



CONSULTING ENGINEERS

8 Friday Street
Henley-on-Thames
Oxfordshire
RG9 1AH
Tel: +44 (0)1491 576 221
Email: mail@simpsoneng.com
www.simpsoneng.com

FLOOD RESPONSE PLAN

FOR 150 COVER PUB RESTAURANT

SHRIPNEY ROAD

BOGNOR REGIS

PREPARED FOR:



JOB NO: 13174

DATE: 11.11.16



DOCUMENT HISTORY

Revision	Description	Date
-	First Issue	11.11.16

CONTENTS

1. INTRODUCTION	3
2. BACKGROUND	3
3. PREPARING FOR FLOODING	3
4. LINES OF COMMUNICATION	4
5. EVACUATION TRIGGER	5
6. EVACUATION PROCEDURE	7
7. RETURNING TO SITE	9

APPENDICES

APPENDIX A:	LIST OF CONTACTS & ITEMS / MATERIALS
APPENDIX B:	FLOOD EVACUATION PLAN & REFUGE PLAN

JOB NO:	13174	ISSUE NO:	-	ISSUE DATE:	11.11.16	Page 2 of 16
AUTHOR:	A. de Croos	OFFICE:	HENLEY	CHECKED BY:	A. de Croos	

1. INTRODUCTION

- 1.1 This report has been prepared by Simpson Associates, on behalf of Marston's Inns and Taverns, to provide details of an appropriate evacuation procedure for the 150 Cover Pub Restaurant at Shripney Road, Bognor Regis in the event of a flood warning.
- 1.2 This Flood Response Plan should be incorporated within the restaurant's Operation and Maintenance Manual and should be treated as a live document, which should be reviewed annually by the Restaurant Manager and Regional Manager immediately after any internal procedure changes or following an actual evacuation.

2. BACKGROUND

- 2.1 The November 2015 Flood Risk Assessment (ref. A094422) prepared by WYG confirmed that whilst the site and surrounding area is protected from flooding by formal sea defences maintained by the Environment Agency, there is a residual risk that the site could be affected by flooding as a result of the flood defences being breached. Such a breach could result in the site and surrounding area being inundated by flood water up to a depth of 2.5 m.
- 2.2 The Flood Risk Assessment recommended that the risk of flooding associated with a failure of the sea defences be dealt with by an evacuation strategy, which should ensure the development is vacated prior to the occurrence of a flood on the issue of a flood warning by the EA.
- 2.3 The upper floor of the pub restaurant identified on the Refuge Plan included in *Appendix B* would provide a second form of management as it would offer a suitable refuge for any people left stranded in the building until such time that emergency services have confirmed water has receded to levels deemed safe for evacuation.

3. PREPARING FOR FLOODING

- 3.1 The Environment Agencies (EA) Floodline Warnings Direct service monitors rainfall, river levels and tides to forecast the possibility of flooding. They aim to provide a minimum of two hours warning prior to the onset of a flood event, through automated flood warnings by telephone, SMS text, email, fax or pager. EA Flood warnings are also issued through the media on TV or radio bulletins.
- 3.2 The pub restaurant should be registered with this service by calling the EA's Floodline on 0845 988 188 or by using the link:

<https://fwd.environment-agency.gov.uk/app/olr/register>.
- 3.3 Prior to opening the pub restaurant, staff awareness training should be carried out with refresher training undertaken annually and on employment of any new staff. The list of contacts and list of items / materials to protect from flooding included in *Appendix A* should also be completed before opening.

JOB NO:	13174	ISSUE NO:	-	ISSUE DATE:	11.11.16	Page 3 of 16
AUTHOR:	A. de Croos	OFFICE:	HENLEY	CHECKED BY:	A. de Croos	

3.4 A flood kit should be kept on site for people who may take refuge in the upper floor of the pub restaurant shown on the Refuge Plan in Appendix B. The flood kit should include the following items:

- Important documents
- Torch and batteries
- Mobile phone (fully charged)
- First-aid kit
- Wind-up radio
- Important telephone numbers
- Bottled water
- Non-perishable food provisions
- Rubber Gloves and wellington boots
- Medication
- Blankets, warm clothes
- Essential toiletries
- Camera to record any damage
- Emergency cash

3.5 The Flood Plan should be reviewed annually by the Restaurant Manager and Regional Manager and immediately after any internal procedure changes or following an actual evacuation. The annual review should include:

- Consultation with the Environment Agency to determine if there has been any change in flood risk since the November 2015 Flood Risk Assessment (ref. A094422) by WYG.
- Consultation with Arun District Council's Emergency Planning Team to determine if there has been any change to the Emergency Plan for the local area and if any update is needed to the flood plan as a result.
- Inspection and maintenance of the flood kit.
- Update of the lists of contacts and items / materials to protect from flooding included in *Appendix A*.

