

Bronze Level

Annex A to IPC Community Emergency Plan

EMERGENCY FLOOD PLAN

Introduction

1. The aim of this plan is to assist Idmiston Parish Council and those resident or working in the parish to prepare for, and respond to, major flooding. The plan concentrates on mitigating the effects of flooding, measures to protect life and property and reducing the flooding and its aftermath.

Trigger

2. The trigger for a local flood alert will be received from the Environment Agency, the IPC Flood Warden or local knowledge.

3. Idmiston Parish Council consider that the main types of flooding likely to occur within the parish would arise from rivers, flash floods from roads, ditches, run off from fields, groundwater arising from high water tables, sewers overflowing, rising mains and pumping station failure. They conclude that the main threat of flooding would arise from the River Bourne or surface water unable to run-off or disperse through either natural or man-made drainage systems.

4. The Environment Agency's Local Flood Warning Plan provides details of the flood warning arrangements for areas where there is a risk of flooding from rivers or the sea. The agency also provides information on ground water levels and their website clearly illustrates the risk of flooding from rivers in our area.

5. "Flood Watch" is a general alert concerning flooding from rivers, streams, ditches, watercourses, estuaries and the sea. The risk of flooding can be reduced or mitigated but never eliminated, accordingly there is a need to warn parishioners when flooding is likely. Those within the potential flooding area are advised to sign up to receive flood warnings from the Environment Agency. This is a free service and you may sign up to it by completing the online application form at:

<http://fwd.environment-agency.gov.uk/app/olr/register>

Flood Risk Locations

6. Rivers and watercourses within the Parish of Idmiston liable to flooding are shown below:

Location	Risk
Junction of Idmiston Road and Tidworth Road (A 338).	River Bourne overflowing around bridge constriction on junction causing flooding hazard on A338 in the direction of the Earl of Normanton Public House.
Junction of Idmiston Road leading to back gate to Porton Camp.	River Bourne overflowing banks opposite Idmiston Church flooding road and property.
Low lying ground between Porton and West Gomeldon along the side of the A338.	River Bourne overflowing banks onto the A338 and flooding low-lying property.
High Street Porton from junction with Winterslow Road to Box Hedge Cottage.	Extreme rainfall overloading drains, flooding the road and foul water backing up into toilets in the immediate area

Contacts

7. Contact details of those who can assist in the event of a flood are shown at the back of this annex from paragraph 28 onwards.

Preparatory Work

8. **Action by Idmiston Parish Council** Those steps to be taken by Idmiston Parish Council to ensure adequate preparation for the possibility of floods are:

- a. Contact the Local Highways team in late summer requesting clearing of drains.
- b. Promote the Environment Agency Flood Line registration through the IPC Newsletter summer edition.
- c. Apply for one tonne of sand, bags, road signs and gel sacs.
- d. Contact local barracks to ask if they will assist when the parish is in trouble.

Actions Arising from the Issue of a Flood Warning

9. There are four warning codes three of which are represented by graphic icons (no illustration is necessary for “All Clear”), these are:

- a. **All Clear** There are no flood watches or flood warnings currently in force, this is issued when flood watches or warnings are no longer in force or when flood water levels are receding. Check that it is safe to return and seek advice from the emergency services or local authorities if necessary.



FLOOD ALERT

FLOODING IS POSSIBLE. BE PREPARED.

- b. **Flood Alert** Flooding is possible, **be prepared**, watch water levels and tune to local radio or television. As necessary ring “*Floodline on Call*” on 03 459 881 188. Ensure you are ready to put your own flood plan into action and alert neighbours, especially the elderly, infirm or those with special needs. Check the safety of pets and livestock. Reconsider any travel plans.



FLOOD WARNING

FLOODING IS EXPECTED. IMMEDIATE ACTION REQUIRED.

- c. **Flood Warning** Flooding is expected and immediate action is required. You now need to put your flood plan into action. Continue those actions that you carried out during the “*Flood Alert*”



SEVERE FLOOD WARNING

SEVERE FLOODING. DANGER TO LIFE.

