

Warminster's



Delivering a brighter, greener future for all

COMMUNITY FLOOD PLAN 2021

Parishes and communities working together

**Warminster Town Council
Warminster Civic Centre
Sambourne Road
Warminster
Wilts
BA12 8LB**

Incident Hotline: 0800 807060

National Flood Forum: www.nationalfloodforum.org.uk

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This community flood plan has been produced by Warminster Town Council in consultation with the Environment Agency, Wiltshire Council and local volunteer Flood Wardens. The plan is in recognition that residents and business in the town are at risk of flooding from river, surface, and ground water. While the Town Council will endeavour to deliver the Flood Plan, it can make no promises that the actions contained within the plan will be carried out.

Flooding – Who is responsible for what.

Property Owners

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

The drainage pipes located beneath your house, garden or driveway belong to you and are your responsibility. These stop being your responsibility the moment they reach outside the boundary of your property and/or connect to pipes serving another property. So, if there's a problem with a private drain or sewer, it's up to you to pay for an independent drain clearing company to carry out any clearance work.

You can check whether your property or business is at risk of flooding from rivers or surface water on the Environment Agency Website. <https://www.gov.uk/check-long-term-flood-risk>

If your property is at risk of flooding you should sign up to the Environment Agency free Flood Warning system (rivers) and also the Met Office or similar for severe weather warnings (surface water flooding) so that you can take steps to secure your property or business if heavy rains or river flooding is expected. <https://flood-warning-information.service.gov.uk/long-term-flood-risk/postcode>

If you experience flooding you should keep a record of what happens and send it and any photographs to Warminster Town Council. This might include information such as where/how did the water enter your property, e.g. from under floor boards, via a door etc. whether you had any flood defenses in place e.g. sandbags, flood gates etc. to:- admin@warminster-tc.go.uk

If you are uncertain about any of these responsibilities or need some advice, contact one of our volunteer flood Wardens, your water company, Wiltshire Council drainage@wiltshire.gov.uk or the National Flood Forum helpline on 01299 40305.

Land or property next to a river, stream or ditch?

If you own land or property next to a river, stream or ditch you are considered a riparian owner and as such have rights and responsibilities for the watercourse. For more information you can download guidance from the Environment Agency's Owing a watercourse. <https://www.gov.uk/guidance/owning-a-watercourse>

The 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, 0345 988 1188. They provide information on areas at risk of river and coastal flooding through flood risk maps.

Wiltshire Council

Wiltshire Council is 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.

Highways Authorities

Are responsible for maintaining and managing the local highway network. National Highways (formerly Highways England) is responsible for the A36 Warminster By-pass. All other roads are the responsibility Wiltshire Council.

Water and sewerage 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

Is responsible for producing this flood plan. The Town Council has a limited supply of gel sacks (like sandbags) for vulnerable people, in vulnerable properties, when the Town Council offices are open. (Monday-Friday 9am-4.30pm).

The Town Council also manages and recruits Flood Wardens. If you are interested in becoming a Flood Warden (see page 9 for details of the role) and helping your community to reduce the impact of flooding please contact the

town council on 01985 214847.

The Town Council's Parks and Estates Manager will act as Flood Warden Co-ordinator. They will initiate the plan. The coordinator will check the weather and five-day flood forecast. If the forecast is for worsening conditions then they will contact the flood wardens and see who is available, they will activate some reconnaissance checks on drains, gullies etc. to report any blockages.

The Town Council will highlight the flood plan and role of Flood Wardens each year in its newsletters to residents and on its website prior to the winter wet weather. It will also:

- Remind residents and business to report blocked drains and about their riparian responsibilities.
- Contact business at risk of flooding, encouraging them to sign up to flood warning services or met office and make a flood plan and encourage them to consider investing in defence measures, the cost of these is less than being out of business for weeks.
- Attend training on flood management, regularly review the flood plan, and try to recruit Flood Wardens

Residents and Business wanting to install property defence products can find more information from the National Flood Forum Website <https://nationalfloodforum.org.uk/>

Professional advice should always be sort when installing flood permanent defence measures, information can be found on the National Flood Forum's blue pages:- <https://bluepages.org.uk/>

Gel sacks and sandbags may be available from local builders merchants or online.