4. LINES OF COMMUNICATION

4.1 The restaurant will have a full time manager and appropriately trained staff capable of dealing with standard evacuation procedures for fire or other hazards when open. The following lines of communication are available in the event of an emergency.

Regional Manager

- Overall responsibility for evacuation and re-opening of the restaurant.

Restaurant Manager:

- Responsible for safe evacuation of all customers and staff.
- Reports to Regional Manager.

JOB NO:	13174	ISSUE NO:	-	ISSUE DATE:	11.11.16	Page 4 of 16
AUTHOR:	A. de Croos	OFFICE:	HENLEY	CHECKED BY:	A. de Croos	

5. EVACUATION TRIGGER

- 5.1 On issue of a flood warning by the EA, the Regional Manager and Restaurant Manager would receive notification via the EA's Floodline Warnings Direct service.
- 5.2 The EA's Floodline Warnings Direct service uses a variety of warnings to help prepare for flooding, which are identified in *Table 1* below.

Table 1: EA Flood Warning Codes

EA FLOOD WARNING CODES	DESCRIPTION
ONLINE FLOOD RISK FORECAST	- Be aware – Monitor weather situation. - Updated on daily basis.
 FLOOD ALERT	- Flooding is possible – Be prepared. - Used two hours to two days in advance of flooding.
 FLOOD WARNING	- Flooding is expected – Immediate Action Required. - Used half an hour to one day in advance of flooding.
 SEVERE FLOOD WARNING	- Severe flooding – Danger to life. - Used when flooding poses a significant risk to life.
WARNING NO LONGER IN FORCE	- No further flooding is expected. - Used when river or sea conditions begin to return to normal.

- 5.3 Below *Table 2* confirms the procedures that should be employed by management for each warning code issued by the Floodline Warnings Direct service.

JOB NO:	13174	ISSUE NO:	-	ISSUE DATE:	11.11.16	Page 5 of 16
AUTHOR:	A. de Croos	OFFICE:	HENLEY	CHECKED BY:	A. de Croos	

Table 2: Flood Warnings Direct Warning Code Procedures

EA FLOOD WARNING CODES	TRIGGER PROCEDURES
ONLINE FLOOD RISK FORECAST	- Monitor flood risk through EA's Floodline Warnings Direct Service and Media.
 FLOOD ALERT	- Prepare to implement Flood Plan but continue to monitor flood risk through media and EA's Floodline Warnings Direct Service. - Notify Regional Manager that preparations are being made to evacuate the restaurant. - Notify staff / customers, informing them of flood risk and possibility of evacuation. - Establish presence of any coach parties and any guests with special mobility requirements who may require assistance in event of an evacuation. - Prepare flood kit of essential items.
 FLOOD WARNING	- Close restaurant, implement flood plan and carry out evacuation of customers. - Notify Arun District Council of evacuation by calling the emergency number (tel. 01903 713976). - If evacuation is not possible then direct customers and staff to upper floor of restaurant where safe refuge is available. - Move flood kit and provisions to upper floor of restaurant in the event that evacuation is not possible. - Move valuables to upper floor of restaurant for safety. - Store electrical items as high as practically possible. - Turn off gas and electricity. - Notify staff due to start shifts of restaurant closure. - Continue to monitor flood risk through media and EA's Floodline Warnings Direct Service.
 SEVERE FLOOD WARNING	- Any remaining staff to vacate site. - Upper floor of restaurant to be used as refuge for any people left stranded in the building until such time that emergency services have confirmed water has receded to levels deemed safe for evacuation.
WARNING NO LONGER IN FORCE	- Return to site once emergency services has confirmed it is safe to do so. - Assess damage caused by the floodwater and contact insurers. - Re-open restaurant once it has been confirmed safe to do so.

