NHS HQ	36-38 Friars Walk	01273 485300		

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Section Five: Evacuation

Sector 'E'	South Street.
Population	Approx 350 residents.
Evacuation route(s)(Vehicular)	1. South Street, Phoenix Causeway, Eastgate Street, Friars Walk, Station Street, Fisher Street, Town Hall. 2. South Street, Malling Street, Malling Hill, Orchard Road, Spences Lane, Community Centre.
Rest Centre(s).	Town Hall / Malling Community Centre.
Other information	Floods from south end first, relatively steadily.

Vulnerable Venues

Facility	Address	Useful Contact Numbers	Support Needed in emergency	Communication Issues/ Comments
NIL				

Key Infrastructure

Key Infrastructure	Address	Useful Contact Numbers	Details	Grid Reference
Cuilfail Tunnel Control	South Street	0345 60 80 193 or OOH* ESCC Highways via Emergency Planning (Lifeline 01323 644422)	Just outside flood plain but if flooded could disable power for lights and fans in tunnel.	

*OOH – Out of Hours

Section Five: Evacuation

Sector 'F'	The Pells.
Population	Approx 100 residents.
Evacuation routes (Vehicular)	St John's Hill, Pelham Terrace, Talbot Terrace, Toronto Terrace, St John's Terrace, Mount Pleasant, West Street, Market Street, Little East Street, Eastgate Street, Friars Walk, Station Street, Fisher Street, Town Hall.
Rest Centre.	Town Hall.
Other information	Relatively slow & steady inundation

Vulnerable Venues

Facility	Address	Useful Contact Numbers	Support Needed in emergency	Communication Issues/ Comments
Primary school (Private)	The Lewes New School. Talbot Terrace BN7 2DS	01273 477074	Transport	48 x 2.5 – 11 yrs

Key Infrastructure

Key Infrastructure	Address	Useful Contact Numbers	Details	Grid Reference
NIL				

Lewes Flood Plan - OFFICIAL

Section Five: Evacuation

Sector 'G'	Cliffe High Street
Population	Approx 500 residents.
Evacuation routes (Vehicular)	Cliffe High Street, South Street, Malling Street, Phoenix Causeway, Eastgate Street, Friars Walk, Station Street, Fisher Street, Town Hall.
Rest Centre.	Town Hall.
Other information	Includes many commercial premises. Abandoned on safety grounds in 2000 due to speed & depth of flooding.

Vulnerable Venues

Facility	Address	Useful Contact Numbers	Support Needed in emergency	Communication Issues/ Comments
Childcare	Cliffe Child Care Centre Southcourt House Morris Rd Lewes BN7 2AT	01273 477777	Transport	Holiday Playscheme Mon-Fri 0800-1800 (13 weeks) Out of School Care Mon-Fri 1500-1800 (39 weeks) Also Nursery on site
Surgery	The River Lodge Surgery, Malling Street, (beneath Phoenix Causeway) BN7 2RD	01273 472233		Liaise with PCT early 01273 485300
Elderly Day Care Centre	Phoenix Centre 26 Malling Street. BN7 2RD	01273 488444		ESCC Social Services
Assisted Housing	St Thomas Court Cliffe High St, BN7 2AW	01273 474301		43 flats over 4 floors. 50 elderly residents varying degrees of mobility. Flood plan to move GF residents upstairs. Resident House Manager not 24 hr. 24 hr emergency Careline.

Key Infrastructure

Key Infrastructure	Address	Useful Contact Numbers	Details	Grid Reference
Electricity Sub station	Bear Yard (off Cliffe High Street)		EDF	

Section Five: Evacuation

Sector 'H'	Landport.
Population	Approx 100 residents.
Evacuation routes (Vehicular)	Landport Road, Offham Road, Prince Edwards Road, Neville Road, Spital Road, Western Road, High Street, Fisher Street, Town Hall
Rest Centre.	Town Hall.
Other information	Relatively steady inundation.

