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Flood Risk Assessment Rev3

216 Havant Road,
Hayling Island,
PO11 0LN

23 March 2019

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Appendices

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Prepared by	Checked by	Date
Carina Clarke BSc (Hons)	Peter Kinsella BSc (Hons)	23 March 2019

This document has been prepared solely as a Flood Risk Assessment for Charu Patel. Base Energy accepts no responsibility or liability for any use that is made of this document other than by the Client for the purposes for which it was originally commissioned and prepared.

1. Introduction

This Flood Risk Assessment (FRA) has been prepared in support of the planning application for the proposed change of use of 216 Havant Road, Hayling Island (see **Figure 1** and **Appendix A**) in accordance with the requirements of the National Planning Policy Framework (NPPF) and the NPPFs accompanying Technical Guidance.

Background and Development Proposals

216 Havant Road is a residential dwelling.

Adjacent to 216 Havant Road, is 'Park House' (220 Havant Road). Park House is a care home registered for 18 bedrooms.

Proposals are for the change of use of 216 Havant Road from a residential dwelling to a care home. The two buildings (216 and Park House) will then combine to comprise a 23 bedroom care home.

A copy of the existing site layout is provided in **Appendix B**, and a copy of the proposed site layout is provided in **Appendix C**.



Figure 1 – Site Location Plan

Flood Risk Vulnerability

Table 2: Flood Risk Vulnerability Classification of the NPPF Technical Guidance states that residential dwellings are classified as 'more vulnerable' to the risk of flooding. Care homes are also classified as 'more vulnerable' to the risk of flooding. As such, the proposals will not increase the flood risk vulnerability classification of the site.

Table 2: Flood risk vulnerability classification

Essential infrastructure • Essential transport infrastructure (including mass evacuation routes) which has to cross the area at risk. • Essential utility infrastructure which has to be located in a flood risk area for operational reasons, including electricity generating power stations and grid and primary substations; and water treatment works that need to remain operational in times of flood. • Wind turbines.
Highly vulnerable • Police stations, ambulance stations and fire stations and command centres and telecommunications installations required to be operational during flooding. • Emergency dispersal points. • Basement dwellings. • Caravans, mobile homes and park homes intended for permanent residential use³. • Installations requiring hazardous substances consent⁴. (Where there is a demonstrable need to locate such installations for bulk storage of materials with port or other similar facilities, or such installations with energy infrastructure or carbon capture and storage installations, that require coastal or water-side locations, or need to be located in other high flood risk areas, in these instances the facilities should be classified as "essential infrastructure")¹.
More vulnerable • Hospitals. • Residential institutions such as residential care homes, children's homes, social services homes, prisons and hostels. • Buildings used for dwelling houses, student halls of residence, drinking establishments, nightclubs and hotels. • Non-residential uses for health services, nurseries and educational establishments. • Landfill and sites used for waste management facilities for hazardous waste⁵. • Sites used for holiday or short-let caravans and camping, subject to a specific warning and evacuation plan.⁷
Less vulnerable • Police, ambulance and fire stations which are not required to be operational during flooding. • Buildings used for shops, financial, professional and other services,

restaurants and cafes, hot food takeaways, offices, general industry, storage and distribution, non-residential institutions not included in 'more vulnerable', and assembly and leisure.

- Land and buildings used for agriculture and forestry.
- Waste treatment (except landfill and hazardous waste facilities).
- Minerals working and processing (except for sand and gravel working).
- Water treatment works which do not need to remain operational during times of flood.
- Sewage treatment works (if adequate measures to control pollution and manage sewage during flooding events are in place).

Water-compatible development

- Flood control infrastructure.
- Water transmission infrastructure and pumping stations.
- Sewage transmission infrastructure and pumping stations.
- Sand and gravel working.
- Docks, marinas and wharves.
- Navigation facilities.
- Ministry of Defence defence installations.
- Ship building, repairing and dismantling, dockside fish processing and refrigeration and compatible activities requiring a waterside location.
- Water-based recreation (excluding sleeping accommodation).
- Lifeguard and coastguard stations.
- Amenity open space, nature conservation and biodiversity, outdoor sports and recreation and essential facilities such as changing rooms.
- Essential ancillary sleeping or residential accommodation for staff required by uses in this category, subject to a specific warning and evacuation plan.

Notes to table 2:

- This classification is based partly on Department for Environment, Food and Rural Affairs and Environment Agency research on *Flood Risks to People (FD2321/TR2)*⁴ and also on the need of some uses to keep functioning during flooding.
- Buildings that combine a mixture of uses should be placed into the higher of the relevant classes of flood risk sensitivity. Developments that allow uses to be distributed over the site may fall within several classes of flood risk sensitivity.
- The impact of a flood on the particular uses identified within this flood risk vulnerability classification will vary within each vulnerability class. Therefore, the flood risk management infrastructure and other risk mitigation measures needed to ensure the development is safe may differ between uses within a particular vulnerability classification.

2. Planning Policy

National Planning Policy Framework

The aim of the National Planning Policy Framework (NPPF) (and accompanying Planning Practice Guidance (PPG)) is to direct development away from areas at highest risk of flooding; where development is necessary, it should be made safe without increasing flood risk elsewhere.

The NPPF states that a Flood Risk Assessment (FRA) is required to support a planning application for developments that are:

- located in Flood Zone 2 and/or Flood Zone 3
- located in Flood Zone 1 and comprise 1ha or above

In some instances, for example where a site is located in Flood Zone 1 and comprises less than 1ha, an FRA may be required if the site is within an area which has critical drainage problems (i.e. a Critical Drainage Area - CDA) as notified to the Local Authority by the Environment Agency (EA)

In order to provide an indication of the flood zone classification of the site, and to ascertain whether an FRA is required, the starting point is the Environment Agency (EA) flood maps which are available on the EA website.

Environment Agency Flood Map

The EA flood maps show fluvial and tidal flood outlines based on the following:

- Flood Zone 1 - land assessed as having less than 1 in 1000 annual probability of river or sea flooding
- Flood Zone 2 - land assessed as having between a 1 in 100 and 1 in 1000 annual probability of river flooding, or between a 1 in 200 and 1 in 1000 annual probability of flooding from the sea
- Flood Zone 3 - land assessed as having a 1 in 100 or greater annual probability of river flooding, or a 1 in 200 or greater annual probability of flooding from the sea

The EA flood map is provided in **Figure 2** and indicates that the site is located within the Flood Zone 3 outline associated with flooding from the sea. The EA flood map ignores the presence and effect of any flood defences.

Further details on the flood zone classification of the site, along with an assessment of all sources of flood, are provided in **Section 3**.

