[*Community Name/Area*]

[Optional: Add logo / picture of area]

Community Resilience Plan

If your community are in immediate danger call 999

**Developed by:** ………………………………………….

[Address]

**Date:** [Date Published]

**Date of next review:** [Date of Review]

(Annually is recommended)

**Supported by**



|  |  |
| --- | --- |
| **Contents** | **Page** |
| **Section 1: During an incident** | **3** |
| 1.1. First steps in the event of an Incident |  |
| 1.2. Collate current information about the incident |
| 1.3. Communication Tree |
| 1.4. Hazards and Actions to take within our community **during** a response to an incident |
| 1.5. Communication with residents during an incident |
| **Section 2: Before and After an incident** | **11** |
| 2.1. Hazards & Actions to take within our community BEFORE and AFTER an incident.  |  |
| 2.2. community Coordination Point details |
| 2.3. Temporary Community Shelter details (until formal local authority facility is set up) |
| 2.4. Area covered by this plan |
| **Section 3: Document Control** | **21** |
| 3.1. Amendments |  |
| 3.2. Who has a copy of this plan? |
| **Section 4: Community Flood Plan** | **22** |
| 4.1. Community Flood Risk |  |
| 4.2. Flood Map |
| 4.3. Flood Warning Service |
| 4.4. Flood Warning for our Community |
| 4.5. Alerts and Warnings and what they mean. |
| 4.6. Flood Warden Patches Map |
| 4.7. Flood Warden Patches List |
| 4.8. Surface Water Flooding |
| 4.9. Flood Defense Measures |
| **Appendices** (held as separate documents) |  |
| Appendix 1: Contact Details - RestrictedAppendix 1a: External Organisations Appendix 1b: Community Resilience Response TeamAppendix 1c: Resident Skills and Resources / OrganisationsAppendix 1d: Vulnerable People, Properties or Locations |  |
| Appendix 2: Incident Log Template |  |
| Appendix 3: Information and Guidance for your plan. |  |

***Note: Continue appendix numbers for other risk or site specific plans***

# **Section 1 During an Incident**

## 1.1. First things to do in the event of an incident

|  |  |  |
| --- | --- | --- |
|  | **Actions** | **Complete** |
| 1 | **Call 999** (if necessary) and follow any advice given. |  |
| 2 | **Consider starting to write a log** containing any decisions you made and why you made them. (See Appendix 2 for Incident Log) |  |
| 3 | **Contact the Community Resilience Response Team** and confirm activation of the plan and details of Coordination Point (section 2.2) to attend. (See Appendix 1b for contact details and section 1.3) |  |
| 4 | **Collate current information** about the incident using section 1.2 below. |  |
| 5 | **Contact your district/borough/unitary council (Emergency Planning)** to confirm you are responding, for any advice and providing them with updates as the situation develops. (see Appendix 1a for contact details) |  |
| 6 | **Ensure each member of the Community Resilience Response Team (and volunteers) know what they are doing.** Give them a copy of their checklist in Appendix 3. |  |
| 7 | **Contact other members of the Community that need to be alerted**:* Those specifically at risk (including vulnerable people, (Appendix 2)
* The Parish Council via the Parish Clerk (Appendix 1a)
* Volunteers, key holders that may be needed (Appendix 1c)

*Contact details in Appendices listed above.* |  |
| 8 | **Recovery -** Once the immediate actions have been completed and the situation starts to improve, start thinking about after the incident, the recovery phase, and how the Community Resilience Response Team can help the community return back to their day-to-day life. Work with you borough/district/unitary authority on this. |  |
| 9 | **Add as necessary** |  |
| 10 | **Add as necessary** |  |