Warminster Town Council Sandbag Policy

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

The Town Council advise any business at risk of flooding to make a flood plan, consider installing flood protection measures and sign up for warnings as above.

- The Town Council does not have a duty to provide sandbags 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 sandbags, typically around 200. 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, after 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 sandbags the Town Council has will be distributed on a 'needs' basis to properties at imminent risk of flooding. We will not supply sandbags to defend gardens, sheds, outbuildings or other such structures. We do not accept responsibility for the placing of flood defences although we will do our best to help property owners. Manpower is prioritised to the elderly and disabled.
- The Town Council will prioritise to the elderly, disabled, and those with young families before offering to other householders and businesses. We will provide only 10 sandbags per property (This is generally enough for 1 doorway)
- We will not supply sandbags or other temporary defences in advance based on forecasts. You can collect sandbags from the Civic Centre, when it is open.
- Once issued sandbags become the property of the property owner and it is the owners responsibility to dispose of them responsibly. Wiltshire Council can provide details of disposal sites

Flood warnings - know what to do?



**FLOOD
ALERT**

PREPARE

- Prepare a bag that includes medicines and insurance documents
- Visit [flood-warning-information.service.gov.uk](https://www.flood-warning-information.service.gov.uk)



**FLOOD
WARNING**

ACT

- Turn off gas, water and electricity
- Move things upstairs or to safety
- Move family, pets and car to safety



**SEVERE
FLOOD
WARNING**

SURVIVE

- Call 999 if in immediate danger
- Follow advice from emergency services
- Keep yourself and your family **safe**

[floodsdestroy.campaign.gov.uk](https://www.floodsdestroy.campaign.gov.uk)



Floodline on 0345 988 1188

#PrepareActSurvive

Warminster's local volunteer Flood Wardens

| | | |
|--|---|----------------------------------|
| Flood Warden Co-ordinator | Parks and Estate Manager – Stuart Legg | 07590 472215 |
| Name | Area covered | Contact Number |
| Area 1 = Vacancy (Covered by Len Turner until vacancy filled) | <i>Bath Road (North Side)</i> Ash Walk Manor Gardens Rectory Close Portway (from Fire Station to Portway Lane) <i>Newport</i> <i>Portway Lane</i> The Mead Hollybush Road <i>Arn View</i> <i>Broadwood Close</i> | 07971 379355 01985 846785 |
| Area 2 = Roi Head | Ruskin Drive <i>Masefield Road</i> Shelley Way <i>Broxbourne Road</i> <i>Melrose Avenue</i> <i>Pound Street</i> Middleton Close <i>Thornhill Road</i> <i>Folly Lane</i> <i>Broadway</i> <i>South Street</i> Martin Crest <i>Brook Street</i> | 07718 766210 01985 214882 |

| | | |
|--------------------------|--|----------------------------------|
| | Fore Street Deverill Road (from Fore St. to Giles Hollow) | |
| Area 3 = Trevor Woodyatt | Wylve Road Wylve Close Ebble Crescent Avon Road Bourne Close Lower Marsh Road Henfords Marsh | 07954 414642 |
| Area 4 = Vacancy | 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 Fairfield Road | |
| Area 5 = Len Turner | Victoria Fields Estate - Swaledale Road - Southdown Way - Jacob Way Grovelands Estate - Grovelands Way - Minster View - Bramley Close - The Pippins | 07971 379355 01985 846785 |

| | | |
|------------------------|---|--------------|
| | Vicarage Street Church Street Bath Road (South Side) Coldharbour Lane | |
| Area 6 = Harriet James | The Lake Pleasure Grounds Smallbrook Meadows Smallbrook Road Smallbrook Lane Boreham Road (from Yeates Field View to Bishopstrow Roundabout) Woodcock Road (from Boreham Rd to St George's School) | 07974 695899 |

The role of Flood Wardens

Flood wardens are volunteers from local communities and a valuable resource in the fight against flooding.

During severe storm events, flooding can occur at a number of locations at the same time. Monitoring every potential flood risk area is extremely difficult. Flood wardens are essential to us because they can contact the authorities with the most up to date information which would otherwise go unrecorded. Even if it's just a phone call to us to say that a river level has got higher, we can use that information to see what areas are under threat and take the necessary action.

