

GAB Robins

Storm Bulletin



Issue Number 1

Current Surge Plan Status; AMBER

Torrential rain and severe gales forecast



Weather warning for Thursday 11th / Friday 12th November

Advance weather warnings are in place for virtually all of Britain and Ireland, but central/northern areas are currently at the highest risk of experiencing gales or severe gales developing from this evening through into Friday.

The predicted south westerly gales will bring heavy rain and with the potential for property damage and flash flooding and up to 25mm of rain could fall over this period. This follows strong winds and heavy rainfall experienced during Monday and Tuesday.

Indeed, following heavy rainfall yesterday, one of the worst affected areas was in my home town of Emsworth in Hampshire where 40 homes were flooded with half the home owners having to be evacuated. Water was up to the roofs of cars in many streets.

There are also now a number of flood warnings in place for the South East, Midlands, North East and North West England.



Emsworth yesterday (picture courtesy of The Sun)

Current Activity

A small number of storm claims have been received already, mainly in the North West. We will continue to monitor storm activity via GAB Robin's **WeatherEYE** service in conjunction with our Met Office partners together with feedback from our local adjusters.

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 been receiving a number of 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 our adjusters' diaries to respond to this potential event within normal service standards and have made the following plans in the event that more serious weather problems occur:

- 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
- Adjusters available on out of hours rota increased by 200%.
- All property adjusters throughout UK on stand by to attend to major incident if and when required.
- Major and Complex team also on alert.
- Additional resource secured within BRICS our contractor network to attend to incidents despite an influx of additional work following the collapse of ROK.

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.

George Bentley

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