- d. **Severe Flood Warning** Severe flooding and danger to life. Continue with your preparations following the “*Flood Warning*” **and**, if time permits, move pets, vehicles, food, valuables and other items to a safe place. Put sandbags or floor boarding in place, prepare to turn off gas and electricity supplies and be prepared to evacuate your home. Protect yourself, your family and others that may need your help. Be prepared to lose all power supplies and utilities ie. gas, electricity, water and landline telephones. You must keep calm and reassure others, particularly the elderly and children. You must also co-operate with instructions given by the Emergency Services and local authorities. You and your family may be evacuated to a place of safety.

10. **Action by Idmiston Parish Council** When a flood warning has been issued the following actions are to be taken (Note: Specify who is responsible for each action and when they need to do it):

- a. Check and warn vulnerable properties of the danger of flooding.
- b. Update the IPC website and relevant Facebook pages.
- c. Alert Wiltshire Council of the number of homes and businesses at risk, and those that have been flooded.

11. Parishioners' Flood Kit Parishioners should make up a flood kit and include personal documentation and contact information, check their house and contents insurance cover and keep those details and emergency contact cover with their flood kit. Suggested contents of a flood kit are:

- a. Torch or gas cartridge lamp.
- b. Battery or wind-up radio.
- c. Fully charged mobile phone.
- d. Rubber/neoprene gloves.
- e. Wellington boots.
- f. Waterproof clothing.
- g. First Aid kit.
- h. Blankets/sleeping bags.
- i. Pet food if required.

12. In addition parishioners should make the following arrangements in anticipation of a flood:

- a. Find out beforehand where to get sandbags or flooring boards from to block doorways and airbricks from floodwater. In an emergency sandbags can be made using pillow cases, carrier bags and the like filled with sand or soil. Idmiston Parish Council does not hold stocks of sand or sand bags.
- b. Ensure that they know where to turn off your gas, electricity and water supplies, even in the dark. If unsure, they should seek advice from the meter reader on their next visit. Keep those details handy if it is necessary to ask somebody else to turn off the utilities.
- c. Compile a food plan for their family (including children's essentials, milk, baby food, sterilizing equipment, nappies, pet food, etc.), tinned foodstuffs that will keep for long periods, any medication required regularly and provision for family pets. They should also consider how to prepare food without utilities, eg. using camping stoves, gas cartridge lamps and so on.
- d. Consider moving furniture, IT systems and other effects out of reach of floodwater and where to move their car to for its protection. Also consider providing access for Emergency Services' vehicles should they be needed.

Flood Prevention and Mitigation

13. Unfortunately, Idmiston Parish Council does not have the resources to purchase and store emergency equipment (eg. sand or sandbags in bulk). Therefore, they must rely on providing the best information possible to allow parishioners to enable them to get help and support in the event of the activation of the Flood Warning system.

14. Parishioners in the flood risk area within the area at risk are strongly advised to make their own arrangements to purchase flood protection barrier materials and have them delivered to their premises.

15. The following guidance is provided for those using sandbags to protect their homes or business premises:

a. Use sandbags to stop water entering your home or business via entrances and airbricks from outside walls. Do not overfill sandbags, lift them by the neck, turn under the loose neck and bed them securely against the door and frame. Layer sandbags like a brick wall with staggered joints and tamp down each layer with a shovel to bed flat and form a tight seal.

b. Hessian sandbags deteriorate naturally and need to be regularly examined and replaced as necessary whereas plastic sandbags last considerably longer but are more difficult to lay to form a tight seal. A number of flood protection products are available on the commercial market and a new BS Kite Mark standard has recently been introduced for these products

Actions to be taken during a Flood

16. **Response Levels** The level of response to a flooding incident will be dependent on the potential risk of flooding and what is flooded. The priorities will be:

a. **Priority 1** Action to protect life. Priority is most likely to be given to the old, infirm and those with special needs when assisting parishioners in occupied property.

b. **Priority 2** Action to protect property. Priority will be given to occupied properties to ensure the safety of those people inside.

c. **Priority 3** Action to protect roads. The classification of roads, including motorways, may be used in prioritising responses to road flooding.

d. **Priority 4** Action to protect commercial property. This priority may be altered depending on the subsequent risk of environmental pollution from resources stored on the commercial site.

e. **Priority 5** No action will be taken to protect gardens and/or agricultural land.

