

27<sup>th</sup> November 2023

## AGENDA

Dear Councillor

You are summoned to a meeting of the:

**Town Development Committee**  
**to be held on**  
**Monday 4<sup>th</sup> December 2023 at 7pm**  
**at the Civic Centre, Sambourne Road, Warminster, BA12 8LB**

**Membership:**

<b>Cllr Davis (East)</b>	<b>Cllr Robbins (East) Chairman</b>
<b>Cllr Fraser (West)</b>	<b>Cllr Syme (Broadway)</b>
<b>Cllr Jones (East)</b>	<b>Vacancy (Broadway) Vice Chairman</b>
<b>Cllr Keeble</b>	<b>Mr Len Turner (Advisor)</b>

Copied to all other members for information.

Members of the public are warmly welcome to attend meetings of the council and its committees, unless excluded owing to the confidential nature of the business.

If you wish to contribute during public participation, please contact [admin@warminster-tc.gov.uk](mailto:admin@warminster-tc.gov.uk) prior to the meeting to enable this to be facilitated. If you do not wish to attend in person, the chairman may read out your contribution. The meeting may be streamed live and recorded. If you wish to view the meeting, please see the link on the Warminster Town Council Website [www.warminster-tc.gov.uk](http://www.warminster-tc.gov.uk) in the meetings diary.

Yours sincerely



**Tom Dommett CILCA**  
**Town Clerk and Responsible Financial Officer**

1. **Apologies for Absence**  
**To receive and accept** apologies, including reason for absence, from those unable to attend.
2. **Declarations of Interest**  
**To receive** any declarations of interest under Warminster Town Council's Code of Conduct issued in accordance with the Localism Act 2011.
3. **Minutes**  
**3.1 To approve and sign** as a correct record, the minutes of the Town Development Committee meeting held on Monday 11<sup>th</sup> September 2023; copies of these minutes have been circulated and Standing Order 12.1 provides that they may therefore be taken as read.  
**3.2 To note** any matters arising from the minutes of the Town Development Committee meeting held on Monday 11<sup>th</sup> September 2023.
4. **Chairman's Announcements**  
**To note** any announcements made by the Chair.
5. **Questions**  
**To receive** questions from members of the committee submitted in advance.

***Standing Orders will be suspended to allow for public participation.***

6. **Public Participation**  
**To enable** members of the public to address the committee with an allowance of three minutes per person regarding any item on the agenda and **to receive** any petitions and deputations. The Chairman may read out statements submitted in advance.

***Standing Orders will be reinstated following public participation.***

7. **Reports from Unitary Authority Members**  
**To note any** reports provided which are relevant to this committee.
8. **Tynings Allotments**  
**Members to note** that meetings of the Tynings Allotment Committee have been held but the Minutes are not yet available.
9. **Warminster Business Network Report**  
**Members to receive and note** the report from the Warminster Business Network. **(See attached).**
10. **Car Parks**  
Members requested that the Wiltshire Council portfolio holder be invited to the next meeting of the Committee to explain Wiltshire Council's position on parking and parking charges in Warminster. The Portfolio Holder is unable to make this meeting but has offered a 30-minute slot at 6.30pm on 23<sup>rd</sup> January 2024 before the meeting of the Area Board. **(See attached).**

**Members to resolve** a list of priority matters to bring to the attention of the Portfolio Holder.

**11. Area Board Highways Issues**

**Members to note** that Wiltshire Council are running Highways Matters events at all Area Boards over the next few months. **(See press release attached)**. Warminster's will be held at 7pm on 23<sup>rd</sup> January 2024 in the Civic Centre; a 20-minute presentation will be given. The following topics will be included in the presentation:

- Strategic Business Plan Priorities
- Maintenance
- Local transport Plan
- Congestion
- Public Transport
- Air Quality
- LHFIG

The presentation will be followed by a 55-minute Q&A session on the topics raised in the presentation. This will be open to residents of Warminster and all of the parishes covered by the Warminster area board.

**Members to resolve if they wish to make any representations to the Area Board.**

**12. St George's Day Parade 2024**

Warminster Scouts have requested support for holding a parade and other events in the town to mark St George's Day on Tuesday, 23<sup>rd</sup> April 2024. Typically, this involves; putting up flags in the Town Centre, assisting with a road closure for a parade and allowing events to be held in the Lake Pleasure Grounds.

**Members to resolve on the level and nature of any support to be provided.**

**13. Scout Hut Working Group**

Meetings have been held with the Scouts to:

- Consider initial design ideas for replacing the Scout Hut
- To investigate external funding opportunities
- To determine costings

Options considered ranged from a near like for like prefab replacement to a purpose built two storey scout building with a significantly enlarged footprint. Estimated costs have therefore ranged from circa £500,000 to £1.8 million.

At present, it has not been possible to come up with a proposal for a joint use building that meets the wishes of the scouts and of the town council.

Currently, the Scouts are undertaking further work on establishing their needs and what external funding they might be able to secure.

The Scouts will continue to liaise with the town council as to the best way forward.

**Members to note.**

**14. 100 years of the Lake Pleasure Ground Celebrations**

Preparation continue for the main event to celebrate 100 years since the opening of the Lake Pleasure Grounds. **(See attached)**. This will be held on Friday 26<sup>th</sup> July 2024.

The centre piece of the event will be concerts by an Elton John Tribute Act and a Beatles Tribute Act followed by a display of pyrotechnic planes.

**Members to ratify.**

**15. Warminster Community Resilience Plan**

In conjunction with Wiltshire & Swindon Local Resilience Forum, Officers and members of the Flood and Emergency Plan Working Group have created a Warminster Community Resilience Plan to cover a wide range of potential incidents in Warminster. The Plan incorporates an updated version of the existing flood plan. Community Resilience is about having local resources which enable the community to cope with an emergency for a short period of time. It is about identifying the risks and resources in terms of people, equipment, and skills that are available and willing to help and then having a plan on how the community might deal with the emergency. This is a working document that will be kept up to date. Some of the information has been redacted as it is for internal use only. **(See attached)**.

**Members to resolve to approve and adopt the Warminster Community Resilience Plan.**

**16. Wiltshire Town's Programme**

The Regeneration Working Group is working with Wiltshire Council to secure a Grant Agreement for the Provision of the Wiltshire Towns Programme - Activity Generation Allocation Funding 2023-2024. The grant would be £15,000 for Generating Activity Interventions and £10,000 for Strategic Development and Delivery. Total £25,000.

The Regeneration Working Group is focused on improvements to the public realm and visitor experience, they wish to:

- Improve signage
- Promote Town Trails
- Have pop up shops or art galleries/exhibitions
- Hide empty shops with window dressing or other methods
- Hold a review of the street furniture and refresh the public realm
- Hold events in the town centre
- Offer Business Skills and Support Networks

It is expected Wiltshire Council will send an agreement for Full Council to sign in 2024.

**Members to note**

**17. Operational Flood Working Group South**

**Members to receive** the notes of the Operational Flood Working Group South meetings held on 23<sup>rd</sup> August 2023 and 25<sup>th</sup> October 2023. The next meeting of the Working Group will be held on 6<sup>th</sup> December 2023. **(See attached)**.

**18. CCTV Sub Committee**

Members to note the minutes of the CCTV sub-committee meeting held on 13<sup>th</sup> June 2023.

**Members to note**

**19. Communications**

**The members to decide on items requiring a press release and to nominate a speaker for any item on the agenda if required.**

Minutes from this meeting will be available to all members of the public either from our website [www.warminster-tc.gov.uk](http://www.warminster-tc.gov.uk) or by contacting us at Warminster Civic Centre.

**Date of next meeting: Monday 26<sup>th</sup> February 2024**

Warminster Business Network  
Town Development Committee Report

### **Update**

Since the last Town Development Committee meeting, we have continued to liaise with both current members and future members about what they need for support. We have recently started engagement with other Wiltshire Town Chambers to build shared knowledge and increased exposure for our own businesses. A few updates under our pillars are below.

#### **Four pillars.**

**Grow** – Open the door to new business opportunities and business growth.

Although we have lost a couple of businesses, we have also gained some (net zero effect). We have a few businesses that have relocated within the town and are aware of two looking to increase their presence over the next few months. We are in touch with local commercial agents to help identify areas for businesses.

**Support** – Local businesses to achieve their goals.

Over the last few months, support has been given to businesses to increase their exposure on Google. Several visitors use Google to see where things are and at the moment not all businesses are listed on the map and therefore not getting the visitors they may well do.

**Develop** – Increase knowledge and skills to create a bigger, brighter, and better future.

We have a planned business finance workshop in the plan to help local businesses to better understand their financial landscape.

**Influence** – Campaigns to widen Warminster's exposure and have voice in local decisions.

The biggest success is the wonderful (hopefully proved by the time of reading) Town Christmas event. It has certainly generated some buzz within the town.

### **Town Exposure and Events**

#### **Proposals for next year. (I can add more context in the meeting, if desired)**

Four events - Spring (Mar/Apr), Summer (July), Autumn (Sep), Christmas (Nov/Dec).

Events – A performance Fringe Acts of all types utilising key areas within the town to perform.

Food and Drink Festival. A range of Food and Drinks from the local area and a special feature around The Maltings, to celebrate our history of producing some of the best in the world and a nod to the 160 Maltings we used to have in the town.

Town Summer Fair/Fete - Traditional approach with activities and stalls.

Xmas event – Build on this year's success(?)

### **Town Centre.**

Flow is still a concern. It is mentioned a lot but highlighted by some visitors to the town this week, who were staying in The Clockhouse, Bishopstrow - quote "Walking from the car park

we thought oh how disappointing it's the same shops as anywhere else. We nearly turned around and went somewhere else".

### **Parking**

The Wiltshire Council parking strategy is poor. After engagement they do not seem keen or interested in acknowledging this or wish to change it for another 3 years. I plan to produce a much more detailed letter/report about this with some suggestions around Short stay, Long stay etc.

### **Loyalty Card**

**I would like to make a proposal to council on a better use of the currently set aside parking refund money.**

**The creation of a town wide loyalty scheme.**

The scheme would work on the basis of for every x amount spent in a local shop, the customer will receive a stamp/marker. When they have completed a full card (10 stamps) it will be entered into a monthly draw. The draw will have 3 (or more) winners e.g., 1<sup>st</sup> Prize £100, 2<sup>nd</sup> £50, 3<sup>rd</sup> £20.

The more cards they complete the more chances of winning. Suggested amount to spend in a business: £5 per stamp in a café, £10 per stamp in a retail shop and restaurant. Certain businesses may require a higher spend amount. E.g., Eco bubble or Howdens where £1000's may be spent, but they shouldn't be excluded.

I have discussed the concept with several businesses, members of the public, and the committee and received strong positive endorsement from all. The important element is that it costs no one partaking anything as it is funded centrally.

The prizes and running costs will be calculated by the estimated parking charge refund element.

Control measure – Each business has a different marker and, therefore, if required the stamp could be verified by the customer spend.

## **REPORT FOR INFORMATION    Town Development Committee 4<sup>th</sup> December 2023**

### **Parking and Parking Charges**

**Patsy Clover, Committee Clerk**

#### **Purpose of the Report**

**To give information to members to enable them to produce a list of priority issues for discussion with the Wiltshire Council portfolio holder at a meeting on 23<sup>rd</sup> January 2024.**

#### **Background**

At a meeting of the Town Development Committee on 11<sup>th</sup> September 2023, *“Members requested that the Wiltshire Council portfolio holder be invited to the next meeting of the Committee to explain Wiltshire Council’s position on parking and parking charges in Warminster”*.

The Cabinet Member for Highways, Transport, Street Scene, and Flooding is Caroline Thomas. She was unable to attend the meeting of the Town Development Committee on 4<sup>th</sup> December but suggested that she could meet with members for 30 minutes before the Area Board meeting on 23<sup>rd</sup> January 2024.

