



Malmesbury Town Council Flood Plan

If there is immediate danger call 999

Draft version 0.13, 12 April 2015

Plan distribution list

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Plan amendment list

Date of amendment	Date for next revision	Details of changes made	Changed by
DRAFT V0.10, 3-Nov-14		Major restructuring and draft issue as a standalone flood plan	John Gundry
DRAFT V0.11 17-Nov-14		Revisions to "actions and warnings" section to include EA websites.	John Gundry
DRAFT V0.12 11-Mar-15		Revisions to local observation triggers. Addition of flood indicators appendix. Addition of "Flood Warden Guide"	John Gundry
DRAFT V0.13 12-Apr-15		Minor change to Flood Warden Guide Redaction of contact details for public version	John Gundry

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Malmesbury Town Council Flood Plan

Introduction to the Malmesbury Flood Plan

Malmesbury is bordered by the Tetbury Avon to the north and the Sherston Avon to the south. These rivers have flooded town properties in 1999, 2000, 2012 and 2013. There are also properties at risk from ground water flooding after heavy rain.

Accordingly, Malmesbury Town Council voted in June 2014 to establish a scheme of Flood Wardens. A Flood Plan is required coordinate their activities, which is this document.

This document is owned by Malmesbury Town Council and has been prepared by Councillors forming the Emergency Plan Working Group, who are identified in this Plan as Flood Co-ordinators or Deputy Co-ordinators.

This Flood Plan has been prepared from an Emergency Plan first created in spring 2013 which followed a recommended Government format for an Emergency Plan.

17 February 2015
Malmesbury Town Council Emergency Plan Working Group

Notes

1. Because the present Flood Plan is intended principally to guide actions in the lead up to and during a flood, it is intentionally as concise as possible.
2. This Flood Plan does not provide information to householders as that information will be supplied by the Flood Wardens themselves and information has already been provided by the Town Council in autumn 2013.
3. The MTC EPWG thanks the following for their contributions to this Plan: Nick Reed – Environment Agency; Renate Malton – Wiltshire Council; Prof Edward Evans, Dave Richards and Cllr Ray Sanderson – Malmesbury Flood Working Group.

Disclaimer

Malmesbury Town Council accepts 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 Flood 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 the Emergency Plan Working Group and Flood Wardens.

