

Gloucester City Council

The Role of the Environmental Health Service in a Real Public Health Crisis

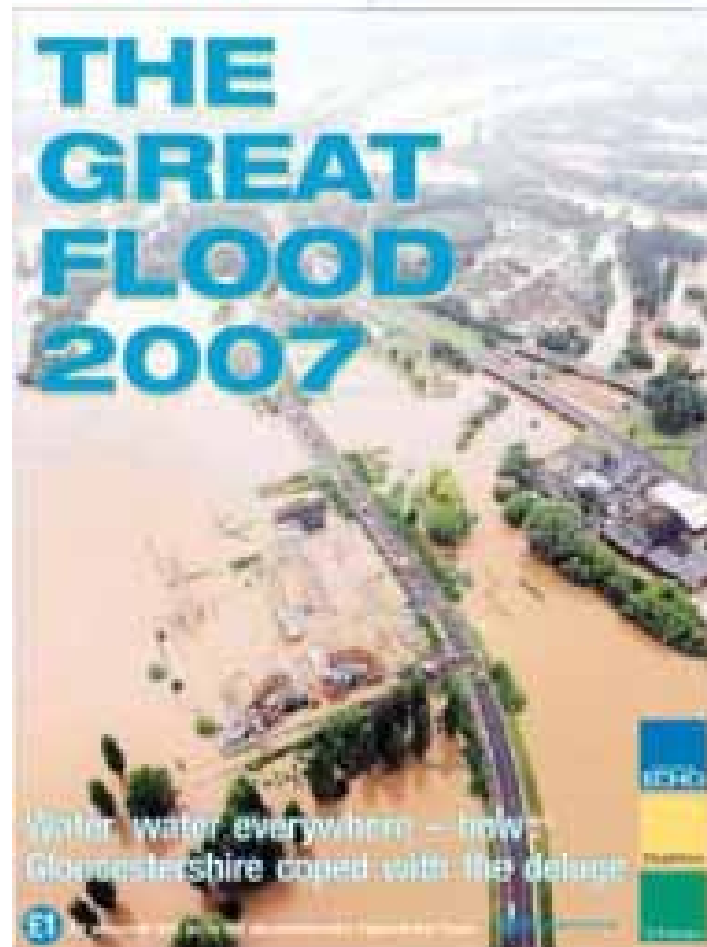
Gill Ragon and David Sutton

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- Introduction
- The Emergency
 - Phase 1 - Flash floods
 - Phase 2 - Dry Taps
 - Phase 3 - Food Safety
 - Phase 4 - Recovery
 - Phase 5 - Resilience
- Lessons Learnt
- Questions

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Friday 20 July 2007



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Phase One – Flash Floods

Friday 20th

- Torrential Rain
- Deluge of phonecalls
- Something unusual is happening!
- City at a standstill

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Golden Valley Bypass - main link for Gloucester
and Cheltenham with M5 -J10



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500 stranded at Gloucester Station and 10,000
sleep in cars on M5 - J10 -J12



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Phase One – Flash Floods

Gloucestershire Starts recovery from flash flooding - it's all over?

Saturday 21st July 2007

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Phase Two – The River Severn floods

The river level starts to rise
What's happening? What does
this mean

21st - 22nd July 2007

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Phase Two – The River Severn floods

Mythe Water station shuts down

Sunday 22 July

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Phase Two – The River Severn Floods

Monday 23 July work begins
to bring in drinking water to
County

River water level in Gloucester
continues to rise

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Phase Two – The River Severn Floods

Monday

- Castlemeads 24 hr power shutdown
- Offices closed, network offline
- Gloucester inaccessible from North & West
- EH staff contacted to attend work if possible
- Information - website etc
- Remote office

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Phase Two – The River Severn Floods

Tuesday

- Call centre relocated, EH base set up
- EH staff deployed to water stations
- First Deliveries of bottled water arrive
- EH staff arrive as soon as able
- Offers of help from EHP's outside district

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Phase Three – Food Safety and Public Order

Wednesday / Thursday

- Food safety advisory visits - city centre
- Food safety advisory phone calls
- More EHP's from outside Gloucester
- LVA meeting with Police
- Political will not to shut down City
- Water for vulnerable groups

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Phase Three – Food Safety and Public Order

Friday / Saturday

- Visits with Police to late night establishments
- “Severe” Weather warning!
- Staff from other districts
- Call centre still manic 7-7

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Phase Three – Food Safety and Public Order

Monday 30th

- Monday pm water back on - not potable
- Constant update of information and website
- How safe is it? - links with Gold