#### **Findings**

The following information has been provided in advance of the meeting on 23<sup>rd</sup> January 2024:

- Car parking charges are reviewed every four years with the most recent changes being introduced in the 2023/2024 financial year. **(See Appendix A).**
- Wiltshire Council take a county wide approach and do not offer or negotiate town specific charging arrangements.
- Wiltshire Council have advised that the second hour charge is slightly higher than the first hour charge as an inflationary increase is not applied to the first hour charge.
- Wiltshire Council will consider proposals which do not involve reducing parking tariffs.
- Wiltshire Council’s Local Transport Plan (4) will be out for consultation in early 2024.
- The Local Transport Plan will include a Car Parking Strategy to which town councils can contribute/ flag issues/ identify opportunities during the consultation period.

#### **Warminster Car Parks**

Warminster has seven off street car parks; five long stay and two short stay. **(See Appendix B).**

#### **Decisions to be made**

Members to produce a list of priority items for discussion with the Cabinet Member for Highways, Transport, Street Scene, and Flooding at the Area Board meeting on 23<sup>rd</sup> January 2024.



## Appendix B

### Charges and Spaces

Off Street Car Parks	Maximum Stay	Tariff: Monday to Saturday 8am to 6pm incl. Bank Holidays	Tariff: Sunday 10am to 4pm	Spaces	Blue Badge Spaces (chargeable from 1 September 2022)
Central	All day	Up to 1 hour: £0.50 Up to 2 hours: £1.30 Up to 3 hours: £2.30 Up to 4 hours: £3.10 Up to 5 hours: £4.10 All day £6.60	Per visit: £0.70	172	13
Chinns Court	2 hours	Up to 1 hour: £0.50 Up to 2 hours: £1.50	Per visit: £0.70	49	3
Emwell Street	All day	Up to 1 hour: £0.50 Up to 2 hours: £1.40 Up to 3 hours: £2.50 Up to 4 hours: £3.10 Up to 5 hours: £4.10 Up to 8 hours: £6.60 All day £7.30	Per visit: £0.70	17	1
Furlong	All day	Up to 1 hour: £0.50 Up to 2 hours: £1.40 Up to 3 hours: £2.50 Up to 4 hours: £3.10 Up to 5 hours: £4.10 Up to 8 hours: £6.60 All day £7.30	Per visit: £0.70	4	0
Smallbrook Lane	All day	Free	Free	6	0
Western	All day	Up to 1 hour: £0.40 Up to 2 hours: £1.10 Up to 3 hours: £2.00 Up to 4 hours: £2.60 Up to 5 hours: £3.90 All day £6.00	Per visit: £0.70	151	9
Weymouth Street	3 hours	Up to 1 hour: £0.50 Up to 2 hours: £1.50 Up to 3 hours: £2.60	Per visit: £0.70	36	0

## Charging Comparison between Main Car Parks

\*Cost of an additional hour's parking

	Central	*	Chinns Court	*	Emwell Street	*	Western	*	Weymouth Street	*
Up to 1 hour	0.50		0.50		0.50		0.40		0.50	
Up to 2 hours	1.30	0.80	1.50	1.00	1.40	0.90	1.10	0.70	1.50	1.00
Up to 3 hours	2.30	1.00	n/a		2.50	1.10	2.00	0.90	2.60	1.10
Up to 4 hours	3.10	0.80	n/a		3.10	0.60	2.60	0.60	n/a	
Up to 5 hours	4.10	1.00	n/a		4.10	1.00	3.90	1.30	n/a	
Up to 8 hours	n/a	n/a	n/a		6.60	2.40	n/a	n/a	n/a	
All day	6.60	2.50	n/a		7.30	0.70	6.00	2.10	n/a	
Sun	0.70		0.70		0.70		0.70		0.70	

## **Appendix B - Car parking in Warminster**

Issues that have been raised:

**These are not to be taken as supported by the town council or even a substantial number of people, rather, there are a sample of issue that are typically raised with the town council as regards parking in Warminster.**

They are put forward to encourage debate as to the issues that Wiltshire Council (WC) might be able to address.

### **1. The car park charges**

Seem not to have much rationale to them.

An extra hour can cost variously; 40p, 50p, 60p 70p 80p, 90p £1, £1.10, £1.30, £2,10, or £2.50

Could a simplified range of parking charges be introduced?

### **2. Short stay vs Long Stay**

While there is a vocal lobby in many towns for free 1<sup>st</sup> hour parking, there are many other people who would prefer a greater emphasis on longer stay parking. It would promote longer stays by visitors so they can shop longer or stay for refreshments. It would be greener, discouraging repeat sort duration car travel. This would help stop people flitting from car park to car park. (no return within ...)

The car park at the Railway Station has the following parking tariffs:

Monday – Friday: Daily Rate: £4.10, Daily Rate after 10am: £2.90.

Saturday – Sunday: Daily Rate: £2.90

Weekly Ticket Rate: £20.50

It is cheaper to park all day at the railway station than any of the WC car parks.

### **3. Season Tickets**

Seem to be set at a level that is too expensive. This seems odd when figures suggest that the car parks in Warminster are mostly empty.

### **4. Drop off at school times**

If there was a facility for people to park in a car park for say 20 minutes while dropping a child at school, it might encourage more parents to walk the last part of the route, cutting congestion and pollution, and improving road safety.

**5. Drop off/waiting at Doctors' Surgery/ Pharmacist**

A similar issue to schools, people don't want to pay 1 hour parking just to collect a prescription or attend an appointment.

**6. Disabled Parking**

Disabled Parking Bays were installed with access in mind. Since charging was introduced, this can involve a long walk to a payment machine, for the people who inherently have a disabled parking badge due to mobility issues.

**7. Volunteer Parking**

It has been suggested that volunteers coming into the town to do community work might be exempted from parking charges.

**8. General State of disrepair**

Car Parks are a gateway to Warminster, if it is true that you don't get a second chance at a first impression, then they are not doing a good job. It is understood that the ticket machines are being upgraded and will accept multiple payment methods but, as they currently are, they are frequently not working, much of the signage is tatty, (laminated sheets and Sellotape) and the bay markings are faded. The railings at the Western car park are rusty.

**9. Parking for events**

e.g., Imber bus day – is there assistance WC can provide? Is there scope for a park and ride?

**10. EV Charging Points**

There are only 4 public ones in Warminster- can more be installed in the largest car parks?

# Events taking place throughout Wiltshire to talk about Highways Matters

**Following successful pilot events in Calne and Marlborough, Wiltshire Council's Area Boards will be talking with residents at a series of events throughout the county about 'Highways Matters'**

Published 24 October 2023

Following successful pilot events in Calne and Marlborough, Wiltshire Council's Area Boards will be talking with residents at a series of events throughout the county about 'Highways Matters'.

Highways Matters events will be attended by the Cabinet Member for Highways and Transport, Cllr Caroline Thomas (with one or two exceptions where a Cabinet colleague will take her place); Wiltshire Council's Director for Highways and Transport, Samantha Howell; and a variety of other members of the Highway's team and other council staff.

Each event will feature a brief presentation on highways issues to provide some context on the work and strategic direction of the council in this important area, but the majority of the sessions will be dedicated to answering questions from people sent in by email in advance and/or in attendance.

During the previous events in Calne and Marlborough, a range of topics were covered including road safety, air quality, speeding and congestion.

Cllr Ashley O'Neill, Cabinet Member for Area Boards, said: "Following a couple of interactive and successful events in Calne and Marlborough, we're holding these panel-style discussions via our eighteen Area Boards across the county to encourage residents to come and find out more information about highway and transport matters that are affecting them in their local areas.

"They will be able to hear first-hand from officers and councillors about how our highway assets are managed and to gain an understanding of the way highway services are delivered, while also having an opportunity to ask questions.

"I would encourage all residents and local organisations to engage with the local Area Board to help bring about positive change in their communities."

Cllr Caroline Thomas, Cabinet Member for Highways, said: "People are rightly passionate about all things highways so these events will provide a good opportunity to find out more about our work as a council in your local area and for us to answer any questions.

"I'm planning to attend the majority of events and am looking forward to the chance to have some productive face to face conversations as well as the opportunity to talk in detail about a topic that affects all our daily lives. I am delighted we will also be joined by representatives of the Office of the Police and Crime Commissioner to talk about the work we are doing in partnership to improve our road safety across our network. We look forward to seeing people there. "

The majority of events throughout the county will take place in conjunction with the scheduled Area Board so regular agenda items such as the formal allocation of the grants and partner updates, will take place following the Highway Matters portion of the meeting. Where that is not possible, a separate Highways Matters event has been arranged.

Area Boards work to bring local decision making into the heart of the community. There are 18 Area Boards across Wiltshire, with each one holding delegated powers and devolved budgets to facilitate community action at a local level. They work alongside other organisations on local priorities in the community to leverage their impact. These groups can include town and parish councils, voluntary and community groups, youth organisations, sports clubs and local charities.

Questions for the events can be sent to [areaboards@wiltshire.gov.uk](mailto:areaboards@wiltshire.gov.uk). People should state the name of their local event the question relates to in the subject title of the email.

## **100 years of the Lake Pleasure Grounds**

### **Event outline**

This event is to celebrate 100 years of the Lake Pleasure Grounds – aka the Town Park. The event is designed to be different from other events that have been held in the Park. The aim is to create a memorable and special occasion.

The event will take place on Friday 26th July 2024, from 4pm till 10pm, 100 years to the day that the Lake Pleasure Grounds were originally opened.

### **The event**

At the heart of the event are three things:

1. An Elton John tribute act in the Bandstand - 4.30pm to 6.30pm approx.  
[For Ever Elton].
2. A Beatles tribute act in the Bandstand - 7pm to 9pm approx.  
[The Beatles with an A].
3. A display by pyrotechnic planes – 9pm to 9.30pm approx.  
[Airborne fireworks].

The Pavilion Café will be open throughout the day.

There will be a number of food and drink vendors sited alongside the Tennis Courts (on the Café Side).

1920's themed fairground type games – will be along the lake side – past the boat house. These will be free to use, but there will be no prizes.

They are:

- + Ball in the Bucket
- + Helter Skelter Hoopla
- + Stand the Bottle
- + Buzz Wire
- + Hook a Duck
- + Tin Can Alley
- + Adult sized 12ft.high Striker (Test your strength)
- + Splat the Rat!
- + Peep Board (Photographs)





**Forever Elton**



**The Beatles with an A**



[https://www.facebook.com/airbornefireworks/?locale=en\\_GB](https://www.facebook.com/airbornefireworks/?locale=en_GB)



There will also be a display by the Warminster Model Boat Club.

Boats will be available for hire on the Lake until 6pm (last boat in 6.30pm).

The Splashpad will be open into the evening, closing around 8pm.

The Tennis Courts will be closed from 4pm.

Due to the layout of the Lake Pleasure Grounds, there is only so much space round the bandstand, so members of the public will be invited to spread themselves around the Park.

- + The field around the splash pad
- + On the grass banks by the Community Centre
- + On the grass banks by the lake
- + In the picnic area.

The event will be ticketed to assist in controlling numbers. Tickets will be free.

The pyrotechnic planes should be visible from most of Warminster so people don't need to come to the park to enjoy the celebrations.

The outlay for the event is:-

Forever Elton (with band)

The Beatles with an A

Pyrotechnic Planes

Traditional Fairground Attractions

Total £8,200

Some income will be generated from vendors and the Pavilion Café.



*Delivering a brighter, greener future for all*

# **WARMINSTER**

# **COMMUNITY**

# **RESILIENCE PLAN**

**Produced: November 2023**

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## Document Details

A full review of the Warminster Community Emergency Plan will be carried out annually to ensure that the information contained in the plan is up to date. Any amendments or additions to the plan will need to be listed separately and an updated copy redistributed to those on the distribution list. The next routine review date will be November 2024.

