

<b>Heytesbury, Imber &amp; Knook Parish Council Emergency Plan</b>	
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#### Disclaimer

Heytesbury, Imber and Knook Parish Council accepts no liability for any loss, damage arising directly or indirectly from action taken or not taken in reliance on material or information contained within this 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 Outside Spaces Working Group, Flood Wardens and Community Volunteers.

<b>2. Contacts List</b>			
<b>Parish Council</b>			
<b>Name</b>	<b>Role</b>	<b>Tel Nos</b>	<b>Email</b>
Louise Morris	Parish Council Chairman	01985 840153	Louisemorris.pc@icloud.com
Heather Parks	Parish Clerk	07970780424	<a href="mailto:parishclerk@heytesburyparish.co.uk">parishclerk@heytesburyparish.co.uk</a>
	Emergency volunteer/warden coordinator		This is the person that will instigate any actions and act as lead, so volunteers report to him before taking any actions - as this should initiate the parish insurance
<b>Flood warden/Community volunteer</b>			
<b>Name</b>	<b>Home Nos</b>	<b>Tel Nos</b>	<b>Email</b>
Philip Dale - CV	01985 840313	07803 130425	
Meralin Canty - CV	01985 841604	07766 254906	Meralincanty1@icloud.com
Ann Perry - FW	01985 841474	07762 810494	Ann.perry1@btinternet.com
Vanessa Sturmeay - FW		07847 941133	vsturmeay@hotmail.co.uk
Louise Morris - FW	01985 840153	07980 555592	Louisemorris.pc@icloud.com
Liz Colvin - FW	01985 850323	07818074910	<a href="mailto:lizcolvin@icloud.com">lizcolvin@icloud.com</a>
<b>Emergency Services and statutory agencies</b>			
<b>Organisation</b>	<b>Non-Emergency</b>	<b>Emergency</b>	
Environment Agency	03708 506 506	0800 80 70 60	
Wiltshire Council	0300 456 0100	0300 456 0100 (outside office hours select highways and ask for duty officer)	
Dorset & Wiltshire F & R	0306 799 0019	999	
Wiltshire Police	101	999	
South West Ambulance	111	999	
British Transport Police	0800 40 50 40	999	
A&E Salisbury District Hospital	01722 336262	24 hr	
The Orchard - Surgery	01985 850298	111	
The Avenue - Surgery	01985 224600	111	
Network Rail	08457 11 4141	08457 11 41 41	
Gas	0800 111 999	0800 111 999	
Water (Wessex)	0345 600 4600	0345 600 4600	
Electricity (SSEPD)	0800 072 72 82	105	
National Flood Forum	012499 403 055		
Key Holder – Respite Centre/s			

## 1. Flood Plan

### Pre Event – Planning

Heytesbury, Imber and Knook Parish is at risk from fluvial flooding from the River Wylye, which runs through our community. There are several vulnerable areas where the river could breach its banks; bridges that may struggle to cope with a heavy rainfall, combined with an increase in the groundwater levels. There is a network of winterbournes and water meadows, which do manage the surface water run-off, and need to be maintained to ensure they can cope in extreme weather conditions.

- Issue flooding preparation advice through the parish council newsletter and website in autumn ahead of main winter flooding season.
- Check parish equipment (sandbags/gel sacs/PPE/ etc) annually to ensure everything in place and working property. Order replacements if required as requested by Wiltshire Council.
- Attend flood warden/volunteer training. Test flood/emergency plan.
- The parish council is enrolled into the Wiltshire Council PEAS enabling it to access flood defence equipment and has drawn up a sandbag policy in order to prioritise their distribution.
- The parish council participates in the “Ditch” letter scheme to encourage riparian owners to maintain their ditches and watercourses that if not maintained may cause internal property flooding.
- Residents are advised to report blocked gullies via the Wiltshire App.
- The council has a limited supply of equipment that may be available to subject to our sandbag policy.
- The parish council has recruited flood warden and community volunteers to assist in the event of an emergency.
- The parish council advises residents to check their flood risk and take steps to protect their property from flooding before it floods.
- To sign up to the met office Weather Warnings: <https://www.metoffice.gov.uk>
- the Environment Agency Flood warnings and Groundwater flood warnings (<https://www.gov.uk/sign-up-for-flood-warnings>).
- Information about protecting your property can be on the following websites:
  - [www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk)
  - [www.property-care.org](http://www.property-care.org); [www.historicalengland.org.uk](http://www.historicalengland.org.uk)
  - [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)
  - [www.wiltshirecouncil.gov.uk](http://www.wiltshirecouncil.gov.uk)