## 1.2. Collate current information about the incident to communicate to the responding agencies and your team.

|  |  |
| --- | --- |
| **A. Details of Current Situation?** | **Notes** |
| A1. Type of emergency – ie flooding, power outage |  |
| A2. Is there threat to life? Have you called 999? |  |
| A3. Has electricity, gas or water been affected? |  |
| **B. Location of incident** | **Notes** |
| B1. What is the exact Location? ([What 3 Words](https://what3words.com/beats.royal.bucks) can be used for this and postal address) |  |
| B2. Is it near a village asset, e.g. a school, main access route for your community or other important location? |  |
| **C. Are there any vulnerable people involved? (see appendix 1d)** | **Notes** |
| C1. People with long term medical issues / disabilities |  |
| C2. Elderly |  |
| C3. Non-English-speaking people |  |
| C4. Families with young children |  |
| C5. Other |  |
| **D. What resources do we need? i.e. Food/Water, Blankets, Shelter, 4x4 Vehicles** | **Notes** |
| D1. Food/Water |  |
| D2. Blankets |  |
| D3. 4x4 vehicles |  |
| D4. Other |  |
| **E. Coordination Points** | **Notes** |
| E1. Where is your Community Resilience team working from? Section 2.2 |  |
| E2. Where are you setting up a Community Shelter? Section 2.3 |  |
| **F. How else could we support the response?** |  |
| Notes: |

1.3. Communication Tree

The phone tree works as a pyramid, with the coordinator at the top making the first call and in turn, they call an assigned set of people and so on, until the tree is complete.

|  |  |  |
| --- | --- | --- |
|  | **Community Resilience Coordinator***Insert Name, Role & Contact Number* |  |

|  |
| --- |
| **Assistant Community Resilience Coordinator***Insert Name, Role & Contact Number* |

|  |  |
| --- | --- |
| **Community Resilience Shelter Team Leader***Insert Name, Role & Contact Number* | **Community Resilience Coordination Point Team Leader***Insert Name, Role & Contact Number* |

|  |  |  |  |
| --- | --- | --- | --- |
| **Temporary Community Resilience Shelter Team***Insert Name & Contact Number**Insert Name & Contact Number**Insert Name & Contact Number**Add as necessary* |  | **Community Resilience Liaison Team***Insert Name & Contact Number**Insert Name & Contact Number**Insert Name & Contact Number**Add as necessary* | **Community Resilience Coordination Point Team***Insert Name & Contact Number**Insert Name & Contact Number**Insert Name & Contact Number**Add as necessary* |

1.4. Hazards and Actions to take within our community **during** a response to an incident.

See separate table in Section 2.1 for “Actions Before and After an Incident”.

*If there are specific impacts or actions for your community, you can add them to this list. Don’t for get to also add them to the before and after an incident table below.*