What Flood wardens do

- Keep an eye on watercourses.
- use their own local knowledge to recognise and report flood risks.
- Report blocked drains.

- Report potential flooding to others in the area they cover.
- Provide emergency services with important information.
- Go out and check and report back to the co-ordinator about the current situation in their allocated area during a flood event.
- May undertake door knocking.
- Withdraw if weather conditions worsen.
- Request road closure to Wiltshire Council, if needed.

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.

After a flood they will liaise with the Town Council to:

Offer advice and information (signposting) and support to residents, where they can get advice and information.

- Assist with setting up meetings with residents with Wiltshire Council/EA etc.
- Collate information on what happened who was affected.
- Record the number of properties which have flooded internally and if anyone had to move out.
- Review the flood plan.

Flood Warden area

Flood wardens will be allocated an areas that can be managed effectively. It could be just the street they live in or could also include a few streets which connect to it. This flood plan identifies **six areas** to be monitored, each of several streets.

Critical Gullies

Gullies are cleaned by Wiltshire Council. Wiltshire Council keep a list of high-risk gullies that are cleaned once a year on programme. The aim is to identify those critical gullies that if blocked would cause internal property/business to flood

Currently listed as high risk are:

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

Issues with Gullies can be reported to Warminster Town Council who will collate them and send them to Wiltshire Council or they can be reported directly to Wiltshire Council by phone 0300 456 0105 or using 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 as critical 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 Gauges

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

Flood Storage Areas

There are Flood Storage Areas of strategic importance that need the discharge grating checked e.g. Portway Lane.

Others are at: Folly Lane, Deverill Road, Victoria Fields, Grovelands Way, south of A350/A36 opposite 'Airsoft'.

Equipment

Warminster Town Council will provide flood wardens with:

- Photo ID Badge (including name, "volunteer flood warden" and Warminster Town Council logo)
- Hi-Vis Jacket
- Waterproof trousers
- Waterproof jacket
- Waterproof Gloves
- Torch
- Grip Wellington Boots
- Head Torch
- Maps – including locations of gullies
- Dynamic Risk Assessment matrix
- A copy of the Warminster Flood Plan
- A Flood warden action card
- Maps of Warminster
- A waterproof box to keep it all in

Training

Training is provided via the Town Council. This will be ongoing following an initial session. Flood wardens need to be local, available, and mobile.

Flood Warden training includes:

- the work of the Environment Agency
- how the flood warning service works
- local flood risk in their community
- safety
- warning and informing arrangements
- emergency planning
- structures
- risk assessments
- response arrangements
- Town Council Induction