### Event – Action

- Monitor Met office weather warnings and EA flood Alerts/Warnings
- Volunteers should not enter flood water or put themselves at risk or in danger under any circumstances. Their role is that of warning and informing.
- Flood wardens may undertake door knocking – advising residents of flood warnings/move cars
- If flood alert issued – instigate Warden/Volunteer actions – liaison between coordinator and wardens to continue throughout event.
- If flood warning issued may need to deploy flood defence equipment in accordance with parish council policy and road traffic flood signage.
- If Emergency Services or statutory services deployed to parish, coordinator/Warden/Volunteer make themselves known to Incident Commander.

- Offer assistance and information gathered
- If severe flood/weather warning consider stepping down volunteers if conditions become dangerous
- If local evacuation required, consider opening local rest centre and assist in manning facility.
- Ensure volunteers are rotated to avoid overtiredness. Ensure volunteers report in, where going and must report in when back/home.
- If road conditions become dangerous inform Wiltshire Council highway engineers/duty engineer (outside office hours)
- Do not enter flood water – it could be contaminated or hide hazards and advise members of the public as well.
- Inform Incident commander (if statutory services involved) and Wiltshire Council if standing down volunteers
- Volunteers should always keep assessing conditions on the ground and withdraw if conditions worsen – advising coordinator of actions.
- Take pictures, record event – what is happening only if safe to do so.
- Monitor flood levels and “tweet” to @EnvAgencySW & @WiltshireWinter along with any photographs

#### Post Event – Recovery

- Ensure those affected by flooding know where they need to go in order to get help EA flood helpline, Wiltshire Council, National Flood Forum
- Assist coordination of community efforts to clear up
- Check business and residents who flooded are dealing/coping with after effects
- Participate in multi-agency briefing
- Collect data/photographs/information on incident and pass to Wiltshire Council/Environment Agency
- Support Wiltshire Council & Statutory agencies with organising public meetings to discuss and review any information gathered.
- Undertake review of flood plan and lessons learned and incorporate into plan

