



PREPARING FOR EMERGENCIES
WHAT YOU NEED TO KNOW



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council



**South Wales
Police**



**Cyfoeth Naturiol Cymru
Natural Resources Wales**

Neath Port Talbot County Borough Council

Multi-agency Protocol for Flooding at Canal Side (Aberdulais, Neath)

Ensure your organisation's contact details on the Flood Warning Service are correct and up to date - this will ensure you receive Flood Alerts and Warnings as necessary, allowing your agency time to respond to incidents of flooding.

You can check your organisations contact details are correct by phoning Floodline on [0345 988 1188](tel:03459881188) or check online via: www.naturalresources.wales/flooding/sign-up-to-receive-flood-warnings/

PREPARED BY: The Emergency Planning Team, Neath Port Talbot County Borough Council, The Quays, Brunel Way, Baglan Energy Park, Neath, SA11 2GG

REFERENCE: EP/PT/01

VERSION: 11.0

DATE: September 2020

STATUS: **OFFICIAL SENSITIVE**

DISTRIBUTION LIST

Name:	Organisation:	Method of issue:

**** Please forward this protocol on as necessary within your own organisation ****

Due to the sensitive nature of the information contained within this document, this version is not to be made available publically. Requests for copies of this document that may be released to the public should be referred to the address on the cover page or to ept@npt.gov.uk

If you require a Welsh language version of this document, please request a copy by emailing: ept@npt.gov.uk

This plan is available on **Resilience Direct** at:



This plan is available on **NPTCBC Dragon 2 System** at:



RECORD OF CHANGES

Date:	Status (draft, final, authorised etc):	Amendment details:	Reason for amendment:
December 2018	Final	Multi-agency review due to significant incident. All pages updated.	Post incident review
August 2019	Final	Plan reformatted with new NPT style. Inclusion of FIM number and contact details for Welsh Water. Additional action for Highways added.	Annual review
September 2020	Final	Multi-agency review due to significant incident / in readiness for autumn / winter 2020 / 21. Amendments made to actions around MA telecon, notification by SWP and MAWWFRS of attendance on site, update to agency that take primacy of incident, and what 3 words references added.	Post incident review / Annual review

This is a joint protocol in association with Neath Port Talbot Council, Natural Resources Wales, Mid and West Wales Fire and Rescue Service and South Wales Police. Maintenance of the protocol is the responsibility of Emergency Planning Team of Neath Port Talbot County Borough Council. Details of changes should be sent to the address on the cover page or to ept@npt.gov.uk

GENERAL INFORMATION

LOCATION	POSTCODE	GRID REFERENCE
Canal Side, Aberdulais, Neath	SA10 8ET	SS 771 991 <i>/// with.shin.ruby</i>

POTENTIAL MULTI-AGENCY FORWARD CONTROL POINT * POLICE BRONZE CONTROL (Operational) <i>see map on page 5 for locations</i>	To be determined by first responders at the time of the incident and based on severity of flooding / forecasted flooding. <div style="background-color: black; height: 20px; width: 100%; margin-top: 5px;"></div>
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POTENTIAL RENDEZVOUS POINT *	<div style="background-color: black; height: 40px; width: 100%;"></div>
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POTENTIAL MARSHALLING AREA*	<div style="background-color: black; height: 40px; width: 100%;"></div>
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REST CENTRES*	<div style="background-color: black; height: 40px; width: 100%;"></div>
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EVACUEE TRANSPORT COLLECTION POINT:	<div style="background-color: black; height: 40px; width: 100%;"></div>
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MEDIA CENTRE	<div style="background-color: black; height: 20px; width: 100%;"></div>
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MULTI-AGENCY SILVER CONTROL POLICE SILVER CONTROL (Tactical)	<div style="background-color: black; height: 30px; width: 100%;"></div>
ALTERNATIVE	<div style="background-color: black; height: 30px; width: 100%;"></div>

MULTI-AGENCY GOLD CONTROL POLICE GOLD CONTROL (Strategic)	<div style="background-color: black; height: 30px; width: 100%;"></div>
ALTERNATIVE	<div style="background-color: black; height: 30px; width: 100%;"></div>

* Due consideration should be given to the possibility of selecting locations, and locations may vary depending on the situation and consequences that may arise as a result of the incident.