Locations at risk of flooding map



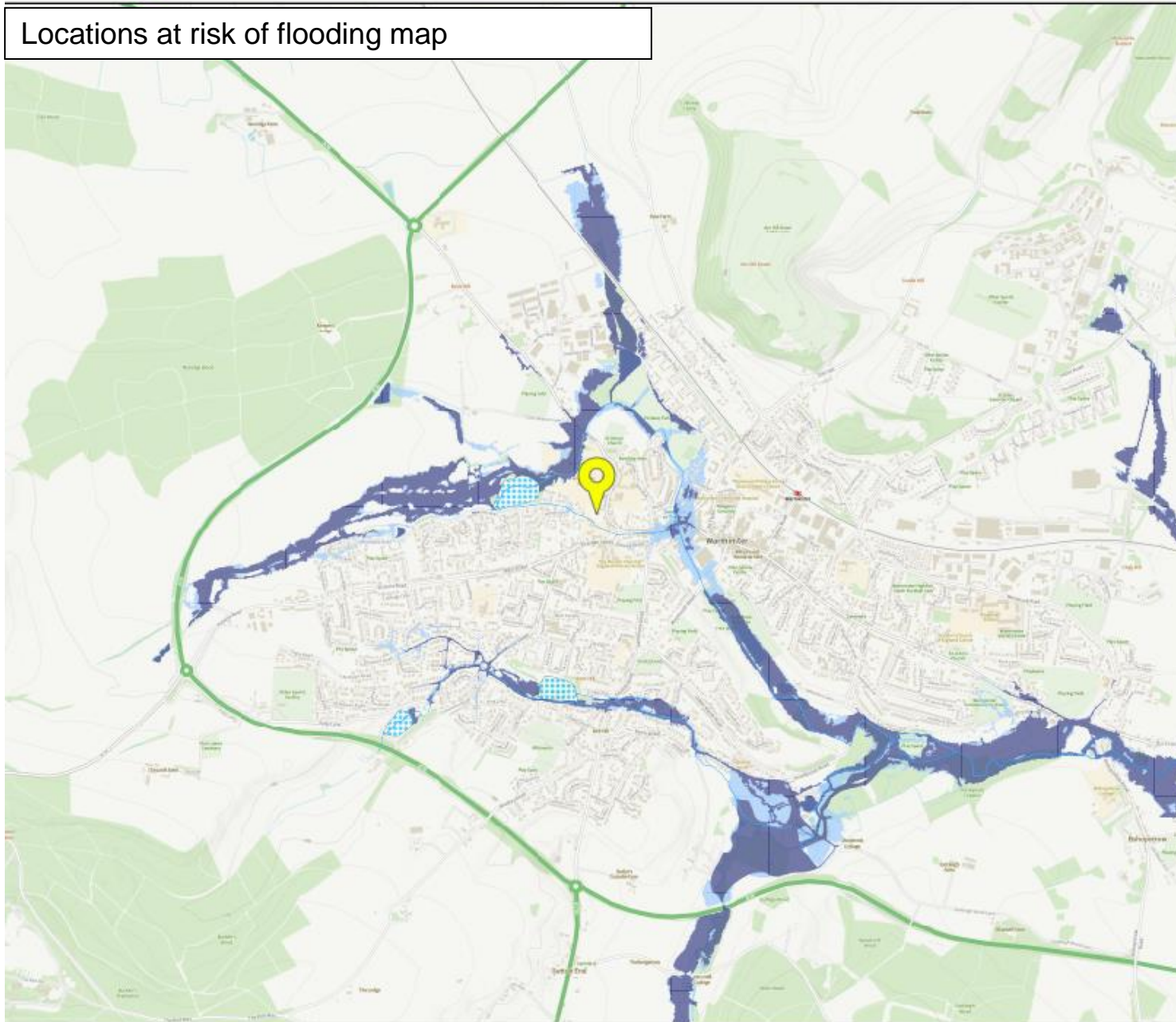
Flood map for planning

Your reference
Sept 2021

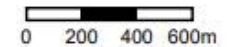
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Scale
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Created
16 Sep 2021 15:53