6. EVACUATION PROCEDURE

- 6.1 The restaurant should be evacuated on issue of 'Flood Warning' by the Flood Warnings Direct Service, which is indicated by the symbol below:



- 6.2 The initial phase of the evacuation would follow standard evacuation procedures as identified for fire or other hazards, which would be familiar to staff and management. Staff and customers would assemble near the lobby where details would be provided of appropriate evacuation routes to facilities outside of the floodplain.
- 6.3 Below *Figure 1* identifies the evacuation route to land outside the floodplain. An A3 size plan showing the evacuation routes is included in *Appendix B* for circulation to guests during an evacuation.



Figure 1: Evacuation Routes

JOB NO:	13174	ISSUE NO:	-	ISSUE DATE:	11.11.16	Page 7 of 16
AUTHOR:	A. de Croos	OFFICE:	HENLEY	CHECKED BY:	A. de Croos	

- 6.4 Staff and customers should follow the advice disseminated by the Police and other Agencies. The Police may give the order to evacuate to a rest centre, which would open in the event that people are not able to return home. West Sussex County Council and Arun District Council have a large number of pre-identified rest centres and would carry out a risk assessment to decide which location was most suitable as the flood situation developed.
- 6.5 West Sussex County Council and the Emergency Services would deploy traffic management signage as the flood situation develops and staff / customers should be made aware to follow any signage erected along evacuation routes.
- 6.6 Gas, water and electricity supplies should be turned off during a Flood Warning, to reduce the risk of fire, however it is important to maintain communication throughout the event and emergency communication systems should be made available to site staff.
- 6.7 Below *Table 3* confirms the procedures to be followed in the event of it being necessary to evacuate the restaurant.

Table 3: Flood Evacuation Procedure

Stage 1: Evacuation of restaurant

From alarm to evacuation this process should take 15 to 30 minutes.

PROCEDURE	RESPONSIBILITY
1.1 Audible alarm to be sounded.	Restaurant Manager
1.2 Follow standard fire evacuation policy procedures ensuring all rooms are vacated. Ensure all customers with mobility issues are accounted for.	Restaurant Manager
1.3 Co-ordinate staff and customers near lobby area.	Restaurant Manager
1.4 Plans to be made available to staff and customers identifying route to land outside of floodplain. Customers to be advised to follow signage erected by Kent County Council and Emergency Services.	Restaurant Manager
1.5 Signs to be erected in building that are clearly visible from entrance points, showing restaurant is closed with telephone number of Head Office for emergency information.	Restaurant Manager

Stage 2: To be undertaken on successful evacuation of restaurant.

With the exception of process 2.1, all the below processes should be complete prior to change of shift.

PROCEDURE	RESPONSIBILITY
2.1 Restaurant Manager to contact non shift staff and future bookings to inform them restaurant is closed.	Restaurant Manager

Stage 3: To be undertaken on completion of building evacuation.

PROCEDURE	RESPONSIBILITY
3.1 Regional Manager to confirm re-opening of restaurant. This is to be undertaken after flood water has receded and is not anticipated to return in short term. This decision is to be undertaken in consultation with Emergency Services and Arun District Council.	Regional Manager
3.2 Standard post emergency procedures to be followed. In addition to standard safety checks all manholes should be checked to ensure they have not lifted during the flooding and hence provide a site hazard.	Regional Manager

- 6.8 If evacuation is not possible, customers and staff should move to the upper floor of the restaurant shown on the Refuge Plan in *Appendix B* where safe refuge would be available in flooding conditions. The upper floor of the restaurant is to be used by any people left stranded in the building until such time that emergency services have confirmed water has receded to levels deemed safe for evacuation.

7. RETURNING TO SITE

- 7.1 When no further flooding is expected and conditions have returned to normal, the Flood Warnings Direct Service will issue a 'Warning No Longer in Force' status, which is indicated by the symbol below:

**WARNING
NO LONGER
IN FORCE**

- 7.2 On issue of this status, Management should consult Arun District Council and the emergency services to confirm it is safe to return to site.
- 7.3 Upon returning to the site, Management should take the following action:
- Assess any damage caused by the floodwater.
 - Open doors and windows to ventilate the building.
 - Make a list of the extent of the damage (with photographic evidence).
 - Contact the insurance company's 24 hour Emergency Helpline.
 - Dispose of contaminated food (do not eat food which has been in contact with flood water).
 - Check with local authority to find out about "cleaning up" and investigate temporary solutions such as cleaning materials and pumps (look up "Flood Damage" in Yellow Pages).

