# Woodford Valley Community Emergency Plan

Version V1 Issued 9th December 2015

# Distribution

This Woodford Valley Community Emergency Plan has been distributed as noted below.

| Recipent | Version Number | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Daphne Ince | D2 | V1 | | | | | | | | |
| Robin Phayre | D2 | V1 | | | | | | | | |
| Jeremy Coombe | D2 | V1 | | | | | | | | |
| Wendy Rountree | D2 | V1 | | | | | | | | |
| Graham Parks | D2 | V1 | | | | | | | | |
| Rae Owen | D2 | V1 | | | | | | | | |
| Renate Malton | D2 | | | | | | | | | |
| Eddie Deighton | D2 | V1 | | | | | | | | |
| Ed Bailey | D2 | V1 | | | | | | | | |
| Woodford Parish Council (Via R Owen) | | V1 | | | | | | | | |
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| Date and Document Type | 21 Oct 15 PDF | 09 Dec 15 PDF | | | | | | | | |

## Revisions

| Version | Notes | Author | Date |
|---|---|---|---|
| Draft D1 | Original draft based on version supplied by Renate Malton of Wiltshire Council | RM & GP | 30Jul15 |
| Draft D2 | Complete re-write by Graham Parks following meeting 30Jul15. Draft for discussion. | GP | 21Oct15 |
| V1 | Order revised to form Core and Appendices. Minor amendments. Adoption Issue. | GP | 09Dec15 |
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# Introduction

This document has been prepared by the Woodford Valley Community Emergency Plan Working Group for the Parish Councils of Woodford, Great Durnford and Wilsford-cum Lake. It provides information, records available resources, sets out plans of action and describes a structure of communications for use in the event of an emergency arising within the valley.

Although the Plan could potentially be used in many situations it concentrates on flooding which is the principal risk to the valley.

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# Emergency Plan

## Communications and Decisions

The structure of communications outlined in the communication tree in Appendix Two of this document will be followed during emergencies. Two Flood Wardens/Emergency Coordinators are identified who will act as the central coordinators during an emergency one for the parish of Wilsford-cum-Lake and the other for the parishes of Woodford and Great Durnford. These people are referred to purely as Flood Wardens throughout this document regardless of the nature of the emergency. Generally all communications with the Emergency Services, Wiltshire Council and The Environment Agency will be via the Flood Wardens. In the event of a Flood Warden not being available for any reason the Chairman of the Community Emergency Plan Working Group will take the role of Flood Warden

Five Village Coordinators are also identified who will be responsible for local risk assessment and communications within their villages.

The Flood Wardens will relay information to and from the Village Coordinators and coordinate any decisions. Village Coordinators are free to take decisions, but are encouraged to consult with Flood Wardens in order to agree priorities.

## Identifying the Vulnerable

People can be vulnerable in emergencies for two reasons: their personal circumstances (illness, old age, pregnancy etc) or due to the location of their property. Properties at risk of flooding are identified on the maps included as Appendix Five of this document. For reasons of privacy no central record will be made of people's personal circumstances. However a "Link" scheme operates throughout the valley that enables vulnerable people to obtain assistance from local volunteers. The organisers of the Link scheme will be in a position to pass on details of people who may need help to the appropriate Village Coordinator in the event of an emergency. In addition Village Coordinators will be encouraged to have personal knowledge of people who may be at risk in their area but who have not necessarily used the services of The Link.

## Resources

All resources identified in this Plan will be pooled and will be available throughout the valley regardless of the parish that needs them. In the event of more than one parish calling on a resource at the same time the Flood Wardens will decide priorities.

## Training and Information for Volunteers

Flood Wardens, Village Coordinators and Community Volunteers will all be issued with the Community Volunteers Guide included as Appendix Four to this Plan. This provides general guidance and sets out their roles in helping residents and each other in times of emergency. They will also be encouraged to take up all relevant training opportunities offered by Wiltshire Council or other bodies. The Chairman of the Flood Group will obtain information on what courses are available and pass it on to other members of the group as appropriate.

## Types of Emergency

The responses to most potential emergencies will be made by one or more of the Emergency Services, Central Government, Local Government or the Environment Agency. Under those circumstances the Flood Wardens, Village Coordinators and Community Volunteers will, if asked, provide assistance and cooperate with whomever is leading the response, using the communications process outlined above.

During other emergencies such as flooding or prolonged severe snowfall, the problems may well be too widespread for the Woodford Valley to expect much, if any, help from outside. In these events the appropriate procedures outlined in Appendix One – Risks and Responses will be followed.

## Personal Risks

Flood Wardens, Village Coordinators and Community Volunteers are expected at all times to avoid putting themselves or others at risk whilst attempting to carry out any of the procedures outlined in this document or its appendices.

## Insurances

The Parish Councils and Meeting adopting this Community Emergency Plan will each maintain suitable insurance to cover the Flood Wardens, Village Coordinators and Community Volunteers for personal injury and public liability risks arising from their actions in putting this Plan into operation within their individual parishes. These actions include: the placing of flood warning signs, sandbags, gel bags and pumps and the relocation of furniture.

# Adoption

This document has been prepared by the Woodford Valley Emergency Plan Working Group with the assistance of officers from Wiltshire Council. It has been prepared for adoption by:

Woodford Parish Council
Great Durnford Parish Council
Wilsford-cum-Lake Parish Meeting

9th December 2015
Woodford Valley Emergency Plan Working Group

Adopted by Woodford Parish Council ……..……..……...

…… Date

Adopted by Great Durnford Parish Council ……..……..……

…… Date

Adopted by Wilsford-cum-Lake Parish Meeting ……

…… Date

**Notes**

1. This Plan and its appendices are intended to act as a guide to actions by Flood Wardens and Community Volunteers acting on behalf of the Parishes in the lead up to and during a flood or other emergency,

2. This Plan does not provide information to householders.

3. The Appendices to this Plan may be altered or extended by agreement between the Flood Wardens without further reference to the Parish Councils/Meeting adopting the plan provided no material alteration is made to the overall scope of the plan or the risks or responsibilities of those Councils/Meeting

**Disclaimer**

The Woodford Valley Emergency Plan Working Group and the Parish Councils/Meeting adopting the plan accept no liability for any loss or damage arising directly or indirectly from action taken or not taken in reliance on material or information contained within this Community Emergency 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 them.

# Woodford Valley Community Emergency Plan Appendix 1

# Risks & Responses


App1- 2 River and Groundwater Flooding
3 Surface Water / Flash Flooding
4 Storm / Prolonged Snowfall & Power Cuts

# River & Groundwater Flooding

## Risks

Although the majority of properties in the valley are not generally susceptible to flooding, it presents a major risk to some. The geology of the river and topography of the valley means that under normal circumstances the river level rises and falls slowly and any consequent flooding is gradual and, to a degree, is predictable by the Environment Agency. Flooding due to rising groundwater also occurs within the valley and, although the process is different to river flooding, both tend to occur at similar times and have similar risks/effect. So the two are dealt with together here. Those properties affected by flooding in the past are indicated with red circles on the maps at the rear of this document. Other properties at risk are those included in the pink shaded areas.