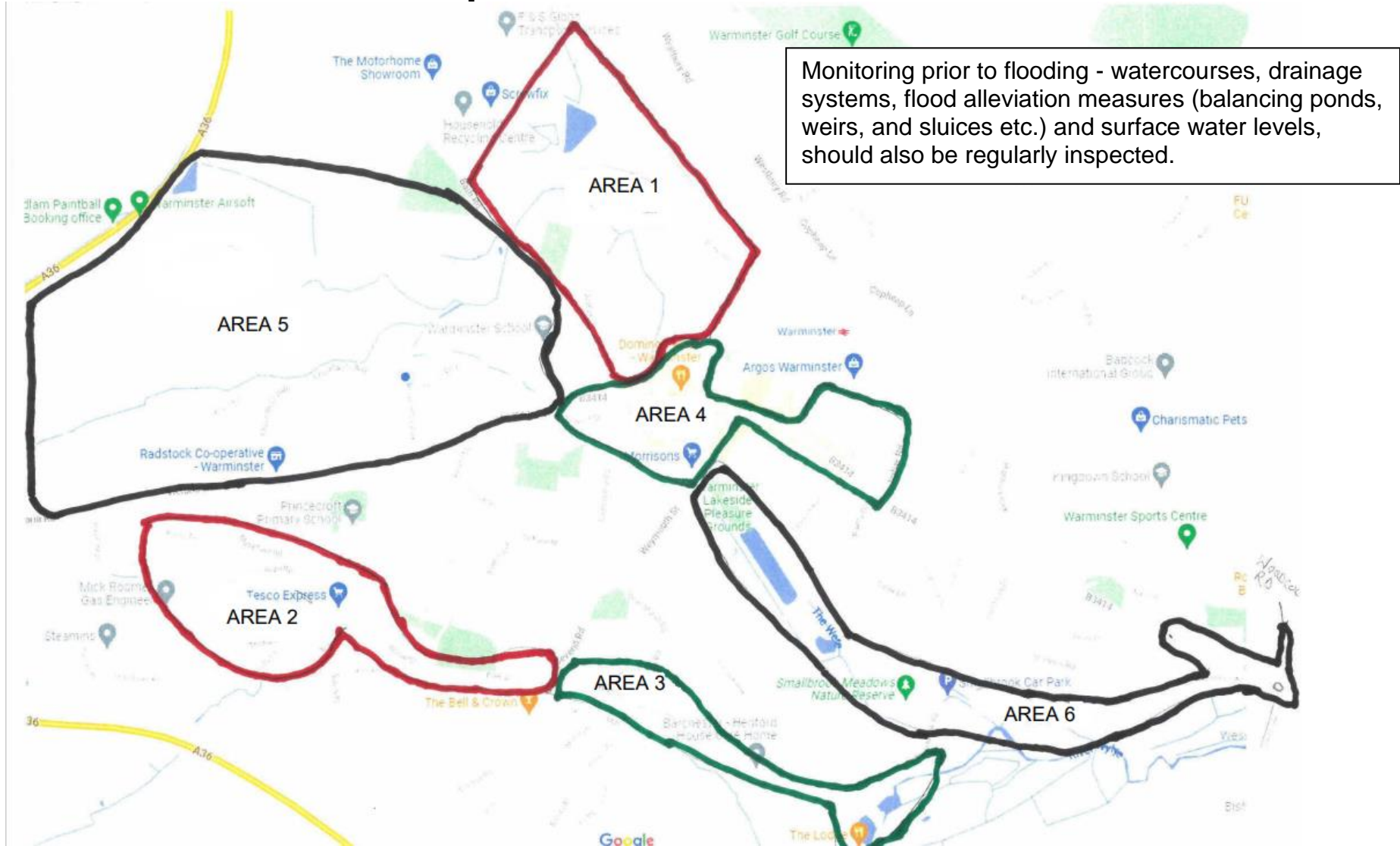


-  Selected point
-  Flood zone 3
-  Flood zone 3: areas benefitting from flood defences
-  Flood zone 2
-  Flood zone 1
-  Flood defence
-  Main river
-  Flood storage area



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Flood Warden Areas Map



Actions to be taken after flood warnings

| Level of warning | Location at risk | Action | Notes |
|--------------------|---|---|--|
| FLOOD ALERT | <p>Bath Road Coldharbour Lane Church Street Ash Walk Manor Gardens Rectory Close Broadwood Close</p> <p>Fore Street (Folly Lane stream) Wylve Road Wylve Close Marsh Street Ebble Crescent (ground water)</p> <p>Lower Marsh Road (Wylve) Henford Marsh (Wylve) Bishopstrow Crossroads Smallbrook Road (Were)</p> <p>Station Road Market Place Fairfield Road High St George St Portway</p> | <p>Advise Flood Wardens:</p> <p>Name: Len Turner Tel 07971 379355</p> <p>Name: Roi Head Tel 07718 766210</p> <p>Name: Trevor Woodyatt Tel 07954 414642</p> <p>Name: Harriet James Tel 07974 695899</p> | <p>Flood alert is based on forecast – could be a day in advance.</p> <p>Advise Flood Wardens of potential flood risk or surface water.</p> <p>Ask for photographs of relevant areas for recording and monitoring.</p> <p>Advise known vulnerable people.</p> <p>Flood Wardens to contact each other.</p> |

