

#	Action	Progress	Action Update
1	RMAs and Emergency Responders should review their emergency and business continuity plans to incorporate the lessons learnt during the Boxing Day flood. This will increase resilience and ensure that they are robust enough to cope with a sustained period of emergency	Complete	All partners have organised numerous debriefs and wash up meetings, amended plans accordingly. All Risk Management Authorities (RMA's) and the Local Resilience Forum (LRF) have carried out reviews following the flood, a range of action plans have been developed to deliver the outputs of the reviews.
2	The EA should further develop its tools and techniques for predicting and modelling river flooding, particularly on the Foss, taking in to account extreme and multiple events.	Complete	New telemetry, monitoring and forecasting is being developed by the EA on the River Foss catchment.
3	Where possible, the EA should endeavour to discuss decisions such as opening the Foss Barrier, with their multi-agency partners;	Complete	Under normal circumstances this is standard protocol (severe flood warning) and is underpinned by all RMA flood plans.
4	The EA should work with its partners to progressively develop and bring into use flood visualisation and mapping tools that are designed to meet the needs of flood-risk managers and emergency responders;	Complete	Completed and part of normal process - worked on interactive map for internal and external use. We have commissioned the York 5 Year Plan as well as the York Detailed Model. We are also in the process of opening up the York Hub which will display different flood mitigation measures and contain a working flume model to demonstrate the effects of bridges, vegetation and narrow channels on water depth in a channel.

5	The EA should continue to work with the utility companies (i.e. Category 2 Responders) to improve their understanding of risk and their capacity to make more resilient assets.	Complete	EA and CYC work with utilities companies as part of the LRF set up; in addition to this the National Flood Resilience Review has pushed utility companies to reassess their resilience to flooding.
6	EA to consider as part of their ongoing review of Flood Warning measures, loud hailers and/or the installations of sirens along the urban stretch of the Foss catchment, together with a plan for education of the public, annual testing and maintenance;	On-going	As part of the ongoing review of the flood warning service in York, we are looking at different methods that may be appropriate, no loud hailers, but sirens are being considered along the Foss should the Foss Barrier fail. In the event that we do install sirens we will educate residents in the flood zone on how to act should these sirens be used.
7	EA should consider the feasibility of an opt-out telephone flood warning schemes to all homes and businesses liable to flooding, including those with ex-directory numbers;	Complete	Already partly in place from national flood resilience opt out approach. Part of our flood warning service is an Extended Direct Warning service, where we have worked with telephone providers to automatically register phone numbers that are located within flood warning areas to receive flood warnings.
8	EA should consider reviewing trigger levels to ensure that the flood warning measures can be issued in a timely manner, to allow residents and businesses the maximum possibility of instigating their own flood resilience measures;	Complete	Continual process we review and update, will be further considered as part of the review of the York flood warnings
9	EA to incorporate information about how the Flood Warnings operate in their next educational campaign	Complete	Continual process we review and update. Possibility of using the York Hub to provide information and education.

10	CYC should do their best to ensure that staff on the customer service line are kept up to date with information, including road closures and contact details to hand out during an emergency. A direct link to Silver Command could be considered;	Complete	Continual process we review and update. Full debrief with customer centre highlighted areas where training and further information was required.
11	RMA's should consider developing plans for door-knocking, coordinated by CYC, to enhance flood warnings before flooding and to provide information and assess welfare needs once flooding has receded;	Complete	The speed of flooding and dangers involved in getting personnel to many parts of the city would make this unfeasible, the primary method for disseminating warnings is via the EA flood warning service, we have promoted and increased sign up of the service following the Boxing Day event.
12	CYC should investigate the use and deployment of both temporary and demountable barriers along the river Foss and Ouse where appropriate;	On-going	We have investigated and reviewed this. The York 5 Year Flood Plan is investigating options for all areas of the city, demountable defences will be utilised where relevant.
13	CYC should conduct a review of how to involve volunteers in filling sandbags. This should be carried out to ensure that a protocol is in place that has considered health and safety issues;	Complete	Sandbag training day in September.
14	CYC should give some considerations as to whether a more efficient method can be adopted to communicate the addresses of residents requesting sandbags.	Complete	Review of customer contact procedures completed, community emergency plans being promoted within flood risk areas.
15	CYC should consider making reciprocal arrangements with another council or outsource the service to a customer care centre to ensure a resilient customer service and provide an appropriate backup communications system;	On-going	Customer centre has resilience- can bring in more employees to handle calls. Extended floodline service.