**Official Sensitive
Emergency Planning**

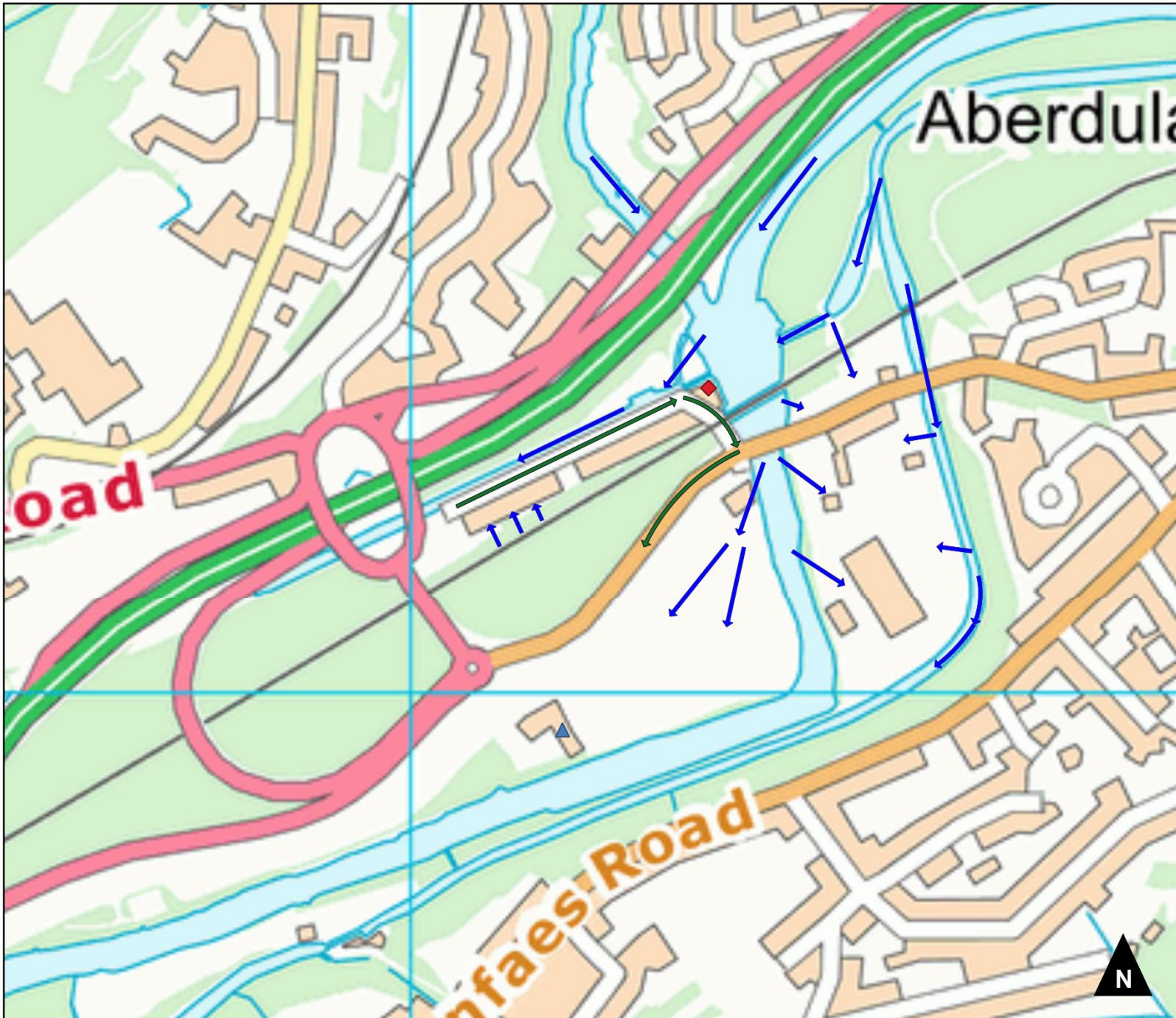
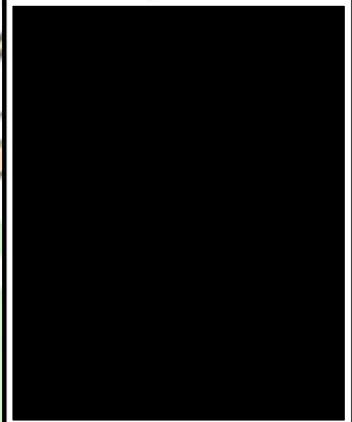
Neath Port Talbot County Borough Council
Cyngor Bwrdddeistref Sirol Castell-nedd Port Talbot
Hywel Jenkins
Director of Finance & Corporate Services
The Quays, Brunel way, Baglan Energy Park,
Neath, SA11 2GG




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Legend

-  Evacuation Route
-  Flood Routes
-  The Royal British Legion Club
-  Riverside Restaurant and Gold Range