## Potential Impacts

Houses and business premises damaged and contaminated.
Building contents damaged or destroyed
People made homeless or confined to their houses
Businesses disrupted
Drowning
Septic tank failure and consequent pollution
Transport disrupted

## Preparedness

Sign up to Environment Agency flood warnings
Obtain gel-bags, sand-bags and sand from Wiltshire Council
Encourage people at risk to have equipment to hand to protect their own property
Ensure that Wiltshire Council/Environment Agency/land-owners keep surface water drains, ditches and sluice-gates clear and operable.
Identify potential hidden hazards in roads likely to flood. (Manholes, ditches etc)
Obtain flood warning signs from Wiltshire Council

## Action

Flood Warden/ Village Coordinators

## Triggers & Actions

| Trigger | Action | Action By |
|---|---|---|
| Environment Agency Flood Alert | Flood Warden alerts Village Coordinators who monitor current situation and brief meeting held. | FW & VC |
| Environment Agency Flood Warning and<br>Potential Threat identified by Village Coordinators | Village coordinators warn local residents. | VC |
| Environment Agency Severe Flood Warning and/or<br>Properties Under Immediate Threat. | Fill and deploy sand bags to protect properties threatened by river levels.<br>Deploy gel-bags where needed rapidly.<br>Where qualified, help those unable to do so to deploy their own equipment. (See Volunteers Duties)<br>Village Hall & Lake Club warned of possible need to use them as places of safety. | VC & CV |
| Roads flooded to a depth of more than approximately 100mm (4”) | Erect flood warning signs. Floods reported to Environment Agency | VC & CV |
| Roads flooded to a depth of more than approximately 250mm (10”) | Discuss possible road closure with WCC Highways. | FW |
| | Assist WCC with road closure if requested. | VC & FW |
| Properties Flooded. | Open up Village Hall or Lake Estate Club as temporary shelter if necessary. | FW |
| | Organise assistance to those affected. | VC & CV |
| | Report flooding to WCC & EA. | FW |
| | Record and photograph extent of flood. | FW & VC |
| When flood has subsided or warnings no longer in force. | Report flood extent to EA. | FW |
| | Organise information and assistance to those affected. | VC & CV |
| | Flood Group meet to review incident and see if alterations to this Emergency Plan advisable. | FW & VC |

# Surface Water / Flash Flooding

## Risks

Extreme rainfall can and does occur throughout the country, giving rise to rapid rises in water levels and very sudden localised floods. When this occurs the roads and streams running down the sides of the Woodford Valley can become like torrential rivers and under these circumstances the properties at the sides and bottoms of these features become very vulnerable to flooding. Widespread violent storms will cause major disruption and the availability of the Emergency Services may become limited.

These events are likely to have a very short warning period.

## Potential Impacts

Houses and business premises damaged and contaminated.
Building contents damaged or destroyed
People made homeless or confined to their houses
Businesses disrupted
Drowning
Septic tank failure and consequent pollution
Transport disrupted

## Preparedness

Identify houses most at risk from flash flooding and encourage owners to take precautions.
Identify existing drains and ditches that provide protection during severe weather and chase Wiltshire Council or owners to keep clear.
Identify potential improvements to drainage and roads and encourage Wiltshire Council to make necessary alterations.
Identify potential hidden hazards in roads likely to flood. (Manholes, ditches etc)
Monitor Met Office Severe Weather warnings and Environmental Agency Flood Alerts.

## Action

Flood Warden/ Village Coordinators

## Triggers & Actions

| Trigger | Action | Action By |
|---|---|---|
| Environment Agency Severe Flood Warning and/or<br>Met Office Severe weather warning and/or<br>Potential Threat identified by Village Coordinators | Flood Warden alerts Village Coordinators who monitor current situation and report back.<br><br>Village coordinators warn local residents. | FW & VC |
| Properties Under Immediate Threat. | Fill and deploy sand bags to protect properties.<br>Deploy gel-bags where needed rapidly.<br>Where qualified, help those unable to do so to deploy their own equipment. (See Volunteers Duties) | VC & CV |
| Roads flooded to a depth of more than approximately 100mm (4”) | Erect flood warning signs. | VC & CV |
| Roads flooded to a depth of more than approximately 250mm (10”) | Discuss possible road closure with WCC Highways. | FW |
| | Assist WCC with road closure if requested. | VC & FW |
| Properties Flooded. | Open up Village Hall as temporary shelter if necessary. | FW |
| | Organise assistance to those affected. | VC & CV |
| | Report flooding to WCC & EA. | FW |
| | Record and photograph extent of flood. | FW & VC |
| When flood has subsided or warnings no longer in force. | Report flood extent to EA. | FW |
| | Organise information and assistance to those affected. | VC & CV |
| | Flood Group meet to review incident and see if alterations to this Emergency Plan advisable. | FW & VC |

# Severe Storms / Prolonged Snowfall & Power Cuts

## Risks

Violent Storms cause immediate danger to life and can severely disrupt transport, power and communications over such a widespread area that assistance from Utilities Suppliers, the Emergency Services and Local Government may take days or even weeks to arrive. Prolonged or extreme snowfall can have similar disruptive effects. The lack of mobile phone signal in large parts of the valley exacerbates potential communication problems.

## Potential Impacts

People injured or killed from falling trees or vehicle accidents.
Houses and business premises damaged.
Transport, power supplies and communications disrupted.
People unable to heat or light homes for prolonged periods.
Oil supplies unable to be delivered.
Emergency services unable to obtain access.
People unable to obtain food and/or medicines.

## Preparedness

| | Action |
|---|---|
| Chase Wiltshire Council to ensure grit bins kept full | |
| Identify specialists with necessary equipment and skills to clear trees. | |
| Identify volunteers and specialists with first aid and medical skills. | Flood |
| Identify volunteers with 4x4 vehicles able to drive in adverse conditions. | Warden/ |
| Monitor Met Office Severe Weather Warnings. | Village |
| All Flood Wardens and Village Coordinators to have a landline phone that works without an external power source. | Coordinators |
| Obtain and maintain emergency generator and lights for Woodford Village Hall. | |
| Establish Website and Twitter account to aid communications throughout the valley | |

## Triggers & Actions

| Trigger | Action | Action By |
|---|---|---|
| Met Office Severe weather warning | Flood Wardens alert Village Coordinators who monitor current situation and report back. | FW & VC |
| Roads blocked by trees, floods or snow | Village Coordinators with local residents establish which roads are blocked and which are passable and pass information back to Flood Wardens. Flood Wardens inform Wiltshire Council and determine likely timeframe for council to clear road. If necessary FW organise local clearance using qualified volunteers. | VC & FW |
| Road dangerous due to ice. | Village Coordinators organize local use of grit from bins. | VC & CV |
| Prolonged power cuts | Establish what parts of the valley are affected and how long the disruption is likely to be. Inform VCs | FW & VC |
| | Start village hall generator and establish hall as community centre for warmth, snacks and communications (including powering people's mobile phones). | FW, VC & CV |
| Vulnerable people unable to heat homes and/or get food/medicines. | Contact Link Coordinator to establish names of vulnerable people likely to need assistance. | FW |
| | Village Coordinators & volunteers visit vulnerable people and discuss needs. | VC |
| | If suitable and possible try to organise or obtain transport to friends or relatives houses not affected by the emergency. | VC |
| | If necessary try to organise volunteers to do shopping for people unable to get to shops or pharmacists | VC |
| | Record and photograph extent of flood. | FW & VC |
| When emergency over | Flood Group meet to review incident and see if alterations to this Emergency Plan advisable. | FW & VC |