Vulnerable Venues

Facility	Address	Useful Contact Numbers	Support Needed in emergency	Communication Issues/ Comments
Primary School	Pells C of E School, Landport Road BN7 2SU	01273 476708		120 x 4 -11 yrs
Youth Centre	Landport Road			Monday nights 11 – 19 yrs
Senior persons bungalows	Either end of Churchill Road 1,3,5,7 – 49,51,53,55			

Key Infrastructure

Key Infrastructure	Address	Useful Contact Numbers	Details	Grid Reference
Southern Water Pumping Station	Eridge Green, Landport Road			

Section Five: Evacuation

Sector 'I'	Mallings Brook.
Population	No residents. Commercial properties only
Evacuation route(s) (Vehicular)	1. Brooks Road, Southdowns Road, Mayhew Way, Church Lane, Hereward Way, Community Centre. 2. Brooks Road, Malling Street, Malling Hill, Orchard Road, Spences Lane, Community Centre.
Rest Centre.	Malling Community Centre.
Other information	<ul style="list-style-type: none"> • Entirely Commercial. • Flooded from both Spences Lane & Malling Ditch.

Vulnerable Venues

Facility	Address	Useful Contact Numbers	Support Needed in emergency	Communication Issues/ Comments
NIL				

Key Infrastructure

Key Infrastructure	Address	Useful Contact Numbers	Details	Grid Reference
Southern Water Pumping Station	Brooks Close			

Section Five: Evacuation

Sector 'J'	Spences Lane / Orchard Road.
Population	Approx: 500 residents.
Evacuation routes (Vehicular)	Orchard Road, Spences Lane, Community Centre.
Rest Centre.	Malling Community Centre..
Other information	Started to flood under Mayhew Way and then rapid inundation. EA flood defence work since 2000 should have reduced the threat

Vulnerable Venues

Facility	Address	Useful Contact Numbers	Support Needed in emergency	Communication Issues/ Comments
NIL				

Key Infrastructure

Key Infrastructure	Address	Useful Contact Numbers	Details	Grid Reference
NIL				

Section Five: Evacuation

Sector 'K'	Malling Street.
Population	Approx: 80 residents.
Evacuation routes (Vehicular)	Malling Street, Malling Hill, Orchard Road, Spences Lane, Community Centre.
Rest Centre.	Malling Community Centre.
Other information	Very rapid inundation

Vulnerable Venues

Facility	Address	Useful Contact Numbers	Support Needed in emergency	Communication Issues/ Comments
NIL				

Key Infrastructure

Key Infrastructure	Address	Useful Contact Numbers	Details	Grid Reference
Cuilfail Tunnel	A26	0345 60 80 193 or OOH* ESCC Highways via Emergency Planning (Lifeline 01323 644422)		

*OOH – Out of Hours

Sector 'L'	Southerham.
Population	Approx: 20 residents.
Evacuation routes (Vehicular)	1. Malling Street, Malling Hill, Orchard Road, Spences Lane, Community Centre. 2. A27 Lewes bypass, A277 Brighton Road, Western Road, High Street, Fisher Street, Town Hall.
Rest Centre.	1. Malling Community Centre. 2. Town Hall
Other information	.

Vulnerable Venues

Facility	Address	Useful Contact Numbers	Support Needed in emergency	Communication Issues/ Comments
NIL				

Key Infrastructure

Key Infrastructure	Address	Useful Contact Numbers	Details	Grid Reference
NIL				

Section Six

Warning and Informing

Section Six: Warning and Informing

Key Public Information

Media statements and public leafleting should provide information on:-

- flood warnings and their likely impact, areas most affected etc.
- action to be taken i.e. to evacuate or remain, damage limitation etc.
- exit routes, assembly points, rest centres etc.
- advice regarding medication and pets.
- where more detailed information can be obtained e.g. Floodline, named radio stations etc.
- pollution advice
- additional advice provided by the Environment Agency.

