



Local Flood and Winter Plan

For the Parish of Ogbourne St Andrew

FLOOD PLAN REVIEW

Date	Reviewed by	Comments
26/06/23	N Parsons	Revised and Updated information and Template

CONTENTS

- INTRODUCTION
- OBJECTIVES OF THE PLAN
- FLOOD COMMITTEE & KEY RESOURCE CONTACTS
- RESPONSE TO A FLOOD EVENT
- USEFUL CONTACT DETAILS:
 - PARISH, DISTRICT & COUNTY CLLRS
 - COUNCILS AND SERVICES
 - LOCAL TRANSPORT
- KEY PREMISES
- ROAD CLOSURES, PROCEDURE AND POLICE ADVICE
- EQUIPMENT DETAILS
- FLOOD PLAN REVIEW
- INCIDENT LOG
- POST INCIDENT
- WHAT TO EXPECT FROM THE ENVIRONMENT AGENCY
- FAQ/PUBLIC INFORMATION ON FLOODING FROM GROUNDWATER

INTRODUCTION

This plan has been established by the Emergency (Flood and Winter Weather) Working Group (EWG) of Ogbourne St Andrew Parish Council and is designed to provide a basic framework to ensure an effective approach to managing a major incident including Flooding, Winter Weather that may threaten the safety and welfare of the community (both residential and employed), property and livestock.

The Plan covers the Parish of Ogbourne St Andrew and encompasses all properties which are at risk from Flooding and other risks. The plan will be reviewed annually, along with a serviceability check for any stored Equipment's, with the Clerk to arrange review dates and notify Committee members accordingly or to arrange for additional stores items to be requested from Wiltshire Council.

OBJECTIVES OF THE PLAN

- Identify the risks to the community and take action to mitigate them.
- Identify vulnerable properties in the community and develop plans to assist/protect them.
- Identify resources in the community available to assist during an emergency.
- Provide key contact details for the Flood Committee, Key Community Resources, the Emergency Services and Local Authorities.

FLOOD COMMITTEE

In the absence of the Emergency Services, the Emergency Working Group consisting of the Flood Wardens and Parish Volunteers who will lead the community response and act as a central point for information and communication for the community, emergency services and local authority, supported by the rest of the Parish Council.

Emergency Committee Volunteers:

<u>Name</u>	<u>Contact Number</u>	<u>Mobile/E-mail</u>
Nicholas Parsons (Flood Warden Lead) Parish Clerk	01672 841394 TBC	07770796237 07900052186
Flood Warden – Ogbourne St Andrews	TBC	TBC
Flood Warden - Ogbourne Maizey	TBC	TBC
Flood Warden - Rockley	TBC	TBC

Key Emergency and Resource Contacts

Floodline (24 hours service) - 0345 988 1188

Wiltshire Council Highways: 03004560105 or email: localhighways@wiltshire.gov.uk

Wiltshire Council Out of Hours: 03004560100

Environment Agency Contact: 0800 807060

Dorset Fire and Rescue Via 990 or 112

Thames Water via 0800 316 9800 or www.thameswater.co.uk/contact-us/drains-and-sewers

NB: Always remember to take every reasonable precaution to avoid harm to yourself and others.

ACTION TO A FLOOD EVENT

1. The EWG Lead and Parish Clerk, and the designated Flood Wardens for the Parish, are to be registered to receive EA Flood Watch and Warnings and will trigger the following response following an Environmental Agency (EA) notification of a Flood Warning by text: The EWG Lead and Parish Clerk will liaise and establish the extent of any local flooding by calling other members of the Parish Council to ascertain flood levels in their areas to see if they are affected and to what extent. Flood Wardens should not enter the flood water, due to possible contamination, and/or hidden hazards, Advise Parishioners of the risk.
2. The Flood Warden Lead or if not available, the OSA Parish Council Chair, Councilors' and Clerk will liaise and establish the extent of any local flooding by calling other members of the Parish Council and local volunteers to ascertain flood levels to see if they are affected and to what extent.
3. They will call Wiltshire Council (Drainage and Weather team) for further advice and/or assistance and try to establish whether further flooding is expected and when and how long before the water levels might start to drop. If time allows and it is safe to do so, Sandbags, Gel sacks or warning signs, if available in Parish Stores can be pre sited at properties or locations at high risk of flooding.
4. If life is being threatened, or if the emergency services are required, call 999 and request immediate assistance. Notify the Wiltshire Police (dial 101) to notify of the local flooding.
5. Set up a temporary Parish Council flood team and agree manning levels. The Flood Warden Lead/clerk will coordinate and should be informed of all aspects of the operation. On consideration of information provided by the EA, Wiltshire Council and Flood Wardens, agree the level of response and identify what equipment/manpower resources are required. All those involved in the incident are asked to bring mobile telephones and chargers with them, if possible, to assist with communications.
6. Flood Wardens to advise all other members of the Parish Council of the response, and request that members notify neighbours and residents of properties liable to flood in their allocated areas via Face-to-Face communication, Phone, Text, and social media (Facebook and Whatsapp). A record of the date and time should be made if residents of properties were not available when contacted.
7. Any parked vehicles in flood risk areas should be moved to alternate safe locations to prevent damage from rising flood waters.
8. If Road closures are required implement the road closure procedure on **page 12**
9. Property owners are responsible to protect their property from flooding. Wiltshire council is unable to supply sandbags in advance of any flood warnings and you should make your own arrangements to purchase and arrange for delivery to your home by local builders merchants. If you are in imminent danger of flooding telephone: 0345 988 1188 and 0300 456 0100.

