

# **Burrowbridge Flood Warden Scheme**

## **Flood Plan**

**2015**





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## **Part 1 - Introduction**

The most valuable asset of any community is its residents – especially if they can offer to support and help others. They can play a crucial role in helping to prepare their community against the risk of flooding. Local knowledge is key to both preventing flooding and also for minimising the impact of flooding if it does occur.

For several months, a group of volunteers from Burrowbridge has been meeting regularly to form a community flood group in the village. The flood group comprises of 2 flood co-ordinators and 11 flood wardens.

These volunteers have all helped to develop a flood plan which will assist should the area ever experience another flood.

## **Part 2 - The roles and responsibilities of a flood warden**

### **Communicate with a set area of the community**

Each flood warden is allocated a specific area of the community to pass on the message about potential flooding. This may be by visiting individual properties, setting up a telephone round robin, text, email or a combination of all. The flood warden reiterates or checks a warning has been received and encourages people to take the appropriate action to protect themselves and or their property.

Burrowbridge has been split up into 'clusters'. There are currently 11 of these. **Currently not all clusters are supported by a designated flood warden.**

Each warden should:

- Be knowledgeable of their allocated sector
- Assess their cluster identifying vulnerable residents / properties
- Check that drains and culverts are clear and reporting any blockages if found
- Sign up to the Environment Agency's Floodline Warnings Direct Service and encourage other residents to do the same
- Encourage residents to report any incidents of flooding or to contact the wardens for advice if concerned about the threat of flooding
- Help publicise the scheme

- Offer advice to residents – for example: encourage residents to create their own personal flood plan / emergency box (torch, candles, bottled water) / keep sentimental or important documents in waterproof bags

**IMPORTANT: No one should ever place themselves in danger or undertake ANY activity that places them in danger.**

### **Part 3 – Organisations involved during a flood event**

Each of the listed organisations below will hold a copy of the flood plan. Burrowbridge Parish Council will ensure the flood plan is on the village website.

- **The Environment Agency** - The Environment Agency will operate pumping stations in line with procedures including deployment and operation of temporary pumps when all criteria are met under the trigger point documents.

**General enquiries** – Tel: 03708 506 506 / **Environment incident hotline** – Tel: (24 hour service) 0800 80 70 60 / **Floodline** – Tel: (24 hour service) 0345 988 1188

- **Somerset County Council** – It is advisable to communicate via the flood resilience group by contacting the flood warden supporting the cluster your home is in or other members of the group, who will liaise with staff supporting them. This will cut down on duplication and work to ensure there is an effective flow of communication to and from the community. If you wish to contact Somerset County Council directly the number is 03001232224

- **Taunton Deane Borough Council** –  
General Enquiries – Tel: 01823 356356

- **Internal Drainage Board** –  
Tel: 01278 789906

- **Burrowbridge Parish Council –**  
[www.burrowbridgeparishcouncil.org](http://www.burrowbridgeparishcouncil.org)
- **Devon & Somerset Fire & Rescue Service**  
Non emergency - Tel no: 01392 872 200
- **Police – Non emergency Tel: 101**

#### **Part 4 - List of flood co-ordinators and flood wardens**

The responsibility of a flood co-ordinator – The flood co-ordinators are the primary contacts for all information coming into and out of the village. When the Environment Agency’s Trigger Point for Burrowbridge is met (see page 17), Somerset County Council will appoint a First Response Officer and Community Based Liaison Officer to meet with the flood co-ordinators to see what action may be necessary. The flood co-ordinators will contact all the flood wardens to ensure they are ready to initiate the flood plan.

<b>Cluster</b>	<b>Area covered</b>	<b>Flood warden</b>	<b>Contact details</b>
<b>1</b>	<b>Riverside</b>	<b>Steve Kirk</b>	Home: 01823698735 Mobile: 07712866615 Email: <a href="mailto:steve@frysfarm.fsnet.co.uk">steve@frysfarm.fsnet.co.uk</a>
<b>2</b>	<b>Central village</b>	<b>Andy Orton</b>	Email: <a href="mailto:ortonas@btinternet.com">ortonas@btinternet.com</a>
<b>3</b>	<b>Stathe Road (1)</b>	<b>Sally Hilliard</b>	Email: <a href="mailto:sally@sallyannedimock.plus.com">sally@sallyannedimock.plus.com</a>
<b>4</b>	<b>Stanmoor Road</b>	<b>Rob West &amp; Lucy Hinds</b>	Email: <a href="mailto:robwest2009@hotmail.co.uk">robwest2009@hotmail.co.uk</a> <a href="mailto:hinds37@btinternet.com">hinds37@btinternet.com</a>