| | | | |
|-----------------------------------|-----------------------------------|--|---|
| FLOOD WARNING | Areas covered by the River Wylde, | <p>Advise Flood Wardens:</p> <p>Names: Len Turner Tel 07971 379355 Roi Head Tel 07718 766210 Trevor Woodyatt Tel 07954 414642 Harriet James Tel 07974 695899</p> | <p>Advise Flood Wardens of potential flood risk or surface water.</p> <p>Ask for photographs of relevant areas for recording and monitoring.</p> <p>Advise known vulnerable people.</p> <p>Flood Wardens to contact each other.</p> |
| SEVERE FLOOD WARNING | | <p>Advise Flood Wardens:</p> <p>Len Turner Tel 07971 379355 Roi Head Tel 07718 766210 Trevor Woodyatt Tel 07954 414642 Harriet James Tel 07974 695899</p> | <p>Advise Flood Wardens of potential flood risk or surface water.</p> <p>Ask for photographs of relevant areas for recording and monitoring.</p> <p>Advise known vulnerable people.</p> <p>Flood Wardens to contact each other.</p> |
| WARNING NO LONGER IN FORCE | All areas | <p>Advise Flood Wardens:</p> <p>Len Turner Tel 07971 379355 Roi Head Tel 07718 766210 Trevor Woodyatt Tel 07954 414642 Harriet James Tel 07974 695899</p> | <p>Advise known vulnerable people.</p> |

Locations at risk of flooding: source of flooding

| Area Number | Location at Risk | Source of Flooding | Flow Route |
|---|---|--|---|
| <u>AREA 1</u> | | | |
| Bath Road/Church Street B3414 | Junction of Coldharbour Lane. Church Street cottages which is lowest level in the road. | Balancing pond A36 Norridge wood and surface water from Crusader Park and surface water and River Were from Grovelands Estate. | Trenches and gullies through Coldharbour Lane and also down from Crusader Park |
| Manor Gardens | Manor Gardens estate | Surface water rear of Rectory Close and River Were | Balancing pond Broadwood Close and River Were. North of the Were through High Street. |
| Broadwood Close/End of Portway Close | Broadwood Close and Arn View. | Surface and groundwater | River Were from Rectory Close. |

| Area Number | Location at Risk | Source of Flooding | Flow Route |
|--|---|---|---|
| <p>AREA 2</p> <p>Fore Street</p> <p>Ebble Crescent</p> | <p>Fore Street in its entirety, and Brook Street which follows on from Fore Street. Deverill Road junction, Wylve Road and Wylve Close.</p> <p>Ebble Crescent</p> | <p>Volume of surface water running through shallow pipes.</p> <p>Ground Water</p> | <p>Brook Street, Fore Street, Deverill Road and into hydrobrake in Fore Street playing field by way of dropped kerbs.</p> |

| Area Number | Location at Risk | Source of Flooding | Flow Route |
|---|--|--|--|
| <p>AREA 3</p> <p>Lower Marsh Road where it meets Smallbrook Road</p> <p>Bishopstrow roundabout</p> | <p>Smallbrook Road, Henford Marsh and properties in rural vicinity.</p> <p>Bishopstrow Mill and Smallbrook Lane properties. Properties either side of Boreham Road at roundabout junction.</p> | <p>Surface water causing the River Wyle to overflow into Smallbrook Road. If the River Wyle breaks its banks flooding will occur at Smallbrook Lane, Smallbrook Road, Henford Marsh, Lower Marsh Road.</p> <p>B3414 Boreham Road and Smallbrook Lane</p> | <p>Lake Pleasure Grounds, through Smallbrook Meadows onto Smallbrook Road.</p> <p>River Wyle at Bishopstrow Mill and surface run off from B3414.</p> |

| Area Number | Location at Risk | Source of Flooding | Flow Route |
|--|--|--|--|
| <p>AREA 4</p> <p>Junction of Station Road and Market Place Fairfield Road</p> <p>Under rail leading to station (The drain under the railway leading to the station carpark is the responsibility of Network Rail)</p> | <p>M&Co, Masonic Lodge in Market Place. Pedestrians in Fairfield Road from car spray in vicinity of commercial shops, Lidl, Argos, B&Ms, Carpet Right and Waitrose.</p> <p>Road under bridge</p> | <p>Volume of surface water and drainage not able to cope. New drainage in Market Place should help with Station Road and Market Place junction.</p> <p>Surface</p> | <p>All of Fairfield Road from Imber Road down to Station Road. Market Place at the junction of Station Road.</p> |