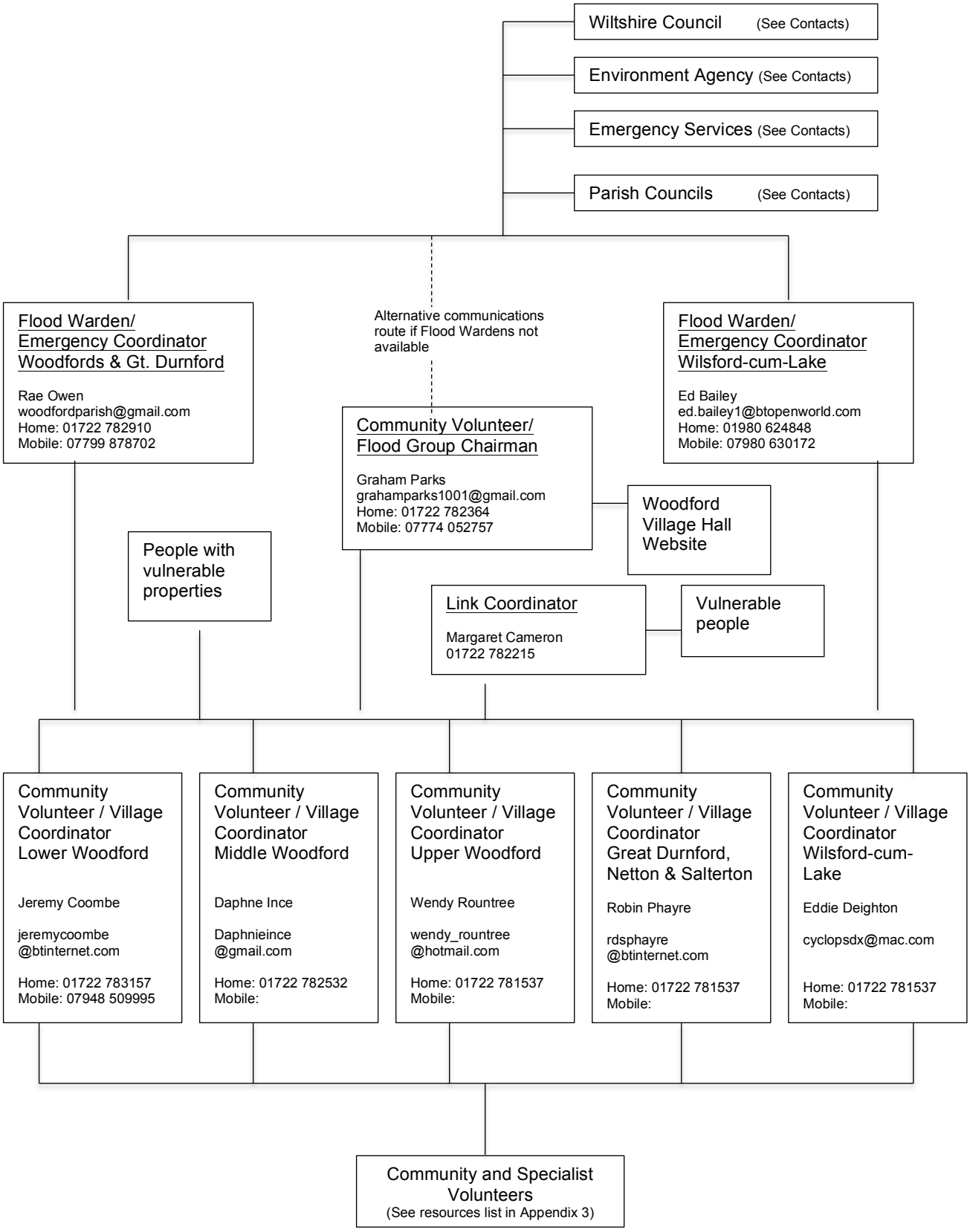
# Woodford Valley Community Emergency Plan Appendix 2

# Communications


App2 - 3 Communications Tree

4 Emergency Services
Utilities and Environment
Medical
Environment Agency
Wiltshire Council
Floodwardens/Emergency Coordinators
Village Coordinators

# Woodford Valley
# Community Emergency Plan
# Communications Tree



# Contacts

## Emergency Services

| Emergency Fire, Police or Ambulance | 999 | 24hr |
|---|---|---|
| Non Emergency Wiltshire Police | 101 | 24hr |
| Non Emergency NHS | 111 | 24hr |
| Non Emergency Wiltshire Fire and Rescue | 01380 723601 | 24hr |
| Amesbury Police | amesburynpt@wiltshire.pnn.police.uk | |

## Utilities & Environment – Information and Reporting Incidents

| | | | |
|---|---|---|---|
| Gas Emergency/Damage | National Gas Emergency Service (All providers) | 0800 111 999 | 24hr |
| Electrical Emergency/Damage | National Grid | 0800 40 40 90 | 24hr |
| Electrical Emergency/Damage | SSE Power Distribution | 0800 072 7282 | 24hr |
| Electrical Power Cut | SSE Power Distribution | 0800 072 7282 | 24hr |
| Water Emergency/Damage | Wessex Water | 0345 600 4 600 | 24hr |
| Sewage Emergency/Damage | Wessex Water | 0345 600 4 600 | 24hr |
| Telephone Equipment Damage | BT Openreach | 0800 023 2023 | 24hr |
| Report Flood, Pollution Incident, Blocked River or Water Course | Environment Agency | 0800 80 70 60 | 24hr |
| Report Flooding | Wiltshire Council Highways | 0300 456 0105 | 24hr |
| Registering for Flood Warnings | Environment Agency | 0345 988 1188 | |

## Medical

| | | |
|---|---|---|
| Hospitals & Health Centres | Salisbury Hospital: Odstock | 01722 336262 |
| | Salisbury Walk-In Health Centre: Avon Approach Salisbury SP1 3SL | 01722 331191 |
| | Amesbury Health Centre: Smithfield Street, Amesbury, SP4 7AN | 01980 625592 |
| | Wilton Health Centre: Market Place, Wilton, SP2 0HT | 01722 746810 |
| Pharmacists | Tanday Pharmacy, Fisherton House, Fountain Way, Salisbury, SP2 7FD | 01722 328288 |
| | Tesco Southampton Road Salisbury SP1 2NY | 01722 395847 |
| | Boots: 40 Salisbury Street, Amesbury, SP4 7HD | 01980 622188 |

## Environment Agency

| | | | |
|---|---|---|---|
| Community Engagement | Nick Reed | nick.reed@environmen-agency .gov.uk | |
| River Avon Restoration Manager | Mike Porter | mike.porter@environmen-agency .gov.uk | 01258 483437 |