6. Warning Methods

- 6.1 Flood warnings are disseminated by a number of methods including:
- EA Floodline Warnings Direct –by telephone, mobile, pager and fax.
 - EA Floodline - **0345 988 1188**
 - Website (www.environment-agency.gov.uk/floodwarning).
 - Flood Guidance Statements
 - Met Office weather forecasts and emails
 - Television.
- 6.2 Within Lewes warnings can be further circulated by
- Local Radio
 - Vehicle mounted PA system (Lewes DC has 2).
 - Flood Warden Scheme.
 - Variable display board sited in Cliffe High Street and remotely updated by the Environment Agency.
 - Personal visits to premises. (Police/ LA Staff/ Councillors)
 - Community Schemes
 - Leafleting (see appendix D for a public information template)
- 6.3. **Media Co-ordination**
- Media coordination will be undertaken in accordance with the Information and Media Strategy contained within the 'Sussex Emergency Response and Recovery (SERR)' document. The police will lead and each agency should identify their media representative and notify details to the police communications team.
- 6.4. **Community schemes**
- Consideration should be given to using existing networks within Lewes such as the Shop watch/ Business watch/ Pub watch schemes. They can be accessed by Lewes Police and Lewes District Council Community Services who are involved in the Local Community Safety Partnership.

6.5. **Websites**

Use should be made of agency websites to publish or signpost up to date information, in particular:-

- Environment Agency (www.environment-agency.gov.uk)
- Lewes District Council (www.lewes.gov.uk)
- East Sussex County Council (www.eastsussex.gov.uk)
- The Highways Agency (www.highways.gov.uk)
- The Met Office (www.metoffice.gov.uk)
- Sussex Resilience Forum (www.sussexemergency.info)
- Lewes Town Council (www.lewes-town.co.uk)
- Sussex Police (www.sussex.police.uk)

Section Seven

Appendices

Contents:

- Appendix A Contents of Evacuation Packs
- Appendix B Resources
- Appendix C Recovery
- Appendix D Public Leaflet Template
- Appendix E List of Electricity Installations (restricted circulation)
- Appendix F Training and Exercising.

Contents for Evacuation Packs

There will be a separate pack for each street within the flood risk sectors

1. Plan of the Sector

- Identifying property names and numbers within the flood plain.
- Premises containing vulnerable persons (schools, nursing homes, sheltered housing etc.)
- Key Infrastructure
- Properties known by East Sussex Fire and Rescue Service or the Environment Agency to contain material potentially hazardous to health and safety.

2. Record Sheet

Sheet will list each property in the street against which a record of each visit can be recorded including vulnerability, decision to evacuate or not, section for those declining to evacuate to sign (no obligation), transport requirement etc.

Important: Details of those needing support to evacuate must be reported back immediately to the evacuation control post by radio or mobile.

3. Rest Centre Leaflet

To be issued to those who elect to attend a rest centre. Should identify recommended rest centre and include a location finder.

4. Information leaflet

A leaflet to be left at every premises whether occupier at home or not. Must contain information on why the evacuation is being implemented, who to contact if assistance required whether evacuating or not. Signpost occupier to more information i.e. EA / LA websites. (See template below)

5. Clipboards / Black biros

6. Plan of full Flood Risk Sector

Evacuation Leaflet Template

Flooding!

Please read this Important Information

Date

The Environment Agency has issued a Flood Warning for this area. Your home or business is at risk when flooding occurs.

The Emergency Services and Local Authorities have agreed that an evacuation is necessary and you are advised to leave your property.

Focus on the safety of you, your family or your customers
Put people before Property

If you do not have any family, friends or other place to go to, you may attend one of the rest centres that Lewes District Council has set up at:

- (1).....(insert location)
- (2).....(insert location)
- (3).....(insert location)

Full details of the rest centres, including how to get there, are in the accompanying leaflet. (**Pets:** Please note domestic pets are usually accommodated at rest centres, but exotic pets may not be. Put cats and small animals in a pet carrier or secure box. Don't forget to take pet food).

Please ensure you take any medication you may need with you.