Essential and Medical Services Telephone Numbers

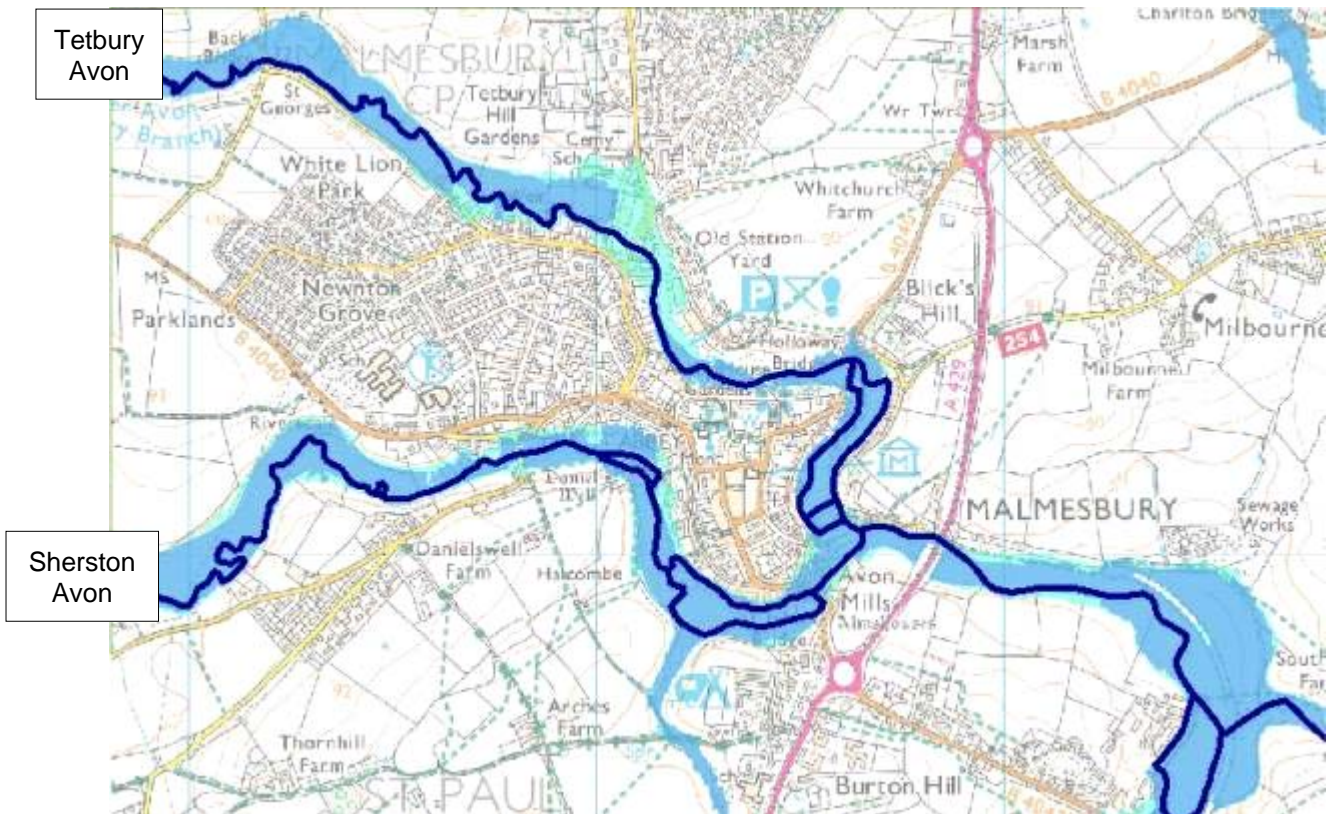
ESSENTIAL SERVICES	
Police Non-emergency	101
Emergency Fire, Police, Ambulance	999
BT Open Reach	0800 023 2023
Network Rail	08457 11 4141
Gas Emergency (National Gas Emergency Service - All providers)	0800 111 999 (24 hours)
Electricity Emergency (SN16 – All providers) Network Operator is SSE Power Distribution	0800 072 72 82 (24 hours)
Wessex Water www.wessexwater.co.uk	Emergencies 0345 600 4 600
	Sewage Floodline 0845 850 5959
	Burst Water Main 0800 692 0692
Environment Agency Floodline (to register for alerts and to hear alerts and river information)	0345 988 1188
Environment Agency Incident Line (to report flooding or river obstructions or other EA incidents)	0800 807 060
Wiltshire Council Highways (to report flooding)	0300 456 0105 localhighways@wiltshire.gov.uk
Wiltshire Council Emergency Planning	01225 713159 emergencyplanning@wiltshire.gov.uk

MEDICAL		
Ambulance	999	24 hour
Non-emergencies – NHS Direct	111	24 hour
Malmesbury Primary Care Centre	01666 825825 111	Mon-Fri, 08.00 to 18.30 At all other times
Great Western Hospital, Swindon	01793 604020	24 hour
Tetbury Hospital	01666 502336	Mon-Fri, 08.30 to 16.30
Cirencester Hospital (Minor Injuries)	01285 655711	24 hour
Chippenham Hospital (Minor Injuries)	01249 456403	7 days, 07.00 to 01.00