10. Wiltshire Council has a limited supply of sandbags and any requests for them during an emergency is considered on a case-by-case basis and prioritised by level of need or vulnerability for example the elderly or infirm and the protection of commercial property to prevent environmental pollution.
11. If sandbags are required and a parishioner is unable to obtain themselves, then a Flood Warden can request that the OSA Parish Clerk, release some of the Gel Bags held by the Parish Council, if these stocks have already been expended extra bags or other items should be requested as soon as possible via:

PEAS (Parish emergency assistance scheme)

Gel sacs, florescent tabards, road flooded warning signs and grit

Email: weatherteam@wiltshire.gov.uk

12. If the flooding has resulted or will result in people having to leave their homes (for instance if a severe flood warning has been issued), the Clerk will discuss the situation with other members of Parish Council and consider whether there is a need to activate the appropriate Places of Safety (Ogbourne St Andrew Parish Church or the Silks on the Down Community pub).
13. Once all information has been identified for each flooding or emergency location, in the case of flooding in addition to notifying Wiltshire Council by phone all information must be uploaded on to the Wiltshire reporting App: <https://my.wiltshire.gov.uk/> The 'Case Number' for your report must be kept for auditing purposes and for reporting update to incidents.
14. Remember – keep a log of all incoming and outgoing calls and any action taken.
15. When flooding occurs photographs/videos should be taken with dates/times and details and forwarded to drainage@wiltshire.gov.uk
16. Be prepared to brief and work with emergency services/local authority operatives on their arrival.

USEFUL NUMBERS (PARISH COUNCILLORS)

Title	Name	Tel Number
Parish Clerk	Jan Whitehead	Mobile 07900 052186
Flood Warden (Lead)	Nick Parsons	Home: 01672 841394 Mobile: 07770796237
Parish Chair	John Hetherington (Chair)	Via Parish Clerk
Parish Councilor	John Edmunds	Via Parish Clerk
Parish Councilor	Alan Brown	Via Parish Clerk
Parish Councilor	Nicky Place	Via Parish Clerk
Parish Councilor	Carys Gregory	Via Parish Clerk
Parish Councilor	Brian Dean	Via Parish Clerk
Flood Warden	TBC	Via Parish Clerk
Flood Warden	TBC	Via Parish Clerk
Volunteer	TBC	TBC
Volunteer	TBC	TBC
Volunteer	TBC	TBC
Volunteer	TBC	TBC
Volunteer	TBC	TBC

COUNCILS & SERVICES

Organisation	Name	Contact Details
<u>Environment Agency:</u>	<p><u>Flood-line:</u> -for river level information and to register for the flood warning service.</p> <p>Flood Incidents (24hrs): - an EA adviser will respond personally to all calls, which will be held in queues, and details of the incident will be logged onto their system and forwarded to the relevant Area Officer. General advice will be given as well as indicating any response or defense measures that can be put in place by the EA. themselves. An incident room for any given area will be set up on receiving a certain volume of calls, and all calls relating to this area will then automatically be diverted to the area center.</p>	<p>Floodline on 0845 988 1188 or Type talk 0845 602 6340.</p> <p>General enquiries: www.gov.uk/government/organisations/environment-agency</p> <p>Flooding levels on the internet: www.thameswater.co.uk/contact-us/drains-and-sewers</p>
Police/Fire/Ambulance		999/101
<u>Wiltshire Council</u>	Switchboard	0300 456 0100
<u>Wessex Water</u>	Switchboard Sewage Floodline (in a property)	345 600 4600 0845 850 5959
Vulnerable persons register	https://www.ssen.co.uk/power-cuts-emergencies/priority-	Vulnerable persons register