17. Parishioners should be aware of the following types of flooding and respond accordingly (help will be available from responders and other voluntary groups through out a flooding incident, and going into recovery, always ask for help if it's required):

a. **Flooding from Public Sewers** Water Service Providers are responsible for maintaining public sewers, you should contact your water service provider to report an overflowing or blocked public sewer:

b. **Flooding from a Water Service Pipe or Internal Pipework** The property owner, home owner or landlord is responsible for the pipework from the Service Provider's stopcock/water meter to the property. This will need the attention of a plumber, see Yellow Pages or Local Directories.

c. **Flooding from Private Sewers or Drains** You will need to call a drainage contractor if your privately owned drains or sewage systems are overflowing or you have a septic tank overflow. See Yellow Pages/Local Directories under "Drain and Pipe Cleaning". If you are uncertain if the flow interruption is within the private or public sewage system then your Water Service Provider should be able to determine this. However, if they carry out the remedial work on any private sewage or drain system they will bill you for the work done.

d. **Flooding from the Public Highway** For any flooding from the public highway or reporting blocked road gullies or gratings, the first report must go to Wiltshire Council. Wiltshire Council's local highways services, previously known as CLARENCE (Customer Lighting And Roads Enquiry Centre Service) is the focus for reporting all defects in roads, lighting and other hazards including flooding and drainage issues.

e. **Flooding from a Burst Water Main** Your Water Service Provider is responsible for the parish water mains supply that carries considerable quantities of potable water from the treatment works to the parish. However, the property owner is responsible for the pipework from the Services Provider's stopcock/water meter to the property.

f. **Flooding from a River or Tributary Stream** The main rivers and tributary (feeder) streams are the responsibility of the Environment Agency who have a 24/7 “Floodline” that provides current information and advice for floods and flood warnings.

18. Should parishioners find themselves in a flooded area they should follow the following advice:

- a. Do not try to walk or drive through floodwater. Six inches (150mm) of fast flowing water can knock you over and 24 inches (650mm) will float away a small saloon car. Manhole covers may have been shifted and there may be other unforeseen hazards.
- b. Never try to swim through fast flowing water. You may get swept away or be struck by debris. Stay safe and wait for rescue.
- c. Do not walk on river banks or cross bridges unless absolutely necessary. They may collapse in extreme situations.
- d. Avoid unprotected skin contact with floodwater, it may be contaminated with sewage or other harmful substances.

Actions to be taken when a Flood has receded

19. **Cleaning Up and Contamination** The floodwater may have been contaminated with sewage, animal wastes and other contaminants but infection problems arising from flood contamination in the UK are quite rare. Although harmful micro-organisms in floodwater are highly diluted and present a low risk. Flood water and sewage often leave a muddy deposit, however, any risk to health is small and any booster immunisations or antibiotics are not needed. There are a few precautions to be followed to prevent unnecessary health problems:

- a. Take general hygiene precautions and use protective clothing (waterproof boots and gloves) whilst cleaning up.
- b. Always wash your hands after using the toilet, before preparing or eating food, after being in contact with flood water, sewage, items that may have been contaminated or participating in flood clean up activities.
- c. Do not allow children to play in flood water and wash their hands regularly, particularly before meals. Wash toys contaminated by flood water in hot water and disinfectant before permitting them to be used.
- d. Ensure that any open cuts or sores are kept clean and protect them from exposure to flood water. Use waterproof protective plasters.