Contact list

	<p>Name: Jeff Penfold</p> <p>Title: Malmesbury Town Clerk</p> <p>24hr telephone contact: (office) 01666 822143 (home)</p> <p>Email: jeffpenfold@malmesbury.gov.uk</p> <p>Address: Kington Langley</p>
	<p>Name: James Whittleton</p> <p>Title: Malmesbury Deputy Town Clerk</p> <p>24hr telephone contact:</p> <p>Email: jameswhittleton@malmesbury.gov.uk</p> <p>Address: Bradford on Avon</p>
	<p>Name: Sue Poole</p> <p>Title: Flood Co-ordinator</p> <p>24hr telephone contact: 01666 824918 07809 020 11</p> <p>Email: the.poole@btinternet.com</p> <p>Address: 34-36 St John Street</p>
	<p>Name: Julie Exton</p> <p>Title: Deputy Flood Co-ordinator</p> <p>24hr telephone contact: 01666 825658 07595 725 263</p> <p>Email: julieexton1963@gmail.com</p> <p>Address: 33 Athelstan Road</p>
	<p>Name: John Gundry</p> <p>Title: Deputy Flood Co-ordinator</p> <p>24hr telephone contact: 01666 824644 07845 913 885</p> <p>Email: gundry@knowab.co.uk</p> <p>Address: 93 High Street</p>

Malmesbury Rivers and EA Data



Environment Agency Map (as at 22-Aug-13) showing flood zones in Malmesbury. Blue shading = "Flooding from rivers"; blue/green shading = "extent of extreme flood."

- The whole regional river system is the **Upper Bristol Avon Area**
<http://apps.environment-agency.gov.uk/flood/34681.aspx?area=112WAFTUBA>
- The northern branch of the Avon is the **Tetbury Avon at Malmesbury**
<http://apps.environment-agency.gov.uk/flood/34681.aspx?area=112FWF3F0N>
- The southern branch of the Avon is the **Sherston Avon at Malmesbury**
<http://apps.environment-agency.gov.uk/flood/34681.aspx?area=112FWF3F0M>

Environment Agency River Gauge Stations (measurements of river levels, usually delayed)

- **Tetbury Avon** at Brokenborough: <http://apps.environment-agency.gov.uk/river-and-sea-levels/riverstation.aspx?StationId=3034&RegionId=5&ArealD=12&CatchmentId=60>
- **Sherston Avon** at Easton Grey a.k.a Fosseway: <http://apps.environment-agency.gov.uk/river-and-sea-levels/riverstation.aspx?StationId=3035&RegionId=5&ArealD=12&CatchmentId=60>
- **Sherston Avon** at St John's Weir (beside Town Bridge) See Appendix.
<http://apps.environment-agency.gov.uk/river-and-sea-levels/riverstation.aspx?StationId=3408&RegionId=5&ArealD=12&CatchmentId=60>


Weather and Flood Warnings and Actions

Met Office Severe Weather Warning	
Triggers	Actions
<ul style="list-style-type: none"> • Severe weather is forecast from the Met Office. • Surface water flooding • Flooding of low lying land and roads adjacent to the river • Other local observation 	<ul style="list-style-type: none"> • Flood Co-ordinator sees or hears Met Office Severe Weather Warning • Flood Co-ordinator contacts Deputy Co-ordinators (Telephone Tree). Deputy Co-ordinators alert Flood Wardens • Flood Wardens monitor Environment Agency's website (River Levels on the Internet) & Met Office website • Flood Co-ordinators monitor areas prone to river or surface water flooding • Flood Co-ordinators provide feedback on conditions to <ul style="list-style-type: none"> ○ Environment Agency Incident Line 0800 807 060 ○ Wiltshire Council 0300 456 0105

Weather and flood risk forecasts

- Met Office weather forecast for Malmesbury
<http://www.metoffice.gov.uk/public/weather/forecast/gcnt2phb2>
- Met Office weather warnings (national, select "South-West")
<http://www.metoffice.gov.uk/public/weather/warnings/>
- Environment Agency three-day flood risk forecast
<http://apps.environment-agency.gov.uk/flood/3days/125305.aspx>
- Environment Agency flood warning national summary Southwest
<http://apps.environment-agency.gov.uk/flood/34678.aspx?type=Region&term=Southwest&from=fl>