| What might Happen | Impact on community | Actions the Community Emergency Response Team can do **during** an incident?  | Comments from response  |
| --- | --- | --- | --- |
| *Flooding**(including coastal, river or surface or ground water)* | * *Flooding of local streets*
* *Blocked access to local infrastructure*
* *Damage to property*
* *Travel disruption*
* *Flooded properties*
 | * *Ensure all flood wardens are fully trained before they take any action on the ground.*
* *Ensure the locations of flood wardens kits are listed and flood wardens know how to access them.*
* *Monitor local hotpots at risk of blockage, e.g. bridges, culberts, weirs or gauge boards (as long as it is safe to do so) check section 4 for location map.*
* *Inform community of development situation, reinforcing Flood Alerts and Flood Warnings that are in force.*
* *Call the Floodline for information on the latest situation.*
* *Act as a point of contact between the community and authorities.*
* *Report river/screen blockages to the Environment Agency.*
* *Provide information to agencies of situation.*
* *Deploy community level defences and sandbags.*
* *Look at providing temporary shelter if required at a Community Shelter.*
* *Use the Community Flood Plan in Section 4.*
* *Contact your vulnerable residents on your list to confirm whether they need assistance.*
* *Call KCC Highways to discuss road closures of flooded roads. Agree in advance where road closures may be required. Include locations*
 | *
 |
| *Fire* | * *Damage to Property*
* *Damage to Local Infrastructure*
* *Residents evacuated.*
 | * *Look at providing temporary shelter if required at your Community Shelter location.*
 |  |
| *High Winds* | * *Damage to Property*
* *Damage to Local Infrastructure*
* *Loss of power*
* *Vulnerable people at risk*
* *Travel disruption.*
 | * *The Community Emergency Response Team should during an incident stay indoors as much as possible; don’t go outside to repair damage during a storm.*
* *Compile a list of damage to local infrastructure to communicate to the relevant agency.*
* *Contact your vulnerable residents on your list to confirm whether they need assistance.*
 |  |
| *Heavy Snow & Extreme Cold* | * *Damage to property*
* *Loss of business*
* *Vulnerable people at risk*
* *Travel disruption.*
 | * *Provide a point of contact for the coordination of volunteers around clearing / salting paths*
* *Clear essential paths*
* *Visit vulnerable to assess any needs.*
 |  |
| *Heat Wave / Drought* | * *Vulnerable people at risk of suffering from Heat Exhaustion and Heat Stroke*
 | * *Check on your vulnerable residents to make sure they are coping with the hot weather.*
* Refer residents to the Home checklist for keeping cool. <https://www.gov.uk/government/publications/heatwave-plan-for-england/beat-the-heat-keep-cool-at-home-checklist>
* *Listen to the weather forecasts and the alerts from the Met Office* <https://www.metoffice.gov.uk/public/weather/heat-health/?tab=heatHealth&season=normal>
* *Advise your community to stay wherever if coolest if they can, drink plenty of water and follow the guidance on the NHS website.* <https://www.nhs.uk/live-well/seasonal-health/heatwave-how-to-cope-in-hot-weather/>
* *Share on social media / direct people to the Gov guidance* <https://www.gov.uk/guidance/public-health-impact-of-drought-advice-for-the-public>
* *Share information with vulnerable residents about signing up to the Priority Services Register for relevant water company.*
 |  |
| *Electricity Failure* | * *Loss of streetlights*
* *Loss of traffic signals*
* *Loss of business*
* *Unable to cook food.*
* *Vulnerable people at risk- personal medical support machinery*
* *Limited Communications*
 | * *Check if neighbours have lost services too. If others are affected it makes a difference to what you should do*
* *Establish from the utility company how long they think the power will be off for.*
* *Establish the extent of the power cut*
* *If it is a prolonged power cut or in particularly cold weather look at opening a Community Shelter if any have alternative fuel sources*
* *If the power cut is for a prolonged period, take precautions to stay safe: Be wary using candles, naked flames and portable heating. Never leave lit candles in unoccupied rooms or with unsupervised children or animals.*
 |  |
| *Gas Failure* | * *Extreme cold especially vulnerable people*
* *Unable to cook food.*
 | * *Establish from the utility company how long they think the gas will be off*
* *Establish the extent of the gas outage.*
* *If it is a prolonged gas outage or in particularly cold weather look at opening a Community Shelter if any have alternative fuel sources*
* *Encourage vulnerable residents to sign up to the* [*https://www.britishgas.co.uk/Priority-Service-Register*](https://www.britishgas.co.uk/Priority-Service-Register)
 |  |
| *Water Supply Failure* | * *Health hazard from untreated water*
* *Vulnerable people at risk.*
 | * *Coordinate the delivery of bottled water to residents who are unable to get out.*
* *Offer to help out at a water distribution site if set up by the water company / local authority.*
 |  |
| *Pandemic (covid)* | * *Vulnerable people at risk*
* *Unable to leave home to access services, e.g. food/prescriptions*
* *Closure of local services due to staff shortages*
* *Transport to vaccine centres*
 | * *Check with vulnerable residents whether they need any assistance whilst ill or isolating.*
 |  |
| *Add in any other risks specific to your community include the in the before and after table as well.* |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# 1.5. Communication with residents during an incident

## This section details how the Community Resilience Response Team will provide information and communicate with members of the community. This should also include methods for when the mobile network and landlines are unavailable.

