

WILTSHIRE FLOOD PLAN



Wiltshire
COUNTY COUNCIL

*North
Wiltshire
District
Council*



SALISBURY
District Council



West Wiltshire
District Council

WILTSHIRE FLOOD PLAN

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1.1 Introduction

This plan sets out the local authority actions in preparing for and responding to flood situations in the county. The plan also outlines the Environment Agency Flood Warning codes and how they trigger the local authority level of response. It also includes a Wiltshire sandbag protocol.

Many of the services are discretionary and the ability to provide them will depend on the scale and nature of the flooding and the availability of resources. The plan sets out local authorities' priorities.

This document should be read in conjunction with the Wiltshire County and Districts Major Incident Plan (CADMIP), WCC Communications Plan and the Wiltshire Local Resilience Forum Major Incident Joint Procedures Guide.

Sections 2 to 5 of this plan cover location specific plans for each of the 4 Wiltshire district councils. Each local plan includes actions and procedures which relevant to the particular district and should be read in conjunction with this plan.

1.2 Environment Agency Flood Warning System

The Environment Agency (EA) issue warnings of potential flooding from main rivers.

The EA aim to give at least two hours warning of river flooding and two weeks warning of ground water flooding.

Flood warnings are currently only issued for flooding from a river. Ground water information is available from Floodline in addition to information on river flooding.

Severe weather warnings are issued by the Meteorological Office and emailed to local authorities and others by Highways Control Centre (HCC). It also provides severe weather information in relation to highways and this may include forecasts of very heavy precipitation which could lead to flash flooding.

It is sometimes difficult to distinguish between sources of flooding. For example, groundwater and surface water flooding can often appear to be similar.

FLUVIAL	River flooding
PLUVIAL	Rainwater flooding
FLASH	Roads, ditches, fields
GROUNDWATER	High water table
SEWAGE	Sewers, rising mains and pumping stations
POTABLE WATER	Mains failure

1.21 The Flood Warning Codes

In England and Wales the Environment Agency operates a flood warning service in areas at risk of flooding from rivers. If flooding is forecast, warnings are issued using a set of four easily recognisable codes.

The EA issue four flood codes as follows;

- Flood Watch - flooding of low-lying land and roads is expected
- Flood Warning - flooding of homes and businesses is expected
- Severe Flood Warning - severe flooding is expected
- All Clear - no further flooding is expected. Water levels will start to go down

Details of the codes are given at Annex A.

The Floodline number is **0845 988 1188**.

1.22 Flood warning codes notification procedure

During office hours

All Districts receive warnings direct from the EA.

Out of Hours

The duty EPO will contact districts where appropriate for **FLOOD AND SEVERE FLOOD WARNINGS ONLY**. Messages should be left for duty officers as follows:

Kennet	via Worcester Telecare	(0845 0568035)
North Wilts	via Worcester Telecare	(0845 0568035)
Salisbury	via Control Room	(01722 411676)
West Wilts	via Worcester Telecare	(0845 0568035)

1.3 Local Authority Level of Response and Responsibilities

There are five response categories.

Flooding Affecting	Objective	Response
People	Protect life	Evacuation and protect critical utilities infrastructure
Houses	Protect life and dwellings	Flood alleviation equipment
Commercial Property	Protect property	Flood alleviation equipment
Roads	Protect life, dwellings and essential access to main roads	Road closures, diversions and flood alleviation equipment
Gardens/Agricultural land	None	No action taken

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There are other factors which may influence the level of a response.

- Priority is likely to be given to the vulnerable when assisting people and to inhabited property when protecting property
- The classification of roads may be used in prioritising responses to road flooding
- The protection of commercial property may depend on the risk to life, the risk of environmental pollution from stored substances and the possible economic effect on the community

In flood risk areas property owners and occupiers must be made aware that they are responsible for making their own arrangements to protect their property from flooding.

1.4 Roles and responsibilities

The following organisations may be involved during a flooding event:

- Wiltshire County Council
- Wiltshire District Councils
- Environment Agency
- Wiltshire Constabulary
- Wiltshire Fire & Rescue Service
- Water Companies
- Wiltshire PCT

The following agencies also have a part to play in flood response:

- Electricity, gas and telecommunications companies
- Town and Parish Councils
- Large commercial companies
- Community Groups
- Property owners
- Natural England

Other agencies, such as the Ambulance Service, PCT, HPA and the Voluntary organisations, may be called upon as and when necessary.