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Flood Alert		
	What it means	When it is issued by the EA
	Flooding of low lying roads and land is possible.	Two days to two hours in advance of flooding
Trigger	Actions	
<p>Upper Bristol Avon Area (All parts of the Sherston and Tetbury Avon)</p> <p>Flood Alert from EA <u>AND ANY</u> of the following local observations</p> <p>(a) 0.6m reference reading ¹, (b) water rising at Goose Bridge ², (c) substantial rainfall in the past six hours.</p>	<ul style="list-style-type: none"> • Flood Co-ordinator decides if Flood Alert trigger is activated. <p align="center"><u>Flood Plan activated</u></p> <ul style="list-style-type: none"> • Flood Co-ordinator calls Floodline for further information • Flood Co-ordinator contacts Deputy Co-ordinators (Telephone Tree). Deputy Co-ordinators call Flood Wardens and request flood watch. • Flood Wardens monitor local water levels and drains. • Flood Wardens inform at risk residents of flood alert. Advise that physical protection measures should be readied. • Flood Wardens report back to Flood Co-ordinators. • Flood Co-ordinators provide feedback on conditions to <ul style="list-style-type: none"> ○ Environment Agency Incident Line 0800 807 060 ○ Wiltshire Council 0300 456 0105 	
<p>¹ The reference reading is the reading on the small Sight Board on the Mead side of the Sherston Avon at St John's Weir at the Town Bridge, beside the gauging station. Its readings correspond to readings from the EA's electronic gauge there, which are shown, delayed, on their website. See Appendix on page 18.</p> <p>² The Goose Bridge beside the Bowls Club is on the Tetbury Avon and gives an indication of the behaviour of that river.</p>		

Environment Agency Flood Alert


Upper Bristol Avon Area (the wider river system; flood alerts are not issued for the individual Tetbury and Sherston Avon branches, although flood warnings are, see next page)

- Recorded flood alert information EA QuickDial 04423
- Flood Alert page for Upper Bristol Avon <http://apps.environment-agency.gov.uk/flood/34681.aspx?area=112WAFTUBA&page=1&type=Region&term=Southwest>

To use Environment Agency QuickDial:

- Dial EA Floodline 0345 988 1188
- Press 1 for warnings
- Hold the line
- When asked, enter the QuickDial number.

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Flood Warning		
	What it means	When it is issued by the EA
	Flooding of properties is expected	One day to half an hour in advance of flooding
Triggers	Actions	
<p>Tetbury Avon at Malmesbury Flood Warning from EA for EITHER Tetbury or Sherston Avon <u>OR BOTH</u> the following local observations (a) 0.7m reference reading, (b) substantial rainfall in the past six hours and a previous Flood Alert <u>OR</u> local observation of river</p> <p>Sherston Avon at Malmesbury Flood Warning from EA <u>OR BOTH</u> the following local observations (a) 0.7m reference reading, (b) substantial rainfall in the past six hours and a previous Flood Alert.</p>	<ul style="list-style-type: none"> • Flood Co-ordinator decides if Flood Warning trigger is activated. • Flood Co-ordinator alerts Deputy Flood Co-ordinators • Flood Co-ordinators coordinate activities of Flood Wardens • Flood Co-ordinators contact Town Clerk or Deputy (see Telephone Tree) if access to Town Hall is likely to be needed. • Flood Wardens monitor local water levels & provide feedback to Flood Co-ordinators • Flood Co-ordinators provide feedback on conditions to <ul style="list-style-type: none"> ○ Environment Agency Incident Line 0800 807 060 ○ Wiltshire Council 0300 456 0105 • Flood Wardens inform all residents of Flood Warning • Flood Wardens assist at-risk residents to make preparations to cope with the onset of flooding including physical protection measures. • Flood Wardens record and photograph the extent of flooding if safe. • Flood Co-ordinators liaise with Flood Wardens to coordinate distribution of emergency gel sacs / sandbags if available. • Baskerville Flood Warden to ensure that gate at east end of Baskerville is open for entry / egress onto A429. • St John's Street flood warden seeks to inform owners of cars parked in St John Street and car parks of imminent risk. 	