Local flood actions

| Area Number | Location at Risk | Action/trigger | Local action | Equipment required | Time required |
|--------------------|---|---|--|---------------------|---|
| AREA 1 | | | | Local action | |
| Ash Walk | Ash Walk. | Regional and local flood warnings. | Wardens report all flood or surface water build up to Wiltshire Highways on 0300 456 0105. | | Immediate response when flood warning advised. |
| Manor Gardens | Manor Gardens whole estate. | This information relates to all areas. | | | Also note local rain forecast to pre-empt action. |
| Rectory Close | Rectory Close. | | | | |
| Coldharbour Lane | Coldharbour Lane and two properties either end of the lane. | | Council to advise information to local radio stations and media. | | |
| Broadwood Close | Broadwood Close. | | Property Level Protection at three properties in Bath Road | | |
| | | | This information relates to all areas. | | |
| Area Number | Location at Risk | Action/trigger | Local action | Local action | Time required |

| | | | | | |
|-------------------------------------|--|-----------------------|---------------------|---|----------------------|
| AREA 2 | | | | | |
| Fore Street | Fore Street in its entirety and Brook Street which follows on from Fore Street. Deverill Road junction, Wylve Road and Wylve Close | | | Property level protection at two houses in Wylve Road | |
| Marsh Street | All properties | | | | |
| Ebble Crescent | | | | | |
| Area Number | Location at Risk | Action/trigger | Local action | Local action | Time required |
| AREA 3 | | | | | |
| Lower Marsh Road and Henfords Marsh | Smallbrook Road, Henfords Marsh and properties in rural vicinity. | | | | |
| Bishopstrow roundabout | Bishopstrow Mill and Smallbrook Lane properties. Properties either side of Boreham Road at roundabout junction. | | | | |

| Area Number | Location at Risk | Action/trigger | Local action | Equipment required | Time required |
|---|---|----------------|--------------|--------------------|---------------|
| AREA 4 Junction of Station Road and Market Place Fairfield Road High Street George Street Portway | M&Co, Move Estate Agents, Masonic Lodge In Market Place. Pedestrians in Fairfield Road from car spray in vicinity of commercial shops, Lidl, Argos, Carpet Right and Waitrose. | | | | |

| <u>AREA 5</u> | | | | | |
|----------------------|--|-----------------------|--|---------------------------|----------------------|
| Area Number | Location at Risk | Action/trigger | Local action | Equipment required | Time required |
| Bath Road | Junction of Coldharbour Lane. | | Property Level Protection at three properties in Bath Road | | |
| Church Street | St Deny's Church and cottages which is lowest level in the road. | | | | |
| Coldharbour Lane | Coldharbour Lane and two properties either end of the lane. | | | | |
| <u>AREA 6</u> | | | | | |

Important telephone numbers

| Organisation | Telephone Office Hours | Telephone out of hours | Email |
|--------------------------------|------------------------|------------------------|----------------------------|
| Floodline | 0345 988 1188 | 0345 988 1188 | |
| Environment Agency Hotline | 0800 807060 | 0800 807060 | |
| Wiltshire Council | 0300 456 0105 | 0300 456 0105 | |
| Fire & Rescue Service | 01380 723601 | 999 | |
| Police | 101 | 999/101 | |
| Ambulance Service | 01392 261500 | 999 | |
| Housing Unit Selwood | 01225 715715 | 01225 715999 | info@selwoodhousing.com |
| Wessex Water | 0345 6003600 | 0345 6003600 | |
| Electricity Company: SWALEC | 08000 727282 | 08000 727282 | |
| Gas Company | 0800 111999 | 0800 111999 | |
| Telecommunications Company | 151 154 (Bus) | 151 154 (Bus) | |
| CCTV | 01985 217604 | 01985 217604 | |
| Warminster Town Council | 01985 214847 | | admin@warminster-tc.gov.uk |

Available resources

| Organisation | Resource | Number | Location | Notes |
|---------------------------|--------------------|---------------|------------------|--------------------------|
| Wiltshire Council | Wiltshire Highways | 0300 456 0105 | | 24/ hour service |
| Environment Agency | | 0370 8506506 | Blandford Office | |
| Environment Agency | Incident Hotline | 0800 807060 | | 24 hour national service |
| Floodline Warnings Direct | | 0345 9881188 | | Registered users only |