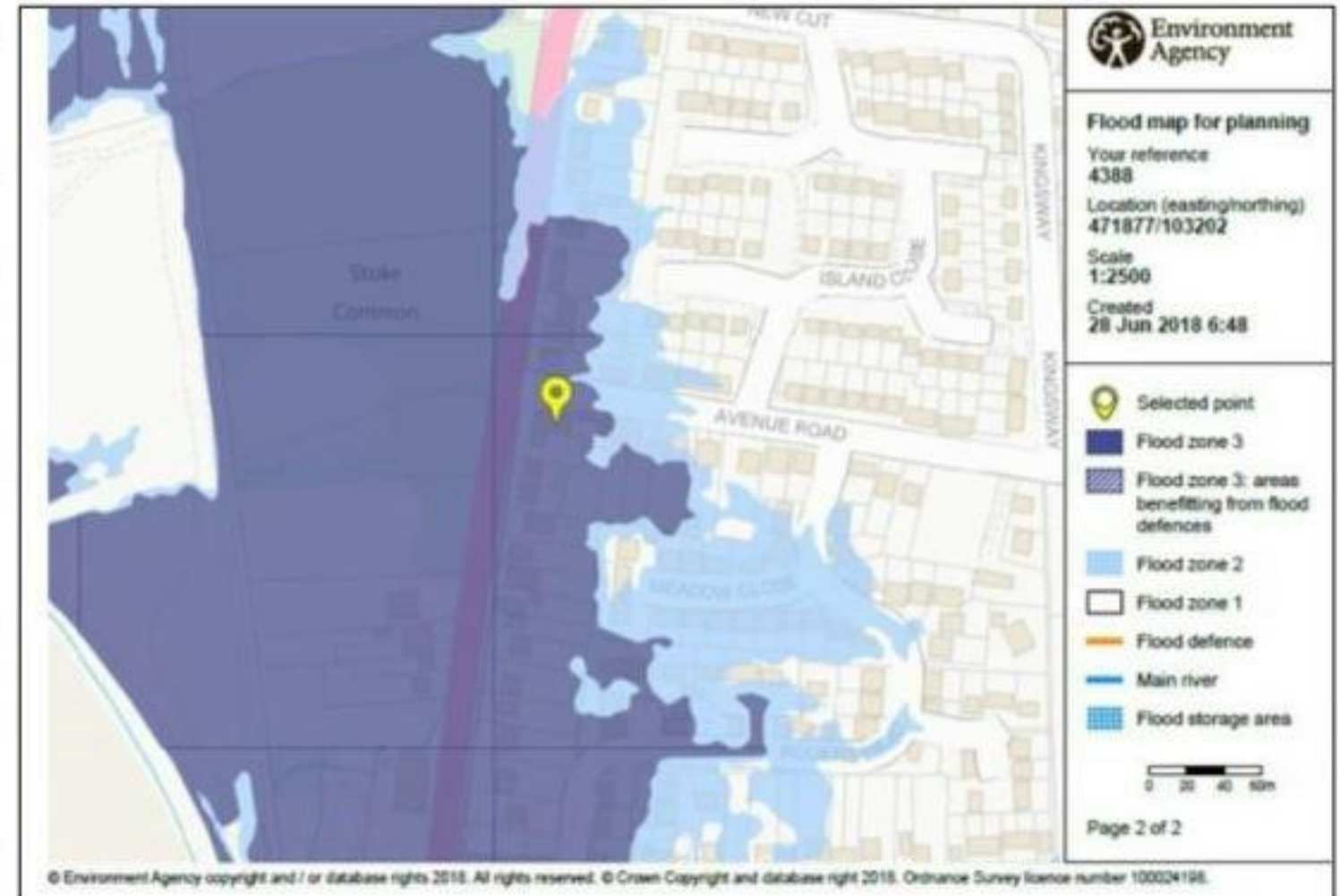


Figure 2 - Environment Agency Flood Map

Sequential and Exception Tests

The aim of the Sequential Test is to steer new development to Flood Zone 1. Where there are no reasonably available sites in Flood Zone 1, local planning authorities in their decision making should take into account the flood risk vulnerability of land uses and consider reasonably available sites in Flood Zone 2, applying the Exception Test if required.

Paragraph 104 of the NPPF states that '*applications for minor development and changes of use should not be subject to the Sequential or Exception Tests but should still meet the requirements for site-specific flood risk assessments*'. On this basis, the requirements of both the Sequential Test and Exception Test have been met.

3. Sources of Flood Risk

Hayling Island is located just to the east of Portsmouth and is connected to the mainland by a road bridge. The island is surrounded on the north, east and west by mud flats at low tide. A shingle beach characterises the southern boundary of the island. Hayling Island does not have any main rivers.

In assessing the risk of flooding to the site, reference has been made to the following:

- The EA Flood Maps available on the EA website
- Detailed EA Flood Map obtained from the EA
- The Havant Borough Council Strategic Flood Risk Assessment (SFRA) dated October 2013
- The British Geological Survey 'Geology of Britain' Maps
- Cranfield Soil and Agrifood Institute 'Soilscapes' Maps

Historic Flooding

The EA has provided a report 'Winter 2000 – 2001 Flooding in Hampshire, Hayling Island' (dated August 2002). Within the report it is stated:

Very high rainfall was experienced across Hampshire for extended periods over the winter of 2000/2001. Numerous incidents of flooding were reported, many of which related to elevated groundwater levels and high springflows; often they lasted for extended periods.

Two properties along Havant Road experienced internal flooding between the end of October and early November 2000. Internal flooding was caused due to the overtopping of the drainage ditch, which flows along the eastern and southern boundaries of the affected houses then crosses beneath the A3023 Havant Road and then passes along a ditch to outfall to the sea. A malfunctioning tidal outfall was also causing backup along the ditch from the west and did not help the situation. Flow to the tidal outfall was further restricted by a blockage which had resulted from partial filling in of the ditch by the landowner to permit livestock to roam across the field. At the time of writing it was understood that the landowner had restored the flow carrying capacity of the ditch.

In addition to internal flooding, the EA report confirms that some external flooding of gardens occurred with report from various parts of the village noting problems with surface water drainage.

Whilst the EA report makes recommendations for flood mitigation measures, it is unclear whether any of these measures were undertaken.

It is also worth noting that these reported events were almost 18 years ago. The EA has not provided any more recent historic records of flooding for Hayling Island.

The change of use proposals affords the opportunity for site specific measures to be incorporated into the building to mitigate any residual risk of flooding. These are discussed in the following section.

Detailed Flood Map

A more detailed EA flood map has been obtained from the EA (**Appendix D**). This confirms the Flood Zone 3 classification of the site.

As previously detailed, the EA flood map ignores the presence and effect of flood defences.

Flood Defences

The EA has also provided a map which shows the location of the sea defences in the area (see **Appendix E**) and have confirmed that 'the defences were found to be in a fair condition when we last inspected them in August 2017'.

Coastal Boundary Data

The EA has provided extreme sea levels (still water design estimates) for the 0.5% (1:200) and the 0.1% (1:1000) annual exceedance probabilities. These are shown in **Table 1** overleaf.

Table 1 - Coastal Boundary Data

Year	0.5% annual exceedance probability/1 in 200 Year (Flood Zone 3)	0.5% annual exceedance probability/1 in 200 Year (Flood Zone 3)
2015	3.2	3.4
2070	3.7	3.9
2115	4.4	4.5

- Levels in metres above Ordnance Datum Newlyn.

These values are based on 2011 base data, and take into account:

- Revised epochs as per 'Flood risk assessments: climate change allowances - guidance for Sustainable Places and Partnerships and Strategic Overview teams' 08/02/2016
- Revised data from 'Extreme Sea Levels for Estuaries and Harbours, April 2015

Given that the proposals are for the change of use of an existing building with no external alterations, no topographic survey has been carried out (to compare site levels with sea levels).

However, the change of use will ensure that suitable flood mitigation measures are incorporated into the building. This is discussed in the following section of this report.

Groundwater Flooding

Groundwater flooding generally occurs during intense, long-duration rainfall events, when infiltration of rainwater into the ground raises the level of the water table until it exceeds ground levels. It is most common in low-lying areas overlain by permeable soils and permeable geology, or in areas with a naturally high water table.

Reference has been made to the British Geological Society geology maps; these indicate that the site is underlain by superficial deposits comprising River Terrace Deposits (undifferentiated) - Sand, Silt and Clay. The underlying bedrock geology in the area consists of the Lewes Nodular Chalk Formation, Seaford Chalk Formation, Newhaven Chalk Formation, Culver Chalk Formation and Portsdown Chalk Formation (undifferentiated) - Chalk.

The Soils Maps provided by the National Soil Resources Institute at Cranfield University indicate that the soils at the site and surrounding areas are comprised of 'freely draining, slightly acid, loamy soils'.

The underlying ground conditions suggest that there may be the propensity for high groundwater levels/ groundwater flooding.

However, no basement development is proposed, and the strategy outlined in the following section of this report should be adequate in mitigating any potential risk of groundwater flooding at the site.

Surface Water Flooding

Surface water flooding results from rainfall generated overland flows, before the runoff reaches a watercourse/ drainage system, or where the watercourse/ drainage system is overwhelmed and unable to accept further runoff. Surface water runoff is usually associated with high intensity rainfall events but may also occur with lower intensity rainfall where the ground is saturated, developed or otherwise has low permeability resulting in overland flows and ponding within depressions in the topography.

On their website, the EA provide maps which illustrate the risk of surface water flooding, along with the potential depths and velocities. In this instance, and as shown in Figure 3, the site is located in an area of 'very low risk' of surface water runoff.



Figure 3 – Environment Agency Surface Water Flooding Map

Both Havant Road and Avenue Road are shown to be at 'low risk' of surface water flooding with depths below 300mm and velocities over 0.25m/s.

Proposals are for the change of use of an existing building. Following redevelopment, there will be no increase in hardstanding areas and as such no increase in the peak rates and volumes of surface water runoff from the site.

Sewer Flooding

Sewer flooding occurs when the capacity of underground sewerage systems is exceeded, resulting in flooding inside and outside of buildings. Normal discharge of sewers and drains through outfalls may be impeded by high water levels in receiving waters.

Proposals are for the change of use of an existing building. Following redevelopment, there will be no increase in hardstanding areas and as such no increase in the peak rates and volumes of surface water runoff from the site.

4. Flood Mitigation

Flood Resilient Construction

Where feasible, flood resilient construction techniques will be incorporated into new or altered parts of the building only, in line with guidance provided in the Communities and Local Government Document, *Improving the Flood Performance of New Buildings: Flood Resilient Construction*¹. These could include:

- Flood barriers
- Flood resilient building materials and fittings
- New power sockets raised

The design team will agree on the most feasible and appropriate measures for the building.

Flood Warnings

The site is located within an Environment Agency Flood Warning Area. Park House is registered to receive EA flood warnings and 216 Havant Road will fall under the same management.