**Flooding indicators within our community as assessed by the Environment Agency**

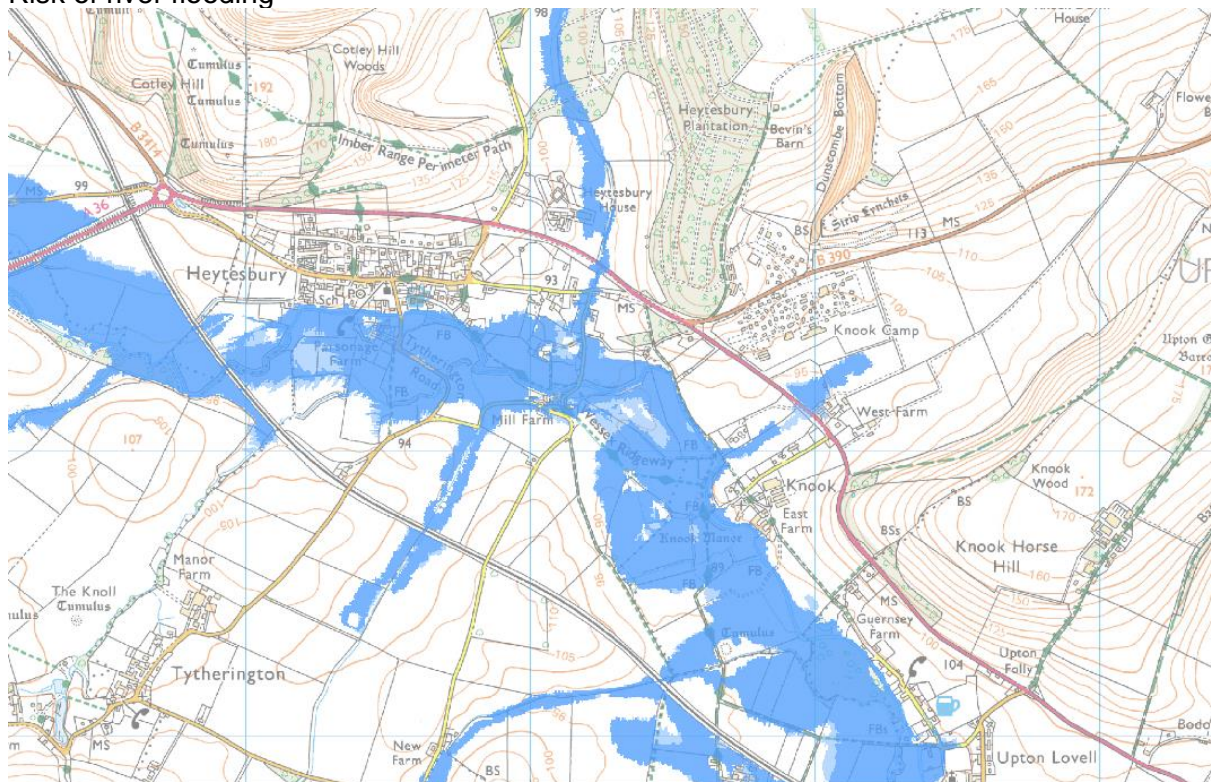
Local Reference Point	Indicators
River level of River Wylfe at Norton Bavant. Data from measuring station. This is what triggers our local FloodLine Alerts from the Environment Agency.	When the water level reaches 0.45m here, minor flooding is possible in this area. Review and Monitor impact.
Bridge at end of Park Street and top of Park Lane. Entry point of water from the Salisbury Plains into village winterborne	Keep an eye on the water levels entering the winter borne at this point.
Winterborne along length of Park Lane	Monitor the flow, particularly leading to and around the bridge to Park Farm.
Water Meadows, bridge and footpath adjacent to Mill Farm, leading to Mantles Lane	Monitor depth and flow of river. Monitor the groundwater levels in the adjacent water meadows, south of Old Forge Close, to Park Lane.
Riverside footpath, leading to Mantles Lane	Monitor groundwater levels and depth and flow of river adjacent to fields.
Mill Lane & Mill Street	Keep an eye on the river depth and flow, to the bridge opposite the Church.
Knook	Monitor the depth and flow of the river at the footbridges, and groundwater in adjacent water meadows

**Notes**

**This is about keeping an eye on river levels at points where you know that once it reaches a certain point flooding will occur**