Environment Agency Flood Warning


Tetbury Avon at Malmesbury

- Recorded flood warning information EA QuickDial 164162
- Flood Warning page for Tetbury Avon at Malmesbury <http://apps.environment-agency.gov.uk/flood/34681.aspx?area=112FWF3F0N>

Sherston Avon at Malmesbury

- Recorded flood warning information EA QuickDial 164161
- Flood Warning page for Sherston Avon at Malmesbury <http://apps.environment-agency.gov.uk/flood/34681.aspx?area=112FWF3F0M>

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Severe Flood Warning		
	What it means	When it is issued by the EA
		<p>Flooding of properties, danger to life, severe disruption to services and transport</p>
Triggers	Actions	
<p>Tetbury Avon at Malmesbury and Sherston Avon at Malmesbury Severe Flood Warning from EA or Advice from Emergency Services</p> <p>The Severe Flood Warning for Malmesbury can be activated from either flood warning area and would cover all affected areas.</p>	<ul style="list-style-type: none"> • Flood Co-ordinator decides if Severe Flood Warning trigger is activated. • Flood Co-ordinators liaise with Wiltshire Emergency Planning team 01225 713159 (out of office hours via Wiltshire Police telephone 101). • Flood Co-ordinators contact Town Clerk or Deputy (see Telephone Tree) to advise of Severe Flood Warning. Possible that the Town Hall may need to be opened as a coordination and/or evacuation centre. • Flood Wardens record and photograph if safe the extent of flooding. • Flood Wardens assist Emergency Services by providing local knowledge about conditions. • Flood Wardens support Wiltshire Council Emergency Teams with evacuations, rest centre set up, etc. 	

Environment Agency Flood Warning

Tetbury Avon at Malmesbury

- Recorded flood warning information EA QuickDial 164162
- Flood Warning page for Tetbury Avon at Malmesbury <http://apps.environment-agency.gov.uk/flood/34681.aspx?area=112FWF3F0N>

Sherston Avon at Malmesbury

- Recorded flood warning information EA QuickDial 164161
- Flood Warning page for Sherston Avon at Malmesbury <http://apps.environment-agency.gov.uk/flood/34681.aspx?area=112FWF3F0M>

To use Environment Agency QuickDial:

- Dial EA Floodline 0345 988 1188
- Press 1 for warnings
- Hold the line
- When asked, enter the QuickDial number.

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Warning No Longer in Force	
Triggers	Actions
<p>Tetbury Avon at Malmesbury EA Flood Warning no longer in force</p> <p>Sherston Avon at Malmesbury EA Flood Warning no longer in force</p> <p>Or Upper Bristol Avon Area EA Flood Alert no longer in force</p> <p>Or local observation</p> <ul style="list-style-type: none"> • Rivers back in bank, levels falling and no significant rain forecast • Rivers back below trigger levels that activated initial warning • Alerts issued but no resultant flooding and forecast improved 	<ul style="list-style-type: none"> • Flood Co-ordinator ensures Flood Wardens are aware that warning is no longer in force. • Flood Wardens prepare to submit information to Flood Co-ordinator to submit to the Environment Agency. • Advise at risk people that flood warning is no longer in force. • Assist / support flood victims with information, including safe procedures for cleaning up.