LOCAL TRANSPORT

Stagecoach	01793 484316 Monday - Friday 08:00 - 22:00, Sundays 10.00 – 1700 Chris Webber 07899083624 Personal mobile not to be shared	
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Salisbury Red	Richard Gagg (Operations Manager) 07890 559287 24hrs Personal mobile not to be shared	
Taxi	Marlborough Taxis	01672 512786

KEY COMMUNITY SKILLS

<u>Electricity Emergencies</u>	SSE Power Distribution	0800 072 7282
<u>National Gas Emergencies</u>	Gas Emergency	0800 111 999
<u>Street Lighting</u>	Wiltshire Council	0300 456 0100 or Via Wilts App
<u>BT</u>	Report a fault or Damage	0800 023 2023
Experience/ Qualification	Address/Tel Number	Availability
Medical Aid:	Marlborough Medical Practice NHS Out of Hours Service	01672 512187 111

KNOWN LOCATIONS FOR FLOODING

<u>AREA</u>	<u>PROPERTY/LOCATION</u>	<u>REMARKS</u>
OGBOURNE ST ANDREW	Wet pits Lane	///optimally.preparing.prongs
OGBOURNE ST ANDREW	Main Street/Sheepridge Meadow View Southview Crowlynch	///lifelong.remit.compacts
OGBOURNE ST ANDREW		
OGBOURNE MAZIEY	Box Cottage/Box Drive Area	///lecturing.snows.lure
ROCKLEY	Pond Cottage/ Rockley Manor Area	///transmit.suspends.dull

ROAD CLOSURES - PROCEDURE

Flood Wardens to decide which roads require closing to save life and prevent further damage to properties and vehicles by contact the following:

1. Wiltshire Police (Dial 101). If Wiltshire Highways (Wiltshire Council duty highways engineer) are unable to do so, or will be delayed in closing roads, If the Police are unable to assist, seek Police authorisation for the road closed signs to be deployed by Flood Wardens from Parish Sources.
2. Wiltshire Highways (0300 456 0100): Request and identify road closures as follows.
3. Inform the Police of the need to provide additional road closure signage (101)
4. In the event that the Parish Council decides to close roads, two people should be allocated to each road closure at any one time. High visibility jackets must be always worn, a copy of the Parish OS map and a copy of the Police Advice below must be carried. The parish Council office will coordinate the release of all equipment from storage.
5. The Parish Council office will coordinate the return of equipment to storage when it is no longer required, and ensure its return is properly logged.

ROAD CLOSURE – POLICE ADVICE

Police and Wiltshire County Council (WCC) Highways are the only bodies that can officially close roads in an emergency, such as flooding. In exceptional circumstances, it would assist police if 2 of the Parish volunteers could monitor the Road Closure once it has been put in place by the Police. It must be stressed that such persons have **no Power to stop any motorist**.

The role would entail ensuring the closure signs and cones remained intact and to advise motorists of the flood and help with alternative routes to avoid it.

Health and Safety should be paramount as the **Police and Highway authority would not be responsible for any injury incurred whilst carrying out such a role**. The wearing of high visibility garments and the use of torches are recommended. Standing at the roadside and not in the carriageway would be the correct procedure and waiting for the vehicle to stop before approaching. Speaking to the driver is the safest course of action. If a vehicle fails to comply with the Road Closure, then please record the date and time, the registration number, make of vehicle, and a very brief description of the driver (male/female) as this could be used by the Police in possible future action against the driver.

EQUIPMENT DETAILS

Equipment	Name	Available at:	Number/Location
Hi Vis Jackets,	Parish Council	Parish Storage Container Key code xxxx	What3words: Tests.driftwood.resemble
Flood Signs x 4	Parish Council	Parish Storage Container Key code xxxx	What3words: Tests.driftwood. resemble
Flood Drive through slowly x 4	Parish Council	Parish Storage Container Key code xxxx	What3words: Tests.driftwood.resemble
Gel Sacks (Sandbags) 2 x boxes of 5	Parish Council	Parish Storage Container Key code xxxx	What3words: Tests.driftwood.resemble
Road Closed Signs x 0	Held by WCC/Police	Via WCC/Police	
Ordnance Survey Map of local Area	Parish Council	Lead Warden	
Traffic Cones X 0	Parish Council		

INCIDENT LOG

The information contained in this log may be of use to agencies and local authorities following an incident to establish what happened - do not destroy.

Log Keeper.....

Incident.....

Page.....of.....