## Plan distribution list

Role	Name	Email	Issued on
Town Clerk – Warminster Town Council (WTC)	Tom Dommett	<a href="mailto:townclerk@warminster-tc.gov.uk">townclerk@warminster-tc.gov.uk</a>	
Deputy Town Clerk – WTC	Judith Halls	<a href="mailto:jhalls@warminster-tc.gov.uk">jhalls@warminster-tc.gov.uk</a>	
Parks & Estate Manager - WTC	Stuart Legg	<a href="mailto:stuart.legg@warminster-tc.gov.uk">stuart.legg@warminster-tc.gov.uk</a>	
Unitary & Warminster Town Councillor	Cllr Bill Park	<a href="mailto:cllr.parks@warminster-tc.gov.uk">cllr.parks@warminster-tc.gov.uk</a>	
Town Development Officer – WTC	Clare Collier	<a href="mailto:clare.collier@warminster-tc.gov.uk">clare.collier@warminster-tc.gov.uk</a>	
Chris Manuel - Community Resilience Lead Officer - Wiltshire & Swindon Local Resilience Forum	Chris Manuel	<a href="mailto:chris.manuel@wiltshire.gov.uk">chris.manuel@wiltshire.gov.uk</a>	
Wiltshire Council Emergency Planning		<a href="mailto:emergencyplanning@wiltshire.gov.uk">emergencyplanning@wiltshire.gov.uk</a>	
Community Engagement, Flood Resilience – Environment Agency	Lisa Milton	<a href="mailto:Lisa.milton@environment-agency.gov.uk">Lisa.milton@environment-agency.gov.uk</a>	
Flood Resilience Officer – Wiltshire Council	Renate Malton	<a href="mailto:Renate.Malton@wiltshire.gov.uk">Renate.Malton@wiltshire.gov.uk</a>	
Community Hub Contact	Lee Calver, Warminster Sports Centre	<a href="mailto:lee.calver@wiltshire.gov.uk">lee.calver@wiltshire.gov.uk</a>	
Community Hub Contact	Katie Mine, Warminster School	<a href="mailto:kmines@warminsterschool.org.uk">kmines@warminsterschool.org.uk</a>	
Community Hub Contact	David Prior, Warminster Community Centre		

## Plan amendment/addition list

Date of amendment	Date for next revision	Details of changes made	Changed by

## Introduction

The Warminster Community Emergency Plan has been produced by Warminster Town Council (WTC) with the purpose of providing a local co-ordinated response to support statutory authorities and the emergency services to a variety of emergency situations.

The aim of the plan is to increase resilience within the local community by being prepared to respond quickly to and aid recovery from local or wider emergencies through the co-ordination of existing local resources to provide self-help and support for the community in a crisis. By utilising local knowledge and expertise, proactive action can be taken to identify and prioritise risks allowing an efficient and effective response on the ground to support emergency services in reducing the impact to peoples' lives.

## Warminster Community Emergency Plan

This plan details how the community would respond in an emergency e.g., while awaiting the assistance of the emergency services/statutory authorities, or in support of them. Types of emergencies might include flooding, adverse weather, prolonged loss of utilities, terrorism attack, railway accident.

It is not the role of the community to take on the responsibilities of these agencies e.g., to save life; to take any risks to themselves; or to cope for hours without agencies' help and support.

## Plan Objectives

- To identify emergency risks to the community and relevant Warminster Town Council / community response actions that can be taken to support emergency services.
- To list community organisations that can identify vulnerable people / groups in the community.
- To identify resources available in the community to assist during an emergency.
- To provide contact details for the Community Response Group (CRG); key community resources; the emergency services; statutory authorities.
- To keep records of the actions taken and decisions made during the emergency.
- To support residents and businesses to recover from the emergency.

## Activation of the Plan

This plan will be activated when an emergency has occurred or if warnings are received prior to an anticipated event. It will also be activated when emergency services need support or are not able to attend immediately e.g., in severe weather.

In the event of an emergency, this plan will be activated by the [Warminster Community Response Group \(CRG\)](#). The CRG will assess the situation, ring emergency services, and consult with the Wiltshire Council Emergency Planning Team. The CRG will then put all or part of the Plan into effect as appropriate.

## Triggers

- Call from a category 1 responder (e.g., Emergency Services, NHS, Environment Agency, Wiltshire Council) or category 2 (e.g., utility companies, Network Rail) responders.
- Flood alert or other notification from the Flood Warning System (FWS).
- Severe weather warning from the Met Office.

- Local information. (Verify that incident has occurred).

## Emergency Meeting Points

The CRG Emergency meeting points (EMP) will be as follows:

Primary EMP will be at	Warminster Civic Centre, Sambourne Road, Warminster, BA12 8LB.
Secondary EMP will be at (to be used if the primary EMP is not accessible)	Warminster Hub, First Floor, Central Car Park, Warminster, BA12 9BT.
The CRG may call a virtual meeting if they feel that this is the right response.	Remote virtual meeting online.

## Activation Procedure

- [CRG Chair](#) (page 9) to contact emergency services (999) and follow any advice given. Establish communication link and provide local knowledge.
- CRG Chair to contact Wiltshire Council Emergency Planning and follow any advice given.
- Record advice and actions from the emergency services and Wiltshire Council – use [incident log sheet](#) (page 18).
- Contact other members of the CRG and agree if the Warminster Community Emergency Plan is to be activated.
- Using the skills, people, and resources in this plan, decide what response can safely be actioned to support the work of the local emergency responders as per the advice given.

## Initial Community Response Group (CRG) Meeting

The [template meeting agenda](#) (page 19) is to be used for the first meeting in an emergency situation. It is important to make sure that everyone is safe and working in a co-ordinated way.

## Communications

- If communications are disrupted and landline/mobile communication is not possible, the CRG will make use of 2-way radios. Radios will be located at the Civic Centre. If required, staff and radios will be strategically positioned to maintain communications and relay information to the CRG/emergency services. Radio range varies depending on location. There are 12 radios with a range of approx. 1.5 miles.
- It may be necessary to consider door knocking as an option to communicate with the public.
- All information delivered to the community must be consistent and accurate.

## Press and Media

- All communications with the press and/or media should be dealt with by the [CRG Chair](#) (page 9) in conjunction with the emergency services and/or Wiltshire Council.

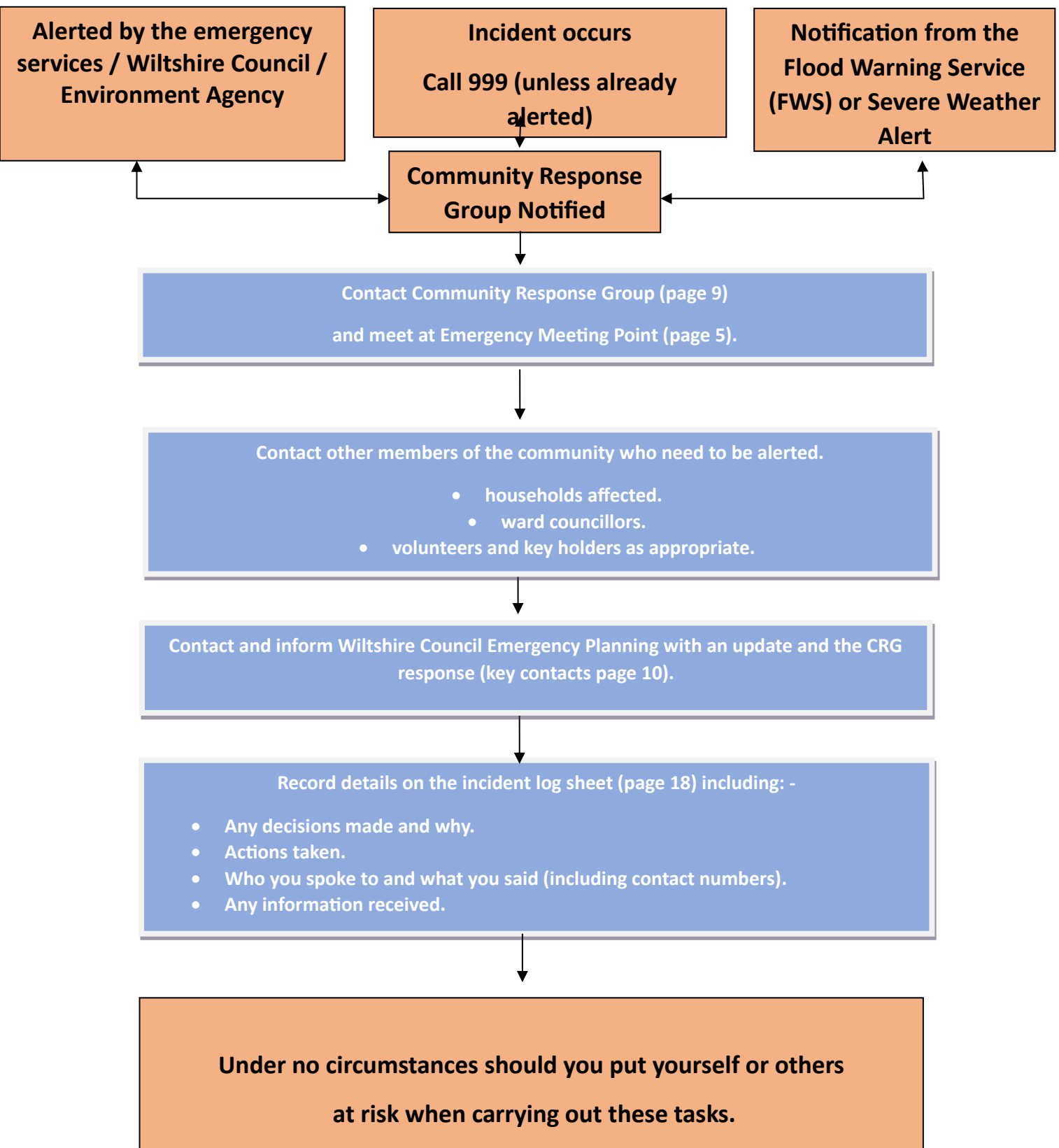
## Evacuation

- A number of sites, organised by Warminster Town Council, have been identified as [Community Evacuation Hubs](#) (see page 16). These sites can be used when members of the public need to be quickly evacuated from their homes.
- A record of people using the Community Evacuation Hubs will need to be kept. [See Community Evacuation Hub – Log Sheet template](#) (page 17).
- Depending on the emergency situation, it may be necessary for Wiltshire Council/Emergency Services to set-up and run Rest Centres. Local volunteers will be welcome to assist with feeding, welfare, and staffing of Rest Centres.
- Local volunteers may be able to assist with door knocking and the delivering of emergency messages.

### Actions to be taken by CRG/the community to support the evacuation of residents:

- Help police/statutory authorities with door knocking.
- Advise emergency services re those who might need extra help to leave their home.
- Maintain contact with emergency services liaison officers and affected groups/individuals.
- Nominate person/people to be a single point of contact and/or commander, (usually the first on scene but can be handed over).

## Community Response Group Triggers and Activation





# **COMMUNITY RESPONSE GROUP ACTIVATION GUIDANCE DOCUMENTS AND RESPONSE TOOLS**

## Community Response Group (CRG)

Role	Name	Mobile numbers 24hrs	Office hours Email/landline
CRG Chair (WTC Clerk)	Tom Dommett	Private mobile: [REDACTED]	Direct line: 01985 804662 townclerk@warminster-tc.gov.uk
CRG Co-ordinator / Deputy Chair (Deputy Town Clerk)	Judith Halls	Work mobile: 07562691277	Direct line: 01985 804664 jhalls@warminster-tc.gov.uk
CGR Co-ordinator (WTC Parks and Estate Manager)	Stuart Legg	Work mobile: 07590 472215	Direct line: 01985 804665 stuart.legg@warminster-tc.gov.uk
CGR Co-ordinator Unitary & Town Councillor	Cllr Bill Parks	Private mobile: [REDACTED]	cllr.parks@warminster-tc.gov.uk
CGR Member (Town Development Officer)	Clare Collier	Private mobile: [REDACTED]	Direct line: 01985 804667 clare.collier@warminster-tc.gov.uk

**During office hours:** Warminster Town Council staff can be contacted via the main reception telephone number: **01985 214847**.

**Out of office hours:** calls via the main reception telephone number (**01985 214847**) will be diverted to the duty officer who will initially contact the Parks and Estate Manager. If the Parks and Estate Manager is not contactable the Deputy Town Clerk is to be contacted. If neither of these individuals are available, the next person on the below list should be contacted.