JOB NO:	13174	ISSUE NO:	-	ISSUE DATE:	11.11.16	Page 9 of 16
AUTHOR:	A. de Croos	OFFICE:	HENLEY	CHECKED BY:	A. de Croos	

- 7.4 A structural survey of building may be required in order to assess any damage due to prolonged periods of flood water exposure. The CIRIA guidance document (C623) entitled Standards for the repair of buildings following flooding, published in 2005, outlines the various approaches and a professional consultant may need to be appointed.
- 7.5 The pub restaurant should only be re-opened once it has been confirmed safe to do so.

JOB NO:	13174	ISSUE NO:	-	ISSUE DATE:	11.11.16	Page 10 of 16
AUTHOR:	A. de Croos	OFFICE:	HENLEY	CHECKED BY:	A. de Croos	

**APPENDIX A
LIST OF CONTACTS &
LIST OF ITEMS / MATERIALS TO PROTECT FROM FLOODING**

LIST OF IMPORTANT CONTACTS

	Company name	Telephone Number
Environment Agency	Environment Agency	0845 988 1188
Customer Contact Centre	Marston's	
Electricity supplier and meter number		
Gas supplier and meter number		
Water supplier and meter number		
Telephone provider		
Local Authority Emergency Services	Arun District Council Emergency Number	01903 713976
Insurance company and policy number		
Insurance Agent		
Local radio station for news alerts and weather updates.		

LIST OF CONTACTS THAT MAY BE ABLE TO HELP AFTER A FLOOD

	Company name	Telephone Number
Insurance company and policy number		
Insurance agent		
Electrician		
Plumber		
Builder		
Equipment repair / suppliers		
Security services		
Water pumping services		
Emergency power suppliers		

LIST OF STAFF CONTACTS

Name	Address	Telephone / mobile	Emergency contact	Emergency Telephone & Address

LOCATION OF SERVICE SHUT OFF POINTS

Service Shut-off	Description of Location
Electricity	
Gas	
Water	

PROTECTION OF ITEMS & MATERIALS FROM FLOODING

Materials	Description of location	How to protect from a flood (i.e. move, cover, tie down)
First Aid Kit		Move to upper floors of hotel, where safe refuge is available in flooding conditions.
Chemicals (including cleaning products)		Move to safer location or off the ground.
Oil based products (gasoline, oil, cooking oil etc.)		Move to safer location or off the ground.

PROTECTION OF VALUABLES FROM FLOODING

Identify stock, equipment and possessions that may need special protective measures, and describe the actions you will take to prevent their damage in the event of a flood. We have suggested items and ways to protect them, but make sure you follow through on your plans.

Items to consider

Vehicles Tables / heavy furniture Computers Computer files	Chairs / stools Databases Electrical items	Paper files Vehicles Movable goods	Food Fittings Soft furnishings Staff files
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Ways to protect items

- Move to safer location
- Buy flood protection products
- Raise above ground level
- Make a copy and store in safe location
- Buy a new flood resistant item