**Additional Information at [flood-warning-information.services.gov](http://flood-warning-information.services.gov)**

**Risk of river flooding**

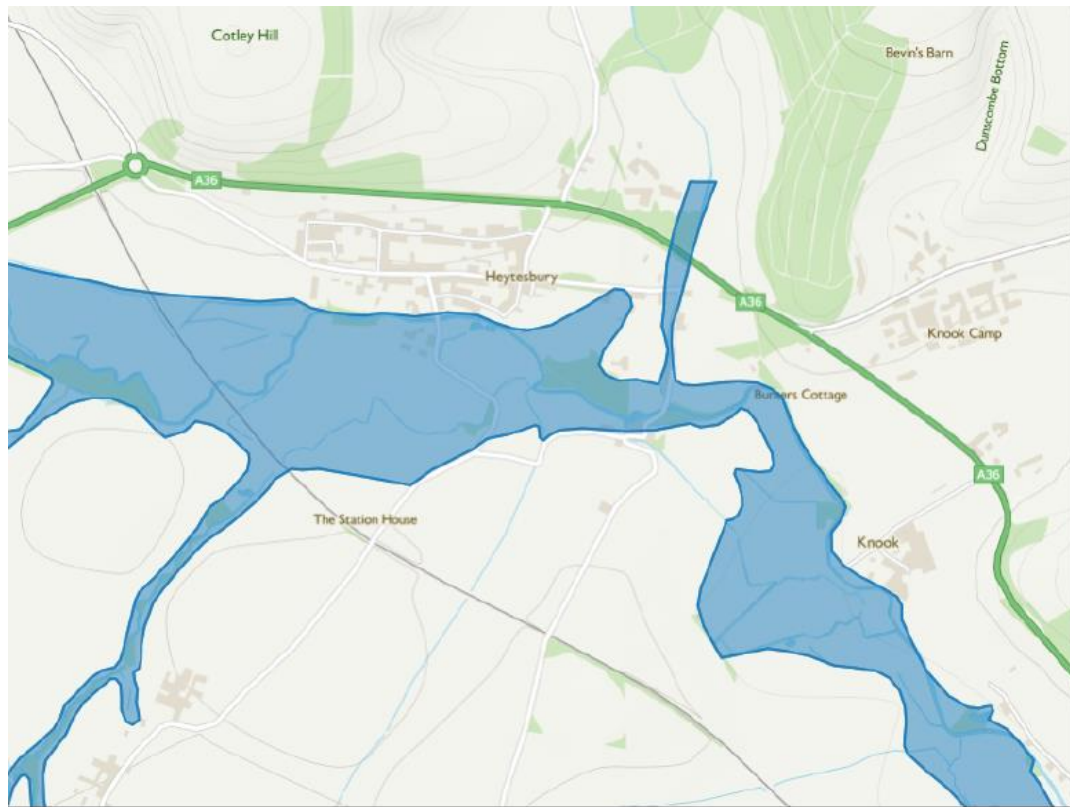




### Surface water flood risk



### Ground water flood risk



## 3 Snow Plan

### Pre Event – Planning

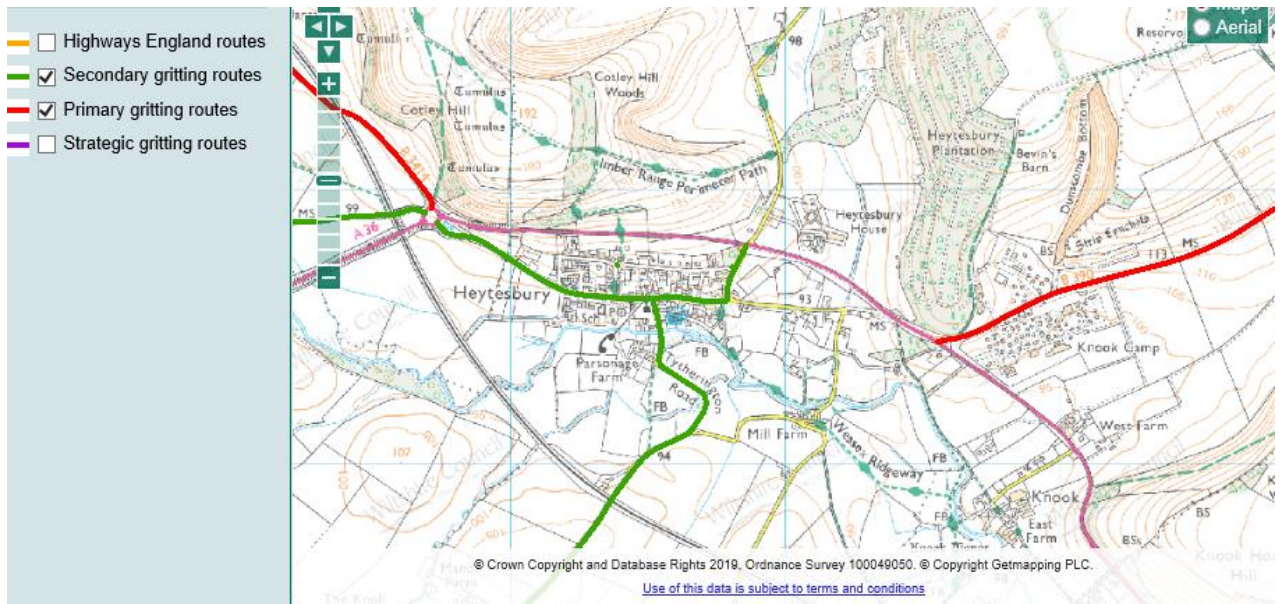
- Issue snow preparation advice via newsletter and/or parish website in late autumn/early winter ahead of main winter season
- Check equipment annually to ensure they are working properly, accessible and order replacements if required (if you have any)
- Order replacement grit supplies after the winter snow season – April/May
- Provide copy of gritting routes for parish on website or web address
- Apply August for resupply of grit bins
- (any local gritting routes agreed?) – details should be sent to Nicola Munday and once approved be entered into this plan)
- Sign up for met office weather warnings