Trigger:	Natural Resources Wales [REDACTED] (FWDO East – Haverfordwest)	Neath Port Talbot CBC [REDACTED] Ask to speak to NPTCBC Emergency Planning Duty Officer	M&WWF&RS [REDACTED]	South Wales Police FIM [REDACTED]
	Issue of a Flood Alert for the River Neath - Flooding is possible. Be prepared			
	Flood Incident Duty Officer (FIDO) contact Flood Warning Duty Officer (FWDO) to assess forecast / consider weather conditions.	Flood Alert for River Neath received via NRW Flood Warning Service (text, email and phone). Log in Incident Log Book and DRAGON system. For further info contact Flood Incident Room at Haverfordwest via direct line. Provide a relevant contact number for further communications.	Flood Alert for River Neath received via NRW Flood Warning Service (text, email and phone to Fire Control Room). This will be allocated an incident reference number. For further info contact Flood Incident Room at Haverfordwest via direct line. Provide a relevant contact number for further communications.	Only receiving Flood Warnings / Severe Flood Warnings.
Forecast <u>improving</u> situation – i.e. river levels static or not expected to reach next level				
	No action on site. Officers continue to monitor.	No further actions, forward details on to any other officers notified of Flood Alert.	Details will be forwarded for the information of local officers and stations. No other specific action at this stage.	
Forecast <u>worsening</u> situation – i.e. river levels likely to reach Flood Warning level				
	FIDO to consider: <ul style="list-style-type: none"> • Dispatch of Site Controller (NRW) to Aberdulais to monitor situation and report back to FWDO • Contact NPT Emergency Planning Duty Officer (EPDO) to advise that NRW Site Controller is on site and provide details. • Contact NPT Highways Duty Officer via [REDACTED] to advise that NRW Site Controller is on site and provide contact details. • Contact SWP and M&WWF&RS to notify if situation escalating. • Mobilise team to Aberdulais if severe weather predicted – timescale related to expected impact. 	Received notification that NRW Site Controller has been dispatched to site and NRW response may be mobilised. EPDO to ensure Highways Duty Officer is aware via CCTV [REDACTED]	M&WWF&RS will respond to emergency calls as they occur and allocate resources as required, and will inform other agencies if necessary.	

Trigger: 	Natural Resources Wales (FWDO East – Haverfordwest)	Neath Port Talbot CBC Ask to speak to NPTCBC Emergency Planning Duty Officer (EPDO)	M&WWF&RS	South Wales Police FIM
Issue of a Flood Warning for the River Neath at Aberdulais - Flooding is expected. Immediate action required.				
	<p>FIDO contact FWDO to assess weather conditions.</p> <p>If local situation requires Emergency Response, e.g. tree blockages anticipated, FIDO to dispatch Ops team to site.</p> <p>Site Controller (NRW) to remain on site and monitor until safe levels achieved - contact personnel from other partner agencies as appropriate to provide updates.</p>	<p>Flood Warning for Aberdulais received via NRW Flood Warning Service (text, email and phone). For further info contact Flood Incident Room at Haverfordwest via direct line.</p> <p>Depending on the information given by NRW, EPDO to request dispatch of NPT Highways operational personnel to make contact with NRW on site.</p>	<p>Flood Warning for Aberdulais received via NRW Flood Warning Service (text, email and phone to Fire Control Room).</p> <p>This will be allocated an incident reference number. Details will be forwarded to local officers and stations.</p> <p>For further info contact Flood Incident Room at Haverfordwest via direct line.</p>	<p>Flood Warning for Aberdulais received via NRW Flood Warning Service (text, email and phone to FIM). This will be allocated an incident reference number. Details will be forwarded to local officers and stations.</p> <p>FIM to dispatch Police representative to site to make personal contact with NRW on site.</p> <p>Notify NPTCBC when SWP officers are on site. For further info contact Flood Incident Room at Haverfordwest via direct line.</p>
Forecast <u>worsening</u> situation – i.e. river levels rising significantly above Flood Warning level. Possibility of reaching next level e.g. Pontneddfechan and Cilfrew river gauges continuing to rise.				
POLICE ESTABLISH BRONZE MULTI-AGENCY CONTROL AT SITE – FORWARD CONTROL POINT – location to be determined (see pages 3+4 for potential sites). NRW, SWP, M&WWF&RS and NPTCBC in attendance.				
	<p>If available, sandbags to protect property in Canal Side, Calor Gas and the Railway Tavern from localised flood sources (front and back of properties). For information: Lowest lying properties are at south-westerly end of Canal Side (house no. 30) Advise Forward Control Point of forecast situation after liaising with Flood Operational Response Centres in SW Area.</p> <p>FWDO / FIDO to advise NPTCBC Emergency Planning Duty Officer, M&WWF&RS and SWP of the worsening situation.</p>	<p>Highways (via on site Highways Officer) to place appropriate road signage and traffic cones at:</p> <ul style="list-style-type: none"> • Canal Side • Station Road • Dulais Fach Road / Tonna Uchfa Road • Mini roundabout / B4434 slip road. • On site Highways Officer to also inform a more senior officer of the situation <p>EPDO, following advice from NRW / M&WWF&RS / SWP, will place on standby:</p> <ul style="list-style-type: none"> • Rest Centre key holders & Social Services: Neath Sports Centre / Vale of Neath Leisure Centre / Pontardawe Leisure Centre • Voluntary Organisations • Passenger Transport (contractors) 	<p>M&WWF&RS will respond to emergency calls as they occur and allocate resources as required, and will inform other agencies if necessary.</p> <p>Notify NPTCBC if M&WWF&RS officers are on site.</p>	<p>FIM to inform relevant SWP officers / stations, NRW and NPTCBC EPDO of worsening situation.</p> <p>SWP actions:</p> <ul style="list-style-type: none"> • Management of Public / Safety. • Members of the public to be excluded from area overlooking the River Neath in the car park / canal take-off area. • Traffic Management. • Liaise with residents of Canal Side