Environment Agency Flood Warning

Tetbury Avon at Malmesbury

- Recorded flood warning information EA QuickDial 164162
- Flood Warning page (issued or no longer in force) for Tetbury Avon at Malmesbury
<http://apps.environment-agency.gov.uk/flood/34681.aspx?area=112FWF3F0N>

Sherston Avon at Malmesbury

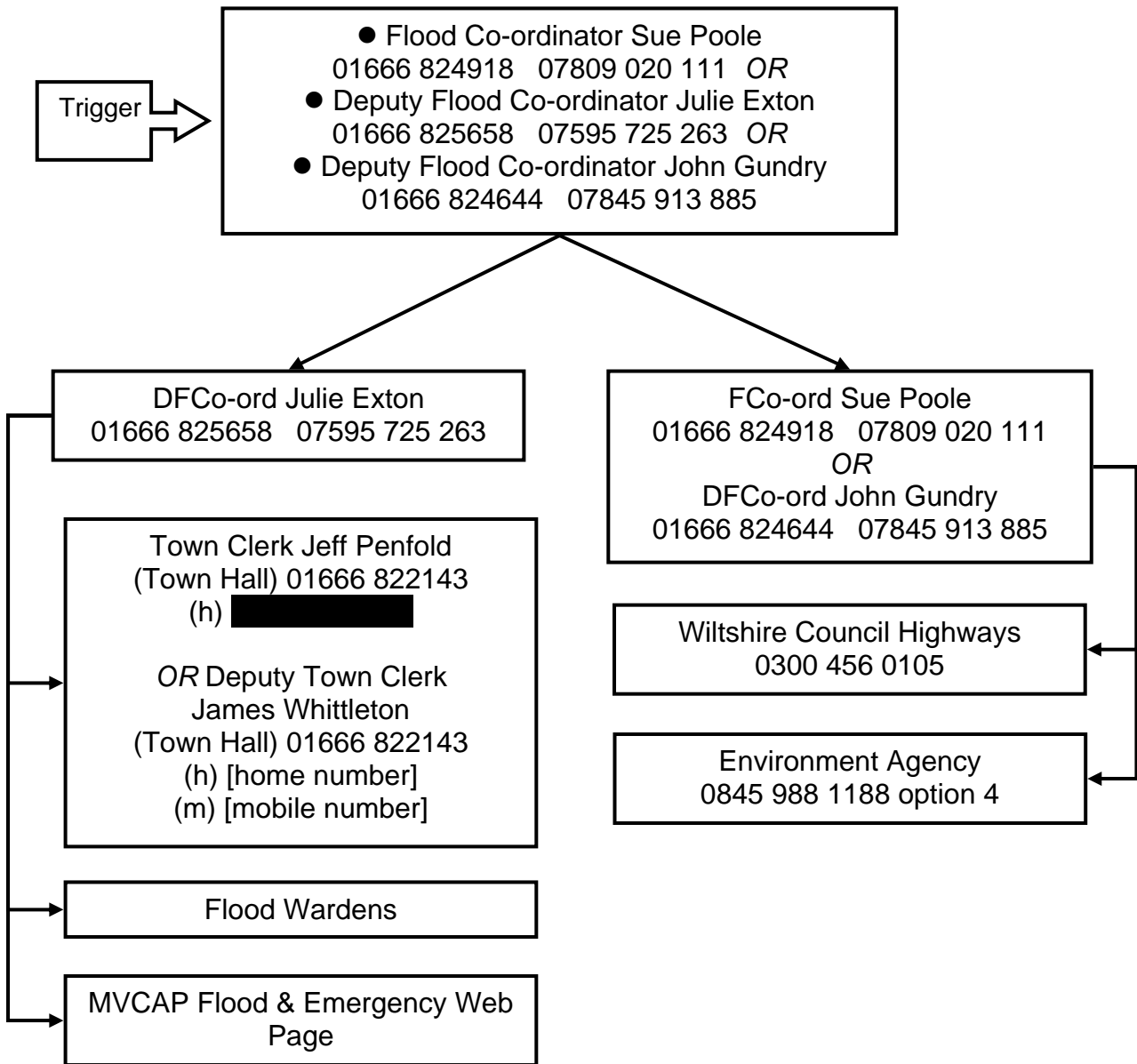
- Recorded flood warning information EA QuickDial 164161
- Flood Warning page (issued or no longer in force) for Sherston Avon at Malmesbury
<http://apps.environment-agency.gov.uk/flood/34681.aspx?area=112FWF3F0M>