Flood Management Plan

As detailed, through the change of use, 216 Havant Road will become part of Park House. Park House already has a range of documents including:

- Business Continuity Plan
- Flood Plan
- Flood Map
- Flood Warnings
- Fire Evacuation

¹ Improving the Flood Performance of New Buildings: Flood Resilient Construction. Department for Communities and Local Government. May 2007.

These are provided in **Appendix F**.

5. Conclusions and Recommendations

This Flood Risk Assessment (FRA) has been prepared in support of the proposed change of use of 216 Havant Road from a residential dwelling to a care home and combining the two buildings to comprise a 23 bedroom care home, in accordance with the requirements of the NPPF and the accompanying PPG.

In terms of flood risk, the site is:

- Located in Flood Zone 3 (an area that may have a 0.5% chance of flooding annually (1 in 200), **ignoring** the presence and effect of any flood defences.
- Considered to be susceptible to groundwater flooding
- Considered to be at very low to low risk of surface water flooding

However, in line with the NPPF Technical Guidance, there will be no increase the flood risk vulnerability classification of the site.

In order to mitigate any residual risk of flooding, the following is recommended:

- Where feasible, flood resilient construction techniques to be incorporated into any new or altered parts of the building, in line with current best practice guidance. These could include:
 - o Flood barriers
 - o Flood resilient building materials and fittings
 - o New power sockets raised

Appendices

Appendix A - Site Location Plan

Written dimensions on these drawings shall take precedence over scaled dimensions. Contractors shall verify and be responsible for all dimensions and conditions on the project and this office must be notified of any variations from the dimensions and conditions shown by these drawings prior to commencement of any work. All contractors are deemed to have made themselves aware of site conditions prior to entering into any contract.
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DO NOT SCALE



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H M A

Client
Ms Charu Patel
Title
LOCATION PLAN

0:00:00
Project
216 Havant Road, Hayling Island PO11 0LN

Top Floor UK House 82 Heath Road
Twickenham TW1 4BW
T: 07870 436 462 e-m: hartlandp@aol.com

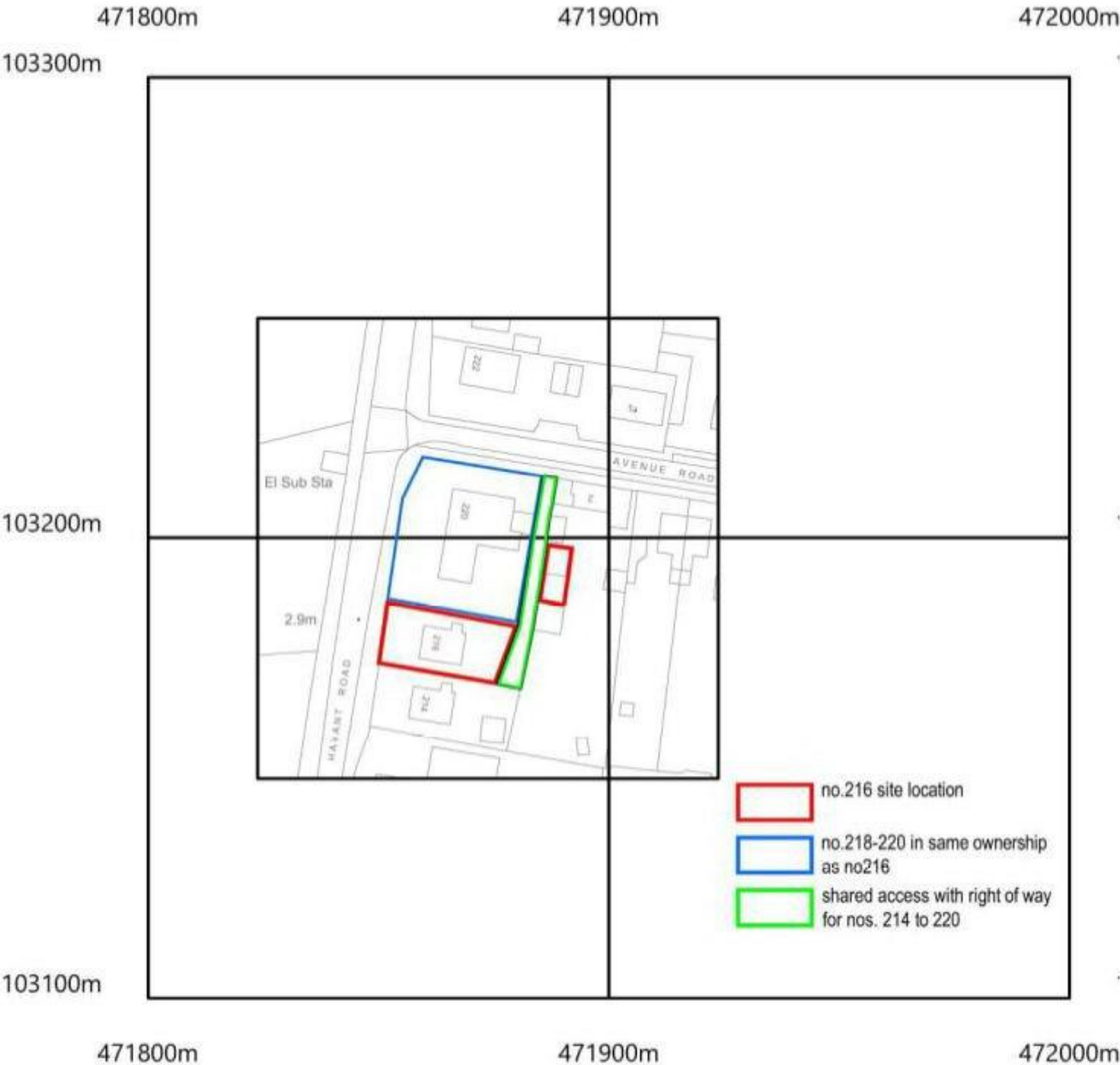
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CAD Ref

Written dimensions on these drawings shall take precedence over scaled dimensions. Contractors shall verify and be responsible for all dimensions and conditions on the project and this office must be notified of any variations from the dimensions and conditions shown by these drawings prior to commencement of any work. All contractors are deemed to have made themselves aware of site conditions prior to entering into any contract.

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H M A

Top Floor UK House 82 Heath Road
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T: 07870 436 462 e-m: hartlandp@aol.com

Client
Ms Charu Patel
Title
LOCATION PLAN
WITH OWNERSHIPS

Scale	Date	Drawn	Checked	Project no.	Drawing no.	Revision
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Project
216 Havant Road, Hayling Island PO11 0LN

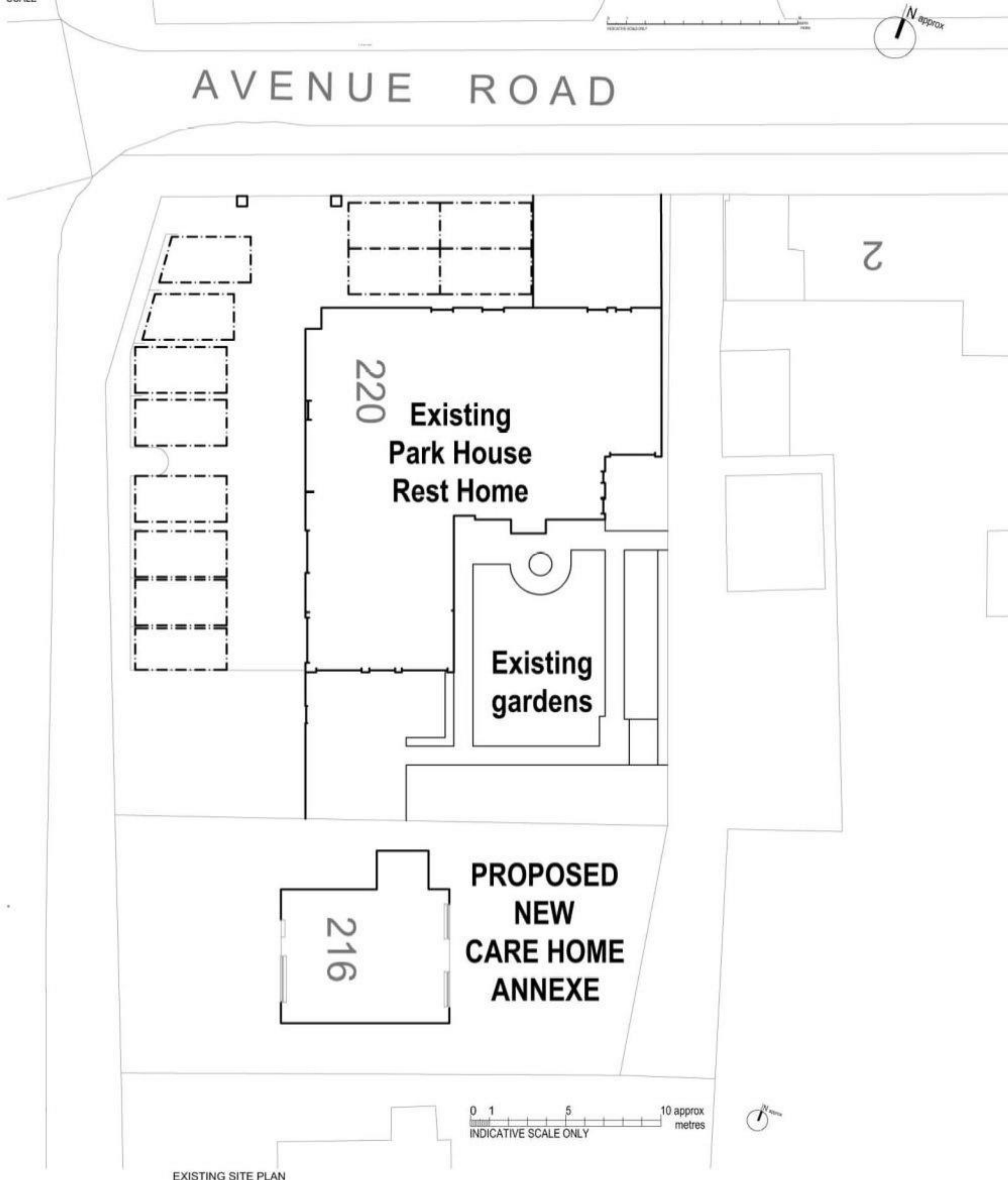
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Appendix B - Existing Site Layout Plan