## Key Contact Information

Contact details for statutory authorities, emergency services, and other useful contacts.

Organisation	Availability	Contact details
Warminster Town Council - out of hours contact number	24hrs	01985 214847 – calls will be diverted though to the out of hours duty officer who will contact the Parks & Estate Manager. See 9 page for further details.
Emergency Services	24 hrs	999 Always call 999 in an emergency
Wiltshire Police Non-emergency	24 hrs	101 <a href="http://www.wiltshire.police.uk">www.wiltshire.police.uk</a>
Dorset & Wiltshire Fire & Rescue Service	24hrs	999 01722 691000 <a href="http://www.dwfire.org.uk">www.dwfire.org.uk</a>
Wiltshire Council	24hrs - ask for Emergency Planning Team or Emergency Planning On-Call	0300 456 0100 <a href="mailto:emergencyplanning@wiltshire.gov.uk">emergencyplanning@wiltshire.gov.uk</a> (email not to be used in an emergency).
Environment Agency	24 hrs Incident hotline	0800 80 70 60
Wessex Water	24 hrs	0345 600 4 600 <a href="http://www.wessexwater.co.uk">www.wessexwater.co.uk</a>
SSE – Scottish & Southern Electricity Networks	24hrs	105
Wales and West Utilities (gas)	24hrs	0800 912 29 99 - general enquiries 0800 111 999 - emergency 24 hrs gas escape
British Telecoms	24hrs	0800 121 7667
The Avenue Surgery	Opening hours: 07:30 – 13:00, 14:00 – 20:00	01985 224600 Out of hours 111
Royal United Hospital Bath	9am – 5pm Mon – Fri	01225 428331
Salisbury Hospital	24hrs	01722 336262

## Local Risk Assessments

An assessment of the most likely risks facing Warminster community has been listed below. It details the likely impact on the community and considers what the CRG/community can do to prepare/act using local knowledge, skills, and resources to ensure the community's safety and wellbeing relevant to the local area.

Risks	Impact on community	What can the community response group do to prepare?
Flooding	<p>Warminster has a few areas that could be at risk to flooding. While there is some risk of river flooding, the majority of properties are at risk of surface water flooding. (see Warminster Flood Plan for further details, appendix A).</p> <p>Flooding could endanger lives, damage or destroy property, prevent access to essential services, and have a detrimental impact on the local economy.</p>	<p>All CRG members to sign-up to receive flood warnings – <a href="https://www.gov.uk/sign-up-for-flood-warnings">https://www.gov.uk/sign-up-for-flood-warnings</a></p> <p>Encourage property owners whose homes/businesses could be at risk to sign up too.</p> <p>Encourage property owners to improve flood defences.</p> <p>Identify and train flood wardens.</p> <p>Monitor streams, gullies, and trash screens.</p> <p>Report blocked gullies to Wiltshire Council.</p> <p>Sign up to the Parish Assistance Scheme (PEAS) and apply for gel sacs &amp; flood warden equipment.</p> <p>For further details see Warminster Flood Plan (appendix A).</p>
Snow	<p>Heavy snow could cause access difficulties, potentially endangering vulnerable people who might need access to carers/medicines etc.</p> <p>Cold weather could endanger lives if homes are not sufficiently heated.</p>	<p>Contact Wiltshire Council in the autumn to request that grit bins are refilled. See appendix B for location of grit bins.</p> <p>Sign up to PEAS and apply for 1 tonne salt scheme.</p> <p>Identify vulnerable people and organisations who deal with vulnerable people (see list of community organisations, page 15).</p> <p>Redeploy WTC grounds staff to maintain access to local services – doctors' surgeries, pharmacies, shops etc.</p>
Public health emergency: (pandemic/ coronavirus)	<p>Threat to life caused by pandemic.</p> <p>Anxiety among members of the public.</p> <p>High demand on emergency and medical services – potentially exceeding capacity.</p> <p>Difficulties obtaining important medical supplies and everyday essentials for vulnerable people self-isolating/shielding.</p>	<p>Help with dissemination of relevant public health information e.g., flu jab and meningitis advice through social media posts and displaying posters. Signpost residents, businesses, and groups to up to date advice from Public Health England, HM Government, and the NHS.</p> <p>Liaise with local organisations to set up volunteer schemes to deliver food and medicine to vulnerable people.</p> <p>Work with organisations who deal with vulnerable people to identify individuals in need of support.</p>

		Set an example to residents, groups, and businesses by adopting safe working practices and health & safety measures.
Loss of utilities	<p>Damaged utility infrastructure (gas mains, electricity powerlines etc.) could prevent a hazard to members of the public.</p> <p>Loss of heating/lighting/hot water could endanger vulnerable/isolated people.</p> <p>Loss of telephone communication could endanger vulnerable people e.g., loss of life-line system, unable to contact carers.</p> <p>Defrosting of fridges could present environmental health issues.</p>	<p>Identify vulnerable people and organisations who deal with them.</p> <p>Promote 'Priority Services Register' for vulnerable people.</p> <p>Report loss of service to the relevant utility company. Inform the emergency services if thought to be dangerous.</p> <p>Provide advice to residents.</p> <p>Should electricity cables come down, cordon-off area, if safe to do so, ensuring the area is large enough so no one comes into danger.</p>
Major incident e.g., railway accident	Injuries/threat to life.	<p>Establish communication with emergency services/Network Rail/Wiltshire Council and offer support.</p> <p>Provide assistance running rest centres.</p> <p>Provide advice and information to local residents.</p>
Terror attack	<p>Risk of injury /death to people.</p> <p>Potential damage to buildings if there is an explosive device.</p>	Ensure all WTC staff are vigilant whilst carrying out their daily work and report anything they feel is suspicious to the police. Everyone has a responsibility in helping to prevent terrorist acts.

## Local Skills and Resources Assessment

The success of the plan lies largely on the good will of the community and volunteers to assist in times of emergency. There will be a need to call upon various skills to enable a successful outcome to any emergency. Below are key community-based resources available to support the local community in times of need.

Skill/Resource	Who	Contact details	Location	Additional information
First aid trained	WTC staff: Judith Halls Rob Stryants Adrian Rogers Alan Bartlett Nina Woodard Lucy Guy	Staff to be contacted via Deputy Town Clerk: 07562691277 (work mobile).	Warminster Town Council	First aid certificates expire July 2024 (exception Lucy Guy – July 2026)
Chainsaw owner (tree surgeon)	Idverde	To be contacted via WTC Parks & Estate Manager 07590472215 (work mobile).	Westbury (Idverde)	
Medical supplies	Boots the Chemist  Boots the Chemist  Wells Pharmacy	01985 212303  01985 219027  01985 213167	39 Market Place, BA12 9AZ  14-16 The Avenue, BA12 9AA  10 Cornmarket, BA12 9BX	8.30am – 5.30pm. Closed Sundays  9am – 6.30pm Closed Saturdays and Sundays  9am – 5.30pm Closed Sundays
Trained staff (ability to work on the highway)	WTC staff: Parks & Open Spaces Supervisor	07923 219969 (work mobile)	Unit 2, Swan Business Centre, BA12 8GH	
Highway issues including snow/gritting paths	Wiltshire Council	0300 456 0100 Out of hours duty officer: <a href="mailto:dutyengineer@wiltshire.gov.uk">dutyengineer@wiltshire.gov.uk</a> <a href="mailto:weather.team@wiltshire.gov.uk">weather.team@wiltshire.gov.uk</a>		
Tool/equipment hire	Sydenhams	01985 213505 trading hours only.	Crusader Park, BA12 8BT	Mon-Fri 7am – 5pm. Sat 8am – 11.45am
Grounds services	WTC staff: Parks & Estate Manager	07590472215 (work mobile)	Warminster Town Council	

CCTV	WTC staff: CCTV Manager	01985 217604 Outside operational hours: 07596857750 (work mobile)	Warminster Hub, Central Car Park, BA12 9BT	
Flood wardens	Warminster Flood Wardens	See Warminster Flood Plan for further details (appendix A)		
Local radio stations	Warminster Community Radio  BBC Wiltshire	01985 84611  0117 973 2211 wiltshire@bbc.co.uk	Civic Centre Studios, BA12 8LB	7am – 10pm
Foodbank	Warminster Foodbank	01985 214463 Emergency number: 07855627945	Dewey House, BA12 9AD	9am – 12 noon Tues, Wed and Fri.
Supermarkets	Morrisons Waitrose Lidl	Contact in person		
Local community groups	Warminster Action Group	Annie Young [REDACTED]	5 Wilson & Kennard Yard, Market Place, BA12 9AN	*Mobile – private number
Defibrillator locations		<a href="#">Defib finder – find the defibrillators nearest you.</a> www.defibfinder.uk	Various – see link for further details	Link to South Western Ambulance Service list of registered defibrillators.

## List of community organisations that may be helpful in identifying vulnerable people or communities in an emergency:

It is important to ensure that isolated or vulnerable people are contacted to see if they need assistance during an emergency; this requires local knowledge. Lists are constantly changing and therefore it would not be practical for the CRG to permanently hold a list. Wiltshire Council are able to carry out an incident search to identify vulnerable people in Warminster.

It is important to note that:

- People may become vulnerable at any point and in different circumstances.
- Being vulnerable means different things to different people and groups.
- Vulnerabilities vary in their duration and may last through the recovery period.

Organisation	Contact number	Additional information
Age UK Wiltshire	0808 196 2424	Mon – Fri 10am – 2pm
Alzheimer's Society	01985 211888	
Warminster Action Group	██████████	*Annie Young (private number)
Selwood Housing	01225 715715	info@selwoodhousing.com
Warminster Food Bank	01985 214463 07855627945	Tues, Wed and Fri 9am – 1pm
Warminster Visually Handicapped Club	01985 214789	St John's Parish Hall, BA12 9JY



## Identified Community Evacuation Hubs

Detailed below are safe places for people to shelter.

Site/Building	Location	Contact details of key holder
Warminster Civic Centre	Sambourne Road, BA12 8LB	Civic Centre Manager. Office hours: 01985 214847 Deputy Town Clerk, out of hours: 07562 691277 (work mobile).
Community Centre	Lake Pleasure Gardens	David Prior [REDACTED] [REDACTED] Graham Read - [REDACTED] [REDACTED]
Warminster Sports Centre (Listed as rest centre by Wiltshire Council)	Woodcock Road, BA12 9DQ	Lee Calver, Centre Manager, [REDACTED]
Warminster School	Church Street, BA12 8PJ	Katie Mines. Bursar & keyholder. Office 01985 210105 will divert to mobile if not in the office [REDACTED]. Use of site will be dependent on other commitments at the time.

## Community Evacuation Hub – Log Sheet

[illegible]

## Incident Log Sheet

Date/Time (24hr)	Call from: (where appropriate)	Call to: (where appropriate)	Message / Event Text (including decisions and outcomes)

## Community Response Group (CRG) - Meeting Agenda

Initial meeting agenda to help guide response.

**METHANE** is the recognised common model for passing incident information between services and their control rooms.

Date:

Time:

Location:

Attendees:

1. What is the current situation?

<b>M</b>	<b>MAJOR INCIDENT</b>	Has a major incident or standby been declared? (Yes / No - if no, then complete ETHANE message)	<i>Include the date and time of any declaration.</i>
<b>E</b>	<b>EXACT LOCATION</b>	What is the exact location or geographical area of the incident?	<i>Be as precise as possible, using a system that will be understood by all responders.</i>
<b>T</b>	<b>TYPE OF INCIDENT</b>	What kind of incident is it?	<i>For example, flooding, fire, utility failure or disease outbreak.</i>
<b>H</b>	<b>HAZARDS</b>	What hazards or potential hazards can be identified?	<i>Consider the likelihood of a hazard and the potential severity of any impact.</i>
<b>A</b>	<b>ACCESS</b>	What are the best routes for access and egress?	<i>Include information on inaccessible routes and rendezvous points (RVPs). Remember that services need to be able to leave the scene as well as access it.</i>
<b>N</b>	<b>NUMBER OF CASUALTIES</b>	How many casualties are there, and what condition are they in?	<i>Use an agreed classification system such as 'P1', 'P2', 'P3' and 'dead'.</i>
<b>E</b>	<b>EMERGENCY SERVICES</b>	Which, and how many, emergency responder assets and personnel are required or are already on-scene?	<i>Consider whether the assets of wider emergency responders, such as local authorities or the voluntary sector, may be required.</i>

\*P1 – requires immediate lifesaving intervention, P2 – requires immediate or urgent care within two to four hours, P3 – delayed care that can be safely postponed.