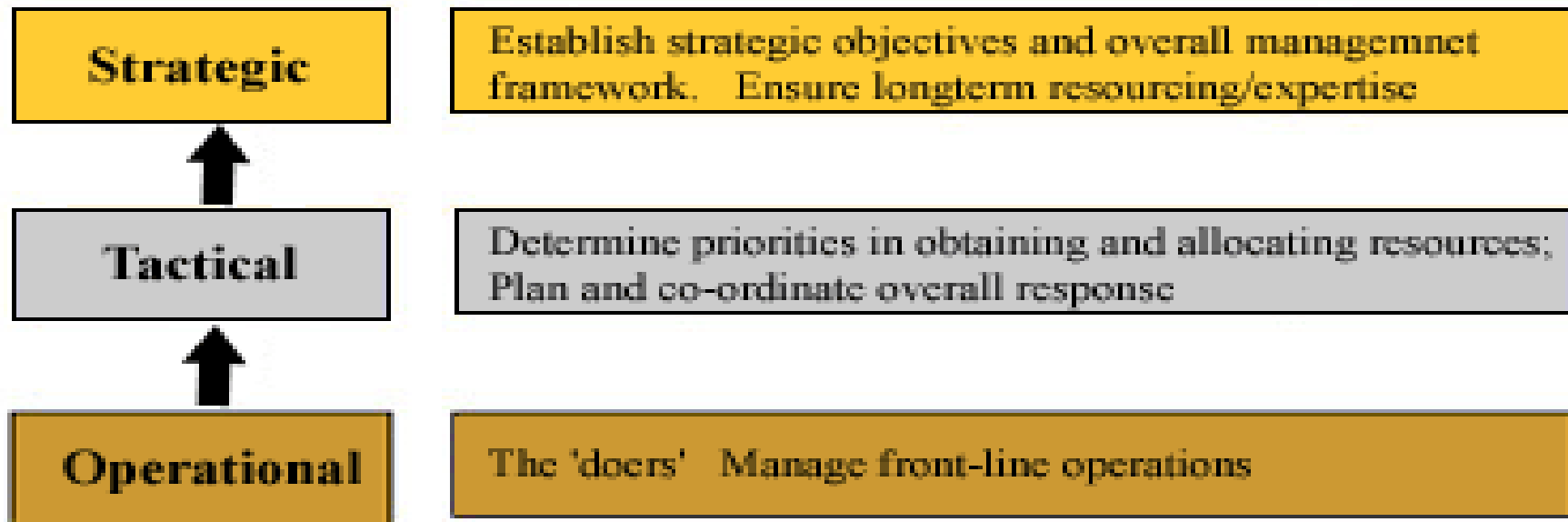
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Framework of Command / Management



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Command and communication

- Gold, Silver and Bronze controls
- Composition
- Scientific Technical Advisory Committee - STAC
- Communication

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Phase Three – Food Safety and Public Order

Friday 4th

- Safe if boiled
- Late night food visits with Police updating businesses on situation
- Water stations and bowsers still operated over the weekend for potable water supply

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Phase Three – Food Safety and Public Order

Tuesday 7th

- Gold stood down
- Water Potable again
- Water stations and bowsers closed down and removed
- Can we resume a normal EH service?

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Phase Four – Recovery

Recovery

- Nearly three weeks on - How do we respond?
- What is Council “responsibility”
- Insurance will sort it all out?
- Carlisle City Council visit
- GOSW - “survey in a week”

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Sources of Finance

- Belwin claim
- “Emergency” budgets
- Flood relief grant - DCLG (survey data)
- Severn Trent
- Gloucestershire Flood Fund charity

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Phase Four – Recovery

Survey

- 5,000 homes Countywide
 - Private Sector Housing Group
- Survey methodology
- Data
 - Vulnerable
 - “other issues”

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Phase Four – Recovery

Advice and assistance

- Vulnerable people
 - Mainstream services
 - Furniture Recycling Project
 - Timebanks
 - Lions Club

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Phase Four – Recovery

Advice and assistance

- Non emergency & other issues
- “Emotional support”
- Insurance problems
- Land Drainage questions

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Phase Five – Resilience

What next? - Resilience phase

- Maximise resources
- Minimise future impact

- Whose job is this?
- Who is lead? - County, Districts, EA?

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Learning points

- Communication
- Command centre
- Capability & Flexibility
- Teamwork, maximise your skillbase
- Continually reassess and revise plans

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Learning points

- Accept all reasonable offers of help
- Business Continuity Plan
- Outstations (loss of network)
- Take time out

Don't underestimate the value of
EHPs - don't wait to be asked

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Be Prepared - you never know
what you might need!



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Questions?

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