## *Below are some examples for your group to* ***agree, add to or change*** *as necessary.*

Written and visual

|  |  |
| --- | --- |
| Type: | Where: |
| *Posters* | *Village Hall, Library, Local Shops and Pubs, Community Shelter* |
| *Noticeboards* | *Village Hall, Library, Local Shops and Pubs, Community Shelter* |
| *Leaflets / information sheet* | *Local Shops, Pubs, leaflet drop to affected residents, give out at Community Shelter* |
| *Social Media / Websites* | *Community Facebook page / Parish Council Website* |
|  |  |

Verbal – *places where your community can talk to someone to find out information.*

|  |  |
| --- | --- |
| Type: | Where: |
| *Briefing Point (s)* | *Village Hall, Library, Community Shelter* |
| *Door Knocking* | *All residents in identified area, residents that have asked for door knocking* |
| *Two Way Radio*  | *Local Raynet volunteer.* |
|  |  |

**Section 2: Before and After an Incident**

2.1. Hazards & Actions to take within our community BEFORE and AFTER an incident.

Add any further information in the blank row below about specific locations or issues for your community.

See separate table under ‘Actions during an incident’ section 1.4……

| What might Happen / the Hazard | Possible impacts on community | What can the Community Emergency Response Team do to prepare the community **before** an incident happens? | What can the Community Emergency Response Team do **after** an incident during the Recovery phase. | Comments and actions taken. *(use this space to record progress or actions that are outstanding)* |
| --- | --- | --- | --- | --- |
| *Flooding**(including coastal, river or surface or ground water)* | * *Flooding of local streets*
* *Blocked access to town hall*
* *Damage to property*
* *Travel disruption*
* *Flooded properties*
 | * *Understand your risk of flooding*
* *Register to receive flood warning and encourage members of the community to do so. Advertise regularly in community newsletter or other communication/noticeboards etc.*
* *Use the Community Flood Plan in Section 4.*
* *Test and review your flood plan yearly/after flooding .*
* *Attend Flood Warden training*
* *Identify and monitor local hotpots at risk of blockage, e.g. bridges, culberts, weirs or gauge boards. Add locations*
* *Report river/stream blockages to the Environment Agency.*
* *Report ditch blockages to land owner, Kent County Council or Internal Drainage Board*
* *Report blocked gullies to KCC Highways.*
* *Encourage people to prepare a Home Emergency Plan / Personal Flood Plan.*
* *Encourage people to protect their properties with personal flood protection systems.*
* *Share on social media / direct people to the Gov guidance* <https://www.gov.uk/guidance/public-health-impact-of-drought-advice-for-the-public>
* *Share information with vulnerable residents about signing up to the Priority Services Register for relevant water company.*
 | * *Assist people in recovering from the emergency that are listed on our vulnerable list.*
* *Inform Community when situation starts improving.*
* *Assist with clearing up in the community.*
* *Collect data/photographs on who or what was flooded showing flood extents, depths etc and update the plan.*
* *Update your borough council with information you have collected so they can update their plans and procedures.*
* *Encourage residents to have a Household Emergency Plan.*
* *Dispose of Sandbags properly.*
* *Review and update the Flood Plan Section 4.*
 |  |
| *Fire* | * *Damage to Property*
* *Damage to Local Infrastructure*
* *Residents evacuated.*
* *Damage to countryside and farms*
 | * *Encourage Residents to check their smoke alarms*
* *Vulnerable residents can have Kent Fire and Rescue do a Home Safety Visit.*
* *Encourage residents to think about the impacts of things like, Bonfires, disposing of cigarettes, BBQs and their location, disposable BBQs. Advice and guidance can be found on the Kent Fire and Rescue website.*
* *Encourage events in your area taking place and residents not to use sky lanterns or fire works.*
* *For countryside fires check the Met Office Fire Severity Index.* [www.metoffice.gov.uk/fire-severity-index](https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.metoffice.gov.uk%2Fpublic%2Fweather%2Ffire-severity-index%2F%23%3Ftab%3Dmap%26fcTime%3D1658746800%26zoom%3D6%26lon%3D-4.00%26lat%3D53.17&data=05%7C01%7CVicky.Bond%40kent.fire-uk.org%7C53b995b97d3b440bc9be08da73c94852%7C2bd1b71251b14e0ea3b481bfa47b30c3%7C0%7C0%7C637949605593019357%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=vH9anM1J3UvVVxiZ3p258atiVXwJDbdk%2BIy97u3tV9w%3D&reserved=0)
* *The National Farmers Union provide for prevent farm fires as well as tips for people out in the countryside.* [*https://www.nfuonline.com/*](https://www.nfuonline.com/)
* *Encourage residents to have a Household Emergency Plan.*
 | * *Assist people in recovering from the emergency.*
