

# ASTFFL7

## Respond to flood damage emergencies



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### Overview

This standard is about responding to requests for flood damage limitation work. It includes confirming the details of flood damage limitation jobs, agreeing an initial plan of action, including a risk assessment and making the necessary arrangements for resources and visits to clients.

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### Performance criteria

#### Confirm extent and nature of damage caused by flood with clients

*You must be able to:*

- P1 maintain the health and safety of **clients** and yourself at all times
- P2 have the correct names and contact details of people who need information on the flood damage
- P3 speak with your clients in a sympathetic, methodical, professional and calm manner
- P4 confirm and agree the **source** and **extent** of floods with your clients
- P5 inspect all areas to confirm the extent of floods
- P6 confirm and agree the **nature** of damage caused by floods with your clients
- P7 clarify any points you or your client are unsure of

#### Carry out risk assessments to confirm premises are safe to work in

*You must be able to:*

- P8 obtain **permission** before you enter the premises
- P9 select and wear the correct **personal protective equipment**
- P10 have the relevant tools, equipment and documents needed
- P11 confirm that **services** are in a safe condition before entering premises
- P12 carry out a risk assessments of the premises and confirm that it is safe to work in, using approved **methods and procedures**
- P13 recognise and report accurately all **hazards** that are potential or actual risks to health and safety
- P14 provide risk assessment **reports** to those people who require them, within agreed timescales

#### Carry out a triage assessment to confirm work to be done

*You must be able to:*

- P15 select and wear the correct **personal protective equipment** required
- P16 make sure that you have the relevant documents, **tools and equipment** and documents needed
- P17 carry out a **triage assessment**
- P18 record full and accurate details of the work required

#### Confirm plan of action and responsibilities as required

*You must be able to:*

- P19 make sure that your clients have **authorised** you to begin work
- P20 prepare plans of action based on your findings from your tests and inspections of premises
- P21 provide your team with sufficient **information** about the premises and the work to be done
- P22 allocate responsibilities to team members taking account of their competence and experience
- P23 make sure that individuals are competent, authorised and able to carry

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- out each task
- P24 clarify with your organisation any issues your client, you or your team are unsure of

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### Knowledge and understanding

#### Confirm extent and nature of damage caused by flood with clients

*You need to know and understand:*

- K1 how to speak with clients in a sympathetic, methodical, professional and calm manner and why this is important
- K2 the typical sources of flooding and their characteristics
- K3 what to look for to confirm the nature of the damage
- K4 how to investigate the extent of floods without causing further damage

#### Carry out risk assessments to confirm premises are safe to work in

*You need to know and understand:*

- K5 why and from where to get permission to enter premises
- K6 the correct personal protective equipment required and where to get it
- K7 the reasons why personal protective equipment should be worn
- K8 what tools, equipment and documents you need
- K9 what services are on site and how you confirm that they are in a safe condition and the possible consequences of not doing so
- K10 the approved procedures and methods to use to carry out a risk assessment of premises and confirm that they are safe to work in
- K11 how you should report risk assessments to whoever requires them

#### Carry out a triage assessment to confirm work to be done

*You need to know and understand:*

- K12 the correct personal protective equipment required and where to get it
- K13 the reasons why personal protective equipment should be worn
- K14 what tools, equipment and documents you need
- K15 what a triage assessment is and why it should be carried out
- K16 the typical areas floods will migrate to
- K17 which documents you need to complete, what information is required and who receives copies

#### Confirm plan of action and responsibilities as required

*You need to know and understand:*

- K18 how to make sure that you have client authorisation to begin work and why this is important
- K19 why it is important to plan what is going to be done, based on the results of tests and inspections
- K20 what information the team needs to do the work and confirm they understand it
- K21 why it is important to allocate responsibilities according to abilities of team members
- K22 where to find out if individuals are trained, authorised and able to carry out each task and why this is important
- K23 why it is important to clarify any issues your client, you or your team are

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unsure of and the consequences of not doing so

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### Additional Information

#### Scope/range

#### Confirm extent and nature of damage caused by flood with clients

- 1 **clients:** property owners, property tenants, insurance company
- 2 **source** of flood: external (damage to building roof or walls, burst pipe, high river or storm), internal (water tank, burst pipe, overfilling, faulty domestic appliance or damage to water supply or drainage systems)
- 3 **extent** of floods: affected floors of property, neighbouring properties affected, areas not in view (behind cavities, screens and locked doors); underflow
- 4 **nature** of damage: to structure, to contents

#### Carry out risk assessments to confirm premises are safe to work in

- 5 **permission:** verbal; in writing; signature
- 6 **personal protective equipment:** hard hat; coveralls; gloves; safety glasses; safety boots; face mask
- 7 **services:** electricity; water; gas; heating oil
- 8 **methods and procedures** of: your own organisation; your clients; current legislation
- 9 **hazards;** unsafe floors; unsafe walls; unsafe ceilings or roof; heavy objects that may affect further inspection or work; contamination by bacteria, mould, chemical or foul water
- 10 **reports** format: written; verbal

#### Carry out a triage assessment to confirm work to be done

- 11 **personal protective equipment:** hard hat; coveralls; gloves; safety glasses; safety boots; face mask
- 12 **tools and equipment:** tape measure; lamps; screwdriver; hammer; pens; ladders; camera; hygrometer; hydrometer; moisture meter; sampling swabs; monitors
- 13 **triage assessment:** unrestorable; restorable; immediate action required

#### Confirm plan of action and responsibilities as required

- 14 **authorised** by: writing; verbal
- 15 **information** about: health and safety; hazards; source of flood; client expectations; timescales

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**Relevant occupations** Cleaning services; specialist cleaning;

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**Suite** Specialist cleaning operations

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