

# January 2025 Severe Weather Response

A summary of the themes of learning and forward actions



# Roles

- The response to these Severe Weather events required emergency and business continuity response actions, from multiple Council Teams, including:
  - Emergency Planning
  - Highways
  - Greenspace
  - Waste
  - Access Strategy and Delivery (KD and CCTV)
  - Housing Services
  - Flood Management and Drainage
  - Communications
  - Learning and Early Support
  - Partner agencies

# Themes of Learning and Forward Actions (Rain and Flooding)

## Summary of what went well

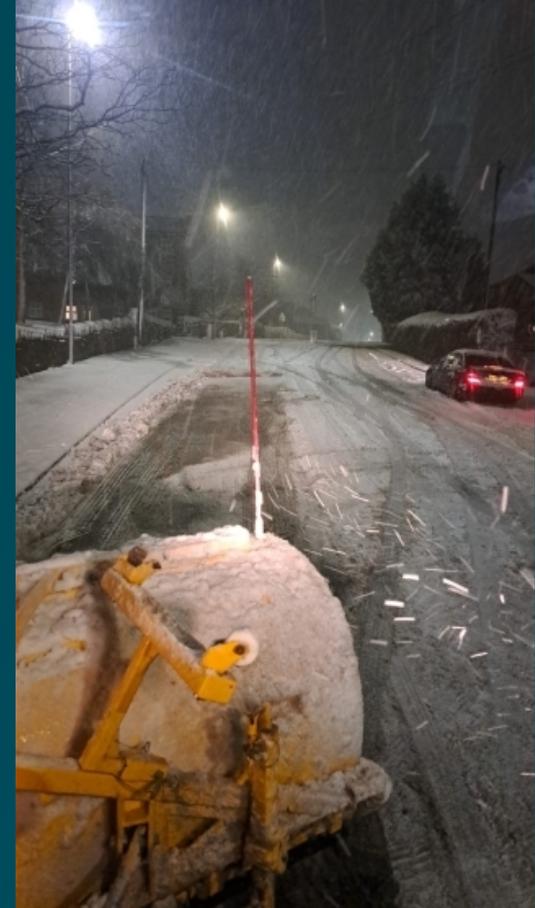
- Using multiple sources of credible forecasting information ensured that preparedness and response actions were informed and intelligence led.
- The social media response to the weather event was generally well received by those that follow the accounts.
- Teams across the organisation worked well to share information, share resources, and respond.



# Themes of Learning and Forward Actions (Snow and Ice Event)

## Summary of what went well

- Using multiple sources of credible forecasting information ensured that preparedness and response actions were informed and intelligence led.
- The social media response to the weather event was generally well received by those that follow the accounts.
- The Council provided additional assistance to schools on request, including highway gritting, and pavement clearing and gritting. This was well received by schools that accessed support and meant that they were able to open safely.
- Teams involved in the Severe Weather Emergency Protocol (SWEP) were engaged with quicky, meaning timely assessments and referrals could take place.



# Summary of Learning and Forward Actions (Rain and Flooding)

Learning Point (what did not go well)	Actions (area for improvement)
<p><b>Some road closes signs were moved by residents, and closures were ignored. This puts public safety at risk and can lead to vehicle damage, or loss.</b></p>	<p>In future flood events, consider issuing reminders via appropriate communication channels, about the dangers of ignoring road closures.</p> <p>Consider alternative methods of alerting the public to a highway closure at known flood hotspots, e.g. flashing beacons, or the installation of a flood gate to put a locked closure on the road.</p>
<p><b>It is important that residents that experience surface water or river flooding notify the Council. However, not all residents do this and so ‘suffer in silence’.</b></p> <p><b>Whilst the post flood follow-up by the Flood Management Team was highlighted as something that went well with the response, there is an opportunity to further improve information gathering by improving the non-emergency online flooding form on the Council website.</b></p>	<p>Review and improve the non-emergency online flooding form on the Council website.</p>

# Summary of Learning and Forward Actions (Snow and Ice)

Learning Point (what did not go well)	Actions (area for improvement)
<b>Schools were using multiple routes to request Council assistance.</b>	<p>Identify a single process for schools to access additional assistance from the Council in severe weather events.</p> <p>Communicate the process for schools to access additional assistance in severe weather events. The communication message should also include content on what the Council can do, may be able to do (resource permitting), and what it will not do.</p>
<b>The current provider of SWEP bed spaces can only cater for x6 people, meaning that if more than 6 placements are allocated, more expensive beds at B&amp;B's etc. need to be procured.</b>	<p>Explore alternative options for cost effective SWEP accommodation with other providers, to reduce the costs associated with procuring B&amp;B accommodation.</p>

# Summary of Learning and Forward Actions (Snow and Ice continued)

Learning Point (what did not go well)	Actions (area for improvement)
<p><b>Some Councillors were using multiple routes to request Council assistance. This led to the duplication of tasks and delayed the response.</b></p>	<p>Remind Councillors that the Councillor Enquiries email address (<a href="mailto:councillor.enquiries@kirklees.gov.uk">councillor.enquiries@kirklees.gov.uk</a>) is the single route for Councillors to request assistance from the Council.</p>
<p><b>Some residents criticised the Council for not gritting all roads and pavements across the district.</b></p>	<p>Update the Council website, and severe weather communications plan to include content on what the Council will do, may be able to do (resource permitting), and what it will not do. Content should also include community resilience messages and myth busting.</p>