## Wiltshire Council

*In the Event of a prolonged emergency Wilts Council will issue a special number to the Flood Wardens*

| | | | |
|---|---|---|---|
| Community Engagement | Renate Malton | renate.malton@wiltshire.gov.uk | 01225 712514 |
| Head of Emergency Planning | Surriya Subramanium | emergencyplanning@wiltshire.gov.uk | |
| PEAS Emergency Equipment | Jack Francis | jack.francis@wiltshire.gov.uk | 01225 712810 |
| Community Area Coordinator | Craig Campbell | | |
| Councilor (Flooding) | Mike Hewitt | mike.hewitt@wiltshire.gov.uk | 01980 610301 |
| Woodford Valley CE School | Rebecca Carson (Head) | admin@woodfordvalley.wilts.sch.uk | 01722 782361 |

## Flood Wardens / Emergency Coordinators

| | | | | |
|---|---|---|---|---|
| Woodford & Great Durnford | Rae Owen | Club Cottage Middle Woodford SP4 6NR | woodfordparish@gmail.com | 01722 782910<br>07799 878702 |
| Wilsford–cum- Lake | Ed Bailie | The Grange, Lake Salisbury SP4 7BP | ed.bailey1@btopenworld.com | 01980 624848<br>07980 630172 |
| Chairman of Flood Plan Group | Graham Parks | 22 Lower Woodford Salisbury SP4 6NQ | grahamparks1001@gmail.com | 01722 782364<br>07774 052757 |

## Village Coordinators

| | | | | |
|---|---|---|---|---|
| Great Durnford, | Robin Phayre | Church Farm House Gt. Durnford SP4 6AZ | rdsphayre@btinternet.com | 01722 782839<br>07881 472113 |
| Wilsford-cum-Lake | Eddie Deighton | Stable Cottage, Lake SP4 7BX | cyclopsdx@mac.com | 01722 781537<br>01980 761396 |
| Upper Woodford | Wendy Rowntree | Meadowbank House Upper Woodford SP4 6PA | wendy_rountree@hotmail.com | 01722 781537 |
| Middle Woodford | Daphne Ince | The Old Workshop Middle Woodford SP4 6NR | daphneince@gmail.com | 01722 782532 |

# Woodford Valley Community Emergency Plan Appendix 3

# Volunteers and Resources

App3 - 1 Physical Resources and Supplies

Specialist Volunteers

Community Volunteers

Version 3 (Redac) (Contact information omitted)

25 March 2016 (Additional volunteers listed)
Redac:
24Oct 2016 (Volunteers' contact information omitted)

# Please note for reasons of privacy and data protection many of the names and contact details have been removed from this version of Appendix 3

# Physical Resources & Supplies (See also maps)

| | | | |
|---|---|---|---|
| Sand & sand bags<br>Road Signs | Container in Middle Woodford | Graham Parks | 01722 782364<br>07774 052757 |
| | | Eddie Deighton | 07971 467223<br>01722 420820 |
| | | Rae Owen | 01722 782910 |
| Gel Bags | Garage at 22 Lower Woodford | Graham Parks | 01722 782364<br>07774 052757 |
| | Stable Cottage, Lake | Eddie Deighton | 01722 420820<br>07971 467223 |
| Road salt | By road at north end of Lower Woodford | | |
| | At top of Jubilee Hill Great Durnford | | |
| Generators, Pumps, Sealants, emergency lights etc. | Container in Middle Woodford | Graham Parks | 01722 782364<br>07774 052757 |
| | | Eddie Deighton | 07971 467223<br>01722 420820 |
| | | Rae Owen | 01722 782910 |

# Specialist Volunteers

| | | | | |
|---|---|---|---|---|
| Ex emergency & services personnel | | | | |
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| | | | | |
| 4x4 Drivers | | | | |
| | | | | |
| | | | | |
| Farm equipment | | | | |
| | | | | |
| | | | | |
| Tree cutting and moving equipment | | | | |
| | | | | |
| First Aider | | | | |
| | | | | |
| Places of Safety | | | | |
| | | | | |
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# Community Volunteers

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# Appendix 4
# Community Volunteers' Guide:


App4 - 3 General Principles
Community Volunteer's Role Before a Flood or Other Emergency
4 Community Volunteer's Role During a Flood or Other Emergency

5 Safety Information

6 Community Volunteers Legal Responsibilities and Advice

7 Roles and Responsibilities of Authorities

8 Additional Notes for Village Coordinators
Additional Notes for Flood Wardens
Additional Notes for Flood Group Chairman

# Community Volunteer's Guide

## General Principles

The principal activities of Community Volunteers involve gaining an understanding of local conditions, understanding what local resources are available, knowing who in the locality is vulnerable, acting as part of a local communications system, cooperating with the emergency services and passing information between all parties.

You are not an alternative to the emergency services and must not act as such.

As a Community Volunteer you are a volunteer, you do not have duties; you have volunteered to carry out activities to help the community. In particular you are not required to enter water or move heavy equipment. Should you choose to enter water only do so if it is still and shallow and never do so alone. Where wellington boots and do not go further if the water is coming over the top of them. Take a stick with you and check in front for hazards such as open manholes and ditches concealed by the flood. Do not attempt to clear watercourses or to repair/operate sluice gates or other water control equipment. Do not attempt to lift anything that you feel is in any way beyond your capabilities. Get help as soon as you think it might be necessary.

If your own property is threatened by flood or other risk you must make sure it is safe and secure first before trying to take on any aspects of your role as Community Volunteer

Community Volunteers are expected at all times to avoid putting themselves or others at risk.

## Community Volunteer's Role Before a Flood or Other Emergency

**Understand Flood Risk Within Your Local Area**

The risk of flooding that your community faces changes over time. New buildings, roads and even farming and land use practices can affect flood risk. Watercourses, culverts and drains can be affected by debris that could restrict their flow. Keep aware of how changes within your local environment may impact on the risk of flooding.

**Identify Critical Infrastructure**

Some drains, barriers and watercourses are critical for the prevention of flood. Try to identify these and report them to the Flood Group Chairman for inclusion on the Emergency Plan's maps. If these become compromised in any way report it to the Village Coordinator so that the appropriate people can be asked to clear them.

**Identify Properties at Risk of Flooding**

Get to know which are the properties most likely to flood and the likely flow routes of floodwater. Flood risk maps are available on the Environment Agency's website and are included in the rear of the Community Emergency Plan. If you know of any properties that have flooded in the past or are at particular risk tell the Flood Group Chairman so that he can include the information on the Emergency Plan's maps.

**Identify Vulnerable Individuals**

Build up an understanding of who lives in your area and especially anyone who may require priority attention during a flood such as the elderly, sick or less mobile.

**Take Part in Training and Activities**

We hope to organise training and meetings to provide information to help you to carry out your role in a safe and responsible way. Please take part.

Please familiarise yourself with the contents of the Community Emergency Plan and how to respond during a flood. You should always follow the guidance and advice set out in the plan as well as any training you have received to ensure you do not place yourself or others at unnecessary risk.

**Encourage People to Be Prepared**

The community cannot provide equipment to protect much private property. Please encourage people whose property is at risk to make their own preparations.