Written dimensions on these drawings shall take precedence over scaled dimensions. Contractors shall verify and be responsible for all dimensions and conditions on the project and this office must be notified of any variations from the dimensions and conditions shown by these drawings prior to commencement of any work. All contractors are deemed to have made themselves aware of site conditions prior to entering into any contract. This drawing is the property of Peter Carlton Hartland. Copyright is reserved by Peter Carlton Hartland and the drawing is issued on condition that it is not copied, reproduced, retained or disclosed to any unauthorised person, either wholly or in part without the consent in writing of Peter Carlton Hartland.

SCALE

DO NOT



H M A

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T: 07870 436 462 e-m: hartlandp@aol.com

Client
Ms Charu Patel

0:00:0
Project
216 Havant Road, Hayling Island PO11 0LN

Title
SITE PLAN
EXISTING

Scale	Date	Drawn	Checked	Project no.	Drawing no.	Revision
1:200 @ A3	17/05/2018			3315	EXTG.01	-

CAD Ref

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DO NOT

AVENUE ROAD

HAVANT ROAD

2

220

Existing
Park House
Rest Home

Existing
gardens

216

PROPOSED
NEW
CARE HOME
ANNEXE

- no.216 site location
- no.218-220 in same ownership as no.216
- shared access with right of way for nos. 214 to 220

0 1 5 10 approx metres
INDICATIVE SCALE ONLY



214

EXISTING SITE PLAN

H M A

Top Floor UK House 82 Heath Road Twickenham TW1 4BW
T: 07870 436 462 e-m: hartlandp@aol.com

Client
Ms Charu Patel
Project
216 Havant Road, Hayling Island PO11 0LN

Title
SITE PLAN WITH OWNERSHIPS
EXISTING

Scale	Date	Drawn	Checked	Project no.	Drawing no.	Revision
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CAD Ref

Appendix C - Proposed Site Layout Plan

Written dimensions on these drawings shall take precedence over scaled dimensions. Contractors shall verify and be responsible for all dimensions and conditions on the project and this office must be notified of any variations from the dimensions and conditions shown by these drawings prior to commencement of any work. All contractors are deemed to have made themselves aware of site conditions prior to entering into any contract.
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SCALE DO NOT

AVENUE ROAD

HAVANT ROAD

turning head
overlaid on
hardstanding

refuse
deliveries

shared access

2

220

EXISTING
PARK HOUSE
REST HOME

Existing
gardens

216

new connection to
garden + section
of new fence

PROPOSED
NEW
CARE HOME
ANNEXE

214

0 1 5 10 approx
metres
INDICATIVE SCALE ONLY



PROPOSED SITE PLAN
WITH NEW PARKING LAYOUT OVERLAID ON EXISTING HARDSTANDING

H M A

Client
Ms Charu Patel
Title
SITE PLAN

D: 000 0
Project
216 Havant Road, Hayling Island PO11 0LN

Top Floor UK House 82 Heath Road Twickenham TW1 4BW
T: 07870 436 462 e-m: hartlandp@aol.com

Scale	Date	Drawn	Checked	Project no.	Drawing no.	Revision
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CAD Ref

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DO NOT

SCALE

AVENUE ROAD

HAVANT ROAD

turning head
overlaid on
hardstanding

-  no.216 site location
-  no.218-220 in same ownership as no.216
-  shared access with right of way for nos. 214 to 220

214

0 1 5 10 approx
metres
INDICATIVE SCALE ONLY



PROPOSED SITE PLAN
WITH NEW PARKING LAYOUT OVERLAID ON EXISTING HARDSTANDING

H M A

Client:
Ms Charu Patel

D: 000:0
Project:
216 Havant Road, Hayling Island PO11 0LN

Title:
SITE PLAN WITH OWNERSHIPS

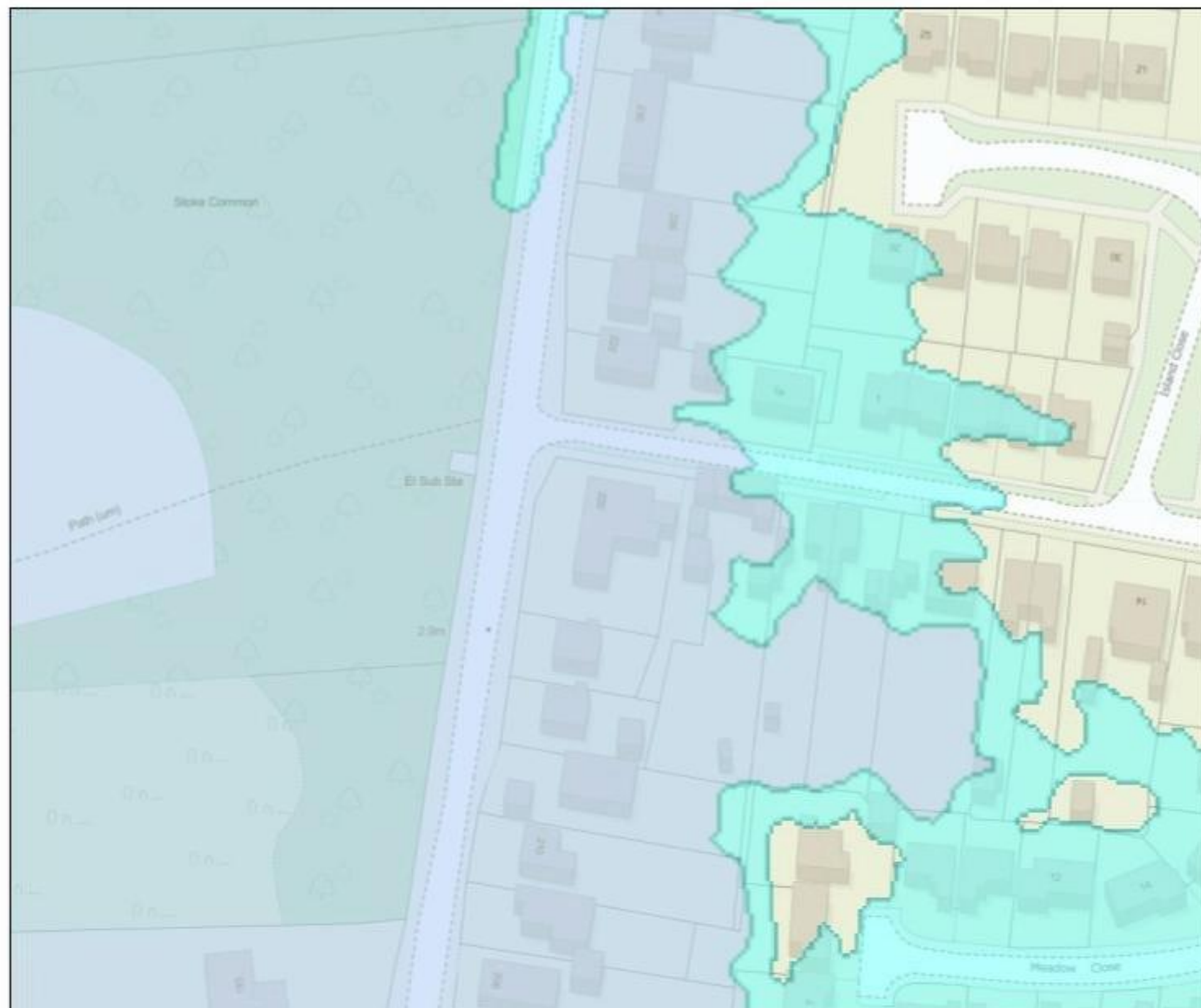
Top Floor UK House 82 Heath Road Twickenham TW1 4BW
T: 07870 436 462 e-m: hartlandp@aol.com