- e. Potentially harmful gut bacteria such as E.coli may be present in sewage contamination and animal slurry. This can pass into flood water but is likely to be substantially diluted. If anyone develops a stomach upset or becomes ill following direct flooding or possible contact with sewage contamination, they must seek medical advice and advise the doctor that their home had been flooded.
- f. During the drying out process any loose materials and dust should be vacuumed up and cleaned out on a regular basis.
- g. Parents should ensure that very small children do not play directly on timber floorboards or any damaged tiled floors. There is a risk of injury from sharp edges on tiles or raised nails in floorboards.
- h. Help for vulnerable and elderly parishioners and those with special needs returning home is available from Wiltshire Council Social Service Department.
- i. Do not let children play on previously flooded grassed or paved areas until they have been cleaned. Sunlight and soil help to destroy harmful bacteria and any undue risk to health should dissipate in a few weeks. The best advice to protect health is to always wash hands before preparing or eating food.

20. **Flood Damaged Property** If the interior of a property has been damaged by flooding take the following actions:

- a. Remove and destroy all soft furnishings and fittings that are damaged beyond repair.
- b. Remove dirty water and silt including the space under the ground floor if you have wooden floor boards. These spaces may need pumping out with specialist equipment.
- c. Wash down all hard surfaces with hot soapy water until they look clean then use domestic disinfectant, following the manufacturer's instructions, to wash over all hard surfaces after the first clean. Food preparation surfaces require special attention (work surfaces, storage cupboards, refrigerators, etc.) should be washed down after the first clean using food safe disinfectants. Allow the disinfectant clean to dry naturally, this will help to destroy germs left behind after the first clean. Heating and good through ventilation will speed up the process.

d. Clothing, bedding and other soft/fabric articles, including soft children's toys, should be laundered in a hot wash (minimum 60 degrees C or the highest temperature indicated on the label). This will destroy most germs within the fabric. Other soft furnishings (curtains etc.) that cannot be washed should be professionally laundered or destroyed if this is not possible.

21. **Dealing with Contaminants** If the floodwater contained oil or diesel contamination, this should have been removed when clearing the residual floodwater and silt. Any remaining oil or diesel contamination in accessible areas can be removed by using a strong detergent solution and washing down after initial cleaning has taken place.

22. **Disposal of Used Sand Bags and Gel Sacks** If used sand bags and gel sacks have come into contact with flood water they are considered to be contaminated waste and won't be picked by usual waste collections, therefore, alternative arrangements will need to be made for their removal.

23. **Dealing with Odours** Odours may arise from inaccessible areas, such as under floorboards or in soakaways, but this is not necessarily a health hazard. Further advice should be sought from Wiltshire Council Environment Health if the odour persists or you are particularly concerned about the long term effects.

24. **Returning to Your Home or Business** You should only fully re-occupy your house or business premises after the cleaning regime has been completed. There may be additional building works or mitigation to be carried out possibly through your insurance company, housing officer, landlord, builder, etc. However, if you do decide to return to your home before any remediation work has been carried out, you should:

- a. Try to have some heating on at all times. A dehumidifier will considerably speed up the drying process.
- b. Ensure that your property is well ventilated. Leave windows open as much as possible but be mindful of security.
- c. Ensure that any airbricks to any underfloor space are unblocked to ventilate those areas.

25. **Food Preparation and Storage** When you return to your home or business premises be aware of the following:

- a. Do not prepare or eat any food that have been covered by, or come into contact with, flood water and/or sewage other than tinned sealed cans.

- b. Ensure that everybody preparing food and/or cooking has previously thoroughly washed their hands.
- c. Ensure that all surfaces used for food preparation and serving, including chopping boards and the like, have been thoroughly cleaned and disinfected. Particular attention should be given to food storage shelves, bins and the shelves of all refrigerators.
- d. Use previously boiled cooled water to thoroughly wash foods to be eaten uncooked, eg. salads and the like. It is safe to use unboiled tap water for cooking provided that it will be boiled during the cooking process.
- e. Food preparation surfaces should be wiped down using hot unboiled tap water and washing up liquid. Other dishes, utensils and the like should also be washed down before food preparation or cooking takes place. Discard any chipped or damaged items. Sanitise all your utensils, plates, KFS etc. with a food safe disinfectant after washing.
- f. Fitted units, particularly those made of chipboard or MDF, may have expanded due to water contamination and become damaged by absorbed water. They may have to be replaced.
- g. If your refrigerator is unserviceable, keep any opened food in an enclosed box or tin.
- h. Any frozen food that has been defrosted and at room temperature for several hours should be discarded and removed. Place contaminated flood damaged food in heavy duty plastic refuse sacks and seal. Check with your household insurers as to disposal, they may be arranging a contract for central disposal. Do not try and keep damaged food, including dented tins, they may be contaminated with hazardous substances left behind from the flood water.