Environment Agency Flood Alert

Upper Bristol Avon Area

- Recorded flood alert information EA QuickDial 04423
- Flood Alert page for Upper Bristol Avon. This page shows when flood alerts are issued or are no longer in force for the wider river system <http://apps.environment-agency.gov.uk/flood/34681.aspx?area=112WAFTUBA&page=1&type=Region&term=Southwest>

Flood Telephone Tree



Local Skills and Resources Assessment

Skill / Resource	Who?	Contact details	Location
Flood Wardens	<i>Baskerville (Fluvial flooding Sherston Avon)</i>		
	TBA		Baskerville
	<i>St John Street (Fluvial flooding Sherston Avon)</i>		
	Sue Poole	01666 824918 07809 020 111	St John Street
	<i>Lower High Street (Fluvial flooding Sherston Avon)</i>		
	John Gundry	01666 824644 07845 913 885	Lower High St
	<i>Warden and Freemen Properties Lower High Street & St John Street (Fluvial flooding Sherston Avon)</i>		
	Dave Richards		Burnivale
	<i>Gloucester Road, Football Club area (Fluvial flooding Tetbury Avon)</i>		
	TBA		Gloucester Rd
	Julie Exton	01666 823589 07595 725 263	Athelstan Road
	<i>Reeds Farm (Surface Water Flooding)</i>		
	Andrew Woodcock		
4x4 Owners / Drivers	Roger Budgen	01666 825762	Culver Gdns
	Lloyd Howe	01666 825613	Gloucester St
	Wessex 4x4 UK response	www.wessex4x4response.org.uk 07092 870604	Wiltshire
Sand Bags	Malmesbury Fire Station	TBA	
Gel sacs	Malmesbury Town Council	01666 822143	
Suppliers of sand and sandbags	Nurdens Build Base	01666 823518	Park Road
	Jewson	01249 653351	Chippenham
	Travis Perkins	01249 653365	Chippenham
Dehumidifiers	Rotary Club of the South Cotswolds	www.rcsc.co.uk	Malmesbury and Tetbury
Plant & Generator Hire	Nurdens Plant Hire	01666 826118	Crudwell Road
	Eagle Plant	01666 502101	Cirencester Rd. Tetbury

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	Boxer Power	01666 500123 or 07917 106153	Hampton Street Tetbury
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Local Flood Risk Assessment

Risks	Impact on community	What can be done to prepare?
<p>Flooding in the Lower High Street, St Johns Street and Baskerville areas.</p>	<ul style="list-style-type: none"> • Flooding and blocking local streets and properties • Blocked access to town from the east. • Damage to properties and parked vehicles in St John Street and adjoining car parks 	<ul style="list-style-type: none"> • Encourage residents to sign up to Environment Agency Flood Alert Scheme 0345 988 1188, including those that park their cars in risk areas. • Hold periodic meetings of Flood Wardens for the area. • Report any local flooding to Wiltshire Council Highways 0300 456 0105 (24 hours)
<p>Flooding in the Park Road area (from the junction of Park Close and the Brokenborough Road).</p>	<ul style="list-style-type: none"> • Supply of sand (for sand bags) is at Nurdens Build-base. It is closed when Park Road is flooded. • Park Road is impassable when flooded except for 4x4 vehicles. 	<ul style="list-style-type: none"> • Find out what flood defences exist or are planned in the area. • Encourage residents to improve home flood defences including supplies of sand bags / gel sacks. • Educate children not to play in flood water. • Identify vulnerable people in the area. • Establish with Wiltshire Council or other parking services where cars at risk of flooding can be moved, then prepare vehicle owners to move vehicles. • Prepare for distribution of flood warnings and any evacuation and rest centre establishment required.
<p>Flooding in the Gloucester Road area (around the Fire Station) incl. Victoria Football Club</p>	<ul style="list-style-type: none"> • Blocking access to Football Club, Athelstan Players and Boxing Club • Could exclude the Youth Centre being used as an Emergency Centre 	<ul style="list-style-type: none"> • As above and additionally: • Organise the clearance of river and banks of obstructions
<p>Field water run off in the Reeds Farm Area. (Moffat Rise, and the Aubrey Rise- Michael Pym's area)</p>	<ul style="list-style-type: none"> • Surface water and ground water flooding to properties in Reeds Farm 	<ul style="list-style-type: none"> • As above and additionally: • Inspect ditches and organise clearance of obstructions on farmland to the north. • Encourage farmers to keep ditches clear. • Liaise with Wiltshire Council and Wessex Water on drainage.