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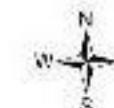
CAD Ref

Appendix D - Detailed Environment Agency Flood Map

Flood Map for Planning (Rivers and Sea)



Scale 1: 1,267



Flood Map for Planning (Rivers & Sea)

- Defences
- ▨ Flood Storage Areas
- ▨ Areas benefiting from flood defences
- Flood Zone 3
- Flood Zone 2

Flood Map Areas (assuming no defences)

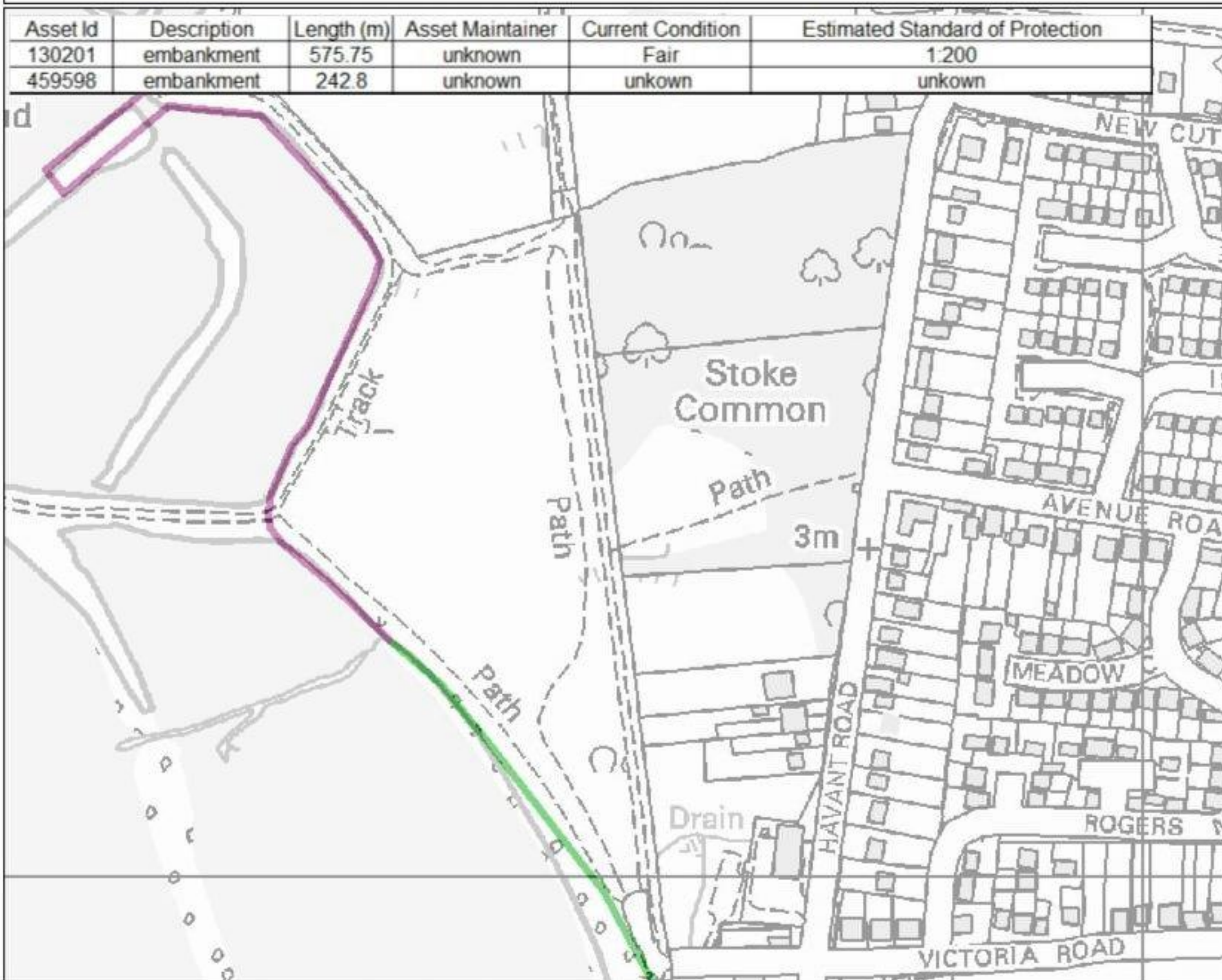
Flood Zone 3 shows the area that could be affected by flooding:

- from the sea with a 1 in 200 or greater chance of happening each year
- or from a river with a 1 in 100 or greater chance of happening each year.

Flood Zone 2 shows the extent of an extreme flood from rivers or the sea with up to a 1 in 1000 chance of occurring each year.

Appendix E - Environment Agency Flood Defence Map

Defences Map Centered on 216 Havant Road, Hayling Island, PO11 0LN - Created 26/06/2018 [Ref: SSD/88074]



Asset Id	Description	Length (m)	Asset Maintainer	Current Condition	Estimated Standard of Protection
130201	embankment	575.75	unknown	Fair	1:200
459598	embankment	242.8	unknown	unkown	unkown



- ASSET ID**
- 130201
 - 459598

1:3,146 *
 *when printed at A4.

0 60 120
 Metres

N

Appendix F - Park House Plans

	Authorised: Mrs C Patel	Date: 14/03/2018
BUSINESS CONTINUITY PLANNING		

This Policy describes the measures to be taken by the management of the Home that will ensure continuity of service delivery in the event of an emergency that causes major disruption to critical systems and procedures.

This is also known as a DISASTER RECOVERY POLICY or a CRISIS MANAGEMENT POLICY:

A: KEY PRINCIPLES:

1. The purpose of this Policy is to describe in broad terms how Park House Rest Home will minimise major disruption to care service delivery and, in the event of a major incident, how recovery of the critical services that support the Home's daily operations will be achieved.
2. Critical events are classified as those which may impact upon the business in the short term, and those which may have longer or far-reaching implications. These will primarily focus on the Home's premises and management facilities.
3. In all aspects of service delivery there will be a need to safeguard and prioritise the special needs of service users who are likely to be the most vulnerable through age, physical disabilities, learning difficulties, and confusion.

B: CRITICAL EVENTS & DISASTER RECOVERY ACTION PLANS:

1. The tables on pages 2 and 3 of this Policy list the events that could constitute an emergency or a crisis for the Home through severe disruption of the day-to-day running of the business. In each case provision is made for recording the action that will need to be taken to ensure continuity of the business. The Home Manager will consult with appropriate senior staff to develop actual action plans in each case.
2. This Business Continuity Planning Policy will form an essential part of staff training plans to ensure total awareness of action to be taken in the event of an emergency.
3. This Business Continuity Planning Policy will be subject to review on an annual basis.

Company Name: **PARK HOUSE REST HOME**

	Authorised: Mrs C Patel	Date: 14/03/2018
BUSINESS CONTINUITY PLANNING		

CRITICAL EVENTS THAT COULD ADVERSELY AFFECT THE BUSINESS OF THE HOME:

A: SHORT-TERM INCIDENTS:

CRITICAL EVENT	DETAILS	DISASTER RECOVERY PLAN (ACTION TO BE TAKEN)
1. NATURAL DISASTERS	Flooding through heavy rain or burst pipes. Structural damages to premises following a storm.	Consider: • Room-sharing arrangements. • Adaptation of communal or office area as temporary bedrooms. • Provision of emergency beds (from Loan store, voluntary agencies, or Local Authorities . • Relocation of residents to nearby Residential Care Home eg Oak View Care Home, 49 Beach Road, Hayling Island , PO 11 0JB , [REDACTED] This has been agreed with Proprietor [REDACTED] • Relocation of residents to family or friends in the short term. • Relocation of residents to nearby hospital with available beds . eg Queen Alexandra Hospital -023 92286000 • Contact Local Authority on-Havant Council-023 92446382 • Contact Care Home Liaison Team for help- • Ensure decision and event log is kept current • Ensure families are kept current of situation using contact details contained in the PEEPS Folder. - Inform CQC using appropriate notification form. -Staff know that they will have to work longer hours due to severe weather . This may including stopping overnight