Item	Protective action	New location (if applicable)	Done

**APPENDIX B
EVACUATION ROUTE & REFUGE PLAN**



LEGEND

- SITE BOUNDARY
- - - - - EVACUATION ROUTE



MR	REVISION	BY	DATE

DRAWING STATUS

FINAL

DRAWING TITLE

FLOOD EVACUATION
PLAN

PROJECT

Project Number

MARSTON'S
SHRIPNEY ROAD
BOGNOR REGIS



8 Priory Street
Henley on Thames
Oxfordshire RG9 1AR
T:01491 576221



London, Henley-on-Thames and Gloucester

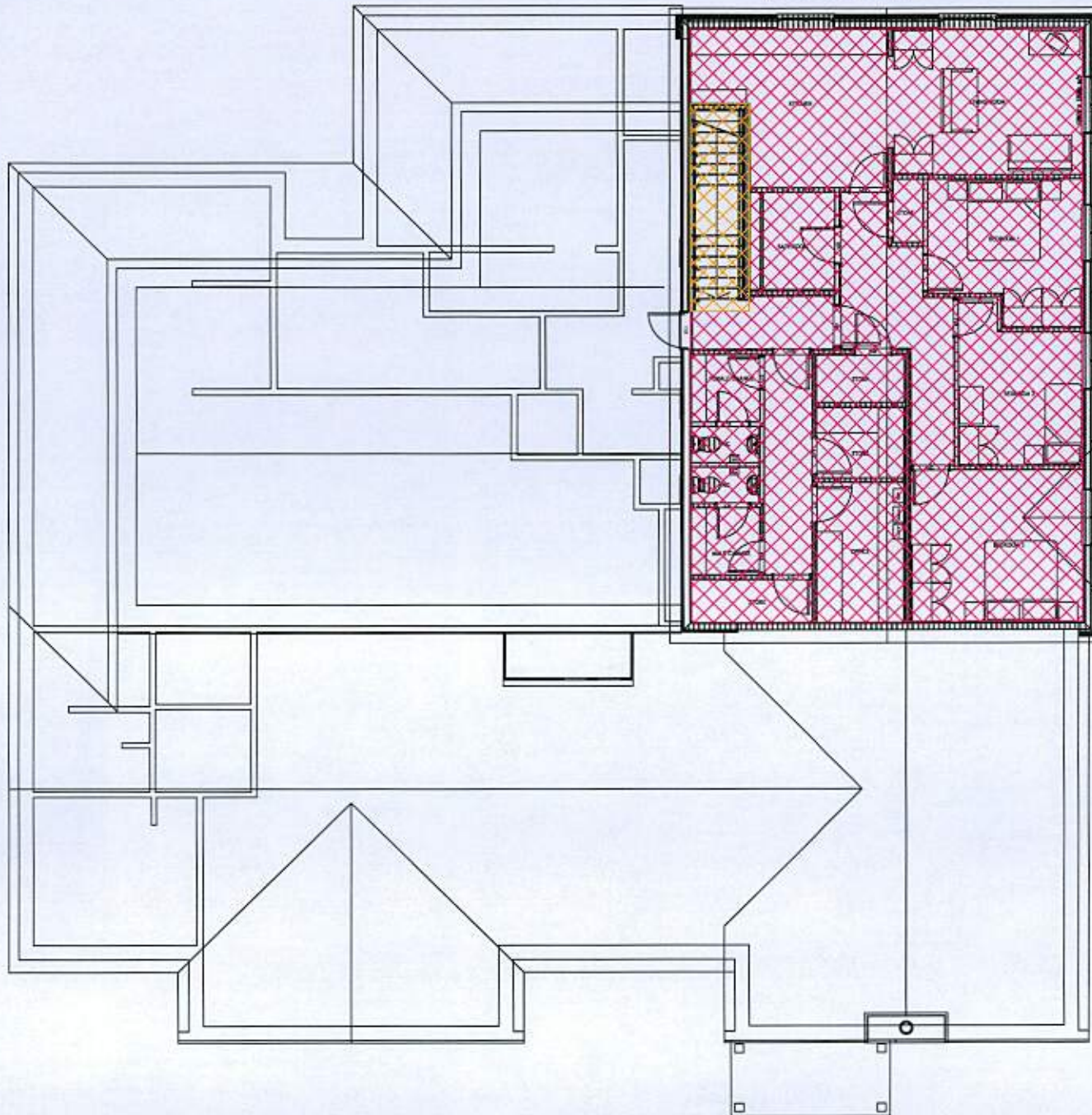
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Purpose of Issue

INFORMATION

Drawing Number 13174:SK03	Revision -
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DO NOT SCALE



LEGEND



REFUGE AREA AT FIRST FLOOR LEVEL TO BE USED BY PEOPLE LEFT STRANDED IN THE BUILDING UNTIL SUCH THAT EMERGENCY SERVICES HAVE CONFIRMED WATER HAS RECEDED TO LEVELS DEEMED SAFE FOR EVACUATION.



ACCESS / EGRESS ROUTE TO / FROM REFUGE AREA AT FIRST FLOOR LEVEL

MR	REVISION	BY	DATE

DRAWING STATUS

FINAL

DRAWING TITLE

REFUGE PLAN

PROJECT

Project Number

MARSTON'S
SHRIPNEY ROAD
BOGNOR REGIS



8 Ridgely Street
Henley-on-Thames
Oxfordshire RG9 1AH
T.01491 576221



London, Henley-on-Thames and Gloucester

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INFORMATION

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