1. Establish contact with the emergency services and Wiltshire Council emergency planning.  
How can we support?

2. Are there any vulnerable people involved?

3. What local skills and resources do we need? (page 12 - 13)

4. What actions can be safely taken?

5. Who is going to take the lead for the agreed actions?

6. Any other issues?

## Appendices

Appendix A – Warminster Flood Plan

Appendix B – List of Grit Bin Locations

# WARMINSTER FLOOD PLAN 2023

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Warminster Town Council  
Warminster Civic Centre  
Sambourne Road  
Warminster  
BA12 8LB  
[admin@warminster-tc.gov.uk](mailto:admin@warminster-tc.gov.uk)

Updated: November 2023

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The Warminster Flood Plan has been produced by Warminster Town Council (WTC) in consultation with Wiltshire Council. WTC accepts no liability for any loss or damage arising directly or indirectly from action taken or not taken in reliance on material or information contained within this Flood Plan, or for any failure to activate the plan or to carry out any planned activities in response to a flood alert or warning issued to or by the flood wardens.

## Important Contact Details

Organisation	Telephone	Website/Email	Remit
Floodline - Environment Agency (Mon to Fri 8am-6pm)	0345 988 1188	<a href="http://www.environment-agency.gov.uk/floodline">www.environment-agency.gov.uk/floodline</a> enquiries@environment-agency.gov.uk	Flood warning advice and general information
Incident Hotline - Environment Agency	0800 80 70 60	<a href="http://www.environment-agency.gov.uk/floodline">www.environment-agency.gov.uk/floodline</a> enquiries@environment-agency.gov.uk	Report current flooding
Wiltshire Council	0300 456 0100	report via <a href="http://MyWilts online">MyWilts online</a> or app drainage@wiltshire.gov.uk	Report blocked drainage
National Highways	0300 123 5000	<a href="http://www.nationalhighways.co.uk">www.nationalhighways.co.uk</a>	24-hour emergency incident reporting (responsibility for some balancing ponds)
Emergency Services -Police/ Fire & Rescue/Ambulance Service	999		Request assistance of emergency service
Selwood Housing Association	01225 715715	info@selwoodhousing.com	Contact for housing association properties
Wessex Water	0345 600 4 600	<a href="http://www.wessexwater.co.uk">www.wessexwater.co.uk</a>	Water supply and sewerage queries
National Power Cut Helpline SSE Network (electricity)	105		Electrical faults and emergency services centre
Wales and West Utilities (gas)	0800 912 29 99 general enquiries 0800 111 999 emergency 24 hours gas escape	enquiries@wwutilities.co.uk	Gas queries and emergency reporting
Warminster Town Council	01985 214847	admin@warminster-tc.gov.uk	Responsible for producing the local flood plan and supply of gel sacks



## Responsibilities of Key Organisations

- **Environment Agency**

Responsible for taking a strategic overview of the management of all sources of flooding and coastal erosion and are responsible for managing the risk of flooding from main rivers, reservoirs, estuaries, and the sea. They issue flood warnings through Floodline, and they provide information on areas at risk of river and coastal flooding through flood risk maps.

- **Wiltshire Council**

Responsible for coordinating flood risk management in Wiltshire. They are responsible for managing the risk of flooding from surface water, groundwater, and ordinary watercourses and lead on community recovery. They are responsible for maintaining a register of flood risk assets and surface water risk. If a flood happens, all local authorities must have plans in place to respond to emergencies.

- **National Highways (formerly Highways England)**

Responsible for maintaining and managing the local highway network, including the A36 Warminster by-pass. The balancing ponds near Deverill Road and Grovelands are also the responsibility of National Highways. All other roads are the responsibility of Wiltshire Council.

- **Water and Sewage Companies**

Water and sewerage companies are responsible for managing the risks of flooding from piped water and foul or combined sewer systems providing drainage from buildings and yards.

- **Warminster Town Council**

Responsible for producing and reviewing the Warminster Flood Plan. Warminster Town Council also recruits and oversees the co-ordination of the town's flood wardens. The Town Council's Parks and Estate Manager will act as the Flood Warden Co-ordinator and will also forward details of any reported blocked gullies to Wiltshire Council.

### Other town council responsibilities include:

- The Town Development Officer to liaise with the Parks and Estate Manager to establish which incidents reported by the flood wardens and members of the community are to be forwarded to the Environment Agency, Wiltshire Council, and Wessex Water.
- Supply of gel sacks (similar to sandbags) for vulnerable people in properties at risk of flooding. Gel sacks can be collected from the town council offices (Warminster Civic Centre, Sambourne Road, BA12 8LB) during opening hours (Monday to Friday 9am - 4.30pm). See page 8 for further details.
- Promotion of the role of the flood wardens via the town council newsletter and website.
- Production and distribution of an annual flyer reminding vulnerable residents and businesses: of the risks of flooding; to sign up to flood warning services such as the Environment Agency or the Met Office to receive weather updates; to make a flood plan; and encouraging them to consider flood defence measures.
- Attending flood management training.

## Flooding – Information for Property Owners

Individuals are responsible for looking after their own property, including reducing the risks of water entering it and causing damage. Therefore, it is important that people are aware of their own flood risk and take measures to better protect themselves, where appropriate.

The drainage pipes located beneath a property, garden, or driveway belong to the property owner and are their responsibility. These stop being the property owner's responsibility once they reach outside the boundary of the property and/or connect to pipes serving another property. It is the property owner's responsibility to resolve any issues, which may involve contacting an independent drain clearing company to carry out any work.

Property owners can check whether a property is at risk of flooding from rivers or surface water via:

<https://www.gov.uk/check-long-term-flood-risk>

If a property is at risk of flooding, the property owner should sign up to the Environment Agency free flood warning system (flooding related to rivers) and the Met Office for severe weather warnings (flooding relating to surface water) in order that property owners can take steps to secure their property.

Environment Agency - <https://flood-warning-information.service.gov.uk/long-term-flood-risk/postcode>

Met Office - <https://www.metoffice.gov.uk/about-us/guide-to-emails>

If property owners experience flooding, they should keep a record of what happens and send with photos to Warminster Town Council: [admin@warminster-tc.go.uk](mailto:admin@warminster-tc.go.uk) . This should include information such as when, where, and how the water entered the property, e.g., from under floorboards, via a door etc., whether flood defences were in place e.g., sandbags/gels sacks, flood gates etc. This will enable Warminster Town Council to collate evidence of the impact of local flooding.




If property owners are uncertain about any of these responsibilities or need advice, they should contact their water company (Wessex Water), Wiltshire Council, or the National Flood Forum Helpline on 01299 403 055.

### **Property or Land next to a River, Stream, or Ditch?**

People who own land or property next to a river, stream, or ditch are considered a riparian owner and as such have rights and responsibilities for the watercourse. Further information can be downloaded from the Environment Agency guidance: <https://www.gov.uk/guidance/owning-a-watercourse>

Residents and Businesses wanting to install property defence measures can find more information from the National Flood Forum website: <https://nationalfloodforum.org.uk/>. Professional advice should always be sort when installing permanent flood defence measures, information can be found on the National Flood Forum's independent flood directory: <https://bluepages.org.uk/>. Gel sacks and sandbags may be available from local builder merchants or online.

## Weather and Flood Alert Warnings

 <p><b>FLOOD ALERT</b></p> <p>Flood Alerts can be triggered by an EA river gauge reaching a specific level or on a rainfall forecast. The EA will issue Flood Alerts.</p>	<p><b>Flooding is possible – be prepared.</b></p> <p><b>When is an Alert issued?</b> 2 hours to 2 days in advance of flooding.</p> <p><b>What causes an Alert?</b></p> <ul style="list-style-type: none"> <li>• Forecasts indicate that flooding from rivers may be possible.</li> <li>• Forecasts of high tides, surges, or strong winds.</li> </ul>
 <p><b>FLOOD WARNING</b></p> <p>Flood Warnings are issued when properties are expected to flood. The EA will issue Flood Warnings.</p>	<p><b>Flooding is expected – immediate action required.</b></p> <p><b>When is a Flood Warning issued?</b> Half an hour to one day in advance of flooding</p> <p><b>What causes a Flood Warning?</b></p> <ul style="list-style-type: none"> <li>• Forecast flooding from rivers or the sea</li> <li>• High tides and surges combined with strong wind</li> <li>• Forecast heavy rainfall potentially causing flash flooding of rivers.</li> </ul>
 <p><b>SEVERE FLOOD WARNING</b></p> <p>The EA will issue Severe Flood Warnings.</p>	<p><b>Severe flood – danger to life</b></p> <p><b>When is a Severe Flood Warning issued?</b> When flooding poses a threat to life</p> <p><b>What causes a Severe Flood Warning?</b></p> <ul style="list-style-type: none"> <li>• Actual flooding where the conditions pose a risk to life and/or widespread disruption to communities.</li> </ul>

## Warminster Town Council Gel Sack Policy

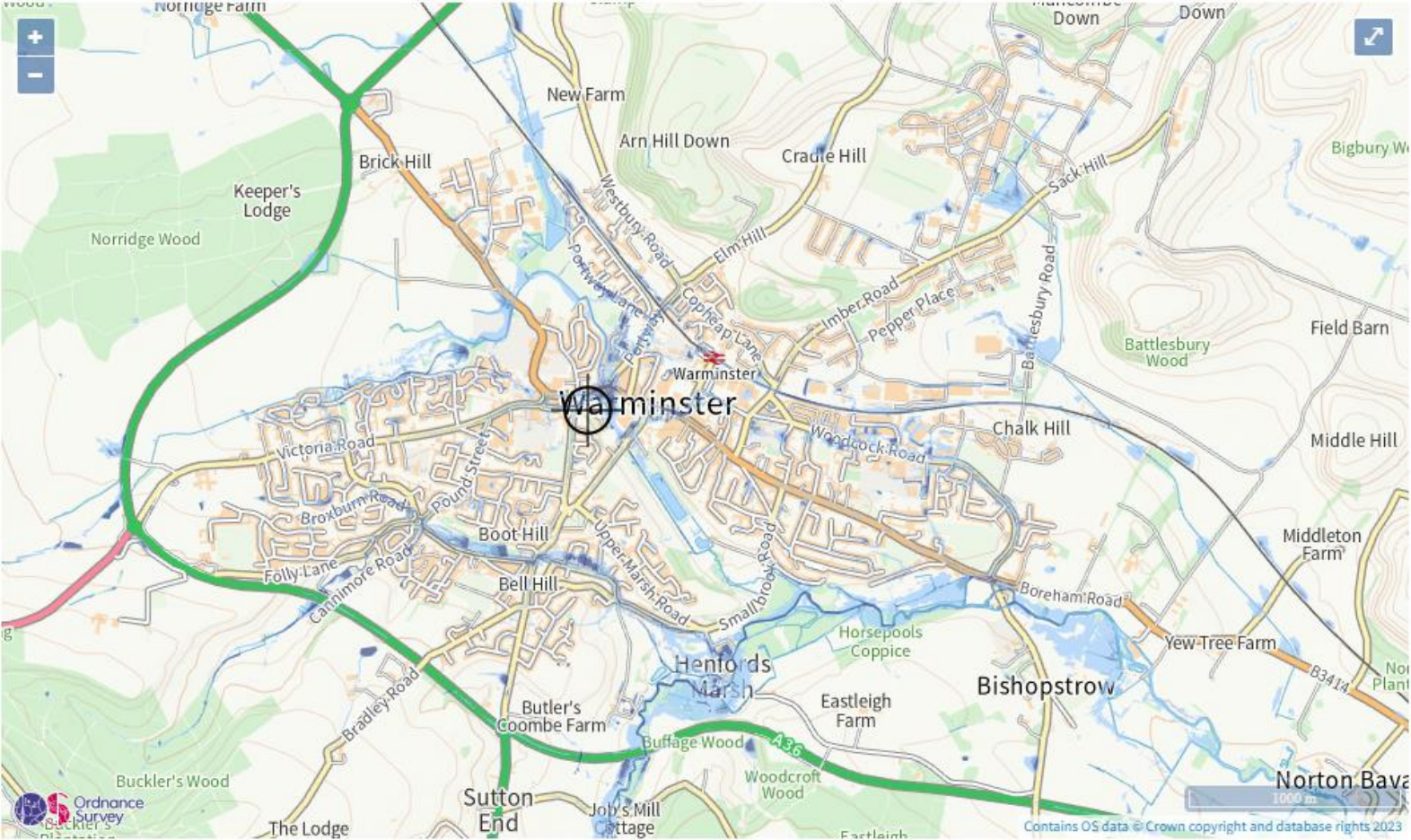
It is the property owners' responsibility to protect their property from flooding. If a property is at risk of flooding, it is strongly recommended that the property owners make their own arrangements for sandbags/gel sacks or other defences as part of a pre-emptive flood defence plan and sign up for the Environment Agency's floodline warning service and Met Office weather warnings.