# Community Volunteer's Role During a Flood or Other Emergency

Follow the procedures set out in the Community Emergency Plan; they are there to ensure a co-ordinated response from the community in the event of a flood and to promote your wellbeing and that of others. Your priority at all times is to ensure your own safety and not to place yourself at unnecessary risk of injury or harm.

**Follow All Guidance and Requests from the Emergency Services.**

**Relay Information to, from and about the Local Community**
The Emergency Services, local authorities or the Environment Agency may ask you for your local knowledge or for you to relay information to the community. In this event the Flood Warden or Village Coordinator for your area will contact you. You may be asked to provide information about local conditions such as, for instance, the state of roads and pass it back to the Flood Wardens. Or go door to door passing on warnings or information to local residences and businesses.

**Erect Flood Warning Signs**
You may be asked to erect flood warning signs.

**Assist with the Distribution of Sand bags / Gel sacs**
Sand, sandbags and gel-sacs are stored in a number of locations within the valley; see Maps for location. When filling, distributing or installing these, always follow the advice and guidance set out in your training.

**Where Possible Help Organise Assistance to Vulnerable People**
During an emergency you may be asked to visit vulnerable people in the area to see if they need assistance and to assist in organising help if they request it. This may be done in conjunction with the help of Social Services or the Woodford Link Scheme.

**Help at Village Hall**
In some extreme emergencies the Woodford Village Hall will be brought into community use. Some Community Volunteers may be asked to help with its operation.

**Collect Information about the Flood**
Collect and record information during a flood and pass it to the Flood Group Chairman for collation and passing on to the Environment Agency. Notes and especially photographs on flow routes and water levels can be very useful.

# Safety Information

This section of the Community Volunteer Guide highlights some of the possible hazards that you could encounter while performing your duties, with an explanation of what they are and how they can be avoided.

**Drowning**

A person can easily drown in just an inch of water and 15cm (6in) of flowing water is all it takes to sweep an adult off their feet. This Emergency Plan does not require Community Volunteers to enter water, however should you chose to do so you should satisfy yourself that it is safe to do so, only enter if you know the water is shallow and still, do not do it alone and take a stout stick to check for open manholes, ditches and other potential hazards that may be concealed under the water.

**The water meadows in the valley are full of drainage ditches and a fast flowing river that you wont be able to see during a flood. They are highly dangerous when flooded. Do not enter them!**

**Disposal of contaminated equipment**

Sewage and other pollutants can contaminate sandbags and other equipment. If you think that the items used have been polluted contact the local council for information and disposal. The EA booklet 'After a flood' contains useful advice.

**Leptospirosis**

Leptospirosis bacteria from rat urine, cattle urine and other sources can enter rivers sewers and floodwaters. This contaminated water can get into you via cuts, your eyes and mouth and give you a Hardjo infection or Weil's disease. The symptoms start off like flu with a bad headache and possibly vomiting. It can then lead onto meningitis, kidney failure, brain damage and even death. Always where rubber gloves when working with anything contaminated by floodwater, put waterproof plasters on any cuts and grazes before starting work and always wash very thoroughly when you have finished. Keep your hands away from your mouth and face and do not touch dead rats. If you feel ill go to your doctor - Leptospirosis is much less severe if treated promptly.

**Hypothermia**

Getting too cold causes hypothermia. You can get it because you are not wearing enough or you have got wet. The early symptoms are persistent shivering, difficulties moving and confusion/difficulties thinking. Dress appropriately with lots of layers, waterproofs and a hat. If you get wet go home and dry out.

**Hostile situations**

If people become aggressive in anyway, leave them alone and do not attempt to help unless approached and asked specifically. If they require emergency assistance contact the emergency services.

**Manual handling**

As a Community Volunteer people might expect you to help move property with them; you are not required or obliged to do so. Make it clear to people you must attend to your main responsibilities first. If you chose to help do not move anything you do not feel entirely comfortable with. If you think you might need help get it. If there are other community volunteers more suited, trained and used to manual handling than you are, get them to do it or to help.

**Slips, Trips and Falls**

Walk with care and always wear sturdy, appropriate footwear.

**Livestock**

Livestock is unpredictable in behaviour and can be very dangerous, especially if under stress. Only approach livestock with a trained person (i.e. a farmer), and again, only if you feel it is safe to do so.

**Traffic**

During flooding people will want to remove people and property away from the affected area as quickly as possible, and will not always be concentrating on their driving and the road ahead. Poor driving conditions and decreased visibility in bad weather will often exacerbate this problem. Also watch out for vehicles being driven excessively fast through floodwaters or in slippery conditions. Always wear a high visibility jacket and take extra care when crossing roads and thoroughfares. Watch out for manhole covers that have been 'blown' off, a stout stick can be used as an aid to balance and to probe shallow water.

**Flooded Roads**

Roads might become severely flooded and will need to be closed to through traffic. This usually falls under the responsibility of the police, district council or the Highways Agency. But often a Community Volunteer can place a 'Flood' sign close to the road more easily and quickly. Check with your Flood Warden first.

# Community Volunteers Legal Responsibilities and Advice

**If a Community Volunteer causes damage, who is liable?**
As you will be acting as agents of Woodford Parish Council, it is implied that the Parish Council indemnifies you against liability arising from your actions unless you act negligently. All Community Volunteers should check the Parish Council insurance policy to ensure they are covered against liability for their actions.

It should be stressed that in an emergency situation it is likely that a Community Volunteer will be under considerable pressure. By taking reasonable care, and following the agreed actions laid out in the Community Emergency Plan and associated documents, the Volunteer should be protected against civil claims. The best endeavours principle would normally apply. Only where negligence is shown to be malicious could a Volunteer be found to be at fault. The standard parish council insurance coverage is usually valid against this sort of claim. It is probably worth checking - if only for your own peace of mind.

**What if a Flood Warden is injured?**
As mentioned it is important to check whether you are indemnified against personal injury within the Parish Council insurance policy. The Environment Agency or Wiltshire Council will not be liable for Community Volunteer injuries unless the injury arose due to their negligence. The Parish Council will never ask a Community Volunteer to carry out any duties that would place them in danger.

**What if a Flood Warden or Community Volunteer fails to give a warning?**
It is important to remember that the Environment Agency has a power, rather than a duty, to give flood warnings, and the same principle also applies to a Flood Warden or Community Volunteer. In English law, a failure to act does not normally attract liability. Therefore, as the law stands, it is unlikely that you would be liable for any damage that arose from failing to warn a member of the public of an impending flood. This would not be the case though if it could be proved that you purposefully withheld information from the public in the event of a flood, and as a direct result, an individual incurred additional damage caused by the flood. It should be noted that the legal distinction between failing to act and acting has never been part of European law. The coming into force of the Human Rights Act 1998 does make it more likely that the courts will seek to blur this distinction in English law. As of yet, no court cases have been brought against Community Volunteers in order to test this theory.

Please be assured that it is highly unlikely that any court will prosecute a Community Volunteer or Flood Warden as a consequence of their actions as long as they acted in good faith and with good intentions.