5	Horlake	James Winslade	To be confirmed
6	Athelney	TBC	
7	West Yeo and Saltmoor	Chris Loughlin and  Bob Tyler	Mobile: 07824 380307 Home: 01823 698918 Email: <a href="mailto:zeds.loughlin@gmail.com">zeds.loughlin@gmail.com</a>  Email: <a href="mailto:bobtyler55@hotmail.com">bobtyler55@hotmail.com</a>
8	Stathe Road (2)	TBC	
9	Grove Hill (Burrow Wall)	David Graham	Email: <a href="mailto:dg6of6@landimage.freereserve.co.uk">dg6of6@landimage.freereserve.co.uk</a> Mobile: 07914759583 Home: 01823698526
10	Stathe Road (3)	TBC	
11	Stathe Road (4)	Amanda Saunders	Home: 01823 698398 Email: <a href="mailto:the.saunders@care4free.net">the.saunders@care4free.net</a>

<b>Flood Co-ordinators</b>
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David Graham and Chris Loughlin
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## **Part 5 - Frequently asked questions**

### **Q. Who do I contact re school transport?**

A. Somerset County Council – <http://www.somerset.gov.uk/education-learning-and-schools/>

Telephone No: 0300 123 2224

### **Q. How do I find out if the school is open?**

A. SCC website / School / Local Radio / Local TV

### **Q. Where do I park my car / will it be secure?**

A. No formal arrangements are currently in place. This is an issue that is still being investigated. In the meantime please make your own arrangements.

### **Q. Who will sort my post? Where will it be delivered? Will the Post Office be prepared to deliver to one location?**

A. This issue is currently under discussion and we will advise.

### **Q. How will residents get their medicines and prescriptions? Could they be delivered to the homes of individuals?**

A. Residents to give authority to collect when needed. Contact medical centres.

### **Q. Where do I get sandbags?**

A. The district council. They can advise on their policy and provide updates.

### **Q. Do I have to evacuate if I'm advised to?**

A. No. This is your choice.

### **Q. Will my home be secure if I do need to evacuate? Will police patrol the area?**

*A. Check your household plan. Lock your house and make it secure before you leave, as well as support neighbours to be vigilant etc. See part 8 of the flood plan. The Police have attended a number of meetings and are aware of potential security concerns. The Police advise they would assess the situation at the time and base a response on the current and likely situation.*

**Q. What if my septic tank goes under water?**

*A. If the septic tank goes under water, then it is very unlikely the occupant will be able to use the toilets/showers, wash hand basin etc, as any water discharged into it would back up the drainage system, possibly into the house.*

**Q. Where can I access portable loos?**

*A. Private hire company. Contact community based liaison officer for advice via the flood resilience group*

**Q. I've seen pumps coming in; does this mean I will flood?**

*A. No, please contact your cluster person for the most up to date information.*

**Q. I feel vulnerable, is there a number I can call to speak to somebody?**

*A. for emotional and mental well health support contact - Nathan Fox, Community Council for Somerset, Health & Wellbeing Officer in the flooded communities across Somerset. Email: [nathan@somersetccc.org.uk](mailto:nathan@somersetccc.org.uk)*

**In relation to vulnerability from flooding**

*A. Contact the flood resilience group via your Flood warden or via the group coordinators*

**Q. What will happen to my oil tank in a flood?**

*A. In a flood, there are a variety of things to consider. If the house is being evacuated the homeowner should turn off the oil feed at the tank. There is a lever on the gasket which generally turns to stop oil leaving the tank. This will prevent oil escaping from broken pipe work if the tank should float.  
Call the oil supplier to see if they are able to come and empty the tank temporarily until the flooding has subsided.*

*Only once all tanks and pipe work have been reconnected and pressure tested by a suitably qualified professional should they be reconnected.*

