

TODDBROOK RESERVOIR INCIDENT

A partnership approach to crisis management



High Peak Borough Council
working for our community



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Timeline

- Decision to evacuate - start *Operation Initiate* 1 August
- Stabilisation of dam and reservoir 2-7 August
- First public meeting 4 August
- Second public meeting/business meeting 6 August
- Lifting of evacuation at Horwich End 6 August
- Setting up of Support Hub 7 August
- Lifting of the evacuation 7 August
- End of the *Operation Initiate* 9 August
- Start of recovery phase 9 August
- Closure of Support Hub 13 August
- End of recovery phase 20 August





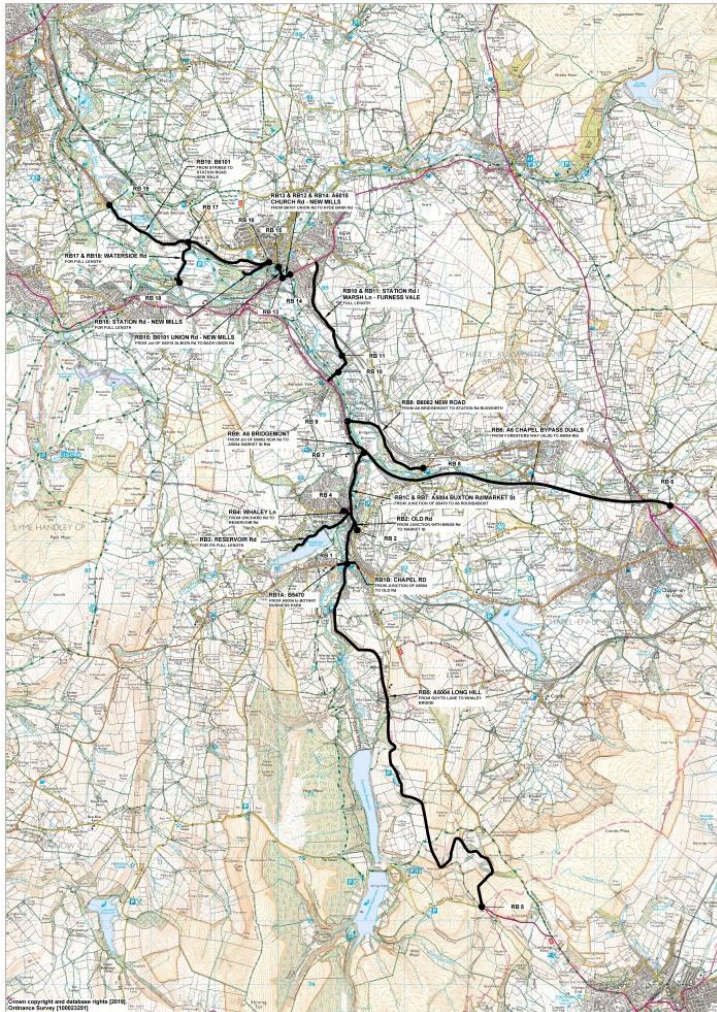
Immediate response

- Evacuated 1,500 households
- Established rest centre at Chapel High School
- Sourced accommodation in Buxton
- Most residents found their own temporary accommodation (only 50 needed accommodation)
- Clear communications strategy put in place
- Regular strategic and tactical command groups
- Public meetings helped



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Impact



- Whaley Bridge, New Mills, Furness Vale
- 1,500 households evacuated
- 200 businesses affected
- Road closures across a wide area
- Public transport disruption

Recovery plan

- *Ensure that we assist the community to recover from the incident and return to normal as soon as possible.*
- Priorities
 - Health and welfare
 - Business and economic recovery
 - Environment and infrastructure
 - Community recovery
 - Finance and legal
 - Communications

Recovery response

- Held business meeting at Chapel High School
- Established list of businesses in the evacuation zone
- Regular updates to businesses
- Established resident hardship fund
- Set up emergency fund for businesses
- Contacted insurers
- Set up business advice sessions at Support Hub
- Followed up with visits to businesses
- Set up loan fund



Additional response

- Negotiated package of assistance with Government
- Held a traders meeting at Whaley Bridge
- Negotiated free membership of East Midlands Chamber of Commerce and Marketing Peak District
- Developed a long-term action plan with our partners and traders in the evacuation zone



Lessons

- Establish a clarity of purpose immediately
- Expect chaos, “fake news” and partial information
- Keep track of events – audit trail is crucial
- Derbyshire partnership worked – again
- Planning and training essential – widen ownership
- Recovery phase works – new team, new focus
- Establish the recovery priorities and the objectives
- Exploit the new relationship with central government
- Agree when it is appropriate to stand down



THANK YOU



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