* *Encourage residents to have a Household Emergency Plan.*
* *After an incident update the community on the dangers again of fires and what they can do to prevent them*
 |  |
| *High Winds* | * *Damage to Property*
* *Damage to Local Infrastructure*
* *Loss of power*
* *Vulnerable people at risk*
* *Travel disruption.*
* *Trees fallen down.*
 | * *Encourage Residents to secure or store loose objects that could blow into windows*
* *Encourage Residents to Close and fasten doors and windows securely*
* *Encourage Residents to park vehicles in a garage or well away from trees, buildings, walls and fences.*
 | * *Assist people in recovering from the emergency.*
* *Assist with clearing debris as required, staying safe at all time.*
* *Assist people with insurance claims*
* *Encourage residents to have a Household Emergency Plan.*
 |  |
| *Heavy Snow & Extreme Cold* | * *Damage to property*
* *Loss of business*
* *Vulnerable people at risk*
* *Travel disruption.*
 | * *Encourage Residents to stock up on essentials*
* *Provide a point of contact for residents (particularly Vulnerable residents)*
* *Provide advice to residents about staying warm*
* *Encourage residents to stay in touch with the latest forecast and cold weather alerts.*
* *Share the Met Office “Get ready for Winter” campaign.*
 | * *Assist people in recovering from the emergency.*
* *Encourage residents to have a Household Emergency Plan.*
 |  |
| *Heat Wave / Drought* | * *Vulnerable people at risk of suffering from Heat Stroke*
* *Vulnerable people suffering with lack of water*
 | * *Refer residents to the Home checklist for keeping cool.* [*https://www.gov.uk/government/publications/heatwave-plan-for-england/beat-the-heat-keep-cool-at-home-checklist*](https://www.gov.uk/government/publications/heatwave-plan-for-england/beat-the-heat-keep-cool-at-home-checklist)
* *Listen to the weather forecasts and the alerts from the Met Office* [*https://www.metoffice.gov.uk/public/weather/heat-health/?tab=heatHealth&season=normal*](https://www.metoffice.gov.uk/public/weather/heat-health/?tab=heatHealth&season=normal)
* *Share on social media / direct people to the Gov guidance* [*https://www.gov.uk/guidance/public-health-impact-of-drought-advice-for-the-public*](https://www.gov.uk/guidance/public-health-impact-of-drought-advice-for-the-public)
* *Share information with vulnerable residents about signing up to the Priority Services Register for relevant water company.*
 | * *Check on your vulnerable residents.*
 |  |
| *Electricity Failure* | * *Loss of streetlights*
* *Loss of traffic signals*
* *Loss of business*
* *Unable to cook food.*
* *Vulnerable people at risk- personal medical support machinery*
* *Limited Communications*
 | * *Use UK Power Networks’ 105 service to check live locations of power cuts.*
* *Encourage Vulnerable residents to sign up to the UKPN Priority Services Register*
* *Encourage residents not to open fridges any longer than necessary*
* *Encourage Residents to make sure their home is well insulated. It could stay warm for 12 hours or more in a power cut.*
 | * *Assist people in recovering from the emergency.*
* *Encourage residents to have a Household Emergency Plan.*
 |  |
| *Gas Failure* | * *Extreme cold especially vulnerable people*
* *Unable to cook food.*
 | * *Always have a source of alternative heating available.*
* *Encourage vulnerable residents to sign up to the* [*https://www.britishgas.co.uk/Priority-Service-Register*](https://www.britishgas.co.uk/Priority-Service-Register)
 | * *Assist people in recovering from the emergency.*
* *Encourage residents to have a Household Emergency Plan.*
 |  |
| *Water Supply Failure* | * *Health hazard from untreated water*
* *Vulnerable people at risk.*
 | * *Make sure you have an emergency water supply. Everyone’s needs differ, but the Food Standards Agency advises that the average adult should take in 1.5 to 2litres of water in a typical day (6-8 250ml glasses.)*
* *Establish which residents would require assistance.*
 | * *Assist people in recovering from the emergency.*
* *Encourage residents to have a Household Emergency Plan.*
 |  |
| *Pandemic (covid)* | * *Vulnerable people at risk*
* *Unable to leave home to access services, e.g. food/prescriptions*
* *Closure of local services due to staff shortages*
* *Transport to vaccine centres*
 | * *Encourage people to sign up for supermarket and prescription deliveries.*
* *Establish which residents would require assistance.*
 | * *Assist people in recovering from the emergency.*
* *Encourage residents to have a Household Emergency Plan.*
 |  |
| *Add in any other risks specific to your community, include them in the during an incident table as well.* |  | * *Contact your local authority’s to receive a copy of their local risk register to see if there any other risks you may need to plan for.*
 |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

