

STORMS/FLOOD PLAN

1. Who is responsible?

What Wiltshire Council say: It is the property owner's responsibility to protecting their home from flooding. Where they can, Wiltshire Council, emergency services, and Environment Agency will help, however if the flooding is over a large area, they may not be able to respond to every call.

2. Flood guidance to members of the public: Prepare-Act-survive

Flood alert - Prepare



- Check your buildings and contents insurance (against flood damage, provision of temp accommodation, clean-up arrangements, level of cover against damage)
- Check your electricity supplier contact details in case of a power cut
- Seek advice on protecting your property [National Flood Forum's Blue Pages](#).
- Purchase sandbags
- Prepare an emergency kit (medicines, insurance documents, blankets, waterproof clothing, bottled water, food, torches, first aid kit, fully charged mobile phone)
- Check flood warnings <https://flood-warning-information.service.gov.uk/warnings>
- Sign-up to flood warning alerts <https://www.fws.environment-agency.gov.uk/app/olr/register>
- Alert neighbours
- If you are going away, refer to 'ACT' section, and alert a neighbour of your whereabouts/contact details/leave them a key

Flood warning - Act



- Turn off gas, water, and electricity (find out how to do this in advance)
- Move emergency kit and valuables upstairs or to safety
- Move family, pets, and car to safety
- Help neighbours if safe to do so
- RIVERS: Environment Agency www.environment-agency.gov.uk. Floodline 24 hour service 0345 988 1188 or 0800 80 70 60
- HIGHWAYS (blocked gullies and grating): Wiltshire Council. Report online (via My Wiltshire app) OR by phone 0300 456 0105 (8.30am to 5pm, Monday to Friday)

Severe flood warning - Survive



- Call 999 if in immediate danger
- Follow advice from emergency services (evacuate if told to do so)
- Keep yourself, your family, and pets safe (avoid driving or walking through flood water: just 30cm (1 foot) of fast flowing water could move your car and even shallow moving water can knock you off your feet. It may contain heavy debris, sharp objects, open manhole covers, sewage and chemicals)

The Parish Council's role - proposal

1. Prepare

- a. Support 'surgery' to help residents with:-
 - Checking their buildings and contents insurance
 - Locating gas, water, and electricity and how to turn off
 - Communicate flood warning alerts via social media and other means of communication to reach the most vulnerable residents and households
- b. Appoint Flood Wardens
- c. Create a 'Line of Communication' Plan
- d. Buy/store supply of Sandbags for speedy distribution in an emergency
- e. Buy/store a couple of emergency kits for distribution at the Emergency Centres
- f. Monitor gullies and grating
- g. Monitor river blockages
- h. Contact landowners who are responsible for clearing a blocked gully
- i. Use of Parish Steward
- j. Support members of public on how they report to Wiltshire Council and Environment Agency

2. Act

- a. Continue to communicate updates alerts via social media and other means of communication
- b. Flood Wardens to assist with:-
 - Distribution of sandbags
 - Relocation to safety
 - Distribution of emergency kits at the Emergency Centres

3. Survive

As this is a 999 situation, n/a