If you need help with transport tell the Police/Fire/Local Authority Officer who has called or ring.....(insert tel. no.)

If you can self evacuate to family or friends or other location please notify the Evacuation Control on(insert tel. no.)

Do you know of a neighbour who may need assistance? If you do, please make sure you inform the Police or Lewes District Council as above.

You are advised to ACT NOW!

Refusing to leave on this advice may put you, your family and those trying to help you at risk. If you choose not to leave you must give very careful consideration as to how you can stay safe out of any flood water that enters your home or business. Ensure you have sufficient food and drinking water available that can sustain you if electricity, gas or water supplies are disrupted.

Overleaf is some advice taken from the Environment Agency website. Further information and advice can be obtained from the following websites:

- Environment Agency (www.environment-agency.gov.uk)
- Lewes District Council (www.lewes.gov.uk)
- East Sussex County Council (www.eastsussex.gov.uk)
- Sussex Police (www.sussex.police.uk)

What to do in an emergency

Listen to and act on the advice of the emergency services. Follow these simple steps to stay safe.

- Gather essential items together either upstairs or in a high place.
- Fill jugs and saucepans with clean water.
- Move your family and pets upstairs, or to a high place with a means of escape.
- Turn off gas, electricity and water supplies when flood water is about to enter your home if safe to do so. DO NOT touch sources of electricity when standing in flood water.
- Keep listening to local radio for updates or call Floodline 0845 988 1188.
- Flood water can rise quickly. Stay calm and reassure those around you. Call 999 if you are in danger.

Important! Flood water is dangerous

- Avoid walking or driving through it.
- Keep children and vulnerable people away from it.
- Wash your hands thoroughly if you touch it.

Protect what you can...

- Move important items to safety and put flood protection equipment in place when there is a flood warning. Follow manufacturer instructions carefully to help stop the flood water.
- Take items upstairs or to a high point in your property
- Safely store important documents such as insurance papers.
- Move items of personal value such as photos, family videos or treasured mementos.
- Move lightweight household belongings you can pick up easily and quickly.
- Move items of furniture that are expensive or harder to repair before cheaper ones.
- If possible, move your outside belongings to higher ground
- If the flood water hasn't reached you, move your car to higher ground and move outdoor pets to safety.
- Help stop water entering your home by putting plugs in sinks and baths. Weigh them down with a sandbag, a pillowcase or plastic bag filled with garden soil, or a heavy object.
- If you do not have non-return valves fitted, plug water inlet pipes with towels or cloths and disconnect any equipment that uses water (like washing machines and dishwashers).

...but evacuate when told to do so

Stay safe, always listen to the advice of the emergency services and evacuate when told to do so.

Leave your home if the emergency services say so. Refusing to leave on their advice will put you, your family and those trying to help you at risk.

When you are evacuated you will be taken to an evacuation centre run by your local council. Free food and bedding is provided. Bring spare clothing, essential medication and baby care items if you have an infant.

Most evacuation centres will let you bring your pets. Take their food. People running the centres are trained to give you support and advice. They will help you through the stress of a flood and prepare you for what to do afterwards.



EVACUATION OF PREMISES RECORD

1. Name of Street / Road etc :

2. Are the premises a dwelling/or non residential

3. Number of residents, including names, living at the address now

Adults

Children (under 16)

4. Additional Information. Do any of the residents at this address have any of the following:

- Physical impairment
- Mental Impairment
- Language barriers
- Medical needs
- other

5. Will the premises be self evacuated?
Please provide details of when this will occur
Is assistance required to evacuate the premises?
Please provide details

Evacuation Packs

Appendix 'A'

**6. Is assistance required to evacuate the premises?
Please provide details**

**7. Has the Evacuation Advice notice been given
to the occupant?**

YES/NO

8. Additional Information

Time & date form completed

.....