### Event – Action

- Monitor Met Office Weather Warnings
- If snow forecast, monitor and tweet these to @WiltshireRoads & @WiltshireWinter along with photo of roads/pavement
- Wiltshire Council Grit bins are yellow. Parish council are:-
- Report incidents of vulnerable people in need of support through to Wiltshire Council
- If public offer use of 4 x 4 vehicles assistance advise they should have adequate insurance to cover for charitable use and winter tyres or snow chains
- If amber or red weather warning consider withdrawing volunteers until safe to work outside again.
- If local evacuation required due to stuck transport consider opening local rest centre. Advise Wiltshire Council
- Ensure adequate rotation of volunteers during event. Volunteers should always report in to a coordinator, time out, where they are going and when they are back.
- If road conditions become dangerous, inform Wiltshire Council
- Advise Wiltshire council when standing down volunteers.

### Post Event – Recovery

- Audit equipment and check everything works, order replacements if required
- Participate in multi-agency de brief
- Undertake in house lessons learned and update plan as required.



Gritting Routes 2019 - 20



## 4. Utilities Failure

### Pre Event – Planning

- Issue preparation list through parish newsletter/website in late summer ahead of main storm season and advertise the Priority Services Register with their power supplier (details can be found on household bill)
- <https://www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/extra-help-energy-services/priority-services-register-people-need>
- If road conditions become dangerous inform Wiltshire council.
- Sign up for met office weather warnings

### Event – Action

- Monitor met office weather warnings
- If power cut inform power company
- [www.ssen.co.uk](http://www.ssen.co.uk) power cuts and live information
- If water failure or sewage leak inform (Wessex Water/Thames) not sure who covers, you.
- Be aware of vulnerable residents who may need assistance in event of loss of services. Contact Wiltshire Council or Health services if concerned.
- If flying debris advise volunteers to withdraw until conditions improve
- Do not approach any “downed” power cables – electricity can ark considerable distances. Assist in setting up cordon and inform power company asap. If someone trapped inform Dorset & Wiltshire F & R
- If Red or Amber warning given – advise standing down volunteers.
- If local evacuation required assist in manning rest centre
- Burst water mains can be dangerous due to pressure and may be contaminated – advise people to stay clear.
- Volunteers should report to coordinator when going out, where to and when they return – stay safe.

### Post Event – Recovery

- Check and support and businesses and households
- Participate in multi-agency de brief
- Undertake in house lessons learned and update plan as required.

## 5. Public Health Emergency

### Pre Event – Planning

- Issue Flue jab and meningitis advice through parish newsletter and website in late summer ahead of flu season and students heading to university.

### Event – Action

- If public health emergency declared in the parish liaise with Wiltshire Council re assistance required.
- If Public Health team need use of facility for vaccinations assist with opening rest centre and manning facility if appropriate and requested
- Ensure volunteers are rotated to avoid overtiredness.
- Advise Wiltshire council when standing down volunteers
- Stay safe and follow instructions from Public Health

### Post Event – Recovery

- Check and support and businesses and households
- Participate in multi-agency de brief
- Undertake in house lessons learned and update plan as required.

## 6 Major Incident Plan

### Pre Event – Planning

- Training courses for volunteers e.g. first aid, emergency response.
- Check equipment e.g. first aid packs if available order replacements if required

### Event – Action

- If major incident occurs e.g. train crash/vehicle crash/multiple property fire coordinator/volunteers to report to Incident commander to see if they can provide assistance.
- If local evacuation, casualty triage station or comfort station required to due to long duration of event consider opening local respite centre in coordination with Incident Commander/Wiltshire Council.
- Volunteers may be asked to assist with manning cordon or road closures. (Volunteers have no powers to stop people entering cordon or road closed – if breach occurs take details and report to Incident Commander) Do not advise drivers of detour routes.
- Arrange rota of volunteers if situation ongoing.
- Contact local resources if they may be of assistance
- Advise Incident commander and Wiltshire Council when standing down volunteers.
- Stay safe and follow instructions from Emergency Services do not put your life or others at risk.

### Post Event – Recovery

- Check and support and businesses and households
- Participate in multi-agency de brief
- Undertake in house lessons learned and update plan as required.