2.2. Community Coordination Point Details

This is a central information point for the community to come to for updates on an incident, information or support - See section 1.3 in the guidance document for more details.

*(for keyholder contact details see appendix 1c)*

|  |  |
| --- | --- |
| Name of Premises |  |
| Address & [What 3 Words](https://what3words.com/legs.sling.gent) location. |  |
| Main public phone number | *Use appendix 1d for personal telephone numbers* |
| Email/Website |  |
| Size/Capacity |  |
| Number of toilets |  |
| Number of parking spaces |  |
| Any other info |  |

2.3. Temporary Community Shelter Details

This is a temporary shelter facility set up in the early stages of a response, and differs from a rest centre or local authority managed facility that may be set up further into an emergency response.

See section 1.4 in the Guidance document

*(for keyholder contact details see appendix 1c)*

Shelter 1

|  |  |
| --- | --- |
| Name of Premises |  |
| Address & [What 3 Words](https://what3words.com/legs.sling.gent) location.Is the Shelter at risk of flooding? |  |
| Main contact details- phone/email/ website | *Use appendix 1d for personal telephone numbers / out of hours contact* |
| DetaisMaximum size /capacityHeating type – gas / electricyGenerator?Number of toiletsNumber of parking spaces |  |
| Kitchen facilities | e.g. Cooker, microwave, fridge, freezer, hot water urn, kettle, crockery, cutlery – *delete/add to as necessary* |
| Disabled Access/Facilities | e.g. Disabled toilets/ ramp, disabled parking, lifts – *delete/add to as necessary* |
| Wifi available? | Yes No State provider Password |
| Photo of Community Shelter | Add photo of shelter here |
| Any other info |  |

Shelter 2

|  |  |
| --- | --- |
| Name of Premises |  |
| Address & [What 3 Words](https://what3words.com/legs.sling.gent) location.Is the Shelter at risk of flooding? |  |
| Main contact details- phone/email/ website | *Use appendix 1d for personal telephone numbers / out of hours contact* |
| DetaisMaximum size /capacityHeating type – gas / electricyGenerator?Number of toiletsNumber of parking spaces |  |
| Kitchen facilities | e.g. Cooker, microwave, fridge, freezer, hot water urn, kettle, crockery, cutlery – *delete/add to as necessary* |
| Disabled Access/Facilities | e.g. Disabled toilets/ ramp, disabled parking, lifts – *delete/add to as necessary* |
| Wifi available? | Yes No State provider Password |
| Photo of Community Shelter | Add photo of shelter here |
| Any other info |  |

2.4. Area covered by this plan

Insert map of location

 (Your borough/district/unitary council may be able to help you with this)

2.4.1 – Further information

(Here you can include any information about the location of your area that maybe relevant e.g. access issues for emergency service vehicles, landing point for air ambulance).