	Authorised: Mrs C Patel	Date: 14/03/2018
BUSINESS CONTINUITY PLANNING		

2. LOSS OF POWER	Power cuts resulting in inability to use IT or telecom systems.	The electric supplier is N POWER – 0800 073 3000 Emergency Lighting will switch on automatically in the event of Power cut . Emergency Large free standing torches and spare batteries are stored in Medication Room and Manager's office. Consider: □ In the event of a power failure, first check the trip switches in the fuse box. - If this does not rectify the fault, contact the supplier and report the failure. - For management purposes, ask if they are able to give an estimated length of time the power will be off for. - A decision should be made as to whether the Residential Care Home can be continued safely, or if relocation to an alternative site will be required to maintain the service.. □ If it is an electrical fault within the Residential Care Home contact [REDACTED] to check the fault . □ Immediately identify any residents that require oxygen concentrators or other life support equipment. Move the resident to areas supplied with emergency power). □
3. IT SYSTEM FAILURES	System crash and lack of proper back-up facilities. Attack by hackers / viruses.	Inform Police - Check if all information was backed up on Cloud or a server and retrieve back onto the computer system. - In event of computer or software theft, the Home will contact: Star Fish Design and Marketing – 02392 428 176 -If confidential information has been taken or compromised, The Home will inform CQC and Safeguarding Department. -Individuals whose information has been compromised will be informed.
4. THEFT, BURGLARY OR VANDALISM	Theft of computer equipment, resulting in data loss. Vandalism to property resulting in interruptions to service provision.	-Call Police on 101 -Call 999 in an emergency -The Home will check whether there are any security breaches and rectify them .

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5. RESTRICTED ACCESS TO PREMISES	Unable to enter premises through bomb scare, gas leak etc.	BOMB THREAT ☐ Call the Police on 999 ☐ Notify the Home Manager and families ☐ Evacuate residents upon police advice Once the Police have arrived: • Keys shall be available so that searchers can inspect all rooms. Employee lockers will be searched. If padlocked, padlock will be cut off. • If a suspected bomb is located within the building, the responsibility for investigation will be that of the Police GAS SUPPLY FAILURE The gas shut off valve(s) for the Home is/are located: on the right hand side of the Main entrance to the Home - _____ The contact details of the gas supplier are: N POWER – 0800 073 3000 Guidelines: On receipt of a telephoned bomb threat, follow these procedures: ☐ Keep the caller on the line as long as possible. ☐ Ask the caller to repeat the message. ☐ Ask the caller his name. ☐ Ask the caller where the bomb is located. ☐ Record every word spoken by the person making the call. ☐ Record time call was received and terminated. ☐ Inform the caller that the building is occupied . _____ Consider the following; • In case of smell of natural gas, open a window near the source and put out any naked flames • Evacuate the Home • Do not turn any electrical switches on • Call the emergency gas number from outside the building CALL NATIONAL GRID EMERGENCY LINE – 0800 111 999
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6. CRISES AFFECTING SUPPLIERS	Key material supplies are interrupted through critical events at the suppliers.	HEATING ▢ If heating loss occurs, assess the effect of the failure related to time of year and general overall temperatures, including forecast temperature. The Home will procure temporal heaters that can be used safely . ▢ Assess the risk to residents and staff required to work in such conditions. FROZEN AND REFRIGERATED FOODS If the refrigerator or freezer will be without power for a long period: ▢ Seek freezer space in a store, church, school, or commercial freezer that has electricity. ▢ Use dry ice - 25 pounds of dry ice will keep a 10-cubic-foot freezer below freezing for 3-4 days. (Exercise care when handling dry ice, because it freezes everything it touches. Wear dry, heavy gloves to avoid injury.) ▢ Thawed food can usually be eaten or refrozen if it is still "refrigerator cold," or if it still contains ice crystals. To be safe, remember, "When in doubt, throw it out." Discard any food that has been at room temperature for two hours or more, and any food that has an unusual odour, colour or texture. ▢ A refrigerator will keep foods cool for about 4 hours without power, if it is unopened. ▢ Add block or dry ice to your refrigerator, if the electricity will be off longer than 4 hours. -Food can be purchased from local shops eg ASDA for use LAUNDRY- Details of the laundry servicing contract: █ Consider the following: • Have sufficient supplies of clean linen for at least three days • Keep an emergency stock of disposable sheets and pillow cases • Take the laundry to a launderette • Send laundry to commercial launderette • Storage of infected laundry
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CRITICAL EVENTS THAT COULD ADVERSELY AFFECT THE BUSINESS OF THE HOME:

B: LONGER-TERM INCIDENTS:

CRITICAL EVENT	DETAILS	DISASTER RECOVERY PLAN (ACTION TO BE TAKEN)
1. OUTBREAK OF INFECTION AMONG STAFF	Leads to serious staff shortages (see 4. below)	-The Home Management would cover some of the shifts as well as use Agency Cover.
2. ENFORCED SUSPENSION OR CLOSURE OF BUSINESS	Regulatory Enforcement Notices (e.g. Regulatory Authority, Environmental Health, Health & Safety Executive).	-The Home if ever they had an enforced suspension have the benefit of working with an Independent Consultant who would ensure the Home fulfilled any requirements in order to make the Home Compliant . If a Closure of business were to occur, The Home would work with Local Authority relocate the residents.
3. FIRE AT PREMISES	Loss of facilities, equipment and data.	Call Fire Brigade The residents would be relocated as per plan to nearby Care Home. The Home will work with the Local Authority in Re-Housing the residents. Most of the IT information is backed up on memory sticks. .
4. LONG-TERM SHORTAGE OF STAFF	Loss of staff through illness, resignations, etc, and inability to replace staff quickly either with temporary (Agency) staff, or with permanent staff.	The Home would have to agree with Agency to supply them a regular team of Care staff of no more than 6 in order to have continuity. Management would have to cover some shifts. Inform the Local Authority and CQC about the situation.
5. TERRORIST ATTACKS	At location of premises, denying access and leading to massive disruption of the business.	Call Police – on 999 Inform Local Authority and CQC about this occurrence or situation -Ensure the situation does not escalate therefore stay calm ~~Staff are to keep calm~~
6. FINANCIAL PROBLEMS	Cash-flow or solvency problems which could compromise on-going service delivery.	-The Home can use Bank overdraft facilities -Discuss with Families -Inform CQC -Inform Local Authority

Company Name: **PARK HOUSE REST HOME**

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BUSINESS CONTINUITY PLANNING		

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Flood plan

Name

PARK HOUSE REST HOME, 220 HAVANT ROAD, PO11 0LN

Are you signed up to receive flood warnings?.

Y

Let us know when you've completed your flood plan by calling Floodline on 03459881188.
This will help us learn more about how people are preparing for flooding.