Warminster Town Council advise any owner of a property at risk of flooding to make a flood plan, consider installing flood protection measures, and sign up for weather warnings.

- The town council does not have a duty to provide gel sacks or other temporary flood defences to residential or business properties, although we will try to help where we can.
- The town council holds a limited supply of gel sacks. These are the instant type that contain gel that expands when in contact with water. Each AQUA-SAC® comprises of a heavy-duty jute sack with a cotton liner containing a super absorbent polymer which weighs only 440g; this means that a pack of 25 bags weighs less than one sandbag. After soaking in water for 3 - 5 minutes, during which time 13 litres of water will have been absorbed, the bag will have self-inflated to over 30 times its original size. The fully inflated bag weighs 13kg and measures 10.5cm high, 54cm long and 31cm wide. The flood sacs are more effective when plastic sheeting is secured beneath and behind them.
- The town council gel sacks will be distributed on a 'needs' basis to properties at imminent risk of flooding.
- The town council will prioritise the elderly, disabled, and those with young families before offering to other householders and businesses.
- Gel sacks will not be supplied to defend gardens, sheds, outbuildings, or other such structures. The town council do not accept responsibility for the placing of flood defences although they will do their best to help property owners. Manpower is prioritised to the elderly and disabled.
- The town council will not supply gel sacks or other temporary defences in advance based on forecasts. Gel sacks can be collected from Warminster Civic Centre during office hours (Monday to Friday 9.00am – 4.30pm).
- Once issued, gel sacks become the property of the property owner and it is the owner's responsibility to dispose of them responsibly. Wiltshire Council can provide details of disposal sites.



# Locations at Risk of Flooding Map



Extent of flooding from surface water

● High ● Medium ● Low ○ Very low ⊕ Location you selected

## The Role of Flood Wardens

Flood Wardens are volunteers from the local community, trained to help and prepare people in local communities that are at risk of flooding. They play an important role in assisting with the implementation of the flood plan. They also provide a vital link between the local community and those responsible for responding to flooding. The flood wardens are required to monitor the 5-day weather forecast by signing up to the Environment Agency's Flood Warning Service.

During severe storm events, flooding can occur at several locations at the same time. Monitoring every potential flood risk area is extremely difficult. Flood wardens are essential because they can contact the authorities with the most up to date information which would otherwise go unrecorded.

When undertaking reconnaissance checks, flood wardens must log via the flood warden WhatsApp group where they are going, and what time they leave and return.

### What flood wardens can/should do:

- Monitor the level of watercourses.
- Carry out reconnaissance checks on drains, gullies etc.
- Report blocked drains/ gullies to Wiltshire Council via [MyWilts online](#) or app. Drains are only to be reported to Wiltshire Council if they are causing flooding to a high speed road or causing damage to a property.
- Inform Warminster Town Council and the Town Development Officer of blocked drains and flooding via the Flood Warden WhatsApp group.
- Report potential flooding to vulnerable property owners in their designated area.
- Withdraw if weather conditions become dangerous.
- Contact Wiltshire Council via [MyWilts online](#) or app to request a road closure if roads become dangerous. Out of office hours, National Highways should be contacted. Alternatively, the police can be contacted direct.
- Provide emergency services with important information in the event of a serious incident.
- Remind residents and businesses to report blocked drains to Wiltshire Council via [MyWilts online](#) or app.
- Undertake door knocking to alert property owners to flood risk or to recruit additional flood wardens.

### **The role of a flood warden is primarily to observe and report, they should not:**

- place themselves in any danger.
- take responsibility for moving or protecting anyone's property.
- clear ditches, drains, or streams.

### **The role of the flood wardens after a flooding event:**

- Offer advice, information, and support to residents, signposting where they can get further advice if required.
- Collate information on what happened during the incident and who was affected. Record the number of properties which have been flooded internally and if anyone had to move out. This information is to be forwarded to the Town Development Officer.

### **Flood Warden Equipment**

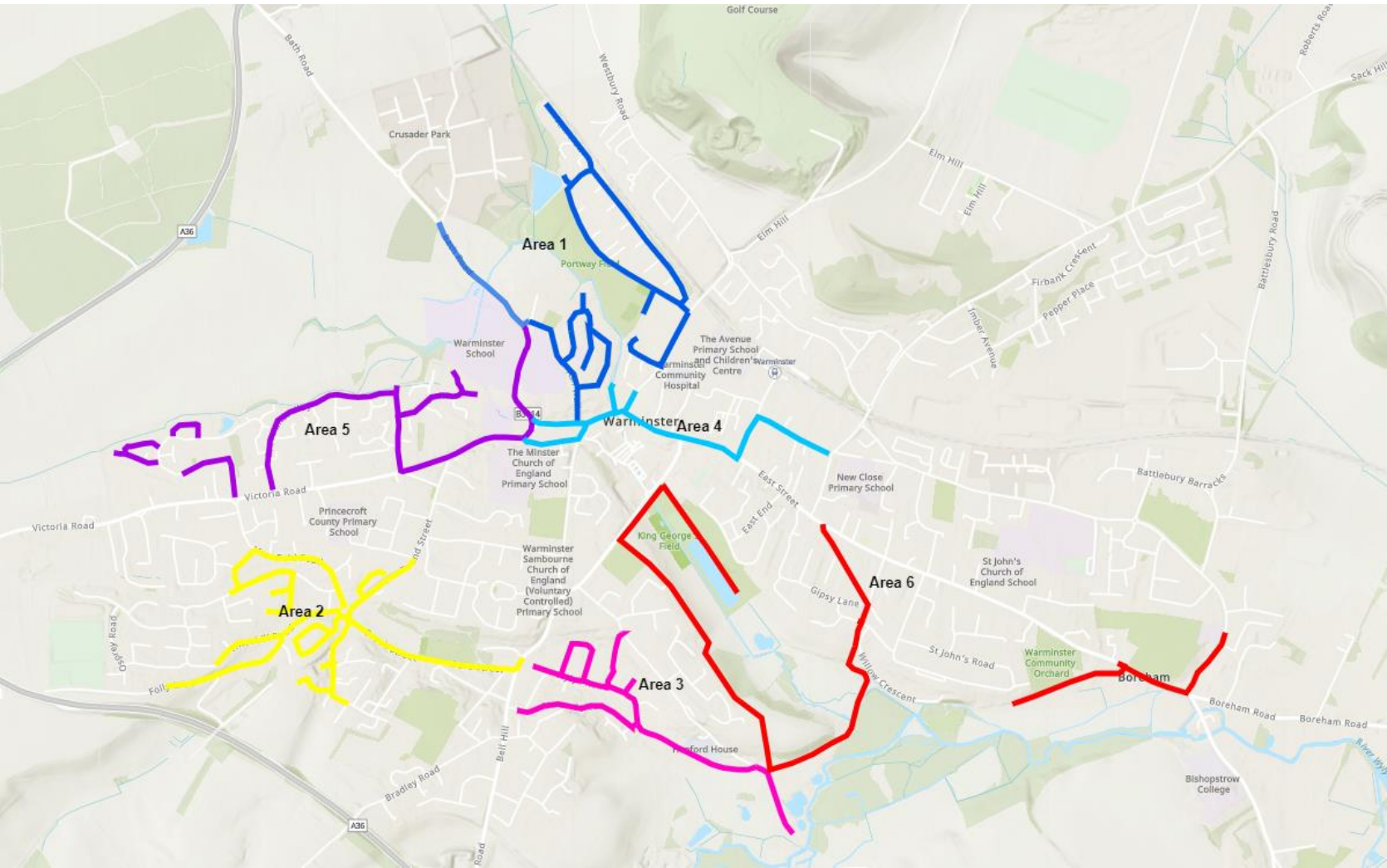
Warminster Town Council will provide flood wardens with the following equipment:

- Photo ID badge
- Hi-vis vest
- Waterproof trousers
- Waterproof jacket
- Waterproof gloves
- Grip wellington boots
- Head torch
- A copy of the Warminster Flood Plan
- Individual flood warden action card

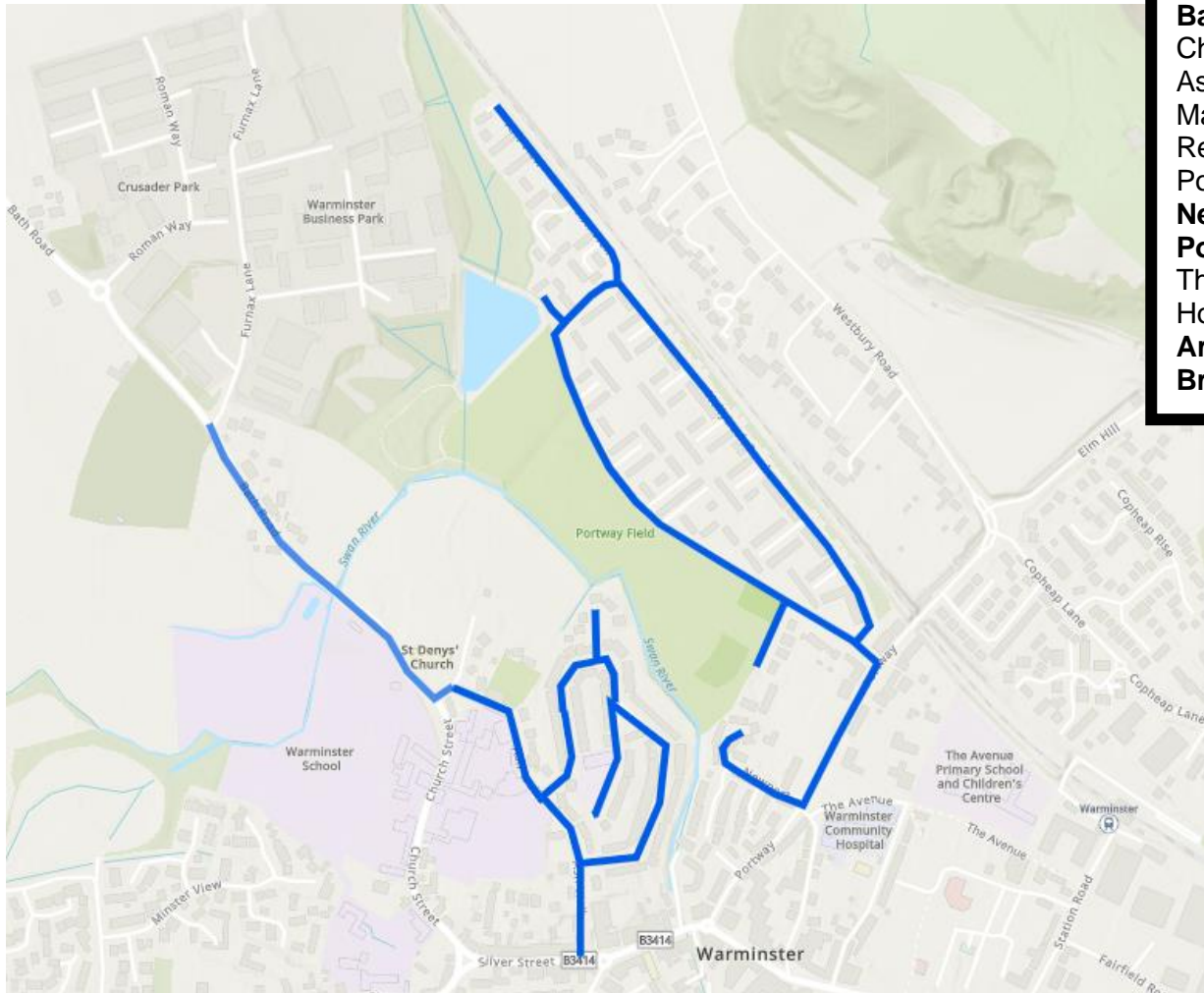
Flood wardens will be allocated an area that can be managed effectively. The flood plan identifies six areas to be monitored (see individual flood area maps pages 13 – 19).