16	CYC should continue to improve the resilience of the customer care department during an emergency which should consider providing maps and locating them in the same place as the communications team.	Complete	Updated mapping and outputs produced for usage during future flood events
17	RMA's should consider the resilience of their communication systems to ensure that they can cope in the event of critical infrastructure failure. This should include an evaluation of the use of RAYNET (the Radio Amateurs' Emergency Network);	Complete	A range of radios have been purchased and tested for CYC operational staff to utilise in the event of comms failure.
18	EA and CYC to consider sending letters annually to residents in flood risk areas, reminding them of the flood risk and emergency plans, to encourage them to prepare personal emergency plans, to have flood boxes and remove all important possessions to a safe place;	Complete	Flood workshops and review sessions have highlighted flood risk issues, work through the York Hub will target at risk communities. Community Resilience Officer role identified and being developed.
19	CYC staff to record their good practice during the flood event so that this can be used as a source of guidance for future emergencies;	Complete	Part of a normal process. We coordinate by meeting together across organisations
20	RMA's to review and enhance their Emergency Plan so that it contains clear roles and responsibilities for warning and informing and a clear evacuation plan. This should include sufficient information to access the details of vulnerable residents so that the effort can be coordinated effectively;	On-going	Part of a normal process. We know our responsibilities and have a formal flood response plan, we have further developed information to inform evacuation plans when enacted during flood events.

21	CYC to review the internal resources required to deliver their role as LLFA. This should include considering the provisions to fulfil their flood risk management role. CYC should trial training reserve emergency planning officers which will offer resilience to the current duty rota.	Complete	Review carried out, resources agreed by council executive and new structure will be implemented.
22	NYLRF, CYC and EA should consider reviewing their communication strategy to embed further system and protocols to engage with social media;	On-going	Local Resilience Forum Communications Sub Group developing this, an agreed approach will be developed
23	RMA's should ensure that they have a robust business continuity strategy so that in the event of a strategic communications failure for any reason a reliable alternative is in place;	On-going	Local Resilience Forum Communications Sub Group developing this, an agreed approach will be developed
24	RMA's should ensure that media briefings are coordinated to avoid conflicting messages.	Complete	Part of a normal process. EA and CYC working closely on York Hub and 5 Year plan communications.
25	Flood/Emergency Procedure Awareness training should be considered/repeated for councillors and councillors should commit to attend the training;	Complete	CYC offered training previously, this will be renewed and offered to all.
26	A short guidance document should be produced for councillors so that they have reference material to assist with what to do in an emergency;	On-going	CYC offered training previously, this will be renewed and offered to all.

27	Information should be given or made available for councillors to access during an emergency so that a consistent message can be communicated to residents.	Complete	Part of normal process. CYC - Flood Plan identifies that the CYC Comms team coordinate with councillors
28	CYC and the Travellers' Trust should give consideration as to whether a specific evacuation plan is needed for the site, if so this should be shared with residents;	Complete	We have considered it, forms part of the flood resilience grant work that has been approved by CYC
29	CYC should consider whether the site could be made more resilient to flooding which includes looking at flood alleviation measures to see if greater protection can be provided;	Complete	We have considered it, forms part of the flood resilience grant work that has been approved by CYC
30	Efforts should be made to see whether insurance can be secured, via Flood Re, by residents of the James Street site.	Complete	Will be explored as the flood resilience grant scheme progresses.
31	The Inquiry agrees with NYP, CYC and NYLRF proposal that a different venue needs identifying for Silver Command to use in any future flood incidents. This should mean that those people working hard to respond to an emergency on our behalf can do so in an environment that facilitates them in carrying out their role;	On-going	Separate LRF working group set-up to develop this.
32	If a problem arises with an asset, including the Foss Barrier or other flood protection measure, partner agencies should be consulted, where the situation allows, and/or notified, before a decision is taken by the asset owner that would impact on the emergency response;	Complete	Part of multi-agency working.

33	Trigger levels should be reviewed in the multi-agency flood plan to ensure that they allow sufficient time for consultation;	Complete	Trigger levels reviewed since the floods. Part of multi-agency working.
34	Maps of York identifying the potential flood zones and predicted inundation, along with information about vulnerable residents should be made available to Silver Command, as soon as it convenes;	Complete	CYC Emergency Planning Unit reviewed and updated.
35	With the flood risk details known, an in-depth Evacuation plan should be developed as part of the multi-agency plan. Flood risk and information about residents should be incorporated;	Complete	Part of multi-agency working. Detailed evacuation plans are not ideal as different circumstances occur during floods. This could potentially be detrimental to our response if we are focused on sticking to an in-depth plan during an event, mapping and information available to direct evacuation guided by silver commander.
36	Agencies should consider as to whether relevant flood visualisation data, held in electronic map format, can be made available online to Gold and Silver Commands;	Complete	On-going - continually making improvements, information reviewed following the event and other opportunities will be identified.
37	NYLRF to continue to provide training including simulations of emergency situations and the Emergency Responders should endeavour to participate in such exercises.	Complete	Completed - part of normal process.