**Relationship with Councils**
As a Community Volunteer you do not receive payment. The contract, if any, is solely between the Parish Council and the Community Volunteer. There is no employment contract between a Community Volunteer and the Environment Agency or Wiltshire Council. The community volunteer is advised how to carry out their duties by the Parish Council.

# Roles and Responsibilities of Authorities

Local authorities do not have a statutory duty to provide sandbags or give other assistance at times of flooding. But they will usually endeavour to help, particularly in cases of emergency. Most local authorities take the threat seriously and will put aside adequate resources to help combat the risk of flooding. However resources are limited and the view of most authorities on residential flooding is that householders should take measures to protect their own properties. In some locations, where there is a known flood risk, the parish council may hold a limited supply of sand and empty sandbags for distribution at times of emergency. They are used to divert water flows and protect property. Often the flood warden will coordinate this when a flood warning has been received.

**Roadside ditches**
The maintenance of these is normally the responsibility of the adjoining landowner (riparian owner) and not the highway authority. If road flooding occurs as a result of blockages in these ditches the highway authority may use its legal powers to require the riparian owner to clear the ditch.

**Land drainage**
Local councils are the local land drainage authority for non-main rivers, but the maintenance of most watercourses is the responsibility of private owners (riparian owners) or of the local water supplier. The council has no responsibility for the maintenance of watercourses and land drainage (except on council-owned land). However, they may be able to offer general advice. The Environment Agency may undertake maintenance of some main river sections, however the responsibility is still with the riparian owner.

**Public surface water sewers**
These are drainage systems, usually piped, which are maintained by the water supplier. However, it is possible that the water supplier and waste disposal authorities are different organisations.

**Highway drains**
Drains, culverts under public roads, piped roadside ditches or other drainage that has been specifically built to-drain the highway. The highway authority maintains these.

# Authorities Involved

The following organisations may be involved in direct specific action during a flooding event. Property owners are listed as it is their responsibility to protect their own property from flooding

**Environment Agency**
Maintain flood defences
Issuing flood warnings
Receiving and recording details of all flooding incidents
Monitoring the situation and advising other organisations
Dealing with emergency repairs and blockages on main rivers and own structures.

**Wiltshire Council**
Co-ordinating emergency arrangements
Maintaining safe conditions on the roads
Putting flood warning signs on the roads
Organising road closures and traffic diversions
Clearing blockages on highway drainage systems
Protect property from flooding by water from the highway (optional)
Emergency assistance - providing sandbags (optional)
Clearing blocked watercourses etc. (Land Drainage Act powers)
Environmental health issues - pollution
Parish Council
Preparation of Flood Plan and organisation of Community Emergency Volunteers
Flood warning dissemination (by local agreement with Environment Agency)
Provision of gel sacs/sandbags and other emergency equipment (if in stock)

**Fire and Rescue service**
Rescue
Responding to all emergency incidents as required
Assisting the populace where a need is identified and the use of fire service personnel and equipment is relevant.

**Water company**
Emergency overpumping or tankering at pumping stations
Clearing blockages in public sewers and outfall grills
Repairing burst sewage and water pumping mains.

**Property owners**
The principal actions of owners of property at risk of flooding or which is flooded are:
Moving to a safe area if life is at risk
Preventing water from entering property if possible
Switching off electricity and gas supplies at mains
Moving valuable possessions above floor areas liable to be flooded.

## Additional Notes for Village Coordinators

Village Coordinators should follow the same recommendations and can carry out all the activities described above for Community Volunteers. In addition Village Coordinators:

1 Act as the central hub for communications within their allocated part of the valley. (See Communications Tree at the beginning of the Community Emergency Plan.)
2 Chase those responsible to clear critical ditches and drains.

## Additional Notes for Flood Group Chairman

The Flood Group Chairman should follow the same recommendations and can carry out all the activities described above for Community Volunteers. In addition the Chairman will:

1 Act as Flood Warden if the other wardens are not available.
2 Organise training for Community Volunteers
3 Organise occasional meetings of the Flood Group to review arrangements
4 Make agreed additions and alterations to the Community Emergency Plan
5 Collate information collected by Community Volunteers on Flooding and pass on to Environment Agency.

## Additional Notes for Flood Wardens

Flood Wardens should follow the same recommendations and can carry out all the activities described above for Community Volunteers. In addition Flood Wardens:

1 Act as the central hub for communications between the Emergency Services/Local Authority/Environment Agency and the Village Coordinators. (See Communications Tree at the beginning of the Community Emergency Plan.)
2 Coordinate the responses made by the Community Volunteers in times of Emergency
3 Pass on and discuss significance of Flood/Weather Warnings to Village Coordinators
4 Determine when actions under the plan are triggered
5 Determine priorities for the use of sand-bags etc.

Pit
(dis)

Normanton Down
House

Normanton

FBs

Wilsford
Farm

71

Wilsford

Wilsford
Manor

45

CP

72

Weir
FBs

Pit
(dis)