# Overview of Flood Warden Areas



## Flood Area 1 Map



### Flood Warden – Jon Ellis

Area covered (those highlighted in **bold** are at high risk of flooding):

#### **Bath Road (north side)**

Church Street

Ash Walk

Manor Gardens

Rectory Close

Portway (from Fire Station to Portway Lane)

#### **Newport**

#### **Portway Lane**

The Mead

Hollybush Road

**Arn View**

**Broadwood Close**

## Flood Area 2 Map



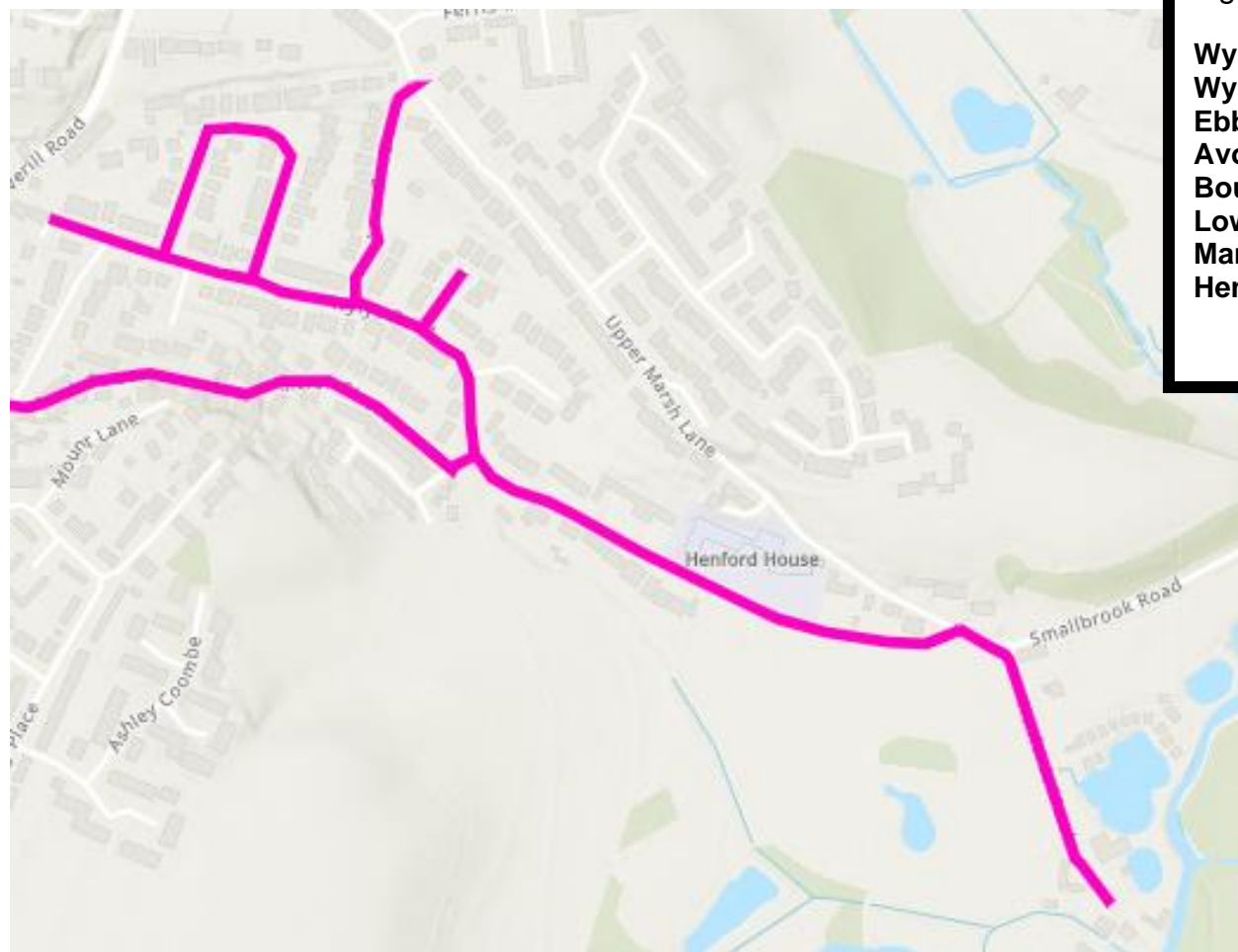
### Flood Warden – Roi Head

Area covered (those highlighted in **bold** are at high risk of flooding):

**Masefield Road**  
Shelley Way  
**Broxburn Road**  
**Melrose Avenue**  
**Pound Street**  
Middleton Close  
**Folly Lane**

**Broadway**  
**South Street**  
Martin Crest  
**Brook Street**  
**Fore Street**  
**Thornhill Road**  
Deverill Road (from  
Fore St. to Giles Hollow)

## Flood Area 3 Map



### Flood Warden – Trevor Woodyat

Area covered (those highlighted in **bold** are at high risk of flooding):

**Wylve Road**  
**Wylve Close**  
**Ebble Crescent**  
**Avon Road**  
**Bourne Close**  
**Lower Marsh Road**  
**Marsh Street**  
**Henford Marsh**



## Flood Area 4 Map



### Flood Warden – Position Vacant

Area covered (those highlighted in **bold** are at high risk of flooding):

Emwell Street

Silver Street

Sambourne Road (Silver St. to Emwell St.)

**George Street**

**George Street Place**

**Portway** (High St. to Fire Station)

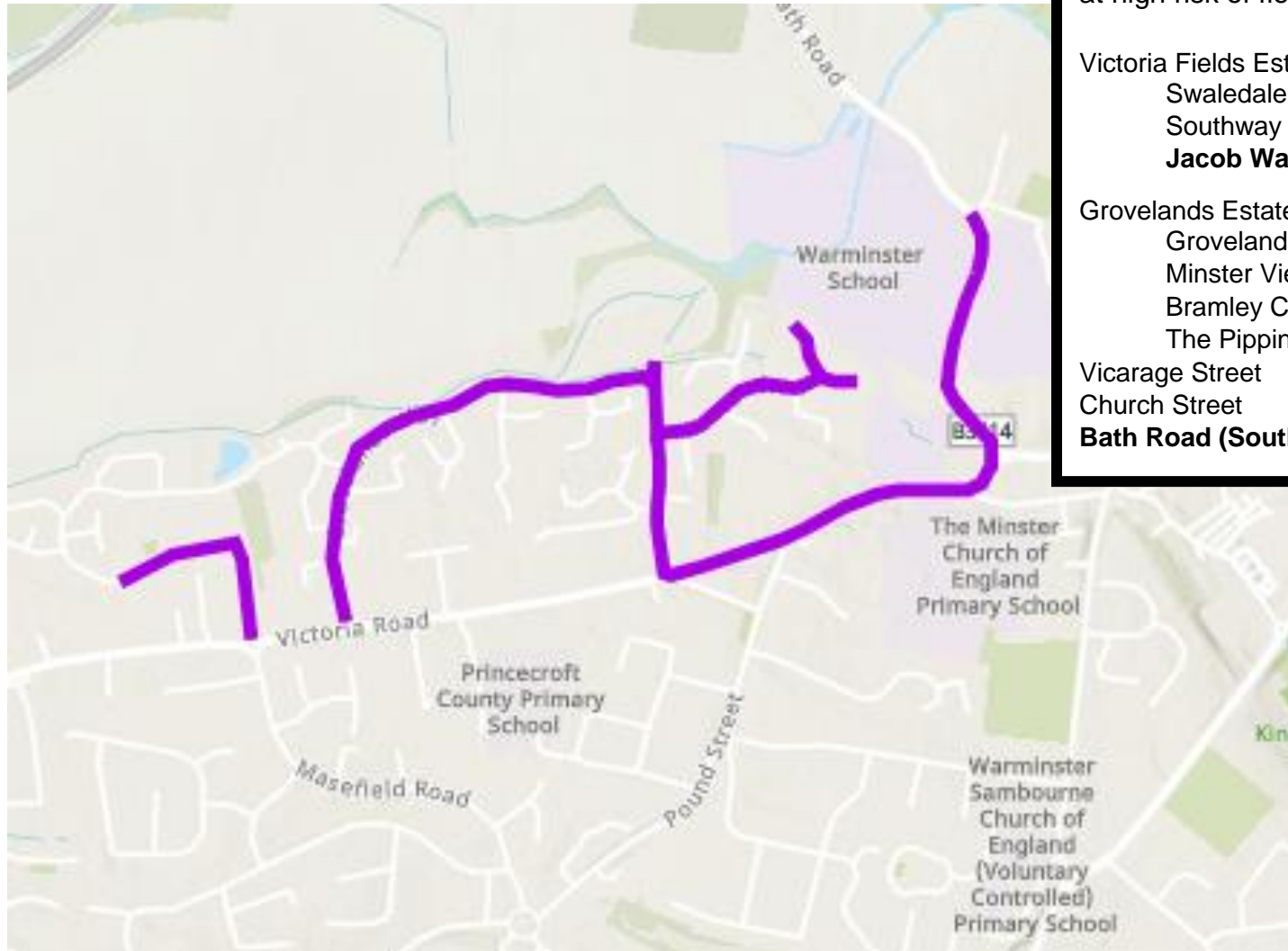
**High Street**

Market Place

Station Road (to junction of Fairfield Road)

Fairfield Road

## Flood Area 5 Map



### Flood Warden – Len Turner

Area covered (those highlighted in **bold** are at high risk of flooding):

Victoria Fields Estate  
Swaledale Road  
Southway Road  
**Jacob Way**

Grovelands Estate  
Grovelands Way  
Minster View  
Bramley Close  
The Pippins

Vicarage Street  
Church Street  
**Bath Road (South Side)**

## Flood Area 6 Map

### Flood Warden – Position Vacant

Area covered (those highlighted in **bold** are at high risk of flooding):