Date	Time	Event/Message	Action

POST ACTION – PROCEDURE

IMMEDIATE

1. Ensure all those affected by flooding have contacted their insurance company.
2. Ensure all those affected by flooding know where to get help, Flood helpline, Wiltshire Council, National Flood Forum.
3. Use of additional Parish Emergency Items if required. (Sandbags Gel Bags etc.)
4. Direct and coordinate Parish Volunteers to those premises needing assistance to stop flooding or move furniture.

LONG TERM

1. Support and Check householder and parishioners who have been affected by the flooding, that they are dealing with the change brought on by the flooding and adjusting to the short-term disruption. Signpost to Welfare and MH Support if deemed appropriate.
2. End of Incident Debrief, with all involved agencies, to capture thoughts and suggestions on what worked well and what areas need to be reviewed.
3. Review current flood plan and amend as required, a follow up 'Practice exercise' of the revised flood plan should be enabled to confirm viability. The flood plan to be reviewed annually and signed off accordingly.

Frequently Asked Questions (FAQ)

WHAT TO EXPECT FROM THE ENVIRONMENT AGENCY

1. Monitor rainfall and river levels and make forecasts and issue flood warnings on main rivers, where they have forecasting capabilities.
2. Communicate the risks of flooding to those at risk.
3. Provide advice on what to do before, during and after flooding.
4. Provide information on river flood level forecasts when a flood watch or warning is in force on their Flood-line service
5. Issue flood warnings to people who are registered to receive their service*.

When flood warnings are in force, local river forecast information is available on the Environment Agency's Flood-line service; callers can listen to this information by telephoning Flood-line on 0845 988 1188.

The Environment Agency's website shows live flood watches and warnings in force; it is updated every 15 minutes. However, when a flood watch or warning is in force people should telephone Flood-line to listen to what is happening locally. This information is not available on the website.

** It is important that all properties at risk from flooding should see if they can register for the Environment Agency's free flood warning service. Flood-line Warnings Direct (FWD). You can register by telephoning 0845 988 1188 and ask to be registered. To find out if your property is at risk, you can either telephone Flood-line on 0845 988 1188 and ask the operator or by logging onto the Environment Agency's website at www.environment-agency.gov.uk and entering your postcode.*

GENERIC INFORMATION FOR THE PUBLIC & ENVIRONMENT AGENCY ADVICE ON FLOODING FROM GROUNDWATER

- Call Flood-line on 0845 988 1188 for the latest information.
- Identify a safe place where you, your family and your pets can keep away from the floodwater.
- Consider gathering essential items together. These include warm clothes, blankets, regular medication, a torch, food supplies, a mobile phone and a battery operated or wind-up radio.
- Know where to turn off gas, electricity, and water supplies at the mains.
- Consider moving electrical items and valuables to a first floor or higher position.
- Floods can kill. NEVER attempt to walk or drive through any depth of floodwater.
- If the need for evacuating your home is necessary, please cooperate with the emergency services.
- Stay tuned to local radio – Spire FM 102.0 FM
- Not all local authorities can supply sandbags. A full range of information on these products is available from the National Flood Forum website www.floodforum.org.uk. A selected group of product information is also available on the Environment Agency's website www.environment-agency.gov.uk

Flooding from **groundwater** can happen when the level of water within the rock or soil that makes up the land surface (known as the water table) rises. The level of the water table changes with the seasons due to variations in long term rainfall and water abstraction. When the water table rises and reaches ground level, water starts to emerge on the surface and flooding can happen. There are some key features of flooding from groundwater:



- Flooding will usually occur days or even weeks after heavy or prolonged rainfall.
- Flooding may occur for a long time, often lasting several weeks.
- The water doesn't always appear where you would expect it to (i.e. valley bottoms). It may also emerge on hillsides.
- Water may rise through floors rather than coming in through doors.

Flooding from groundwater is most common in areas where the underlying bed rock is chalk, but it can also happen in locations with sand and gravel in the river valleys both of which apply to the Parish of Ogbourne St Andrew.

PUBLIC INFORMATION

In an emergency follow these simple steps to help you stay safe:

- Check on other people in your household to make sure they are safe.
- If the flood water hasn't reached you, move your car to higher ground.
- Gather essential items and put them upstairs or in a high place
- Fill jugs and saucepans with clean water.
- Turn off gas, electricity and water supplies if safe to do so. DO NOT touch sources of electricity when standing in flood water. If you have an electric pump running, you will need to leave your electricity supply on.
- Put plugs in sinks and baths to stop water entering your home. Weigh them down with a sandbag or plastic bag filled with garden soil. This is only a short-term solution. You may need to consider a longer-term solution such as non-return valves, as groundwater can be high for months.
- Keep listening to local radio updates or call Floodline on 0845 988 1188. Stay safe. Always listen to the advice of the emergency services and evacuate when told to do so.
- If evacuated, you will be taken to an evacuation centre run by your local council. Free food and bedding are provided and most will let you bring your pets.
- Bring spare clothing, essential medication, pet food and baby care items if you have an infant.