2.5. Insurance

Details of insurance cover should be listed below. However, the roles in this plan are voluntary and volunteers are not expected to put themselves in any danger

**If a responding agency deploys a volunteer (e.g. a flood warden), they may be covered by the responding agencies insurance.**

|  |
| --- |
| Policy details |
| Insurance Policy Holder | Whose insurance policy is this? Parish Council/Community Group/Private Individual/Unitary/District/Borough |
| Insurance Policy Reference Number |  |
| When is this policy active? | When deployed by Parish Council/ Community Group/ Unitary/District/Borough Council |
| Start Date of Policy |  |
| End Date of Policy |  |
| Underwriter | Who underwrites the policy? |
| Contact | Contact name/number of underwriter  |

3.0. Document Control

3.1. Amendment list – complete this every time you make an amendment/change or update to the document or appendices

|  |  |  |
| --- | --- | --- |
| **Summary of changes**  | **Issue number & date**  | **Changed by**  |
| *New Issue* | *Version 1**October 20\*\** |   |
|  |  |  |
|  |  |  |

3.2. Who has a copy of this plan? List here who has a copy of your plan.

A copy of your plan MUST be provided to your Local Authority Emergency Planning Officer. This will ensure communications are kept up with communities and not ‘lost’ once all have completed plans.

|  |  |  |  |
| --- | --- | --- | --- |
| Name/ Role | Organisation | Phone number/email address | Issued on |
| *Emergency Planning Officer*  | *borough/ district/unitary council* |  | *DD/MM/YY* |
| *Flood Resilience Team* | *Environment Agency*  |  |  |
| *Mr/Mrs Smith* | *Local Flood Warden* |  |  |
| *Name* | *Community Emergency Co-ordinators* |  |  |
| *Name* | *Parish/ Community Organisation* |  |  |
|  |  |  |  |

**Section 4 Flood Plan**

4.1. Community Flood Risk

The main source of flooding is [*fluvial/tidal/surface water/groundwater.]* However, flooding can also occur when *[explain if flooding occurs from another source, at a different time and list possible locations.)*

In our community, there are xxx properties at risk of flooding.

Historic flooding [add details of any historic flooding incidents

4.2. Flood Map

[*You can obtain a copy of the Flood Map for your community from the Environment Agency if your risk of flooding is from a fluvial or tidal source. Lead Local Flood Authorities (typically County Councils and Unitary authorities) are able to provide maps identifying areas susceptible to surface water flooding.]*

[*This map can include locations where blockages typically occur, flow routes of flood water and identification of structures that are operated and maintained by the Environment Agency. You can also mark on the map locations of vulnerable residents that are recorded in your vulnerable persons list appendix.]*

4.3. Flood Warning Service See section 4 of the guidance document

In England, the Environment Agency operates a free Flood Warning service in areas at risk of flooding from rivers or the sea.

To find out if your community is covered by the Flood Warning service or to register, please call **Floodline** on **0345 988 1188** or visit **www.gov.uk/flood**. It is advisable for members of the community to review the contact details periodically to ensure the details held by the Environment Agency are correct.

During a flood, you can hear information on the current situation by calling Floodline. This local information can be heard by selecting option 1 and dialing a ‘quick dial code’ that is specific to your area.