Wiltshire County Council

- Coordinate emergency arrangements
- Maintain safe conditions on the road
- Put flood warning signs on the highway
- Place “road blocked” signs and traffic diversions
- Clear blockages on highway drainage systems
- Emergency Assistance (S138 LGA 1972)
- Clear blocked water courses etc (Land Drainage Act powers)

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- May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system
- Provision of welfare services (Community Services)
- Arrangement for special waste disposal
- Provision of temporary accommodation (Rest centres)

District Council

- Coordinating the response with resources available in the district
- Flood warning dissemination (by local agreement with EA)
- Emergency assistance (S138 LGA 1972)
- Clear blocked water courses etc. (Land Drainage Act powers) – some belong to the district, some are private
- Clear strategic water courses and outfall grilles
- Environmental health issues – pollution
- Health and safety advice
- Liaise with local Community Services for welfare support
- Arrange special refuse collection and street cleaning

Environment Agency (EA)

- Issue and disseminate flood warnings
- Provide flood defence advice
- Record details of all flooding incidents
- Monitor the situation and advise other organisations
- Deal with emergency repairs and blockages on main rivers and own structures
- Respond to pollution incidents
- Advise on waste disposal issues

Fire and Rescue Service

- Rescue victims in danger of being swept away or drowned
- Evacuate people who are cut off by deep floods using boats (RNLI may assist)
- Assist police in setting up cordons
- Ensure safe systems of work are employed in the inner cordon
- Co-ordinate response with other Category 1 responders
- Respond to hazardous material incidents arising as a result of flooding
- Assist Police with body recovery in line with national policy
- Where appropriate rescue/evacuate animals
- Provide a high volume pumping capacity for key assets
- Respond to all emergency incidents as required
- Assist the public where a need is identified and the use of fire service personnel and equipment is relevant

Wiltshire Constabulary

The principal actions of Wiltshire Constabulary are:

- To activate the out of hours response to flooding incidents from other agencies as required
- Assist in the protection of life
- Assist other responding agencies within the limited of available resources
- Assist in warning communities where agreed procedures have not been effective
- Provide a police response to traffic and public order problems arising from the incident

Water Companies

- Emergency over-pumping or tankering from the sewerage system
- Clearing blockages in public sewers and outfall grilles
- Repairing burst sewage and pumping mains
- May take action to protect property from flooding by water from the public water mains or discharges from the public sewerage systems
- Provision of portable toilets in some case
- Provision of potable water if required

Wiltshire PCT

- Provision of health advice

Electricity and Gas Companies

- Attend to emergencies relating to their service at properties putting life at risk as a result of flooding
- Attend to flooding emergencies at their own services installations

Commercial sector

- Protect own premises and installations

1.5 Health Precautions and advice.

Practical flooding health and safety advice can be provided by the Environment Agency, PCT and Environmental Health Officers.

Advice may include:

- Move to a safe area if life is at risk
- Prevent water from entering property if possible
- Switch off electricity and gas supplies at the mains
- Move valuable possessions above floor areas liable to be flooded

- Do not walk, drive or swim through floodwater (fast flows and missing manhole covers may exist)
- Be aware of hidden dips in roads
- Floodwater may contain sewage effluent
- Do not eat or drink anything contaminated by flood water
- Do not handle wet electrical equipment
- Ventilate property but be aware of security risks

1.6 Information / Media Arrangements.

The gathering and dissemination of information on flooding incidents is very important. County or district incident rooms will collate all information from the public and all agencies involved in the response. It will maintain lists of current flood warnings, road closures and details of flooded areas. Periodic reports will be posted on the council's website.

Communication arrangements will be in accordance with the Major Emergency Media Plan.

1.7 Sandbag protocol

There is no statutory duty for Councils to provide sandbags or other equipment to householders or businesses.

It is at the Council's discretion as to whether it provides sandbags or other equipment, and generally they are not issued to the public. If sandbags or other equipment is issued it should be done so in line with the priorities below.

Some District Councils have in the past delivered significant quantities of sandbags to residents of the county. This represents a significant investment of resources and this protocol ensures a consistent approach in Wiltshire.

The protocol refers to responding to both major and minor flooding incidents.

Preparations made in advance include:

- Technical advice on how to protect homes and to reduce the risk of flooding available from the EA
- Encouraging Parish Council's to prepare an emergency flood plan for their locality
- Maintaining a limited supply of sandbags and sand for emergency purposes
- Encourage householders to provide flood protection equipment

1.71 Priorities for supply of sandbags and similar equipment

Despite the fact that there is no obligation to provide sandbags, where they are provided demand is always likely to exceed the local authority's supply. Every incident is unique and it is recognised that a risk assessment must be carried out in each case. The following criteria will be used to decide how to allocate sandbags and other equipment in any event. It is likely that the response will be incident dependant and limited to the highest priority.