General contact list

Floodline

Electricity provider

Gas provider

Water company

Telephone provider

Insurance company and policy number

Local council

Travel/weather info

Key locations

Service cut-off

Electricity

Gas

Water

Company name

Contact name

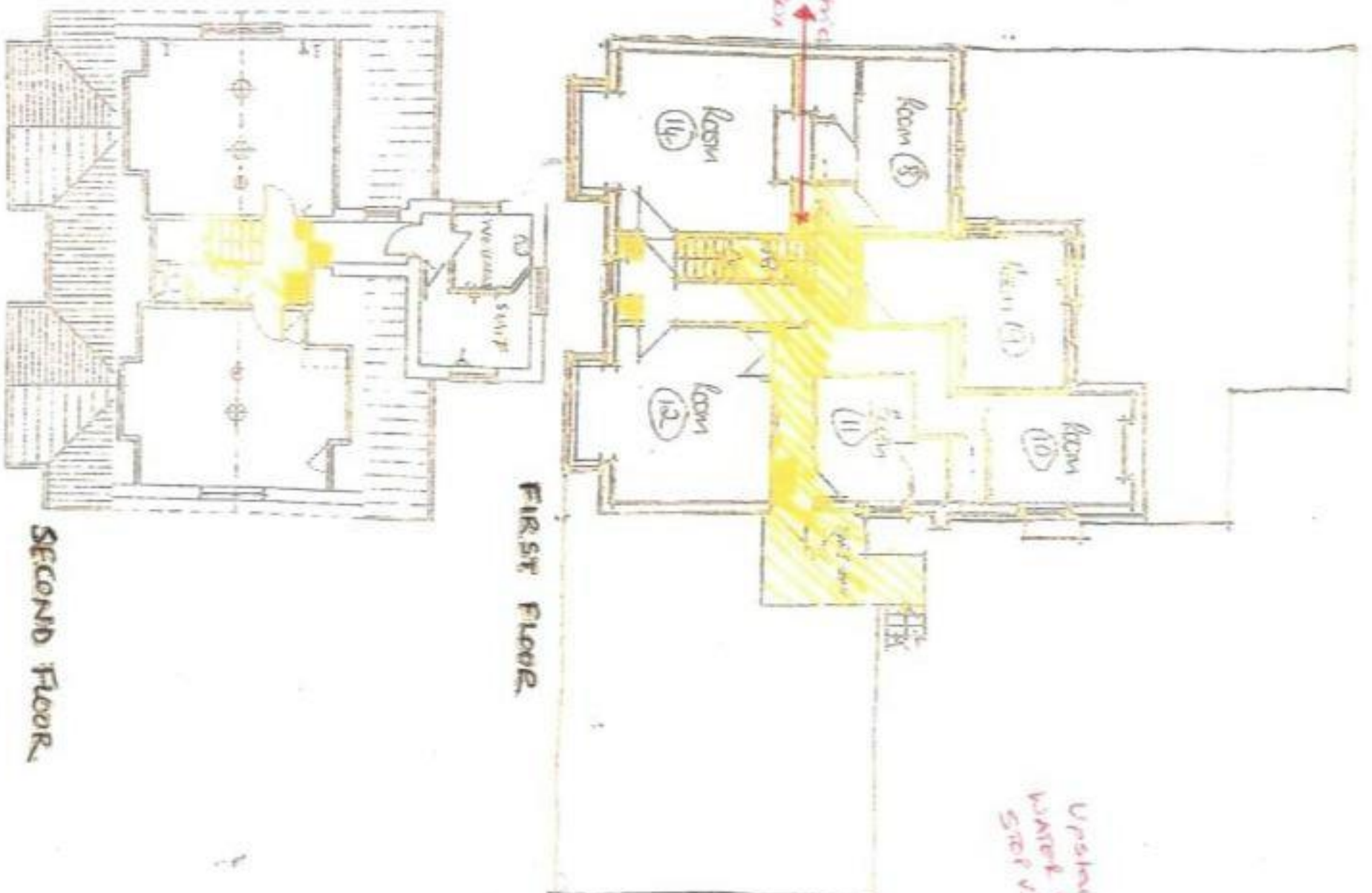
Telephone

Flood plan

ACTIONS:

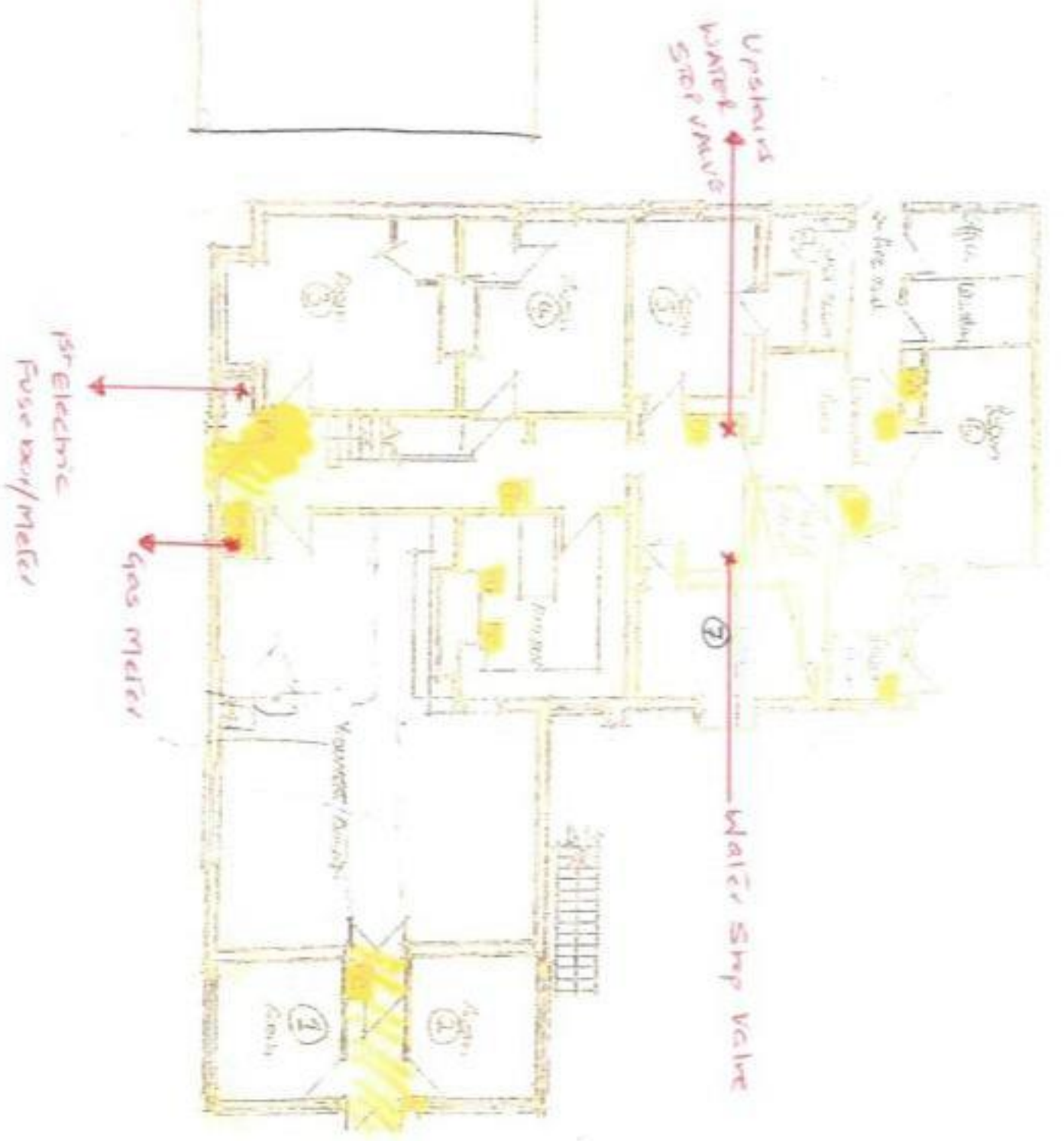
Put important documents out of flood risk and protect in polythene	☒	Look at the best way of stopping floodwater entering your property	☒	Find out where you can get sandbags	☒	Identify what you would need to take with you if you had to leave your home	☒
Check your insurance covers you for flooding	☒	Make a flood plan and prepare a flood kit	☒	Identify who can help you/ who you can help	☒	Understand the flood warning codes	☒

Actions	Location
Home	
• Move all residents and relatives to a safe place i.e First floor	YES, and those who can live with family can be moved as soon as practically possible.
• Move furniture and electrical items to safety	First floor of 216 Havant Road.
• Put flood boards, polythene and sandbags in place	At the front door, side door near manager's door & exit door to the garden
• Make a list now of what you can move away from the risk	Check around if there are any items which are a risk then move to safety
• Turn off electricity, water and gas supplies	See Electricity, Water, and Gas cut off points above and the drawings
• Roll up carpets and rugs	The Home does not have carpets on the ground floor
• Unless you have time to remove them hang curtains over rods	If there is enough time to do in the lounge, and front bedrooms.
• Move sentimental items to safety	Check if there are any sentimental items of the residents
• Put important documents in polythene bags and move to safety	See Business Continuity Plan and PEEP folders
Garden and outside	
• Move your car out of the flood risk area	Cars would be moved 500m inland which is out of the flood zone or could be driven off the island to Havant
• Move any large or loose items or weigh them down	None
Business	
• Move important documents, computers and stock	These could be moved to the staff room on the second floor. A lock would have to be used on the door in order to keep the items secure and only accessible to authorized personnel
• Alert staff and request their help	Please use the Business Continuity Plan to draft staff in to help, start with staff who lives nearer and would get to the Care Home sooner
Evacuation - Prepare a flood kit in advance	
• Inform families or NOK of the Residents	The home is to Use guidance from the Business Continuity Plan. The Service users would be evacuated to a nearby Care Home and families would be asked if they are able to on a short-term basis. The Home to liaise with the local authority about alternative accommodation.
• Get your flood kit together and include a torch, warm and waterproof clothing, water, food, medication, etc,	Try and gather as much as you can medication etc.



FIRST FLOOR

SECOND FLOOR



GROUND FLOOR

Flood Warnings CODES

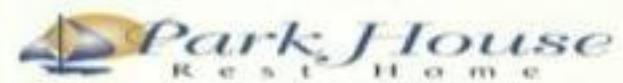
The Environment agency flood risk early warning system contacts 0345 988 1188 as designated number.