4.4. Flood Warnings for our community

Enter the details below of the Flood Alerts and Warnings Areas that are applicable to the community:

|  |  |
| --- | --- |
| Flood Alert Area | Quick Dial Number |
|  |  |

|  |  |
| --- | --- |
| Flood Warning Area | Quick Dial Number |
|  |  |
|  |  |

4.5. Alerts and Warnings and What they mean.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
| What it means | Flooding is **possible**. Be prepared | Flooding is **expected**. Immediate action required | **Severe flooding. Danger to life.** | No further flooding is currently expected for your area. |
| When it is used | Two hours to two days in advance of flooding | Half an hour to one day in advance of flooding | When flooding poses a significant risk to life or significant disruption to communities | When a Flood Warning or Severe Flood Warning is no longer in force |
| Impacts likely to be seen | Flooding on fields, recreation land and car parks.Flooding of minor roads and farmland | Flooding of homes and businessesFlooding of rail infrastructureFlooding of roads with major impactsExtensive flood plain inundation (including caravan parks or campsites) | Deep and fast flowing waterDebris in the water causing danger.Potential or observed collapse of buildings and structuresCommunities isolated by flood watersCritical infrastructure for communities disabledLarge number of evacuees | No new impacts expected from flooding, however there still may be flooded propertiesor damaged infrastructure |
| Recommended actions | Be prepared to act on your flood plan.Prepare a flood kit of essential items.Avoid walking, cycling or driving through floodwater.Farmers should consider moving livestock and equipment away from areas likely to flood. | Protect yourself, your family and help others.Move family, pets and valuables to a safe place.Turn off gas, electricity and water supplies if safe to do so.Put flood protection equipment in place.If you are caught in a flash flood, get to higher ground. | Stay in a safe place with a means of escape.Be ready should you need to evacuate from your home.Cooperate with the emergency services.Call 999 if you are in immediate dangerCall Floodline for up to date information. | Be careful. Flood water may still be around for several days and be contaminated.If you have been flooded, ring your insurance company as soon as possible. |

4.6. Flood Warden Patches Map

During a flood, Flood Wardens will operate in specific areas in our community. The map below indicates patches that Flood Wardens have been allocated.

See Section 4 of the guidance document when allocating these patches.

*Include map showing community showing Flood Warden patches, use the colour coding on the table below.*

4.7 Flood Warden Patches List

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Road Name | House Numbers | Number of Properties | Symbol | Name of Flood Warden |
| *River Walk* | *1-45 (odds)* | *23* |  | *Mr A Smith* |
| *River Walk* | *1-45 (evens)* | *22* |  | *Mrs C Brown* |
| *High Street* | *1-10* | *10* |  | *Mr R Wilson* |
| *Lower Street* | *56-84* | *28* |  | *Mrs F Richards* |
| *Riverbank Road* | *1-32* | *32* |  | *Mr R Drew (Mon-Fri)**Mrs Porter (Sat-Sun)* |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

4.8. Historic flooding –

Include any areas that have previously flooded. See section 4 in the guidance document for further info.

**4.8.1. Known areas to flood and where water can be pumped to if needed. This information will be needed by Kent Fire and Rescue Service.**

|  |  |  |
| --- | --- | --- |
| Location | Location Details (address / what3words) | Address/location where water can be pumped to. |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

4.9. Flood Defence Measures

See section 4 of the guidance document for information about sandbags

**4.9.1. Our Community Sandbag Store**

|  |  |
| --- | --- |
| Location | *Where is your sandbag store located? Do you have more than one? Is this a temporary store or a permanent one?* |
| Sandbags | YES | NO |
| Sand | YES | NO |
| Contact | *Who is the main contact for the sandbag store?* *Is it locked?* *Who can open it?* *Who re-fills the store when empty?* *What are their contact details?* *Is there more than one person who can be contacted?* |

**4.9.2. Sandbag and flood defence suppliers**

*List local hardware suppliers where flood defence measures could be purchased.*

|  |  |  |  |
| --- | --- | --- | --- |
|  | Supplier 1 | Supplier 2 | Supplier 3 |
| Name |  |  |  |
| Address |  |  |  |
| Materials available |  |  |  |