

### Incident Timeline

<b>Friday 25<sup>th</sup> May</b>	
10:55	Met Office Yellow warning for rain received via email.
15:30	Chelsea issued email forwarding Met Office warning, failed to send via outlook – stuck in outbox.
<b>Saturday 26<sup>th</sup> May</b>	
	No news
<b>Sunday 27<sup>th</sup> May</b>	
	Bantock House outbuilding fire, struck by lightning on roof of café. Fire Service attending and put out fire but now have a hole in the roof. Boiler panel and electrics also burnt out. BBP security put onsite Sunday and Monday due to alarms not working.
	Art Gallery, severe flooding Sunday evening mostly in Lichfield entrance. Water damage to some paintings on the stairs. Polythene has been used to protect the paintings.
	Makers Dozen Studios, severe flooding to several studios Sunday evening, ceiling has collapsed in one studio. Most artists have collected their work.
<b>Monday 28<sup>th</sup> May</b>	
09:08	Laura Phillips emailed Jen Brake, Sue Handy, Shaun Aldis regarding an update for Leaders meeting on Wednesday.
<b>Tuesday 29<sup>th</sup> May</b>	
09:00	Jen Brake approached Resilience Team to find out what happened the weekend, Resilience Team unaware of anything. This followed the email from Laura and information from Jack Strickland regarding not being able to get through to the emergency line on the weekend.
09:40	Chelsea contacted all on-duty officers to find out if any calls had gone through and been missed – none received over weekend.
09:40	Emma contacted Ian Rawlings (Wolverhampton Homes Duty Supervisor) to find out what the issues were. He states: he states they have limited information but confirmed that there was an issue and that Openreach was on site attempting to rectify the issue. Confirmed that many of the antenna masts received storm damage, likely from a lightning strike. This has affect CCTV, remote locks and some phone lines. Investigation under way as to which lines have been affected, unlikely to be 2999 lines, however this information will not be accessed by Wolverhampton Homes until after 1600 today (29/05/2018). Further updates will be emailed to the Resilience Team from Wolverhampton Homes as we have them.
11:15	Chelsea informed 'informally' by Adrian Leach that schools have been flooded.
11:52	Joe Perry requests information from Resilience to help with their statement requested by Express and Star. Chelsea said she will find out more.
12:38	Steve Woodward email to say that floods are result of flash flooding – capacity of drains was reached so surface water couldn't be drained away. All of the highway drainage which includes the gullies and channel drains are connected to a Severn Trent Water surface water sewer. Sewers are normally large enough to deal with normal or non-exceptional storm events. The storm event of weekend where a month's rain fall fell in one hour would far exceeded the design capacity of a sewer leading to sever flooding in some areas. Any further additional highway drainage installed above ground would still need to be connected into the Severn Trent surface water sewer and would in all likelihood be of little value if a storm of similar intensity occurred.  Tim has details from me of trees down, and I'm sure Alan and Trevor. Much of the damage resulting in costs would be associated with private property etc as a result of water damage again Alan and Trevor may be able to assist.

12:44	Chelsea emailed directors and key service heads for any updates of their services being affected.
13:00	Meeting held with Jen Brake, Chelsea Sibley and Emma Smallman to discuss situation. Then turned into an informal briefing with Andy Moran, John Denley, Saty Sandhu, Paul O'Rourke, and Joe Perry. Actions to be taken: Andy Moran to find data from ICT on calls. Customer Services to identify any issues over the weekend with JonTek and to test the line at 16:00.
13:31	Bill Hague provides update: Heath Park has suffered extensive water damage throughout the school. The FM contractor for the PFI are currently trying to remove all the standing water and wet hoovering carpets but damage is pretty bad. While not their issue due to academy/PFI arrangements it is exams next week. As precaution education are contacting all secondary schools by phone to make sure they are thoroughly checking their sites. A blanket email is also being sent to all schools for them to check their sites and contact their relevant FM service provider if necessary.
13:33	Tim Pritchard provides update (coinciding with Marguerite Nugent) on damage to council premises.
13:56	Gail Rider informs that West Midlands Pensions – Mander Centre down with power issues but they have kicked in their resilience plan.
13:56	<p>In respect of WH properties, we did have an increase in out of hours emergency repairs calls. Our emergency repairs team dealt with 57 calls on the 27<sup>th</sup> May (the worst day of the rain). This resulted in 5 follow on calls today – mainly to complete repairs/make good. Of these 57, they were mainly queries around overflowing guttering; some roof leaks. We had an extra emergency team working to make sure every tenant was visited. Through these repair calls, no pumping out/fire service attendance was required and no tenants were displaced.</p> <p>In terms of homelessness services, we had no approaches for emergency housing due to the weather/flooding.</p> <p>We are preparing the statistics now for the wider out of hours emergency services we provide on behalf of CWC and the details will be with you close of play.</p>
14:07	Saty Sandhu has confirmed that all Jontek calls were ok over the weekend.
14:25	Andy Moran sends an excel spreadsheet showing what appears to be normal running of the 2999 system over the weekend.
14:53	Andy Moran sends an update showing that report states 2 out of 356 incoming calls were not answered.
15:31	Emma Smallman issued an email to state that we were looking into reports of issues but provided reassurance.
15:50	Ian Rawlings emailed to state 2999 number is running ok.
16:04	<p>Steve Woodward update – 36 dead fish needed to be removed from West Park lake due to oxygen levels during storm. A number of trees down across the city –</p> <ol style="list-style-type: none"> <li>1. Road traffic collision on the St John's stretch of the Ring Road – tree hot to be checked and also street lighting column;</li> <li>2. Large tree limb came down and cleared, the tree will be checked by our arbor team - 14 Inchallagon Road;</li> <li>3. Lester Street, rear of Peugeot garage on Bilston Road - cut enough off the tree to free up highway, work to clear / fell the rest of the tree required;</li> <li>4. Tree outside 34 Hazel Road, Bradmore, fallen limb arbor to check;</li> <li>5. Glendale Close fallen tree to be removed by arbor, not a hazard to highway users where it has fallen.</li> </ol>

	Meals on Wheels van caught fire, fire service put it out. Fleet Service retrieved it.
16:05	Emma Smallman has issued an email for debrief feedback.