Lake

62

Lake
House

Ham
Wood

Tumulus

Key

Flood Zone 3

Flood Zone 2

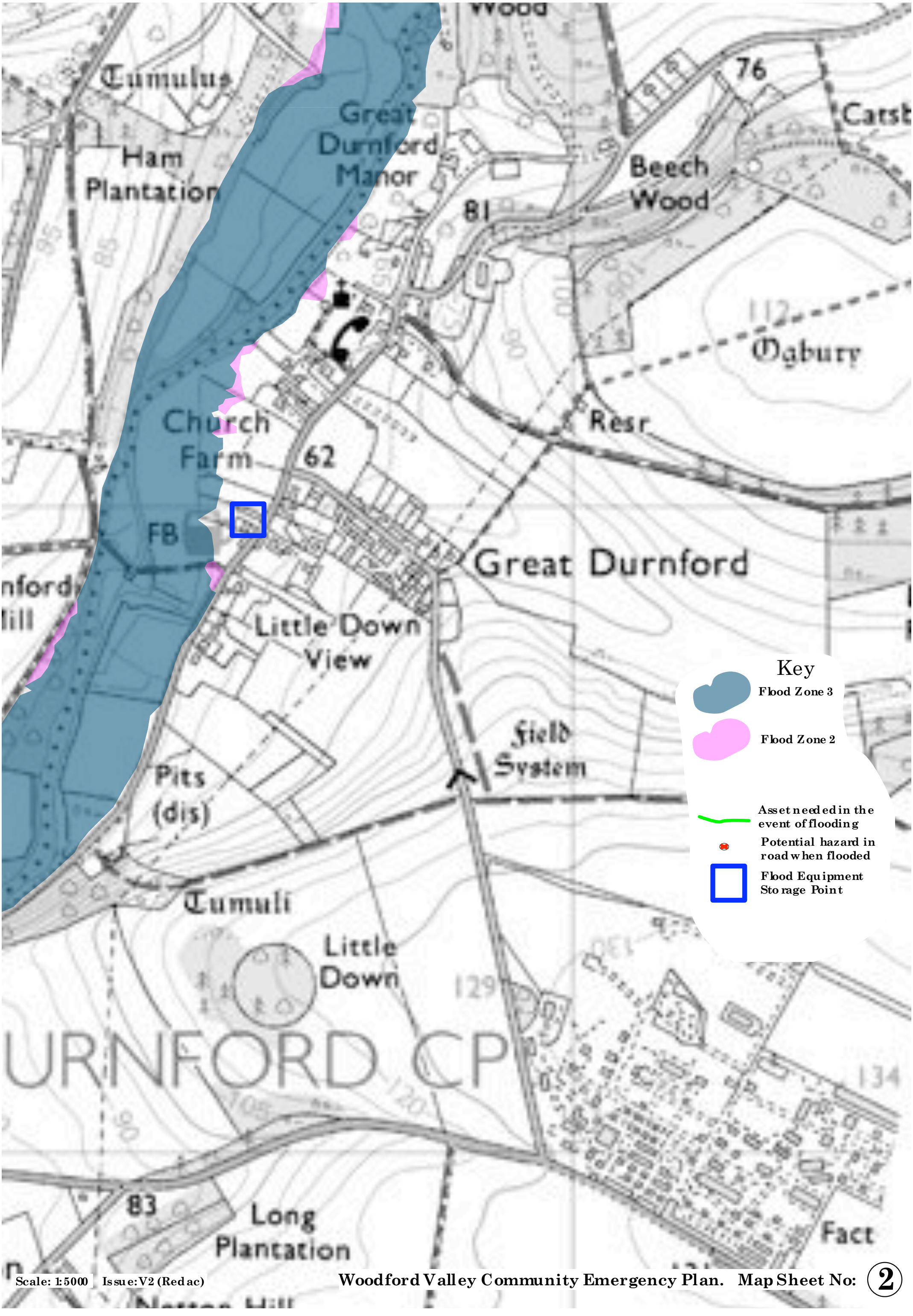
Asset needed in the event of flooding

Potential hazard in road when flooded

Flood Equipment Storage Point

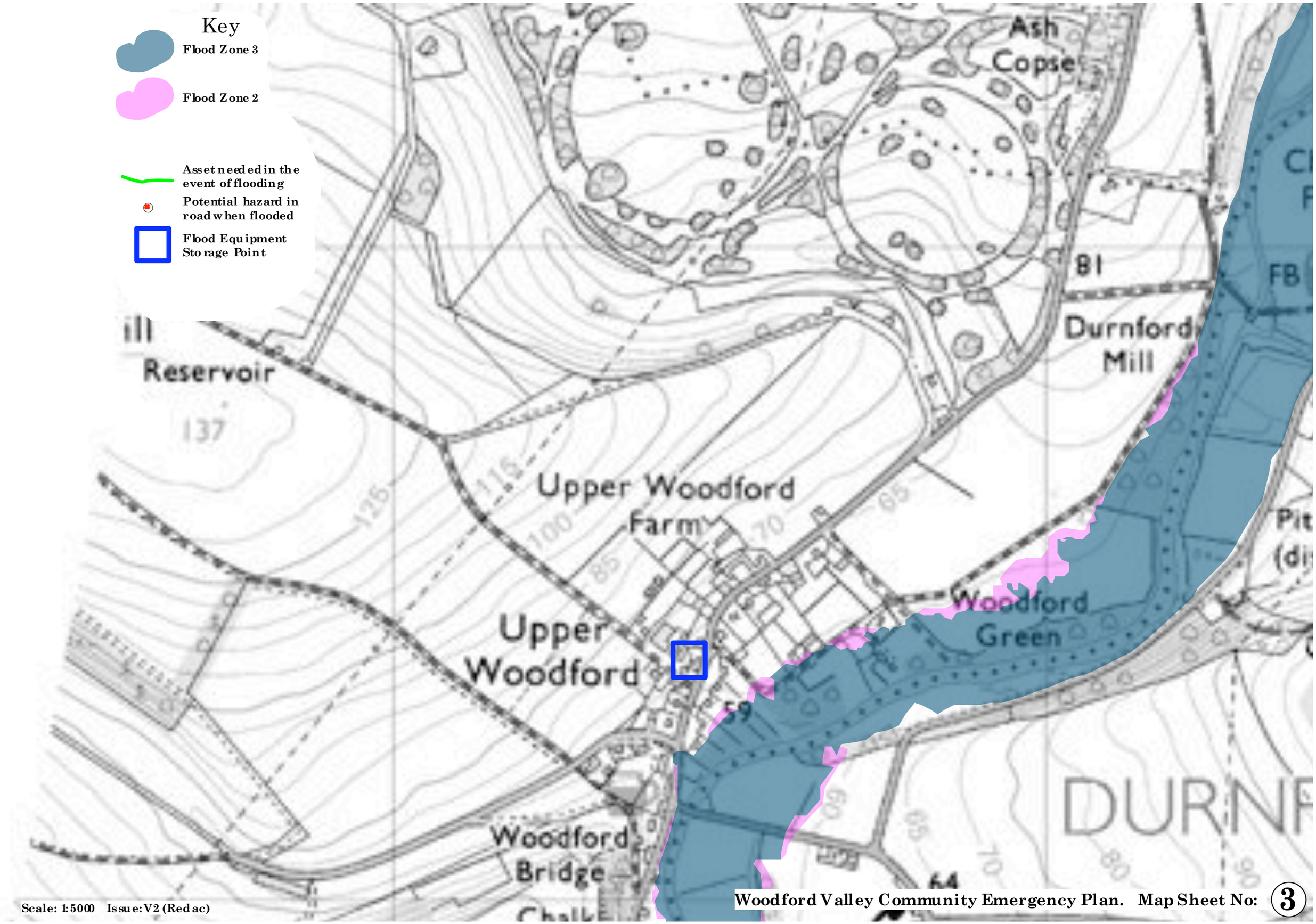
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Woodford Valley Community Emergency Plan. Map Sheet No: 1




Scale: 1:5000 Issue: V2 (Redac)

**Woodford Valley Community Emergency Plan. Map Sheet No: 2**




Scale: 1:5000 Issue: V2 (Redac)