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Priority	Criteria
High	Protection of critical infrastructure
High	Protection of multiple residential properties or vulnerable groups
Medium	Protection of individual residential properties
Medium	Protection of commercial property
Low	Assisting the Highways Agency to protect strategic roads
Low	Mutual aid to other agencies

No sandbags will be provided to protect gardens, sheds, garages, etc.

1.72 Restrictions on the supply of sandbags and other equipment

Sandbags may be issued by Highways Services in response to flooding from roads.

A charge may be made for any sandbags or other equipment supplied.

If sandbags are issued they become the responsibility of the householder.

GLOSSARY

Ambulance Service	Great Western Ambulance Service NHS Trust
CADMIP	County and Districts Major Incident Plan
CEPO	County Emergency Planning Officer
CIR	County Incident Room
COORD & COMMS	Coordination & Communications
DCS	Department of Community Services
DCE	Department of Children & Education
DIR	District Incident Room
ECD	Emergency Contact Directory
EHO	Environmental Health Officer
EMT	Emergency Management Team
EP	Emergency Planning
EPC	Emergency Planning Coordinator (Districts)
EPO	Emergency Planning Officer
EPU	Emergency Planning Unit
ESD	Environmental Services Department
FAC	Family Assistance Centre
F&RS	Wiltshire Fire & Rescue Service, Wiltshire & Swindon Fire Authority
FT	Functional Team
FTM	Functional Team Manager
HCC	Highways Control Centre
KDC	Kennet District Council
LAIO	Local Authority Incident Officer
LALO	Local Authority Liaison Officer
LRF	Local Resilience Forum
NWDC	North Wiltshire District Council
Police	Wiltshire Constabulary
RAYNET	Radio Amateurs' Emergency Network
SDC	Salisbury District Council
TL	Team Leader
WCC	Wiltshire County Council
WWDC	West Wiltshire District Council
Command Levels	
Gold	Strategic
Silver	Tactical
Bronze	Operational

DISTRIBUTION

Number of Copies

INTERNAL

Wiltshire County Council

Chief Executive	
Director of Resources	1
Head of Communications	1
Director of Environmental Services	1
Assistant Director (Operations)	1
Highway Network Maintenance Manager	1
Director of Community Services	1
Director Children and Education	1
Emergency Planning Unit	1
Emergency Management Teams	
Coordination and Communications	4
Welfare	1
Works	2

EXTERNAL

District Councils

Emergency Planning Coordinator, Kennet District Council	1
Emergency Planning Coordinator, North Wiltshire District Council	1
Emergency Planning Coordinator, Salisbury District Council	1
Emergency Planning Coordinator, West Wiltshire District Council	1

Emergency Services

Wiltshire Constabulary	1
Wiltshire Fire Brigade	1
Great Western Ambulance Service	1

ENVIRONMENT AGENCY CODES**Flood Watch**

This means “Flooding of low-lying land and roads is expected”. It is not expected that any property will flood at this warning level. Should any do so, please notify your local Environment Agency office.

The EA issue a Flood Watch for large areas of floodplain that have similar characteristics. A Flood Watch is not specific to individual areas and can cover several communities and locations of flooding.

There is always a potential that parts of the floodplain may suffer from more serious flooding than initially indicated in the Flood Watch. It is not always possible to forecast when and where such flooding will occur. In these circumstances the local Flood Incident Management team will record further details on Floodline and, if possible, a description of where they expect flooding to occur.

Community actions should be:

- Watch water levels
- Stay tuned to local radio or TV
- Ring Floodline on 0845 988 1188 for further information
- Make sure you have what you need to put your flood plan into action
- Alert your neighbours, particularly the elderly
- Check pets and livestock
- Reconsider travel plans

Flood Warning

This means “Flooding of homes and businesses is expected. Act now”.

The EA mainly target Flood Warnings at specific communities that are at risk of flooding. Some Flood Warnings may apply to stretches of coast and river, but they are most relevant to property and road flooding along that stretch.

Community actions should be as for Flood Watch plus:

- Move pets, vehicles, food, valuables and other items to safety
- Put sandbags or flood boards in place

- Prepare to turn off gas and electricity
- Be prepared to evacuate your home
- Protect yourself, your family and others that need your help

Severe Flood Warning



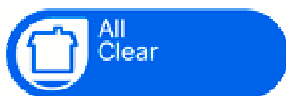
This means, “Act now. Severe flooding is expected”.

The EA mainly issue these warnings to specific communities that are at risk of severe flooding. However some severe warnings may apply to stretches of coast and river.

