

# GAB Robins

Surge Bulletin



3 January 2012

**Current Surge Plan Status: AMBER**

**Storm force winds, rain and blizzards to hit Britain today**



## Update

As most of the country returns to work following the Christmas break, commuters are faced with dreadful conditions, including storm force winds, torrential rain and even blizzards in Scotland. Storm force winds and rain have battered parts of the South West overnight.

The Met Office has issued a Yellow weather warning for rain and wind across Cornwall and Devon but a Red warning has been issued for Strathclyde with Amber warnings for other areas of Scotland. Red is the most serious level of warning and damaging gusts are expected to cause widespread disruption and some structural damage. Snow is also likely to accompany the wind in Scotland with blizzard conditions expected today.

On higher ground, up to 20cm of snow has been forecast, and forecasters warn winds will be severe gale or storm force, with gusts up to 100mph.

## Actions

In certain areas, the winds are strong enough to cause some damage and it is likely there will be an influx of small building claims, as experienced during similar weather conditions in December. Most of our adjusters and Service Centre staff have now returned from the Christmas holiday and we are fully resourced to deal with any possible surge of claims. As always, the following actions have been taken in preparation:

- Additional resource available for our Manchester and Brighton Service Centres.
- Extension of teams available to handle out of hours calls if the situation deteriorates outside of core hours
- Adjusters available from all areas.
- Major and Complex team on alert.
- SPECS Building Inspection Service on alert.
- Availability of own contractor network, BRICS, to undertake emergency works

Claims have been received already in South East England, Scotland and Wales. We expect the number of claims to increase during the afternoon.

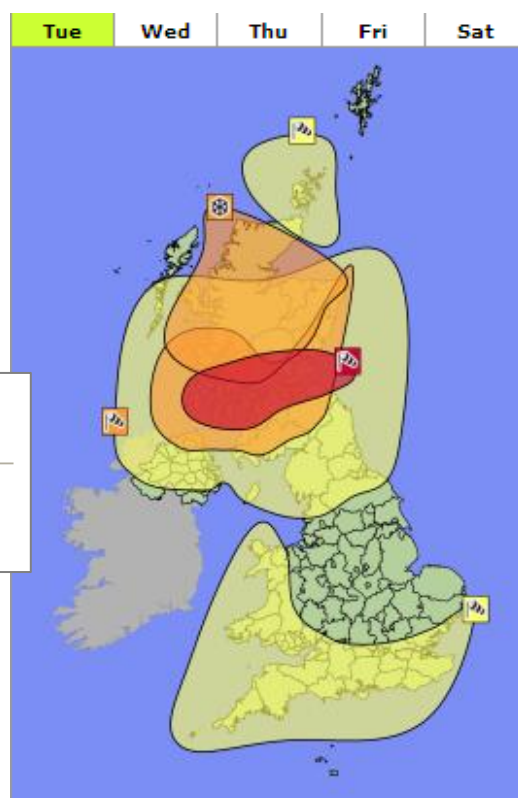
## Current Surge Plan status

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

Our Surge Plan status is set at amber to prepare for any potential influx of claims. The situation will be monitored closely and our status will remain at this level unless there is a further worsening of the situation in the next 24 hours.

## Expected Activity

Our Met Office partners have issued severe weather warnings for Scotland, Northern Ireland, Wales and South West England, as highlighted on the map. The most severe is for parts of Scotland where a red warning has been issued relating to storm force winds and blizzard conditions, particularly in the Strathclyde area.



Heavy snowfall and severe gales are expected in Scotland throughout today. Gale force winds have already gusted up to 97mph at Port Ellen on Islay.

An alert for high winds has been issued for higher ground in Argyll, Stirling, Perth and Kinross and Argus.

There is a Yellow warning for rain and wind across Devon and Cornwall. Gusts of up to 80mph are expected across exposed areas. Torrential rainfall could result in some localised flooding.

Storm force winds and heavy rain are causing disruption across Wales, with fallen trees blocking some roads. 27 flood alerts have been issued by the Environment Agency for rivers in Wales.

Winds of up to 93mph were recorded in Gwynedd and there is a flood warning for the Conwy Valley.

We will continue to monitor the situation and will issue further updates should we receive a surge of weather related claims in any particular areas.

Please feel free to contact your account managers if necessary or me.

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