Arrangements between authorities

| Organisation | Agreed arrangement |
|-----------------------|---|
| Wiltshire Council | 0300 456 0105 – office hours 0300 456 0100 – emergency out of hours service MyWilts reporting issues on line https://www.wiltshire.gov.uk/mywilts-online-reporting |
| Fire & Rescue Service | Response to 999 calls |
| Floodline | 0345 9881188 (for registered persons only) |

Emergency evacuation

- Following the Flood Alert and at the onset of the Flood Warning, the emergency co-ordinating team will be in contact with Wiltshire Council to co-ordinate emergency procedures. The team will comprise the Town Council Staff, three Councillors and one or two Flood Wardens. The team will be based at the Town Council offices.
- Any necessary emergency evacuation will be handled by the emergency services, which have procedures in place. The Flood Wardens are aware of vulnerable people who need extra help and will work with the emergency services and the emergency co-ordinating team.
- Prepare your own flood pack. You can get ideas from the following websites, or talk to your local Flood Warden.
 - Environment Agency – www.environment-agency.gov.uk
 - National Flood Forum – www.floodforum.org.uk
 - Wiltshire Council – www.wiltshire.gov.uk.
 - Wiltshire Council publish *Householders Guide for Emergencies* which can be downloaded from their website, or telephone 0300 456 0100 and ask for a copy.

Actions to be taken during a flood

Take photographs – date them and send to admin@warminster-tc.gov.uk

Personal flood plan

Name



Are you signed up to receive flood warnings?

If not call Floodline on 0345 988 1188 to see if your area receives free flood warnings.

Let us know when you've completed your flood plan by calling Floodline on **0345 988 1188**. This will help us learn more about how people are preparing for flooding.

| General contact list | Company name | Contact name | Telephone |
|-------------------------------------|--------------------|--------------|---------------|
| Floodline | Environment Agency | | 0345 988 1188 |
| Electricity provider | | | |
| Gas provider | | | |
| Water company | | | |
| Telephone provider | | | |
| Insurance company and policy number | | | |
| Local council | | | |
| Local radio station | | | |
| Travel/weather info | | | |

Key locations

| Service cut-off | Description of location |
|-----------------|-------------------------|
| Electricity | |
| Gas | |
| Water | |

Who can help/who can you help?

| Relationship | Name | Contact details | How can they/you help? |
|---------------------|------|-----------------|------------------------|
| Relative | | | |
| Friend or neighbour | | | |

Be prepared for flooding. Act now

Personal flood plan

What can I do NOW?



Put important documents out of flood risk and protect in polythene

Look at the best way of stopping floodwater entering your property

Find out where you can get sandbags

Identify what you would need to take with you if you had to leave your home

Check your insurance covers you for flooding

Make a flood plan and prepare a flood kit

Identify who can help you/ who you can help

Understand the flood warning codes

What can you do if a flood is expected in your area?

| Actions | Location |
|---|----------|
| Home | |
| ● Move furniture and electrical items to safety | |
| ● Put flood boards, polythene and sandbags in place | |
| ● Make a list now of what you can move away from the risk | |
| ● Turn off electricity, water and gas supplies | |
| ● Roll up carpets and rugs | |
| ● Unless you have time to remove them hang curtains over rods | |
| ● Move sentimental items to safety | |
| ● Put important documents in polythene bags and move to safety | |
| Garden and outside | |
| ● Move your car out of the flood risk area | |
| ● Move any large or loose items or weigh them down | |
| Business | |
| ● Move important documents, computers and stock | |
| ● Alert staff and request their help | |
| ● Farmers move animals and livestock to safety | |
| Evacuation - Prepare a flood kit in advance | |
| ● Inform your family or friends that you may need to leave your home | |
| ● Get your flood kit together and include a torch, warm and waterproof clothing, water, food, medication, toys for children and pets, rubber gloves and wellingtons | |

There are a range of flood protection products on the market to help you protect your property from flood damage. A directory of these is available from the **National Flood Forum** at www.bluepages.org.uk

Be prepared for flooding. Act now