Wiltshire Council - Useful Information, Guidance, Links and Reporting for Flood Plans, wardens and volunteers

Environment Agency

1. Flood Warnings & Alerts

www.gov.uk/sign-up-for-flood-warnings

- Make sure you and residents sign up for warnings and alerts.
- If your community is in an area at risk of groundwater flooding, everyone should also ask to be signed up to the groundwater flood warning service.

2. FORT – Flood Reporting system

- <https://swim.geowessex.com/somerset/Report/Splash>

3. Checking for flood information guidance e.g. current alerts & warnings and 5 day flood risk.

<https://flood-warning-information.service.gov.uk/warning>

4. Checking the flood risk in your community

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

5. Checking river, sea and groundwater levels in your community

<https://flood-warnings-information.service.gov.uk/river-and-sea-levels>

Met Office

6. Met office weather warnings

Download app from Apple Store or Google Play, follow on Twitter or subscribe by email

<https://metoffice.gov.uk/weather/warnings-and-advice>

7. Check for local Met Office weather observation stations at:

<https://wow.metoffice.gov.uk>

Wiltshire Council

8. **MyWiltshire** to report flooding & weather emergencies.

<https://www.wiltshire.gov.uk/mywilts-online-reporting>

PEAS (Parish emergency assistance scheme)

Gel sacs, florescent tabards, road flooded warning signs and grit

Email: weatherteam@wiltshire.gov.uk

9. **Flood/emergency plans**

Advice or assistance, changes to contact details, flood wardens & volunteers.

Email: drainage@wiltshire.gov.uk

10. **Discretionary gully tanker services** (via your parish/town clerk)

Email: Wiltshiresewers@wiltshire.gov.uk

11. Operational Flood Working Group

Held bi-monthly in the north and south of the county to meet with stakeholder representatives, Wiltshire council, town and parish councils to discuss issues pertaining to drainage and flooding. For details and dates

Email drainage@wiltshire.gov.uk

12. Ditches

Letters and advice for town and parishes concerned that lack of maintenance of ditches and local watercourses could cause properties within their community to flood. (at the bottom of the page) Your parish clerk should also have details on how to do this.

[Operational flood working groups - Wiltshire Council](#)

13. Watercourse Consent

Anyone wanting to do works on or within eight metres of an ordinary watercourse, ditch, culverted watercourse or river (not main) must apply for Land Drainage Consent.

[Land drainage and ordinary watercourse - Wiltshire Council](#)

14. Drainage & Flooding

A flood or community resilience plan should contain the following information particularly if there is a high flood risk to the community: -

- A map/information about what the flood risk to the community is e.g. river, surface water, groundwater, other or combination of one or all the above
- Identify the area's most at risk and any indicators e.g. when river reaches the top of the smallest arch flooding will occur. A photograph of the indicator is always useful in the flood plan.
- Which properties/persons are at risk.
- Know where to go for borehole, river levels and surface water rainfall gauge information which will indicate when levels are rising. (see above)
- Identify those gullies that if blocked would cause internal property flooding or standing water on high-speed road, should be in the plan and the area highway engineer notified of this. A map or directions will suffice.
- Reminder to the clerk to use the discretionary gully tanker on those not requiring traffic control e.g. high-speed road.
- The parish steward can be tasked with clearing drainage assets in periods of wet weather.
- Remind the residents to report blocked gullies via the MyWilts App.
- When any internal property flooding occurs, you must let the drainage team know.
- Wiltshire Council may need to carry out a Section 19 investigation to determine the contributory factors leading to the flooding. The council will require names and addresses of said properties to do this.
- When flooding occurs photographs/videos should be taken with dates/times and details and forwarded to drainage@wiltshire.gov.uk
- If we do not know about flooding in your community, we cannot do anything to help – always advise the drainage team when flooding occurs, particularly when properties are flooded internally.

15. Homeowners

- It is the home-owners responsibility to protect their property from flooding not the local authority.
- To check if a property is at risk of flooding from surface water and river flooding go to:- <https://www.gov.uk/check-long-term-flood-risk>

Useful email addresses regarding flood protection, advice & information

Property Flood Resilience <https://floodmary.com/>

National flood forum <https://nationalfloodforum.org.uk/>

National flood forum blue pages, business involved in property protection
<https://bluepages.org.uk/>

Property Care <https://www.property-care.org/homeowners>