38	NYFR to formalise the arrangements adopted because of the Boxing Day floods as a model for future emergency deployments;	On-going	On-going - NYRF to review through work with LRF.
39	NYFR to consider a review of the coordination of a multi-agency flood rescue to establish a clear command structure and protocol to incorporate the volunteer services.	On-going	On-going - NYRF to review through work with LRF
40	NYLRF and Risk Management Agencies should consider whether Bronze Command can be located separately from any Rest Centre that is set up in an accessible location;	Complete	Part of normal process. Welfare for Bronze responders was set up at the rest centre during the event however this was not intentional/normal procedure and purely based on circumstances at the time.
41	SRMRT to review their deployment plans/shift patterns to ensure that there is sufficient resilience for personnel to be deployed for a safe amount of time and so that procedures can be adopted to see if working arrangements can be agreed with other rescue organisations. Any requirements for additional equipment be met;	On-going	SRMRT to update.
42	Silver Command to ensure Mountain Rescue have relevant flood zone/inundation maps to assist with evacuation as soon as possible;	Complete	Maps stored in silver command materials and would be made available to responders.



43	Emergency Responders to consider a review of the coordination of a multi-agency flood rescue to establish a clear command structure and protocol to incorporate the volunteer services potentially under the control of the Fire and Rescue Service;	Complete	Already a clear command structure and protocol - part of a normal process. Will be reviewed as necessary.
44	When the multi-agency flood plan is updated, NYLRF to consider input from the Mountain Rescue Service to enhance the emergency planning for evacuation and to consider suitable rest areas so that volunteer organisations can be given food and rest.	Complete	Part of normal process. Not done within flood plan, done within rest centre plan.
45	YAS to review their business continuity and emergency plans to ensure their resilience in light of what was learnt during the response to the Boxing Day flood.	On-going	SRMRT to update.
46	The multi-agency Emergency Plan should be reviewed to ensure that there is sufficient resilience should military assistance be unavailable.	Complete	This is a COBRA discussion and is out of our control. If we need military and don't have their assistance national resource planning will provide assistance to regions.
47	NYLRF, CYC and the utility companies should continue to work together to share data and coordinate their actions so that there is a clear understanding of the parties roles and responsibilities as defined in the multi-agency Emergency Plan;	Complete	Part of Operational Flood Emergency Response Group work, will be reinforced through these meetings.
48	NYLRF, CYC, EA and the utility companies should continue to work together to improve the understanding of risk and their capacity to make at risk critical assets more resilient;	Complete	Part of Operational Flood Emergency Response Group work, will be reinforced through these meetings.

49	BT should conduct a review of the resilience of their critical infrastructure to ensure that there is a suitable plan in place to protect the assets in case of future flooding, this may include retaining demountable flood defences;	On-going	National flood resilience review has developed this, CYC to write to BT to confirm.
50	BT should remain signed up to EA Flood Alerts and Warnings and have a robust system in place to monitor and respond appropriately to them;	Complete	National flood resilience review has developed this, CYC to write to BT to confirm.
51	BT should review its business continuity to ensure that there are suitable and time critical contingency plans should the Stonebow Exchange be at risk again.	Complete	National flood resilience review has developed this, CYC to write to BT to confirm.
52	The role of the voluntary sector is already mentioned in the multi-agency Emergency Flood Plan but the Inquiry feel that this needs to be updated considering the work that has been done by the various Third Sector organisations;	Complete	Considerable work with CVS since the event, updated procedures included in the plan.
53	York CVS and CYC/NYLRF should ensure that contact details are updated regularly so that they can be used to mobilise and coordinate the volunteer effort;	Complete	Part of normal process.
54	York CVS should agree a protocol with the NYLRF/CYC as to how the voluntary sector will be involved in emergency situations;	Complete	Part of normal process, the delivery of the Ready for Anything programme has reinforced this.