Woodford Valley Community Emergency Plan. Map Sheet No: 3

Key

Flood Zone 3

Flood Zone 2

Asset needed in the event of flooding

Potential hazard in road when flooded

Flood Equipment Storage Point

Chalk Pit

Heale Farm

Netton

Netton Manor Farm

Hooklands

Heale House

FBs

Heale Cottag

Field Systems

Church Bottom

Middle Woodford

Woodford Mill

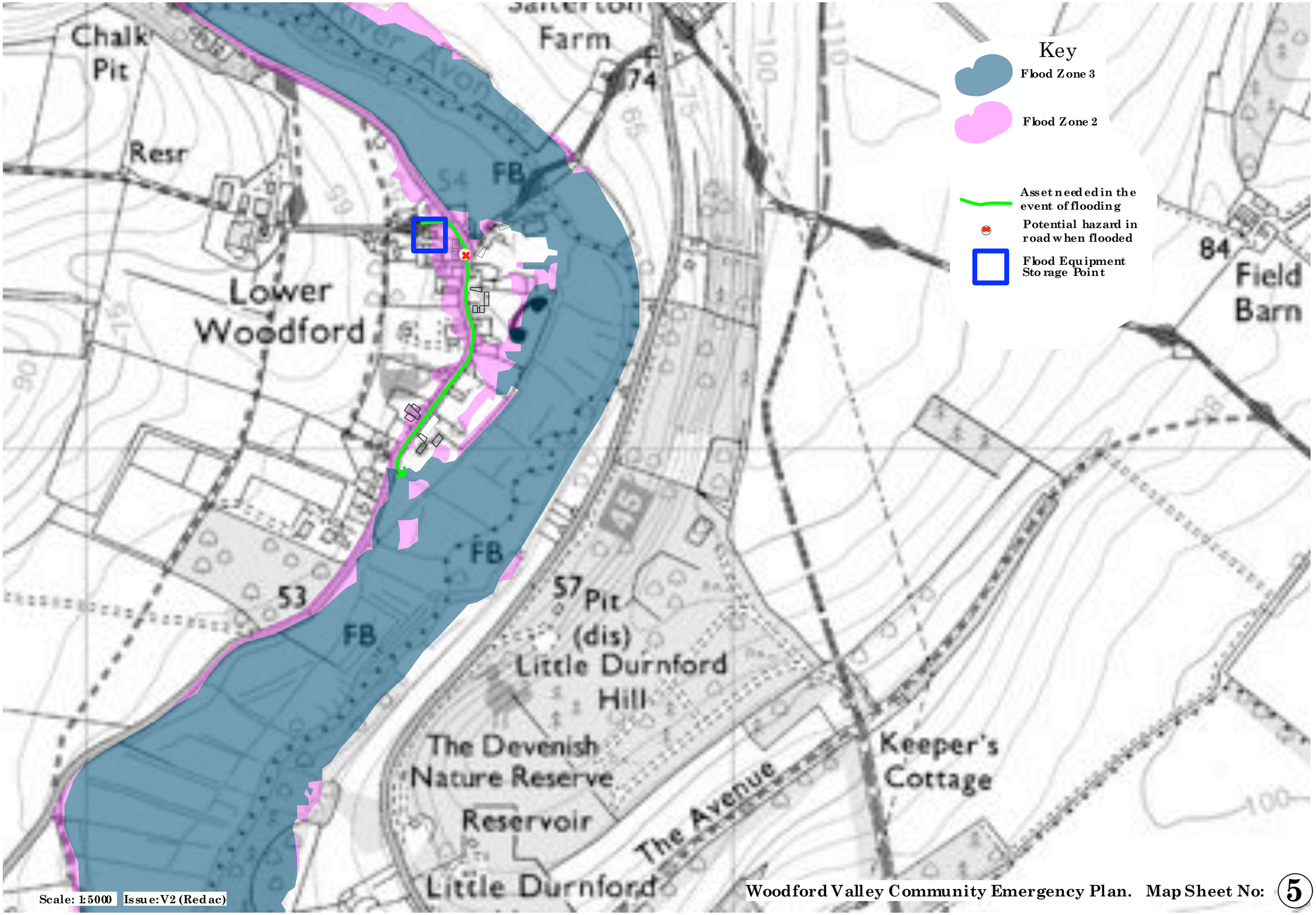
Salterton

Salterton

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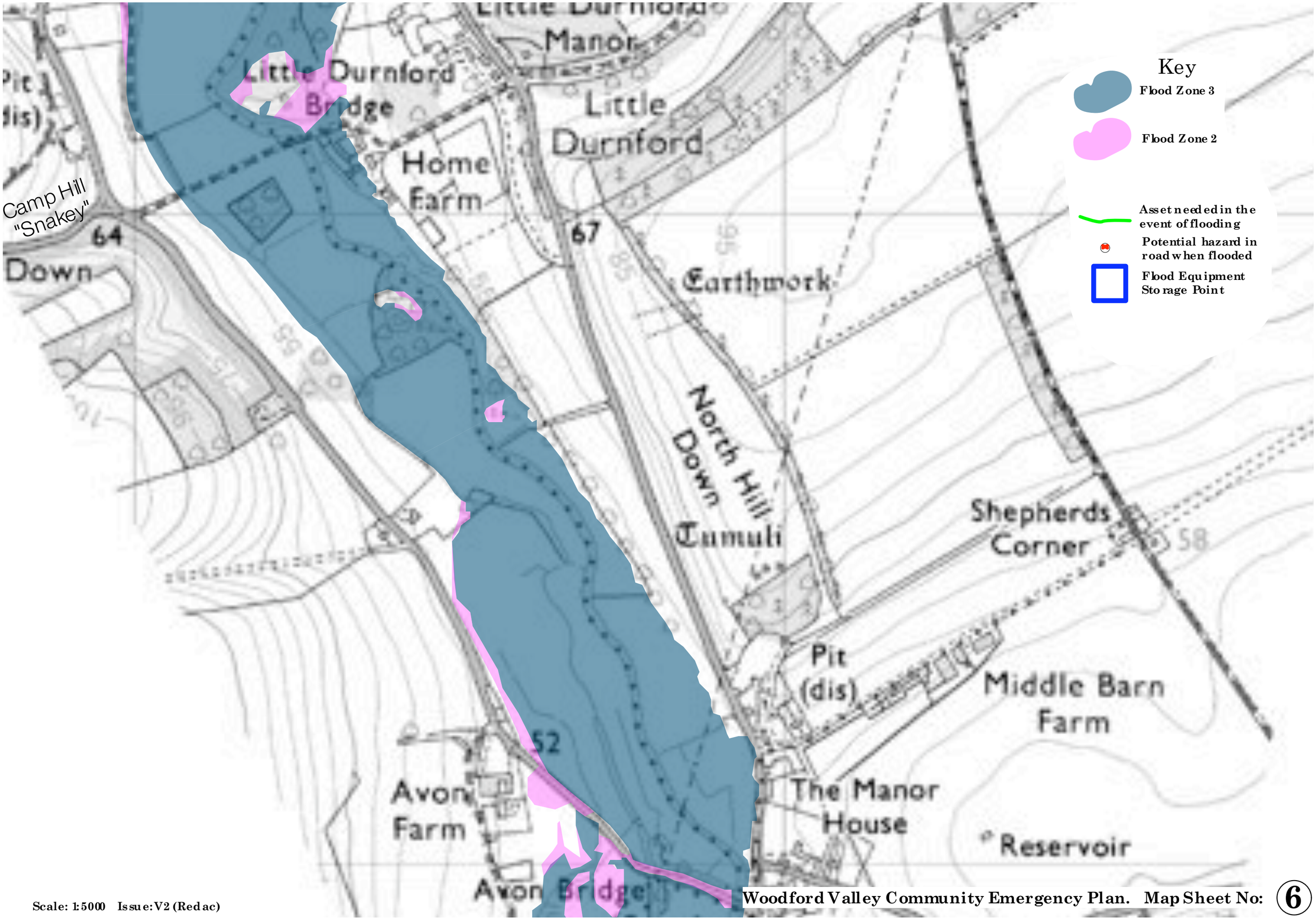
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Woodford Valley Community Emergency Plan. Map Sheet No: 4




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Woodford Valley Community Emergency Plan. Map Sheet No: 5




Scale: 1:5000 Issue: V2 (Redac)

Woodford Valley Community Emergency Plan. Map Sheet No: 6