26. **Water Contamination** During and after flooding there is a danger that water quality may have been affected. Therefore, parishioners should be aware of the following:

- a. Parishioners whose water comes through a mains supply should follow the advice of the local water supply company regarding the safety of their supply. Water Companies (Category 2 Responders under CCA 2004) have a responsibility to take all the necessary steps to protect Public Health, eg. if a water treatment plant becomes flooded alternative supplies will normally be provided but consumers may be need to boil water before drinking or temporarily stop using water for domestic purposes.

- b. If parishioners notice a change in water quality, eg. discolouration, a change in taste or smell, they should contact their water supply company. If in doubt, boil all water used for domestic consumption or use bottled water. Be aware that if you have a water filter installed this will not remove potential contamination.
- c. If your water comes from a private supply, eg. a well or spring, check that it has not been affected by floodwater. Should this facility have been covered by floodwater or if the water's colour, smell or taste changes, or you consider that the supply has been affected by the flood, then you must boil or otherwise treat the water to kill harmful bacteria, viruses and parasites that may be present following the flood. Continue to boil or treat the water until the supply has been tested and known to become safe.
- d. Ice should only be made from water that has been boiled, cooled and prepared for drinking. Please note that if you have been advised to boil your water before consumption, this applies to water used for drinking, brushing teeth, washing food and making ice. Water from the hot tap is not suitable for drinking. Ensure that all water taps are cleaned and disinfected before first use.
- e. If there is a bottle fed baby at home, ensure that all their water is boiled and cooled before use. Do not use bottled water to mix feeds unless recommended by Medical Authorities. Some varieties of bottled water are unsuitable for babies as they contain too many natural salts for their immature kidneys to process.

27. **Cleaning Up and Returning to Normal** Once the flood has receded and the risk of further flooding has reduced to a safe level parishioners should:

- a. List all damaged goods including those that can be cleaned and those that are write offs as well as freezer, refrigerator and cupboard food contents then contact your insurance company. Take photographs or videos as evidence with as much detail as possible. Send the insurance company your claim, including all evidence, when you have finished the list of all damaged goods. Do not be pressured into an early settlement.
- b. Replace any manhole covers dislodged by the flood.
- c. Ensure that the house is properly ventilated to encourage drying and consider the use of a dehumidifier.
- d. Ensure that any fungal or mould growth is promptly and properly treated either using a professional service or yourself but check with your insurer first.

- e. Check for any structural damage to your property. If you consider that there could be damage or potential danger seek immediate advice from your insurer, builder or building control officer. After six months it is advisable to check timber floors for any evidence of rot or shrinkage and repair as necessary.
- f. Do not switch on any electrical appliances that may have been in contact with flood water until a competent electrician has tested them. Your electricity supplier should be checking your main electrical supply.
- g. Do not eat any home grown garden or allotment produce that have been covered by floodwater. Leave undamaged root vegetables in the ground for at least two weeks and then only consume after thoroughly washing and cooking them.

28. **Stress** The mental stress associated with planning to prevent flooding in your home, the physical stress involved in installing flood mitigation measures, possible relocation of your family if the flooding danger is extreme, cleaning up after the flood and dealing with often unsympathetic insurance companies may make the householders feel unwell. It is now acknowledged that the major health hazard of floods comes from all the stress and strain of the event and not infection. If you or others feel unwell this does not necessarily mean that you are suffering from any infection but if you are concerned visit your doctor. Stress counselling and post traumatic stress clinics available.