55	Consideration should be given by York CVS to support an event or emergency drill to ensure that the learning captured by the “Ready for Anything” conferences held this year are not lost;	Complete	Part of normal process.
56	Multi-agencies including CYC should consider whether Third Sector input could be utilised to provide support in identifying and assisting the vulnerable in future emergency situations;	Complete	Part of normal process, included in CVS plan.
57	CYC and Multi-agencies should consider how a clear message could be given inviting/tailoring donations to what is required and creating a clear policy to deal with surplus donations;	Complete	Part of normal process, included in CVS plan.
58	MIRT should review their plans to incorporate the lessons learnt from December including considering zoning rest centres so that they can be set up in areas of the city where they are easily accessible to the residents that need them.	Complete	Reviews carried out alongside all other partners, part of normal process.
59	CYC and NYLRF should evaluate and share lessons from the recovery phases to inform their planning for future emergencies;	Complete	Completed via various debriefs.
60	CYC should consider whether there is any solution to the issue created by the fact that often the most vulnerable tenants were allocated ground-floor flats (the most affected by flooding);	Complete	Part of normal process, awareness of vulnerable residents and their location is key.
61	CYC to consider the take-up of property flood resistance and resilience by residents and businesses.	Complete	Action Complete, scheme administered and now closed with a wide range of completed schemes and others still in progress.

62	Government to consider whether there could be a mechanism to ensure that adequate resources are available to local authorities to be applied to the recovery phase.	On-going	CYC to write to DCLG. CYC Flood Risk Manager has raised the issue at a range of national and regional events, continued pressure will be maintained on this issue – other RMA's should consider how further influence can be brought on this matter.
63	It would be beneficial if those companies who offer Flood RE ensure that their sales staff are fully aware of the criteria for acceptance to Flood Re and promote its use.	On-going	CYC to write to Flood Re. CYC Flood Risk Manager has raised the issue at a range of national and regional events and will continue to do so. All Flood Re issues raised in the report will be raised nationally.
64	CYC should continue to promote and raise awareness of Flood Re to those residents in areas at risk of flooding.	On-going	Flood Re has been promoted through all of the flood review events, the process will be further promoted through the Hub and the work of the Community Resilience Officer.
65	Government should give consideration to an extension of Flood Re for Businesses.	On-going	CYC to write to Flood Re. CYC Flood Risk Manager has raised the issue at a range of national and regional events and will continue to do so. All Flood Re issues raised in the report will be raised nationally.
66	CYC to consider should encourage the take-up of property flood resistance and resilience by residents and businesses.	On-going	CYC to write to Flood Re. CYC Flood Risk Manager has raised the issue at a range of national and regional events and will continue to do so. All Flood Re issues raised in the report will be raised nationally.
67	The Inquiry supports the recommendations of the Bonfield Report and would encourage CYC and Government to adopt them;	Complete	All of the reports actions are on Government, CYC support them and the Flood Risk Manager has raised the importance of them at a range of regional and national forums.

68	Consideration should be given by Government to make the Property Level Resilience Grant automatically available to the property owners or their contractors before repair works start;	On-going	CYC working with Government on the review of the PLR scheme but not sure if feasible. Giving individual residents money without a clear plan may not work and has the potential to cause more risk. Needs coordination, neighbours need to communicate closely together rather than on an individual basis.
69	Residential and business properties need to be made more flood resilient and CYC and Make it York should explore ways to support and encourage that process;	Complete	Action Complete, scheme administered and now closed with a wide range of completed schemes and others still in progress.
70	Flood Re should consider requiring insurers to incorporate flood resilience measures into any reinstatement works after a property has been flooded;	On-going	CYC to write to Flood Re. CYC Flood Risk Manager has raised the issue at a range of national and regional events and will continue to do so. All Flood Re issues raised in the report will be raised nationally.
71	The Government should consider providing funds to local authorities to assist with the administration of the Property Level Resilience Grants;	Complete	CYC working with Government on the review of the PLR scheme, this has been communicated to DCLG and Defra on several occasions
72	CYC should review the grant processes in order to learn from and improve their processes.	Complete	Scheme administered and now closed with a wide range of completed schemes and others still in progress, the report raised issues linked to national policy and process, The Flood Risk Manager has raised this issue with Defra and DCLG as part of wider feedback from the Flood Resilience Grant process.
73	CYC to consider providing a list of accredited/approved surveyors and contractors to residents to ensure quality and confidence in the measure chosen.	Complete	Scheme administered and now closed with a wide range of completed schemes and others still in progress, the report raised issues linked to national policy and process, details of surveyors were provided and kite marked providers were signposted

74	CYC and Make it York should encourage businesses in flood risk areas to increase their resilience and prepare business continuity plans.	Complete	Scheme administered and now closed with a wide range of completed schemes and others still in progress.
75	Government should undertake a review of the post flood recovery grants, including an assessment of whether a marketing grant for business could be introduced in conjunction with CYC and grant recipients in order to improve its administration and accessibility.	On-going	Further work is required to identify how the promotion, management and delivery of flood resilience can be delivered outside of the current Government funded initiative. Significant resources are required to deliver this work and although the interventions are funded the officer resources are not. CYC would need to consider the need for further resilience work, the Community Resilience Officer Role will work with Make it York to develop this further..
76	CYC to reinforce the existing training guidance to those departments directly dealing with issues arising from flooding events in the future;	Complete	complete
77	CYC to consider whether they can provide ongoing support to council tenants following the flooding when they have moved back in;	Complete	Part of normal process, reviews of customer contact following floods and ways in which information can be provided has been carried out.