If no one is present at the address please make enquires with neighbours

Sandbags

Lewes District Council will give priority to strategic deployment of sandbags in a flood emergency. This means that it will place available sandbags in locations which help protect whole areas, rather than individual properties. Whilst sandbag depots will be established close to flood risk areas, the District Council cannot guarantee to meet all demands from the public for provision of sandbags to individual householders. To be sure it is best if residents make their own arrangements for sandbags or other protection products to protect their own property.

East Sussex County Council and the Environment Agency use sandbags for strategic defensive work but neither make them available to the public.

The following specialist equipment may be of assistance:

4-wheel drive vehicles

These may be available through:-

Police, Fire, Ambulance and Coastguard services
 Countryside Rangers - ESCC. Transport & Environment Department
 Lewes District Council
 4-wheel drive 'off-road' clubs and local farmers

Boats

RNLI. - for inland flooding, contact via Sussex Police.

West Sussex Fire & Rescue Service maintain a database of suitably trained resources.

Telephones

If more telephone lines are required contact the BT Emergency Linkline via ESCC Emergency Planning:- 01323 747090 or (out of hours) 01323 644422

Radio.

- Raynet (Radio Amateurs Network) –via ESCC Emergency Planning. A control station for Raynet will be established at Southover House, Lewes (or as directed).

Loudhailers

- Sussex Police have access to hand-held loudhailers.
- East Sussex Fire & Rescue Service have some hand-held loudhailers and PA systems on some of their appliances.
- Lewes District Council has 2 vehicle mounted PA systems stored with Environmental Health.
- Gas and Water companies and the Environment Agency have vehicles with PA systems (contactable via ESCC Emergency Planning)
- Police helicopter is equipped with 'sky-shout'

Military Aid to the Civil Community (MACC).

Activated through a Local Authority, can provide:-

- Trained personnel
- Medical facilities

Resources

Appendix 'B'

- Transport, both land and air
- Emergency Catering
- Engineering.
- Communications

Red Cross Emergency Incident Support Vehicles based at:

- Haywards Heath Fire Station and Hastings Fire Station.

The Recovery Phase following a flood

Recovery following a flood has been recognised as a complex and long process, which requires attention early on in the response phase of a major flooding incident.

Refer to the <W:\Plans & Documents\Recovery\Recovery Plan for Sussex\SRF Recovery Plan v1.0 150911.pdf>

The recovery phase is most effectively managed with active participation from the affected community and with welfare organisations playing an important part.

It can also offer opportunities for community development and regeneration.

The following issues are likely to require attention and resources after a flood:

- Cleanup and waste disposal
- Restoration of power, communications and water supply
- Domestic and business insurance issues
- Humanitarian assistance needs including psychological impacts and support for homeless / displaced residents
- Displaced businesses
- Repairs to public infrastructure – schools, buildings, roads, bridges.

Actions:

Set up a Recovery Coordinating Group (RCG)–

The local authority usually leads the recovery process and will (on the first day of the emergency where resources allow) activate the group on request by the Strategic Coordinating Group.

Depending on the situation sub-groups may be established to cover particular aspects of the recovery process. Terms of reference and guidance on membership are available. (see SRF and National Recovery Guidance below)

Location – In the early part of the recovery phase it is easier for representatives from all agencies to work together and focus on recovery tasks when they are located in one place where this is possible.

Record-keeping – Accurate records of decisions and actions need to be kept and audit trails established to ensure they can be produced when required.

Agree a recovery strategy: This should

- be based on an early impact assessment
- state aims and objectives for the recovery phase
- fully involve the community
- include provisions for accessible health and well-being support for those affected by flooding, and a proactive and integrated framework of support for businesses
- highlight opportunities for regeneration and economic development as a basis for recommendations to local authority members
- address information and media management issues
- include provisions for monitoring and protecting public health & well-being, environmental protection and protocols for political involvement

- and set a standard for restoring affected areas
- set targets to measure progress.

Agree a recovery action plan:

This will be balanced and affordable, fitting the needs of the emergency, capable of being implemented quickly and agreed by all agencies.

