

GAB Robins

Surge Bulletin



24 May 2011

Current Surge Plan Status: AMBER

Gales batter Scotland



Image courtesy of BBC Scotland

Once again, the country has experienced exceptional weather conditions for this time of year. The Met Office said that such unusual conditions are rare for May but they resulted in severe gales, which battered Scotland, Northern Ireland and parts of Northern England during the past 36 hours.

Thousands of people were without power last night as Scotland endured winds of up to 114mph in places, the most severe windstorm for many years.

Two people have been killed in separate incidents by falling trees landing on their cars - and there was travel chaos as rail services were axed and roads blocked.

In the Highlands, winds reached 114mph and gusts of 100mph were registered at Glenogle in Stirlingshire, which is 500 metres above sea level.

At one point, the whole of Inverness was without power, although it was restored within hours. At the height of the storm around 50,000 properties across the country were left without power, with the northern areas of Scotland the worst hit, with 30,000 homes suffering power cuts.

In the southern and central regions of Scotland, as well as parts of Northern Ireland, a further 30,000 properties were without power.

Current Activity

We received a number of urgent storm claims during the day yesterday and many overnight via our Out of Hours Service. Arrangements were made immediately to visit all these cases and all adjusters in Scotland and Northern Ireland are on standby to handle a further influx of claims expected today.

The areas most likely to be affected are indicated in orange on the map.

We will provide further details relating to affected postcode areas as soon as this information is available and if claim numbers continue to rise.

The Met Office said that wind strength will reduce considerably but will continue to be blustery in Scotland, Northern Ireland and Northern England for much of today.



Current Surge Plan status

AMBER Status of alert arising from claims received and data that indicates likely event.

We have changed our Surge Plan status to amber and whilst we have started to receive storm claims, the situation is well under control and our status will remain at this level unless there is a further worsening of the situation in the next 24 hours.

Actions

We currently have sufficient capacity within all our adjusters' diaries to respond to this event within normal service standards and have made the following plans in the event that the situation worsens:

- Additional resource available to be allocated into our Manchester and Brighton Service Centres
- Ability to extend working hours of Service Centres if required.
- Extension of team available to handle out of hours calls if the situation deteriorates outside of core hours
- Number of adjusters available on out of hours rota has been increased by 100%.
- All property adjusters in Northern England, Scotland and Northern Ireland on stand by to attend to this incident when required.

- Major and Complex team also on alert.
- Resource secured within our contractor network, BRICS, to attend to incidents and handle emergency works.
- Extra resource available for SPECS, our building inspection service which has already received a large number of mainly small building claims.

A further update will be issued depending upon developments over the next 24 hours, but in the meantime should you have any queries or require further assistance please contact your Account Manager or indeed myself.

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