# Sandbag Policy

**Issue Date: December 2019**



Amended

- Heytestbury, Imber & Knook Council has a similar Sandbag policy to that of Wiltshire Council.
- Neither the parish council nor Wiltshire Council has a duty to provide Sandbags or other temporary flood defences to residential and business properties although we will try to help where we can subject to supply and demand. It should be noted it is the property owner's 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 & Groundwater warning system.
- What Sandbags the parish 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 although manpower is prioritised to the elderly and disabled
- We will not supply sandbags or other temporary defences in advance based on forecasts. You cannot collect sandbags from the parish council.
- Once issued sandbags 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
- The parish council only has limited supplies of sandbags and gel sacs which we would 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)
- Whilst we appreciate flooding events are stressful and traumatic the parish council will stop the distribution of sandbags if their volunteers are verbally or physically threatened
- Useful Links:
  - Helpful advice [www.floodforum.org.uk](http://www.floodforum.org.uk)
  - Supplier information [www.blupages.org.uk](http://www.blupages.org.uk)
  - Floodline signup [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)
  - Wiltshire Council  
[www.wiltshire.gov.uk/communityandliving/civilemergencies/floodinganddrainage.htm](http://www.wiltshire.gov.uk/communityandliving/civilemergencies/floodinganddrainage.htm)
  - Local Builder Merchants for Sandbags and plastic sheeting



# Flood Warden Action Card

## (area covered if you have more than one)

<p><b>Warning Area</b> (area covered)</p>	<p>Areas to monitor:-</p> <ul style="list-style-type: none"> <li>• (list)</li> <li>• At flood alert make contact with coordinator and discuss actions you will undertake with them in line with your action card. This should include where you are going, what time are you leaving and making arrangements to report in once you have returned home. (Health &amp; Safety)</li> <li>• Do not enter water, your role is that of warning and informing.</li> <li>• If at any time you have concerns, contact the coordinator unless it is an emergency in which case call 999.</li> <li>• <b>Please do not talk to the press - refer them to the coordinator.</b></li> </ul>
<p style="text-align: center;"><b>Flood Alert</b></p> <div style="text-align: center;">  <p>Monitoring only</p> </div>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>STAY SAFE</b></li> <li><input type="checkbox"/> Monitor river, groundwater, local drains, highways, and report back as requested by coordinator feeding back any concerns</li> <li><input type="checkbox"/> Report instances of any sewer, highways, property and river flooding back to coordinators who will report back to the appropriate agency</li> <li><input type="checkbox"/> Report any blocked drains in flood zones to coordinators</li> </ul>
<p style="text-align: center;"><b>Flood Warning</b></p> <div style="text-align: center;">  <p>Monitoring and preparing for action</p> </div>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>STAY SAFE</b></li> <li><input type="checkbox"/> Work with coordinator and other volunteers to inform residents that a flood warning has been issued</li> <li><input type="checkbox"/> Encourage residents to deploy flood protection products</li> <li><input type="checkbox"/> Monitor river, groundwater, local drains, highways as above.</li> <li><input type="checkbox"/> Report concerns to coordinator in particular when properties start to flood</li> <li><input type="checkbox"/> Liaise with coordinator re access and distribution of flood defence items</li> <li><input type="checkbox"/> Provide local intelligence to emergency services</li> <li><input type="checkbox"/> If evacuation of residents required liaise with flood coordinator or on site emergency service</li> <li><input type="checkbox"/> Monitor extent and times of flooding for post event feedback only if safe to do so. Be prepared to withdraw to safety should weather conditions worsen. Advise coordinator of your actions.</li> </ul>
<p style="text-align: center;"><b>Severe Flood warning</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>STAY SAFE</b></li> <li><input type="checkbox"/> Advise residents of actions in event evacuation required only if safe to do so.</li> <li><input type="checkbox"/> Advise Emergency Services of vulnerable residents requiring assistance to evacuate</li> </ul>



Action




- Provide information and support to emergency services if required
- Assist Wiltshire Council, Environment Agency and Emergency services if requested. Check with coordinator if concerned about request.
- If safe to do so monitor extent of flooding and provide feedback following incident
- Keep assessing situation on ground and if weather/flooding conditions worsen you must withdraw to place of safety advising coordinator of your actions. Your own safety is paramount and you should not under any circumstances place yourself in danger or at risk of harm.
- Stay out of water

**Warnings no longer  
in force**

- Liaise with coordinator re clean-up process & advise where information is available to property owners who have flooded and where/who can provide information
- Attend wash up meeting held and assist setting up local meetings for residents with EA and Wiltshire Council to gather information
- Ensure any relevant information gathered is collated and passed to appropriate coordinator
- Attend meeting to Review plan

## Flood warning codes explained

The flood warning service has three types of warnings that will help you prepare for flooding and take action.

 <p><b>Flood Alert</b></p>	<p>Flooding is possible. Be prepared.</p> <p>When it's used</p> <p>Two hours to two days in advance of flooding.</p> <p>What to do</p> <ul style="list-style-type: none"><li>• Be prepared to act on your flood plan.</li><li>• Prepare a flood kit of essential items.</li><li>• Monitor local water levels and the flood forecast on our website</li></ul>
 <p><b>Flood Warning</b></p>	<p>Flooding is expected. Immediate action required.</p> <p>When it's used</p> <p>Half an hour to one day in advance of flooding.</p> <p>What to do</p> <ul style="list-style-type: none"><li>• Move family, pets and valuables to a safe place.</li><li>• Turn off gas, electricity and water supplies if safe to do so.</li><li>• Put flood protection equipment in place.</li><li>• Prepare a grab bag in case your situation worsens, and you need to evacuate your property</li></ul>
 <p><b>Severe flooding.</b></p>	<p>When it's used</p> <p>When flooding poses a significant threat to life.</p> <p>What to do</p> <ul style="list-style-type: none"><li>• Stay in a safe place with a means of escape.</li><li>• Be ready should you need to evacuate from your home.</li><li>• Co-operate with the emergency services.</li><li>• Call 999 if you are in immediate danger.</li></ul>

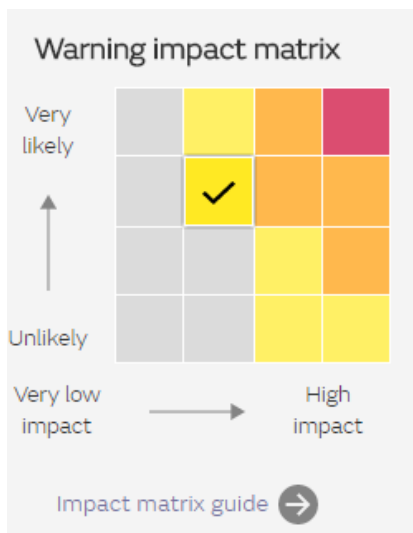
## Met Office Weather Warnings Explained

The Met Office issues weather warnings, through the National Severe Weather Warning Service, when severe weather has the potential to bring impacts to the UK. These warnings are given a colour (yellow, amber or red) depending on a combination of both the impact the weather may have and the likelihood of those impacts occurring.

Yellow and Amber warnings represent a range of impact levels and likelihoods. This means it is important to read each warning to know what level of impact you can expect for your chosen warning area – and how likely those impacts are to occur.

These impacts can include damage to property, travel delays and cancellations, loss of water supplies, power cuts and, in the most severe cases, bring a danger to life.

We show this combination of impact and likelihood in a matrix, which can be seen in the Further Details section of our warnings. To understand how likely we think the forecast impacts are, always check the matrix to see which box has been ticked.



**Yellow Warning:** Yellow warnings can be issued for a range of weather situations. Many are issued when it is likely that the weather will cause some low level impacts, including some disruption to travel in a few places. Many people may be able to continue with their daily routine, but there will be some that will be directly impacted and so it is important to assess if you could be affected. Other yellow warnings are issued when the weather could bring much more severe impacts to the majority of people but the certainty of those impacts occurring is much lower. It is important to read the content of yellow warnings to determine which weather situation is being covered by the yellow warning.

**Amber Warning:** There is an increased likelihood of impacts from severe weather, which could potentially disrupt your plans. This means there is the possibility of travel delays, road and rail closures, power cuts and the potential risk to life and property. You should think about changing your plans and taking action to protect yourself and your property. You may want to consider the impact of the weather on your family and your community and whether there is anything you need to do ahead of the severe weather to minimise the impact.

**Red Warning:** Dangerous weather is expected and, if you haven't already done so, you should take action now to keep yourself and others safe from the impact of the severe weather. It is very likely that there will be a risk to life, with substantial disruption to travel, energy supplies and possibly widespread damage to property and infrastructure. You should avoid travelling, where possible, and follow the advice of the emergency services and local authorities.