**Q. Who do I contact if I want to volunteer?**

*A. There are a wide range of organisations and individuals who are willing and able to provide assistance. Should assistance be required contact the Community based Liaison Officer via the flood resilience group or directly at the time.*

**Q. Can we access volunteers to help clean up after a flood?**

*A. See answer above.*

**Q. How do I dispose of sandbags?**

*A. Contact your local district council.*

**Q. What do I do if someone from the media contacts me?**

*A. Please contact the Flood Co-ordinator of the Flood Resilience Group to discuss how to handle media enquiries.*

**Part 6 - Map of Burrowbridge**

**Part 7 – Flood Warden cluster map**

## **Part 8 - Preparing for a flood**

Simple steps to prepare for flooding - this list is not exhaustive:

- Make sure you have the correct insurance cover by checking your insurance policy and ensure you are adequately covered to avoid being underinsured.
- Find out where and how to turn off your gas, electricity and water supplies.
- Keep a list of useful telephone numbers (including your GP details, insurance claim line and policy number).
- Put together an emergency flood kit (see the 'Ready for flooding' document on the National Flood Forum's website:  
[www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk)
- Think about the needs of children, babies, elderly, the disabled at home and your pets. Don't forget to check on your neighbours.
- Take detailed photos of your property and contents NOW before any flood occurs.

### **Household Plan**

Have a household plan to use in the event of a flood:

- Identify and list urgent actions in priority of value
- What needs to be moved upstairs?
- How can you prevent water entering the property
- Make sure you have the means to keep warm, food, flasks, etc

- Where are you going to store computer, data and photographs safely? Most things can be replaced, family photographs, memories often cannot - move them to protect them
- Move your car to higher ground, if it is safe to do so. Where can you take the car safely?

### **Emergency flood kit**

Being prepared will make things so much easier if your home is ever flooded. Putting together a Flood Kit 'Grab bag' is a key way of minimising the risks and surviving the worst, if you choose to stay in your home or are evacuated to a rest centre.

### **Essentials if you are evacuated to a rest centre:**

- Insurance documents and other important documents
- Mobile phones and chargers
- Children's essentials (milk, baby food, sterilised bottles & spoons, nappies, wipes, nappy bags, clothing, comforter, teddy or favourite toy)
- Emergency cash and credit cards
- Essential prescription medication / repeat prescription forms
- Basic clean clothing (underwear etc)

### **What you should also consider:**

- Insurance emergency helpline, local council and emergency service numbers, family and friend's telephone numbers, local radio frequencies

- Windup radio, but if battery, take spares
- Windup torch, but if battery, take spares
- Camera to record damage for insurance purposes (Digital cameras are best)
- Bottled water (check use-by date)
- Non-perishable food items (including energy or cereal bars)
- Wash kit and essential toiletries (including toothbrush and wet wipes)
- Blankets, duvets, warm clothes
- Pack of playing cards or family games
- Additional items: wellington boots, waterproof clothing, rubber gloves
- First aid kit

To download a copy of 'Preparing for a flood' or for more information on flood resilience, visit the National Flood Forum's website through the link below:

<http://www.nationalfloodforum.org.uk/wp-content/uploads/Ready-For-Flooding-26-11-14.pdf> - Or call: 01299 403055

## **Part 9 - Environment Agency Trigger Points**

The Environment Agency has developed a catchment wide set of Trigger Points which when met will initiate specific actions. For Burrowbridge this means the deployment of additional temporary pumps at Currymoor, Saltmoor and Northmoor.

The additional pumps will only be deployed when 3 criteria are met:

1. New Road floods
2. 100mm or more of rain is forecast in next 3 – 5 days
3. Moor water levels are rising at more than 5cm per hour

At this point there is not an immediate risk of houses flooding so you should not be worried by the sight of pumps being moved around.

It is at this point that the Flood Co-ordinators will meet with the Local Authority's First Response Officer, the Community Based Liaison Officer and Flood Wardens where appropriate, to see when and what further action may be required locally

For more information on Trigger Points, see the Somerset Rivers Authority's website:

<http://www.somersetiversauthority.org.uk/news/news-stories/environment-agency-trigger-point-videos-somerset-flooding/>