Contact Details of Assistance in the Event of a Flood

29. **Idmiston Parish Council** Contact details of those that may be involved in direct action during flooding are shown below, if you are in rented accommodation note the details of your property owner as it is their responsibility to protect their property from flooding:

- a. Wiltshire Council Resilience and Response Planning (Emergency Planning) Team co-ordinate and provide support and assistance to Category 1 and Category 2 Responders under direction from the LRF during the response to a major incident. The team will also assist with the recovery phase under direction from the LRF.

Email: emergencyplanning@wiltshire.gov.uk

- b. Flood wardens
- c. Farmers who can assist
- d. Voluntary Groups who are in touch with vulnerable people.

30. Prior to flooding within the Parish of Idmiston the following organisations will provide information to ascertain the threat:

- a. The Meteorological Office
Website: www.metoffice.gov.uk
- b. The Environment Agency Flood Line
Risk of flooding from rivers and the sea, enter postcode or place names. The site recognises Idmiston, Porton and Gomeldon.
Flood Line Tel: 08 459 881 188
Website: www.environment-agency.gov.uk
- c. Wiltshire Council
Flood defence or land drainage problems.
Tel: 01 225 713 159
Email: localhighways@wiltshire.gov.uk

31. **Flood Defences** Local suppliers of sand and sandbags are listed below:

- | | |
|--------------|----------------------------------|
| Boswell Bros | Tel: 01 722 333 781 at Ford |
| Jewson | Tel: 01 722 323 922 at Salisbury |
| Wicks | Tel: 01 722 435 100 at Salisbury |
| Sydenhams | Tel: 01 722 412 444 at Salisbury |

32. **Fire and Rescue Services** Fire and Rescue Services are Category 1 Responders and their primary responsibility is to save life. They may also pump out floodwater from premises but could charge for this service. Contact the Wiltshire Fire Services (admin lines) for further details.

33. **Water and Sewage** The following organisations are responsible for water supply, leakage, sewage disposal, blocked drains and pollution:

- a. Southern Water
Website: www.southernwater.co.uk
Water Leak Line Tel: 0800 820 999 (24/7)
Emergency Line Tel: 0845 278 0845 (24/7)
(water supply or waste water emergency, blocked drains or pollution)
- b. Thames Water
Website: www.thameswater.co.uk
Water Leak Line Tel: 08 007 146 14
Waste Water Line Tel: 08 459 200 800

c. **Wessex Water**

Website: www.wessexwater.co.uk

Email: leakstoppers@wessexwater.co.uk

Sewage Flood Line Tel: 08 458 505 959 (24/7)

Water Leak Line Tel: 08 006 920 692

34. **Gas or Electrical Hazards near Overhead Power Supplies** If you smell gas or observe a potential electrical hazard on, or near, overhead power supplies you should contact the following:

National Grid Response Team:

For Gas Tel: 0800 111 999

For Electricity Tel: 0800 404 090

35. **Highways** Contact Wiltshire Council Local Highways Department for reporting road, lighting defects and other hazards including flooding and drainage issues.

Email: localhighways@wiltshire.gov.uk

Tel: 03 004 560 105 (not 24/7)

36. **After the Flood has Receded** Once the flood has receded and the all clear has been given the following organisations will provide advice and assistance:

a. **National Flood Forum** This is a charity run by people who have experience with flooding or have first hand experience of supporting victims of flooding. It offers advice and assistance to those communities and individuals who have been flooded or who are at risk of flooding.

Website: www.floodforum.org.uk

b. **Citizens Advice Bureau** The bureau will provide advice on how you may obtain financial assistance during and following an emergency. Contact your local service in Salisbury via Yellow Pages or Local Directories.

c. **Public Health England** This agency monitors and provides advice on public health, health protection and flooding.

Website: www.hpa.org.uk

d. **NHS Direct** The National Health Service provides advice on health concerns during or following a flood.

Website: www.nhsdirect

Tel: 0845 454 647