Trigger:	Natural Resources Wales  (FWDO East – Haverfordwest)	Neath Port Talbot CBC  Ask to speak to NPTCBC Emergency Planning Duty Officer (EPDO)	M&WWF&RS 	South Wales Police FIM 
Consider issu Severe Flood Warning (multi-agency)				
<p>FWDO to liaise with Site Controller (NRW) with respect to exact levels and potential for severe impact being realised.</p> <p>If time allows, DTM to discuss with Duty Officers from SWP, M&WWF&RS and NPTCBC about the implications of the issue of Severe Flood Warning and actions for consideration.</p> <p>If rapid escalation of levels to SFW threshold preclude a MA discussion, DTM to instruct FWDO to issue Severe Flood Warning. DTM should then contact Duty Officers from SWP, M&WWF&RS and NPTCBC about the implications of the issue of Severe Flood Warning.</p>	<p>Highways Duty Officer and EPDO to participate in discussions with NRW, M&WWF&RS and SWP concerning the issuing of the Severe Flood Warning, and if required – EPDO to activate rest centre, social services, transport following multi-agency discussions / decisions.</p> <p>NB: the provision of local authority sourced transport can be in excess of one hour</p>	<p>If required, M&WWF&RS to participate in discussions with NRW, SWP and NPTCBC concerning the issuing of the Severe Flood Warning.</p> <p>M&WWF&RS will respond to emergency calls as they occur and allocate resources as required, and will inform other agencies if necessary.</p> <p>Notify NPTCBC if M&WWF&RS officers are on site.</p>	<p>SWP to participate in discussions with NRW, M&WWF&RS and NPTCBC concerning the issuing of the Severe Flood Warning.</p> <p>Advise SWP representative on site of the evacuation.</p> <p>Consider advising residents of situation and possible evacuation following multi-agency discussions / joint decisions.</p>	
Telecon: Multi-agency considerations - Activation of rest centre Telecon: Multi-agency considerations - Evacuation of residents to rest centre				
	Issue of a Severe Flood Warning for the River Neath at Aberdulais – Severe flooding. Danger to life.			
<p>All agencies to consider whether a major incident should be declared for their agency, if so, inform all over responding agencies.</p>				
<p>Evacuate all NRW personnel from Canal take-off area, and from behind walls adjacent to River Neath and Social Club.</p> <p>Liaise with forecaster with regard to forecast conditions and expected impact.</p> <p>Manage local situation from safe area.</p>	<p>NPT Highways to remain on site to provide support to emergency services / NRW, continue assisting with road closures etc.</p> <p>Social Services staff to attend and manage rest centre. If necessary also arrange for catering and emergency housing.</p> <p>Transport to collect evacuees from Forward Control Point and transport to rest centre.</p> <p>EPDO to remain available in the event of further issues / escalation.</p>	<p>M&WWF&RS will respond to emergency calls as they occur and allocate resources as required, and will inform other agencies if necessary.</p> <p>Notify NPTCBC if M&WWF&RS officers are on site.</p>	<p>The most relevant organisation will take primacy over this incident. This will be decided by Commanders at the scene.</p> <p>Commence evacuation of Canal Side by order starting lower area (down-stream side, from house no. 30).</p> <p>Establish security of property, where possible and safe to do so.</p>	

Health and safety: Consider the safety of responders jointly – NRW to advise other responders if the site is becoming increasingly dangerous due to flooding. If the site has become dangerous, evacuate personnel to the **Forward Control Point** (B4434 Mini Roundabout, access to A465).

Additional Information:

During periods of high river flow, the Tennant Canal Company may restrict flow into the canal by closing down the take-off valves at Canal Side and also open sluices downstream to reduce levels in the canal itself.

Contact for Neath & Tennant Canal: Martyn Lyddon on

| www.neath-tennant-canals.org.uk/

Issues have previously occurred with sewer flooding at Canal Side. Advice / information and assistance is available from Dŵr Cymru | Welsh Water if required via:

DCWW Emergency Bat Phone:

DCWW Company Control Room: