

Heytesbury, Imber and Knook Parish Council

Community Emergency Plan

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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 flood wardens and community volunteers. Heytesbury, Imber and Knook Parish Council can make no guarantee actions contained within the plan will be carried out.

1	Useful contacts		
Parish council			
Name	Role	Tel Nos	Email
Cllr Vanessa Sturmey	Parish council chair	07847941133	vsturmey@hotmail.co.uk
Cllr Caroline Barker Bennett	Emergency planning and flood warden	01985 840323	carolinebarkerbennett@gmail.com
Flood warden (FW) / community volunteer (CV)			
Name	Tel No	Email	
Cllr Caroline Barker Bennett FW	01985 840323	carolinebarkerbennett@gmail.com	
Meralin Canty CV	01985 841604		
Louise Croker CV	07746959055		
Emergency contacts			
Organisation	Non-Emergency	Emergency	
Environment Agency	03708 506 506	0800 80 70 60	
Wiltshire Council	0300 456 0100	0300 456 0100 (outside office hours select highways).	
Dorset & Wiltshire Fire & Rescue	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		
The Orchard - Surgery	019895 850298	111	
The Avenue - Surgery	01985 224600	111	
Network Rail		03457 11 41 41	
Gas		0800 111 999	
Water (Wessex Water)	0345 600 4600	0345 600 4600	
Electricity (Scottish and Southern Electricity Networks)		105	
National Flood Forum	01299 403 055		

2	Flood
Planning	
The community is at risk of flooding from the River Wylye. There are several vulnerable areas where the river could overflow, combined with an increase in the groundwater levels. • Check parish equipment (sandbags//PPE/ etc) annually to ensure everything is in place and working property. • Attend flood warden/volunteer training. • The parish council is able to access flood defence equipment through Wiltshire Council's Parish Emergency Assistance Scheme (PEAS). • Residents are advised to report blocked drains online via MyWilts. • The council has a limited supply of equipment that may be available. • The parish council has recruited 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. • Weather warnings can be found on the Met Office website. • Sign up for flood warnings on www.gov.uk and search for sign up to flood warnings. • Information about protecting your property can be on the following websites: ○ National Flood Forum ○ Environment Agency ○ Wiltshire Council	
Incident	
• Monitor Met Office weather warnings and Environment Agency 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 or to move cars. • Report incidents of vulnerable people in need of support to Wiltshire Council. • If flood warning issued it may be necessary to use flood defence equipment and road traffic flood signs. • If emergency services are deployed to the parish, coordinator/warden/volunteer should make themselves known to the 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 supporting facility.
- Ensure volunteers report in, where going and must report 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 to avoid.
- Inform Incident Commander (if emergency 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 only if safe to do so.
- Monitor flood levels.

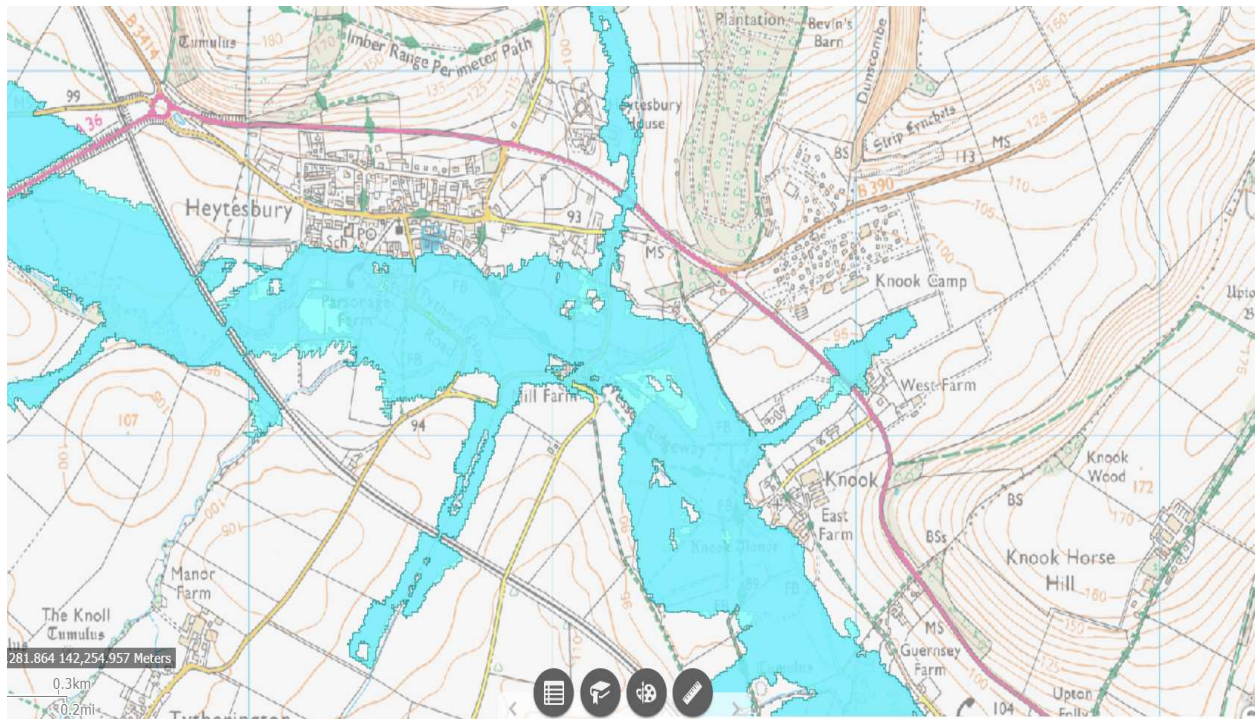
Post incident

- Ensure those affected by flooding know where they need to go in order to get help.
- Assist coordination of community efforts to clear up.
- Check businesses and residents flooded are coping.
- Collect data/photographs/information on incident and pass to Wiltshire Council or Environment Agency
- Support Wiltshire Council with organising public meetings to discuss and review any information gathered.
- Review the emergency plan.

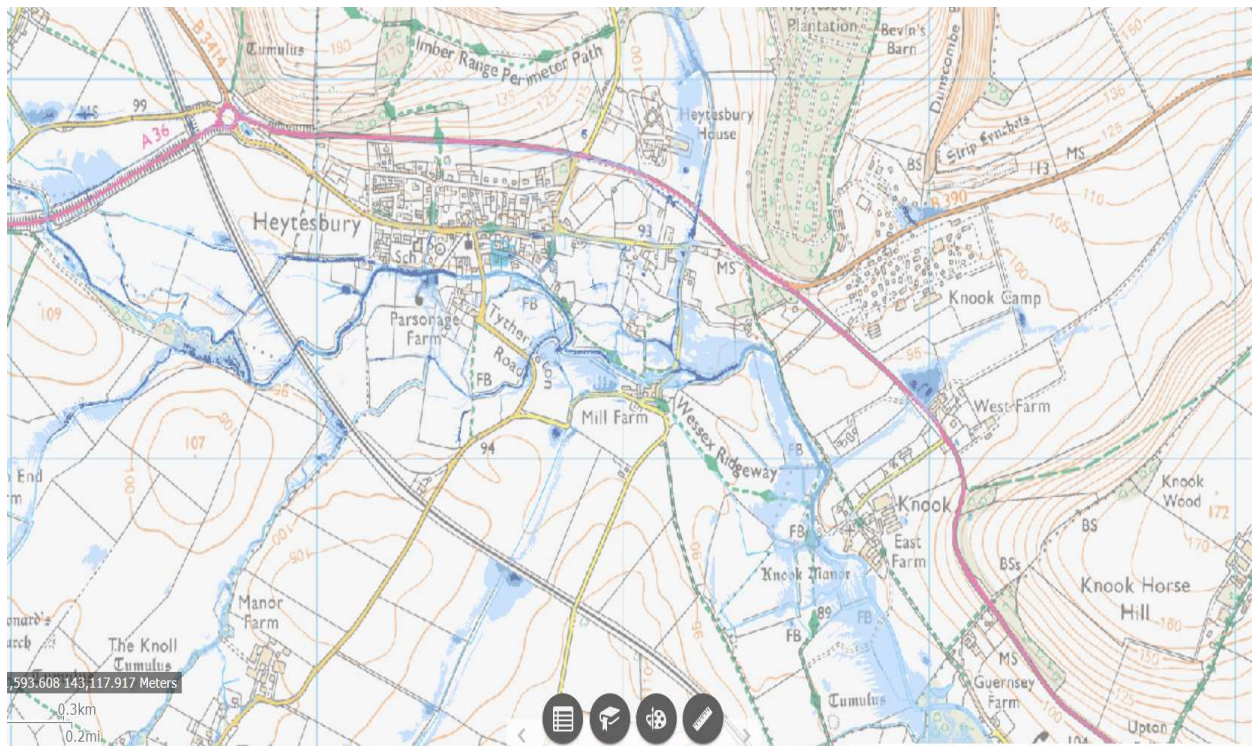
Flooding indicators

Local reference point	Indicators
Bridge at end of Park Street and top of Park Lane. Entry point of water from Salisbury Plain into village winterbourne.	Keep an eye on the water levels entering the winterbourne at this point.
Winterbourne 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 and Rise Road junction	Clear road drains and clear access to back stream to Knook.
Mill Lane and Mill Street	Keep an eye on the river depth and flow, to the bridge opposite the church.
Park Lane	Monitor road bridge and its capacity to cope with flow of water.
Mill Street	Ensure has gel bags and notices to alert drivers about flood water and need to proceed slowly to avoid flooding houses.
Knook	Monitor the depth and flow of the river at the footbridges, and groundwater in adjacent water meadows

Flood risk from river

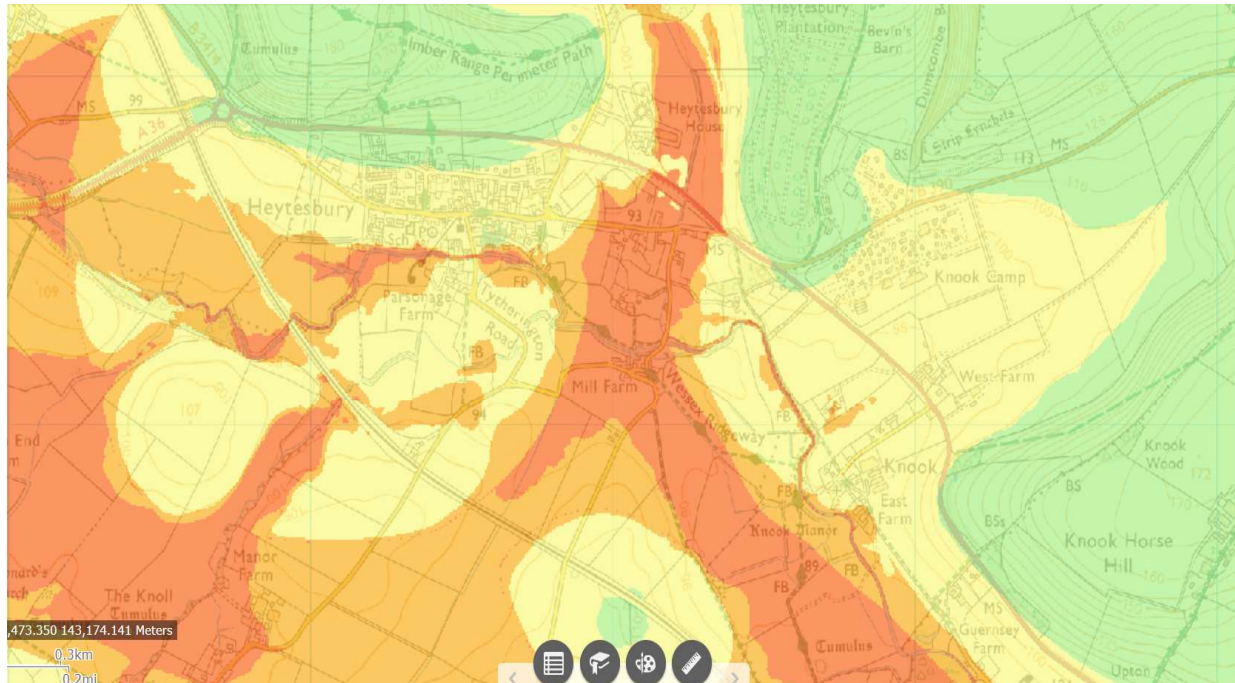


Flood risk from surface water



The dark blue indicating these areas are at risk of flooding from a 1:30 year event, the mid blue for a 1:100 year event and the light blue for 1:1,000 year event.

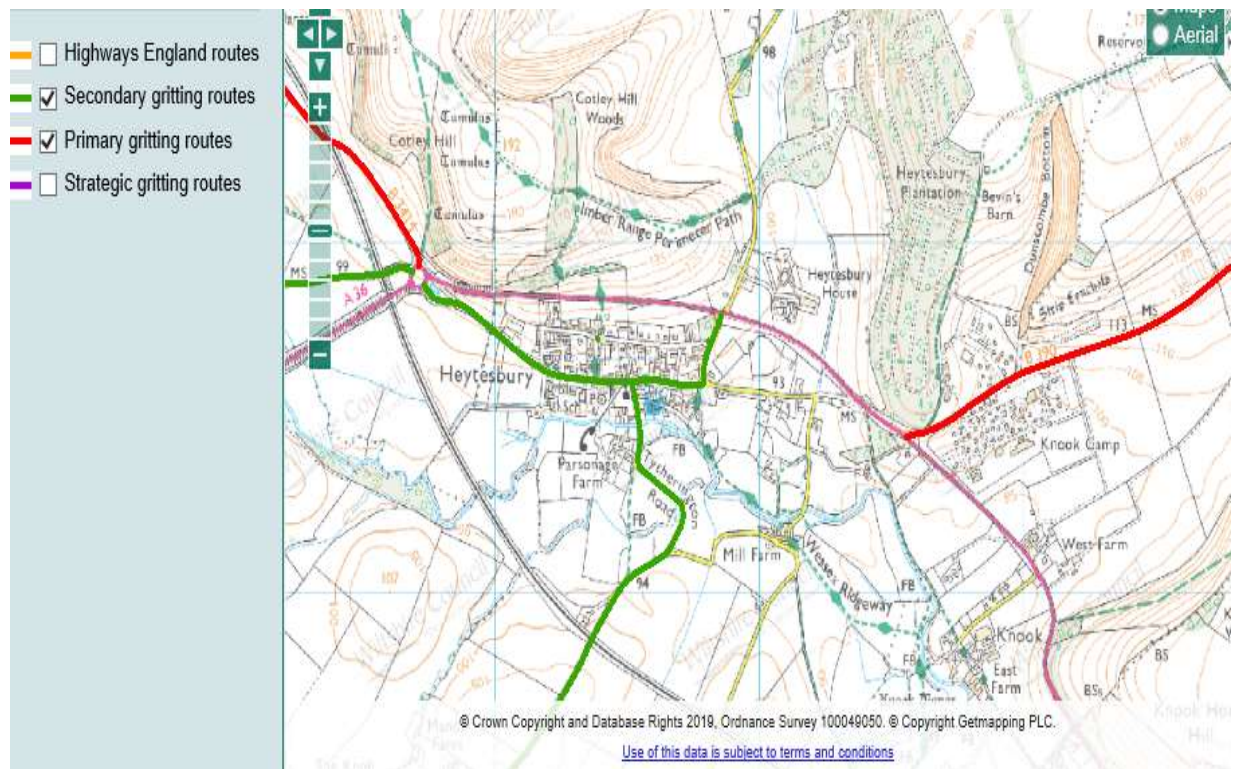
Groundwater flood risk



- No risk.
- Groundwater levels are at least 5m below the ground surface.
- Groundwater levels are between 0.5m and 5m below the ground surface.
- Groundwater levels are between 0.025m and 0.5m below the ground surface.
- Groundwater levels are either at or very near (within 0.025m of) the ground surface.

3	Snow
Planning	
• Check grit bins. • Check Met Office weather warnings.	
Event	
• Check Met Office weather warnings. • Wiltshire Council grit bins are yellow. • Report vulnerable people in need of support to Wiltshire Council. • If public offer use of 4 x 4 vehicles advise they should check insurance cover for use. • If amber or red weather warning consider withdrawing volunteers until safe to work outside again. • Volunteers should always report in to a coordinator, 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	
• Review the emergency plan.	

Gritting routes



4	Gas, water and electricity
Planning	
Note contact telephone numbers for gas, water and electricity	
Incident	
- Monitor Met Office weather warnings - If power cut inform power company - If water failure or sewage leak inform water company - Be aware of vulnerable residents who may need assistance in event of loss of services. Contact Wiltshire Council or health services if concerned. - Do not approach any fallen power cables. Inform Scottish and Southern Electricity Networks as soon as possible. If someone is trapped inform emergency services. - If gas leak call 0800 111 999. - If red or amber weather warning given consider standing down volunteers. - If local evacuation required assist rest centre. - Stay clear of burst water mains. - Volunteers should report to coordinator when going out and when they return.	
Post incident	
Review the emergency plan.	

5	Public health emergency
Action	
If a public health emergency is declared liaise with Wiltshire Council.	
Following a public health emergency	
Review the emergency plan.	

6	Major incident
Planning	
- Training courses for volunteers e.g. first aid, emergency response. - Check equipment e.g. first aid kits.	
Incident	
- 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 station or comfort station required 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 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 incident	
Review the emergency plan	

Sandbag / gel bag policy

- Neither the parish council nor Wiltshire Council has a statutory duty to provide sandbags /gel bags or other temporary flood defences to residential and business properties although we will try to help subject to availability 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/ gel bags or other defences as part of a pre-emptive flood defence plan and sign up for flood warnings by calling Floodline 0345 988 1188.
- We have a limited supply of sandbags /gel bags and any requests for them will be considered on a case by case basis and will be prioritised by level of need and vulnerability.
- We will not supply sandbags/ gel bags or other temporary defences in advance based on forecasts.
- Once issued, sandbags/ gel bags are your property and you are responsible for disposal. Wiltshire Council can provide advice on disposal.

Flood warnings

 Flood Alert	Flooding is possible. Be prepared. General advice • Be prepared to act on your flood plan. • Prepare a flood kit of essential items. • Monitor local water levels on the Environment Agency website.
 Flood Warning	Flooding is expected. Immediate action required. General advice • Move family, pets and valuables to a safe place • Protect yourself, your family and help others • Turn off gas, electricity and water supplies if safe to do so • Put flood protection equipment in place
 Severe flooding.	Severe flooding. Danger to life. General advice • Stay in a safe place with a means of escape. • Be ready should you need to evacuate from your home. • Co-operate with the emergency services. • Call 999 if you are in immediate danger.
Warnings no longer in force	No further flooding is currently expected in your area. General advice • Be careful. Flood water may still be around for several days.

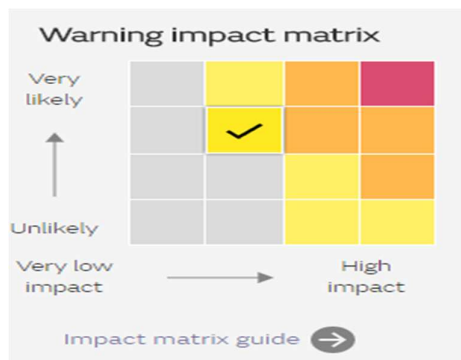
Met Office weather warnings

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.

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