The Care Home has signed up the Environment Agency Flood Warning Scheme

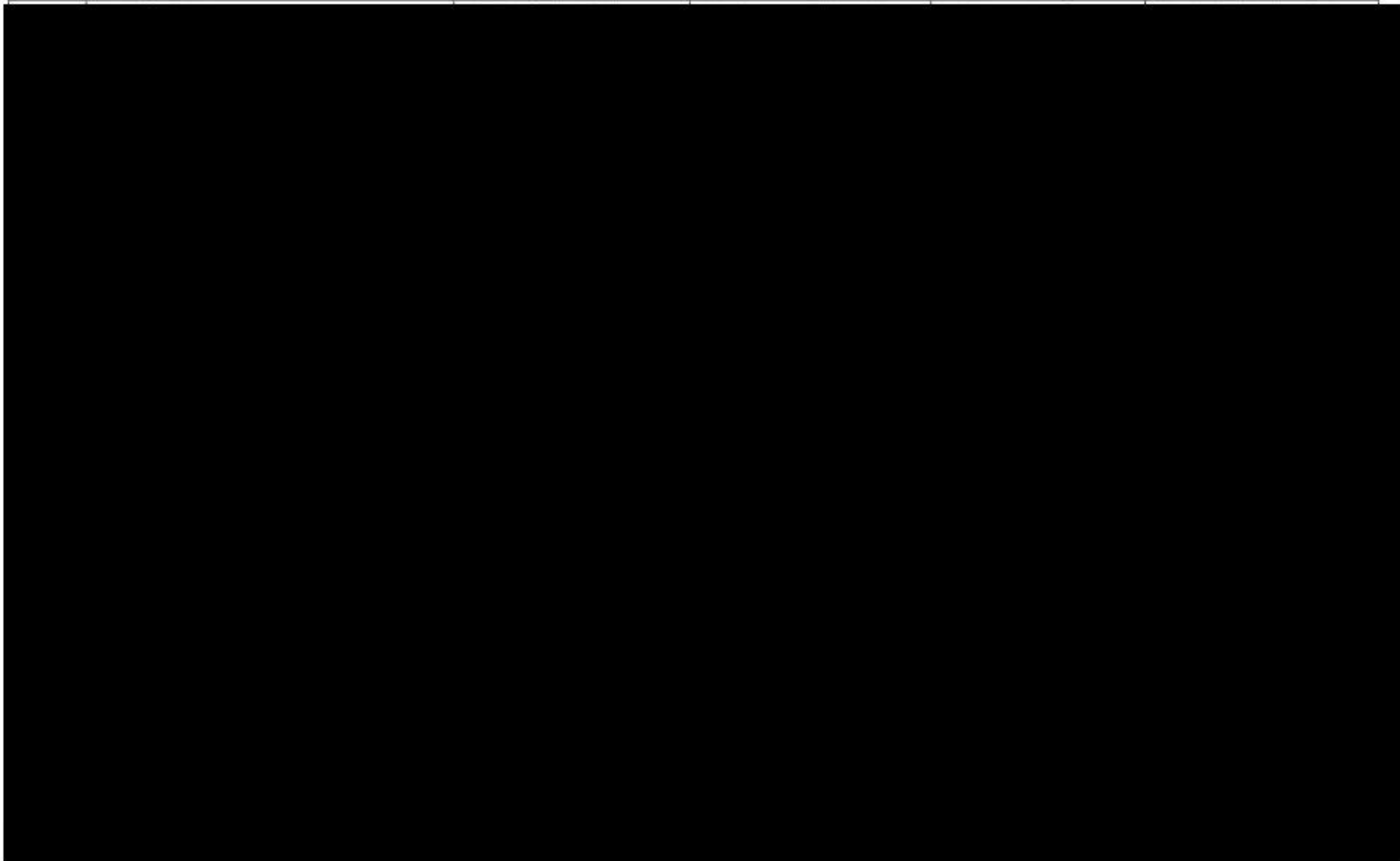
(<https://fwd.environment-agency.gov.uk/app/olr/home>) 0345 988 1188. The following action will be taken for each flood warning.

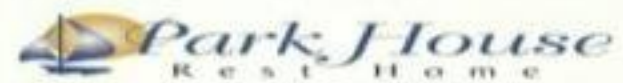
Warning	Message	Timing	Action
 FLOOD ALERT	Flooding is possible. Be prepared.	2 hours to 2 days in advance of flooding.	- Be prepared for flooding. - Prepare a flood kit.
 FLOOD WARNING	Flooding is expected. Immediate action required.	Half an hour to 1 day in advance of flooding.	- Act now to protect your property. - Block doors with flood boards or sandbags and cover airbricks and other ventilation holes. - Move pets and valuables to a safe place. - Keep a flood kit ready. - Move any critical equipment and information to a safe location
 SEVERE FLOOD WARNING	Severe flooding. Danger to life.	When flooding poses a significant threat to life and different actions are required.	- Be ready should you need to evacuate from the property. - Co-operate with the emergency services and call 999 if you are in immediate danger.
Warning Removed	No further flooding is currently expected for your area.	Issued when a flood warning is no longer in force.	- Flood water may still be around and could be contaminated. - If you've been flooded, ring your buildings and contents insurance company as soon as possible.

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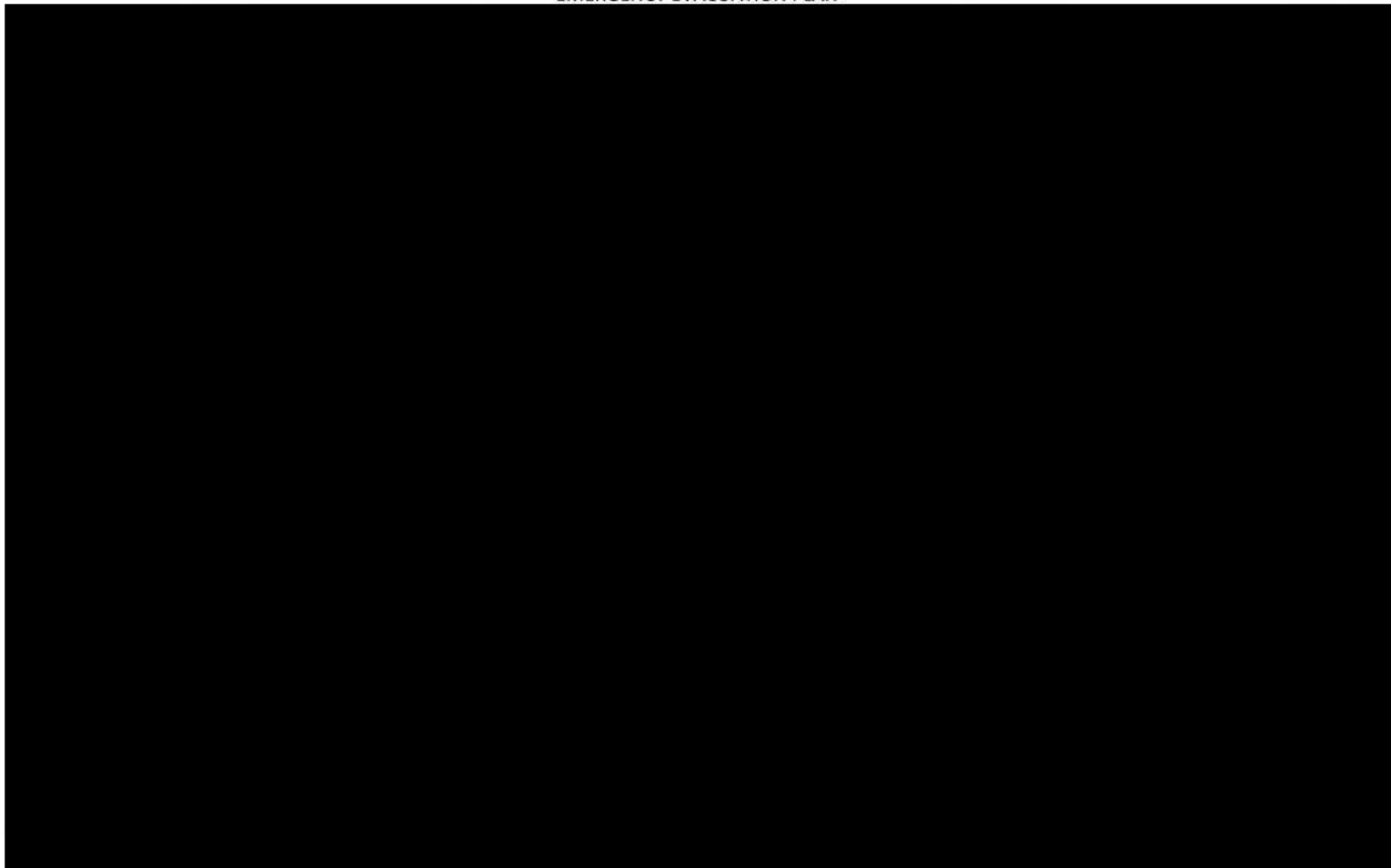


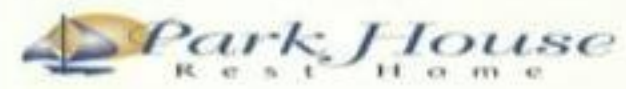
EMERGENCY EVACUATION PLAN





EMERGENCY EVACUATION PLAN





EMERGENCY EVACUATION PLAN