Community actions should be as for Flood Warning plus:

- Be prepared to lose power supplies - gas, electricity, water, telephone
- Try to keep calm, and to reassure others, especially children
- Co-operate with emergency services and local authorities
- You may be evacuated

All Clear



Flood Watches or Warnings are no longer in force for this area. The EA also use this message to indicate receding floodwaters and a settled outlook.

Community actions should be:

- Check all is safe to return.
- Seek advice from the Environment Agency if unsure.

Many parts of the country are covered by a full four stage Flood Warning Service. The lowest level of warning that the general public normally receives is the Flood Warning.

RIVERS IN WILTSHIRE – EA MESSAGE INFORMATION

Numbers quoted are the quick dial numbers to use once you have called the EA Floodline 0845 988 1188.

1. Tetbury Avon at Malmesbury. 164162
2. Bristol Avon (Upper) at Malmesbury. 164126
3. Bristol Avon (Upper) from Malmesbury to Melksham – from downstream Malmesbury to Upstream Melksham. 164163
4. Sherston Avon at Malmesbury (and tributary at Malmesbury). 164161
5. Sherston Avon from Luckington to Malmesbury (from Luckington to upstream Malmesbury). 164160
6. Bristol Avon (upper) from Luckington to Melksham
7. Bristol Avon (mid) and tributaries – including Melksham and Bradford on Avon. 04423
8. Bristol Avon (upper) from Luckington to Melksham
9. Bristol Avon (Middle) from Melksham to Bathford. 164131
10. Bristol Avon (mid) at Melksham. 164128
11. Bristol Avon (Middle) at Bradford on Avon. 164130
12. Bristol Avon (upper) Area and tributaries – including Malmesbury and Chippenham. 04423
Bristol Avon (upper) at Chippenham. (Chippenham Melksham 15km long, flows from Malmesbury). 164127
13. Semington Brook from upper reaches to Semington. (7km rises near Devizes, meets the River Avon at Whaddon which is half way between Melksham & Staverton). 164110
14. River Biss from Upper reaches to Trowbridge. (4.5 miles long BOA to Trowbridge) 164109
15. River Biss Catchment – Biss and Tributaries between Westbury and Trowbridge. 0442
16. Ampney Brook – Ampney Crusis to Cricklade (Ampney Brook and its tributaries from Ampney Crusis to Cricklade, including Ampney St. Peter). (Ampney brook at Ampney St Peter grid ref: 42(SP)076 013). 0112314

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17. River Ray – Mannington (Swindon) to Cricklade 0112313
18. River Cole Catchment – Stratton St. Margaret, Swindon to Lechlade, the Tuckermill Brook and their tributaries. 0112313
19. River Kennet and its tributaries from Berwick Bassett to Newbury – including Marlborough, Hungerford, Kintbury and Marsh Benham. 0112411
20. The River Kennet catchments from Berwick Bassett to Reading, the Foundry Brook, the River Lambourn, the River Enborne and their tributaries. 0112411
21. River Bourne from Collingbourne Ducis to Salisbury including Tidworth, Shipton Bellinger, Cholderton, Newton Tony, Idmiston, Gomeldon, The Winterbournes and Laverstock. 166053
22. River Till at Shrewton from Tileshead
23. River Till (12.89km from SU051452 upstream limit to SU068368 confluence with River Wylfe).
24. Wylfe Valley Rivers and other watercourses between Warminster and Wilton including Norton Bavant, Upton Lovell, Codford St. Mary, Shrewton, Stapleford and South Newton. 94532
25. River Wylfe (upper from Brixton Deverill to Warminster – including Longbridge Deverills, Henfords Marsh, Boreham, Water Lane and Norton Bavant. 166067
26. River Wylfe from Warminster to Wilton – including Heytesbury, Suffers Bridge, Boyton, Codford St Peter, Wylfe and Great Wishford. 166057
27. Hampshire Avon (upper) and tributaries – the River Avon and other watercourses between Upavon and Salisbury including Netheravon, Durrington, Amesbury and Lower Woodford. 94531
Hampshire Avon (upper from Upavon to Amesbury including Great Durnford, upper, Middle and Lower Woodford). 0166061
28. River Wylfe at Wilton Town – including Govely Riding School, Ditchampton, North Street, Castle Lane and Minster Street. 166056
29. River Nadder South Street Wilton. 166063
30. Hampshire Avon (middle) at Salisbury – including the Close, Exeter Street, Priory lane, Blackfriars Way, Greyfriars Close, Carmelite Way and St. Nicholas Road. 166060
31. River Nadder from Tisbury to West Harnham. 166065
32. Nadder Valley 9454