78	TRCF to continue to work with CYC and NYLRF to share lessons from the recovery phase to inform planning for future emergencies.	Complete	Part of normal process, have had debriefs. CYC worked extensively with TRCF throughout the recovery phase, CYC contributed to the TRCF flood review report.
79	To capture the current enthusiasm for flood wardens some training should be considered for any new volunteers;	Complete	There has been a great deal of training. CVS/CYC Ready for Anything work and development of Community Resilience Officer role.
80	CYC should continue to encourage communities to prepare Community Emergency Plans;	Complete	There has been a great deal of training. CVS/CYC Ready for Anything work and development of Community Resilience Officer role.
81	York CVS and the Third Sector should consider how they can encourage and promote community groups that have formed in response to the floods.	Complete	There has been a great deal of training. CVS/CYC Ready for Anything work and development of Community Resilience Officer role.
82	The Inquiry endorses the six steps identified to improve communication about flood risk identified by the NFRR and would recommend that these were taken into consideration by CYC and the EA in future communications about flood risk.	Complete	Complete - we have all agreed and incorporated appropriately. No direct actions for local communities but resultant actions will be embedded locally by EA/CYC

83	CYC and utility providers should work more closely to improve the resilience of critical infrastructure and ensure that they all have a better understanding of their obligations under the emergency plans.	Complete	National flood resilience review has developed this, local work by EPU/NYLRF with utilities. CYC to write to all to call for updates on actions.
84	RMA's, of which the IDB is one, need to share ideas to co-ordinate their efforts so that solutions can be reached that can take into account the whole of the catchment area this includes considering new areas or methods for water attenuation and storage.	Complete	Action Complete – York catchment scale solutions work strategic study undertaken, to be published shortly. Further work will be needed to develop Further approaches/solutions and linkages with iCASP and catchment groups will be key to take these approaches Further
85	The Inquiry has been told about the benefits of whole catchment models therefore we would recommend additional modelling of the waterways in York, particularly the Foss.	Complete	Action Complete – York catchment scale solutions work strategic study undertaken, to be published shortly. Ouse and Foss models are updated but there may be a need for further modelling to develop whole catchment solutions further, the soon published report on catchment scale solutions will underpin any such needs
86	Consideration should be given to developing the most effective ways of ensuring that development does not result in increased flood risk, including considering of land drainage and whether developments should be able to automatically connect to the current sewage system.	Complete	Action Complete - The City of York Strategic Flood Risk Assessment is currently being reviewed to ensure the latest modelling and climate change information is utilised to ensure developments are carried out in a resilient and sustainable way.
87	CYC should continue its commitment to co-ordination with neighbouring local authorities so that catchment wide solutions can be developed.	Complete	Action Complete – CYC works closely with partners across the catchment in the Regional Flood and Coastal Committee and other groups, CYC developing a Yorkshire wide Chief Executives workshop on Flood Risk Management and CYC is a springboard partner on iCASP



88	The Inquiry fully supports the public consultation on the proposed flood defences upgrades in York and would encourage residents to express their views to the EA;	Complete	The last rounds of consultation were very well attended and the development of the Hub and the Community Resilience Officer will support this further. The York 5 Year Plan is taking shape and has been well received.
89	The Inquiry would encourage the EA to consider early implementation, subject to Government funding rules, of their plans to protect the currently unprotected parts of York;	On-going	Complete - They are our priority, part of normal process
90	The Inquiry would encourage the EA to consider demountable defences in unprotected areas of York including Clementhorpe;	On-going	This is being considered as part of the York Five Year Flood Plan.
91	Additional funding and the appropriate resources for the EA and CYC should therefore be confirmed at the earliest opportunity to enable all the necessary works to be undertaken including the uplands water catchment management proposals.	On-going	Funding is in place for the York 5 Year Plan and CYC and EA will continue to develop wider funding approaches as and where necessary. There may be additional funding for the YFYP in the future.