**The Lake Pleasure Grounds**

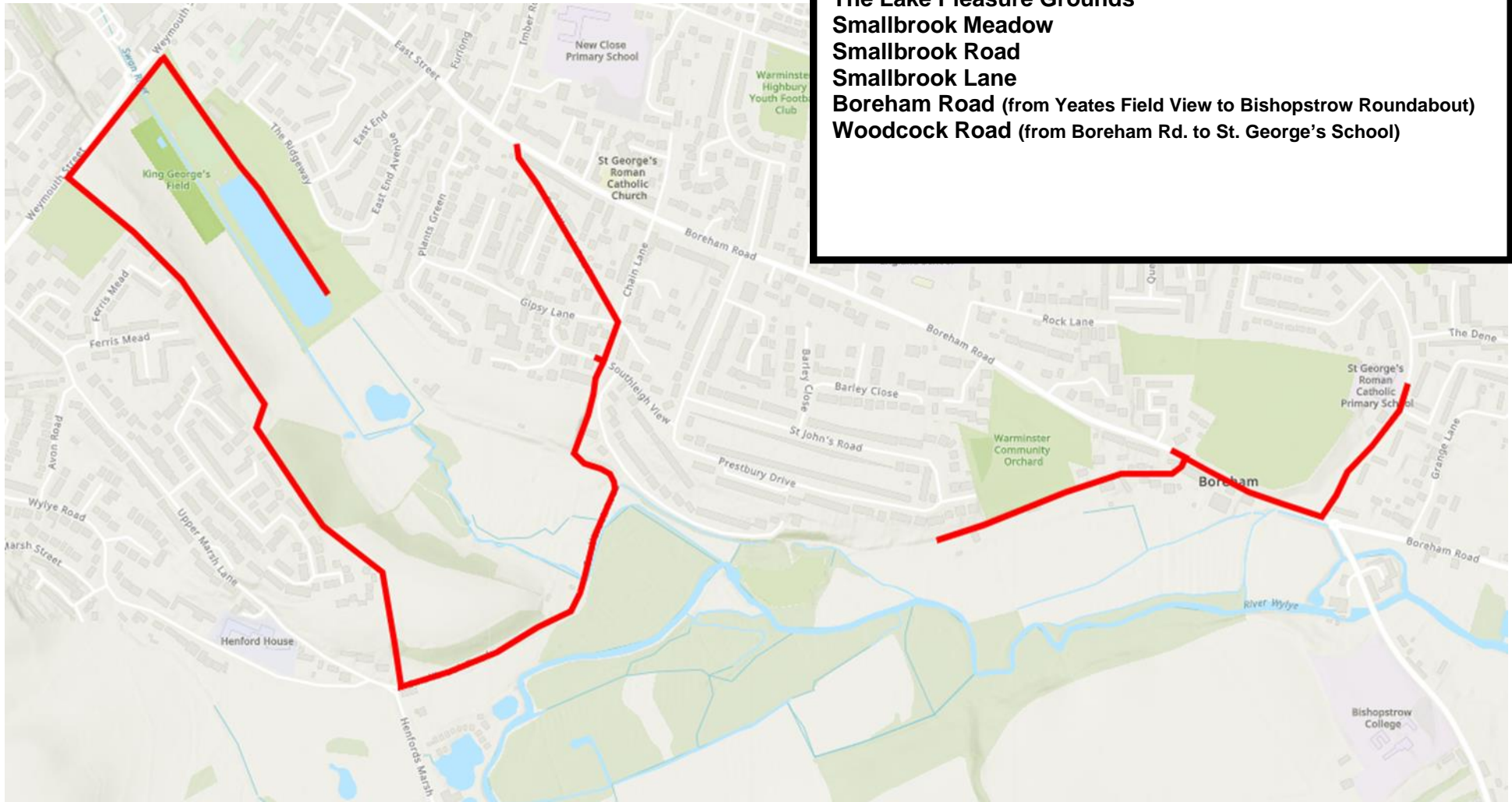
**Smallbrook Meadow**

**Smallbrook Road**

**Smallbrook Lane**

**Boreham Road (from Yeates Field View to Bishopstrow Roundabout)**

**Woodcock Road (from Boreham Rd. to St. George's School)**



## Additional Points of Interest

### Critical Gullies

Critical gullies are those which, if they become blocked, would cause properties/businesses to flood internally. Wiltshire Council are responsible for cleaning the gullies and keep a list of high-risk gullies which are scheduled to be cleaned annually.

### Currently listed as high-risk gullies:

- 100 West Street
- Fore Street/Deverill Road Junction
- Portway Lane
- 50-64 Prestbury Drive
- Marsh Street
- Lower Marsh Street
- Smallbrook Road
- Grovelands Way
- Boreham Road/Woodcock Road Junction.

Issues with gullies should be reported to Wiltshire Council via MyWilts <https://www.wiltshire.gov.uk/mywilts-online-reporting>.

The town council will request the discretionary gully tanker to attend to those gullies that are not at high risk, as above, and utilise the parish steward where appropriate.

Residents, flood wardens, councillors and staff are all encouraged to report problems but particularly those where they will cause internal property flooding or standing water on a high-speed road (60 mph).



## **Flood Mitigation and Monitoring Assets**

Currently, there isn't a definitive list of flood mitigation and monitoring assets in Warminster. Wiltshire Council is in the process of identifying the location of these assets and detailing who has management responsibility. Once completed the list will be detailed in the Flood Plan.

### **Flood Gauges**

There is a flood gauge on the River Were near Portway Corner.

### **Flood Storage Areas**

There are flood storage areas of strategic importance that need the discharge grating checked:

Portway Lane

Folly Lane

Deverill Road

Victoria Fields

Grovelands Way

South of A350/A36 opposite 'Airsoft'.

### **Balancing Ponds and Keys**

Keys for the Grovelands Way, River Were grill lock are kept at Warminster Civic Centre. (Contact WTC above).

Keys for the Portway balancing pond are kept at Warminster Civic Centre and at the Wiltshire Council Melksham Highways Depot. (Contact WTC above).

Notes of the Operational Flood Working Group South Hybrid meeting  
held on 23<sup>rd</sup> August 2023

Bill Parks	Warminster North & Rural Chair
Danny Everett	Principle drainage engineer Wiltshire Council
Emma Biggs	Drainage engineer Wiltshire Council
Jim Oliver	Aldbourn
Steve Malpass	Environment Agency
Chris Sankey	Pitton & Farley
Graham Axtell	Highway Engineer Wiltshire Council
Michael Holm	Environment Agency
Charlie Pickup	Hindon
Len Turner	Warminster
Alan Cross	Wilton
David Finnis	Britford
Stuart Marriner	Pitton & Farley
Richard Croft	Amesbury
Nicola Mundy	Wiltshire Council
Caroline Barker Bennet	Heytesbury
Clare Collier	Warminster
Nicola Mundy	Wiltshire Council
Renate Malton	Wiltshire Council

## Statutory Update

### Environment Agency

- River Avon catchment noticeably higher than normal due to high ground water levels and excessive weed growth, with damp flood plains.
- Salisbury river scheme progressing well, no major hiccups.
- Warminster – draft assessment report to be discussed with Danny and then shared with the Warminster Flood Group.
- Wilton – still in development stage, final report due in next couple of months. Public engagement even organised for end of September.
- Tisbury flood modelling nearly at contract stage to look at possible options.
- Teffont – report drafted up re initial findings from the recent flooding, this has been shared with the flood working group following an isolated storm cell. Danny and EA to take forward.
- Britford – water group being supported by EA.

### Parish updates

#### Warminster

- Moving forward with the flood group, requesting Emma or Nicola to arrange meeting.
- Wessex water scheme still in design stage but scheduled for July 2024.
- The Grovenor Countryside group successfully obtained funding from Wessex Water to continue their work, £2000 was donated and a further £500 for the quality of the work being undertaken. Many thanks to Wessex Water, the funding will go a long way to supporting their work.

#### Pitton

- Chris reporting that still no actions have been taken for flood prevention work since 2015. A report 3 years ago identified where improvements could be made but no further actions have been taken since then. Danny advised that he has no contact with Romsey EA who have not responded to his requests. Steve has also been unsuccessful but will try again. If no response, Steve will escalate.
- The parish council are not responding to the requests for insurance cover for the flood group and neither have they moved forward on the revised flood plan. Chris advised they had applied to the parish for a grant for a survey, the decision has been deferred as not being in the budget, despite reserves some of which were donated by parish residents to support the group following groundwater flooding in the community. Renate to chase parish re plan and insurance.

#### Hindon

- Culverts along the Dene need opening as they are restricting flow contributing to flooding. Danny advised he has been in contact with Dave Button and work has been undertaken by the school.
- A discussion needs to be held with landowners regarding private access and who has responsibility.
- Danny/Dave will undertake work on riparian ownership and boundaries as there is a difference between the property and legal boundaries. Once this is resolved on our definitive mapping system funding we will be able to look at any funding opportunities. To keep Charlie informed.
- Requested an updated flood plan.

#### Aldbourn

- Biblical flood on 5<sup>th</sup> August, several houses flooded 2<sup>nd</sup> time this year. Flood barriers deployed but didn't stop properties being flooded from car wash. Flood group doing their best to keep gullies clear and Martin Cook is on the case.
- Grips on the way to the village are blocked and they need assistance to clear these, Martin should be able to assist.
- Bourne due for weed clearance in November and is very high currently.
- Concerns about the development in Lottage Road and its impact on the current sewage system which is known to be inadequate for the number of

residents currently. Residents are very concerned, contacting Thames Water to see what is being done.

- Matt advised to continue keeping Martin advised of any issues and to use the MyWilts app.
- Steve asked to contact Thames area re Property Resilience Scheme for individual properties or a capital scheme.

#### Corsley

- Flooding in low lying areas, with water running down the hill, two properties threatened.
- Parish steward always has a list and digs out the ditches. Riparian owners need to undertake maintenance.
- Advise speaking to Area Highway Engineer to see how they can assist. Denise advised she only has access to the digger 4 days a year which are prioritised.
- Signals Lane – gullies cleared and vacor deployed.
- Meeting to be arranged for Danny & Denise to visit, undertaking a walk around with David to assess what can be done.

#### Britford

- Met with Danny on site to see if flooding issues can be resolved.
- EA supporting flood group meeting with riparian owners in the village hall on the 28<sup>th</sup> September.
- Meeting arranged with James Whittleton whose farm controls many of the hatches.
- Fishing lodge is outside the area of remedies work and taking advice on resilience measures.

#### Heytesbury

- Discussion required with bridge engineers.
- Minor flooding in Mill Lane, drains need clearing.
- Advised to report on MyWilts, Denise will check when they will be cleared.

#### Wilton

- Waiting for the drain survey, Danny to follow up.
- Have submitted bid to SSEN.
- The reports for January are outstanding but should be released soon.
- Volunteers are offering assistance to work with residence.
- A multi-agency event has been organised for 27<sup>th</sup> September at the Pavilion to engage with residents and offer information and advice about the flooding.
- Reminder to Wilton to update their plan.

#### Amesbury

- Hill Street on the south side needs the drains clearing.
- Restoration Road, the camber of the roads causing 3 drains to block.

- High End/Countess Roundabout, the south side drains block causing flooding across both sides, although the water does eventually recede.
- Richard advised a homeowner had taken him to court for lack of maintenance causing flooding to their property. Richard advised he keeps records of when he cleans his ditches and was able to respond to the homeowner.
- Graham advised the gully tanker was working in the area, so the drains should have been cleared. Reminder to parishes to report blocked drains via MyWilts. Currently shortage of staff causing issues.
- Danny reminded those attending to use the ditch letters, if the friendly chat, followed by the letters does not work then contact the drainage team with details.

#### A.O.B

- Aldbourne is not covered by the Wessex groundwater flood warning service which can be an issue.
- EA looking at long term effects of rainfall on groundwater and hoping for a dry winter.

#### Date of next meeting

25<sup>th</sup> October 2023, Warminster Civic Centre 10 – 12 Hybrid meeting.

#### Actions

Warminster flood group requesting another meeting	Emma, Nicola
Pitton, Romsey Office not communicating with either Wiltshire Council or parish	Steve to escalate
Pitton PC not engaging with group re insurance issues	Renate to contact
Hindon, discussion with riparian property owners re access and land ownership	Danny & Dave
Hindon Flood updated flood plan required	Hindon PC/Charlie
Aldbourn – grips blocking need assistance to clear them	Martin
Aldbourn – is the community eligible for property level protection or is a capital scheme planned	Steve to contact Thames area
Corsley	Danny & Denise to visit and undertake walk around with Dave
Heytesbury – discussion with bridge engineers	Danny
Wilton- waiting for drain survey	Danny
Wilton – report drain issues on MyWilts	Wilton TC, Denise to follow up

Amesbury, Restoration Road, Hill Street, High End	Graham to check if drains cleared