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33. River Nadder at West Harnham including St George's Road, Richards Way, Middle Street, Old Meadows Walk, Constable Way and Lower Street. 166064
34. River Ebble - Ebbesbourne and Chalke Valley areas. 94534
35. Hampshire Avon (middle) and Tributaries and other watercourses between Salisbury and Ringwood including Downton, Fordingbridge, Bickton and Ibsley. 94551
36. Hampshire Avon (Middle) from Salisbury to Ringwood – including Charlton All Saints, Downton, Breamore, Woodgreen, Fordingbridge, Bickton and Ellingham. 166079

FIRE & RESCUE SERVICE INFORMATION

Wiltshire Fire and Rescue Service have rescue arrangements in place. This section describes the levels of training undergone by Fire and Rescue personnel and also outlines equipment available and its location. Requests for deployment of resources should be via the normal incident management channels.

WATER RESCUE CAPABILITY**Water Safety Awareness**

Water safety awareness training should be provided for all Fire and Rescue Service employee's who may be required to work within 3m of a water hazard.

Water Incident Response Levels**LEVEL 1: LAND BASED RESCUE****Pre-requisite:**

Employees should be competent in carrying out dynamic risk assessments and selecting appropriate systems of work.

Minimum training requirements:

Training should include water hazard awareness and safe working near water procedures, including 'talk, reach and throw' principles.

Minimum equipment requirements:

- Sufficient life jackets for personnel who are required to work within the risk area
- Throw ropes (minimum of two)
- Loud hailer

LEVEL 2: WADING - STILL WATER RESCUE**Pre-requisite:**

Personnel should be competent in Level 1 procedures.

Minimum training requirements:

Level 2 operatives should be trained to undertake still water rescues, which may include wading up to a maximum of waist depth. This training should include

wading techniques, defensive swimming and the procedure for being rescued from moving water.

Minimum equipment requirements:

- Level 1 equipment
- Dry suits or waders (fully sealed to body)
- Walking poles (for support and testing depth of water)
- Lifejackets (rated to 275N)
- Training in defensive swimming

LEVEL 3: SWIFT WATER RESCUE

Pre-requisite:

Water rescue technicians must have a working knowledge of Levels 1 and 2.

Minimum training requirements:

Water rescue teams should be specially trained to facilitate more complex rescue operations. This may include rescues from fast flowing or deep water using a range of specialist skills and equipment.

Minimum equipment requirements:

- Dry suit
- PFD with suitable quick release lanyard
- Personal lighting (attached to PFD and visible from all directions)
- Suitable knife
- Suitable helmet
- Whistle
- Non-powered boat with a tethering system
- Rescue path
- Floating casualty retrieval system incorporating spinal management
- Mud/sand lances

Powered Boat Response

Wiltshire Fire and Rescue Service (WFRS) have an affiliate section at Cooper Tires, Melksham where a 3.5 metre rigid inflatable boat and crew are available. 2 new boats have been bought by WFRS. A 5 metre rigid hull power boat that is intended for flood relief and smaller 3.1 metre inflatable that will act in support of the rigid hulled boat in shallower water. At the moment these two are based in Chippenham.

DEFINITIONS

Water Hazard:

A water hazard is defined as any body of water, such as a river, canal, or flooded area, etc, where the potential exist for drowning or other physical harm.

Not all bodies of water will necessarily present a hazard and each situation should be risk assessed individually. For example, if the depth of the water is known to be shallow, and the bottom free from other hazards, the Dynamic Risk Assessment (DRA) may determine that a controlled entry can be made.

Still Water:

Still water is defined as static water that has no flow and consequent hazards. Slow moving water that is almost still, and presents no additional hazards, falls within this definition.

Moving Water:

Moving water is defined as water that presents additional hazards to those posed by still water, due to the speed of its flow and the nature of the features and obstacles associated with it.

Resource/Skills Allocation by Station

Level 1	Level 2	Level 3	Power Boat
Cricklade	Malmesbury	Stratton	Melksham
Stratton	Ramsbury	Chippenham*	Chippenham
Swindon	Tisbury	Trowbridge*	
Westlea		Amesbury	
Malmesbury			
Wootton Bassett			
Chippenham			
Corsham			
Calne			
Ramsbury			
Marlborough			
Melksham			
Bradford on Avon			
Trowbridge			
Westbury			
Pewsey			
Ludgershall			
Warminster			
Amesbury			
Wilton			
Mere			
Tisbury			
Salisbury			

* Rope access capability.