Handover from Response Phase to Recovery Phase – A formal meeting will be held within a few days of the start of the emergency to assess when handover from the Strategic Coordinating Group to the Recovery Coordinating Group is appropriate, and agree the process for the handover and communicating it to other responders and the community.

FURTHER INFORMATION and detailed guidance is available from the document ['Cabinet Office guidance on Response and Recovery'](#)

Information Bulletin template for local residents

<p>Date:</p>	<p>To: Local Residents Businesses</p>
<p>Title: Incident</p>	<p>e.g. Evacuation from home emergency transport directions to rest centre Rest Centres What happens/services Return home Things to check Public health advice</p>
<p>Clear information:</p> <ul style="list-style-type: none"> • What is happening now • What you need to know • Questions you may have • Who to contact • If you need special help • Any other information that is relevant 	
<p>This template can be used to cover a whole range of incidents, e.g. flood, evacuation, provision of rest centres etc</p>	
<p>Distribution via rest centres, TIC, Council offices, local voluntary groups, councillors, town and parish councils etc</p>	
<p>Issued by:</p>	

The information contained in this appendix is sensitive and the circulation is restricted.

1. The Civil Contingencies Act 2004 (Contingency Planning) Regulations 2005 contains at Reg. 20 the following requirement:-
 “Every plan maintained by a Category 1 responder...must include-
 a) arrangements for the carrying out of exercises for the purpose of ensuring that the plan is effective;
 b) arrangements for the provision of training of-
 (i) an appropriate number of suitable staff of the Category 1 responder
 (ii) such other persons as that Category 1 responder considers necessary;
 for the purposes of ensuring that those persons can carry out plans...effectively.”

2. **Exercising**
 The first edition of this Plan was validated through a multi-agency syndicate exercise held at Lewes Town Hall 12th September 2001. The revised version was validated through a similar event on 11th October 2005. The following organisations were represented:- Sussex Police; South East Coast Ambulance' formerly Sussex Ambulance; East Sussex Fire & Rescue Service; Environment Agency; East Sussex County Council; Lewes District Council; EDF Energy; Network Rail; British Red Cross Society; St John Ambulance; Lewes Flood Wardens and Community Organisations. An inter-agency workshop to inform a revision was held on 17th June 2009. The evacuation element of the plan was exercised during Exercise Watermark March 2011.

3. **Training**
 - a. Category 1 responders:
 Sussex Police, South East Coast Ambulance , East Sussex Fire and Rescue Service, East Sussex County Council, Environment Agency and Lewes District Council all participate in a joint programme of continuous training of identified tactical commanders. This includes a number of scenarios, including a specific input on flooding.

 Identified managers from Health organisations are involved in some of these events.

 East Sussex County Council and Lewes District Council participate in joint training of rest centre staff and in a one-day training event for managers with a role in emergency management.

 Strategic training events are held in most years, for senior members of Category 1 organisations.

 - b. Other persons: Rest Centre training is extended to certain voluntary organisations i.e. RVS, British Red Cross and St John Ambulance, and all voluntary organisations who are members of the Sussex Resilience Forum Community Resilience Partnership are given the opportunity to participate in a one day training event known as Exercise Volunteer. frequency of the event is dependent upon demand.

Circulation List

This plan is circulated electronically to the following organisations. Records of the printing and circulation must be maintained within each organisation so that any amendments can be forwarded.

Sussex Police
South East Coast Ambulance NHS Trust
East Sussex Fire & Rescue Service
Maritime & Coastguard Agency
East Sussex County Council
Lewes District Council
Environment Agency
Public Health England (Surrey & Sussex)
East Sussex Hospital Trust
East Sussex Public Health
UK Power Networks
Southern Gas
Southern Water
South East Water
Network Rail (Sussex)
RNLI
St. John Ambulance
British Red Cross Society
Radio Amateurs Network (Raynet)
Lewes Flood Action

In addition, a hard copy has been circulated to the following:-
Royal Voluntary Service

The plan will also be available on the Sussex Resilience Forum website
www.sussexemergency.info.