Appendix

Flooding Indicators at St John's Bridge

Column 1	Column 2	Column 3	Column 4
Reference reading at North Bank Sight Board (m)	Calculated reading at South Bank Sight Board (m)	Average time to rise to flood threshold; <i>flood events</i>	River level at north arch
0.6	69.0	5 hrs or more	
0.7	69.1	3:15 to 3:30 hrs	
0.8	69.2	45 to 90 mins	
0.85	69.25	30 to 60 mins	underside of arch
0.9	69.3	Flood threshold	top of red bricks
1.17 *	69.6 *	<i>Flood 24-Dec-13</i>	<i>underwater</i>
1.48 *	69.9 *	<i>Flood 26-Nov-12</i>	<i>underwater</i>

Notes

Column 1: Reference reading at St John's Weir North Bank Sight Board (the board at the Mead side of the river, beside the gauging station at St John's Bridge, pictured here). These readings correspond to readings from the EA's electronic gauge for the Sherston Avon at St John's Weir, which are shown, delayed, on the EA website.

Column 2: Corresponding reading, calculated from the reference reading, at the St John's Weir South Bank Sight Board (the board at the road side of the river, viewable from the footbridge).

Column 3: Times measured to when flooding has first occurred in St John's Street properties, on the occasions when that flooding does occur. Of 11 flood events in 2012 and 2013, a reference reading of 0.7 metres resulted in flooding three times and near-misses and no flood four times each.

Column 4: River level in relation to St John's Bridge north arch (the arch on the Memorial Gates side of the bridge).

* Readings calculated from data from the EA St Johns Weir electronic gauge which recorded river levels (on the scale of the North Bank Sight Board) of 1.17m on 24-Dec-13 and 1.48m, the highest recorded, on 26-Nov-12. The North Bank Sight Board itself does not read above 1m.



St John's Weir North Bank Sight Board with Gauging Station behind.

Flood Warden Guide

This Guide has been put together principally from information provided by the Environment Agency and Wiltshire Council.

Flood Warden Role Summary

	Flood Wardens DO	Flood Wardens DO NOT
BEFORE A FLOOD	<ul style="list-style-type: none"> • Understand flood risk within their local area • Identify properties at risk of flooding • Identify vulnerable individuals • Support community plan training and activities • Help raise flood awareness • Assist with the recruitment of Flood Wardens 	<ul style="list-style-type: none"> • DO NOT have property liable to flooding themselves • DO NOT attempt to enter or clear watercourses or culverts
DURING A FLOOD	<ul style="list-style-type: none"> • Prioritise their own safety at all times • Follow procedures set out in their Flood Plan • Relay information to the local community • Assist with the distribution of sand bags / gel sacs • Follow guidance from the emergency services at all times • Provide the emergency services with local knowledge and information • Collect information about the flood 	<ul style="list-style-type: none"> • DO NOT help residents move their belongings • DO NOT attempt to deal with argumentative or aggressive people themselves • DO NOT place themselves at risk at any time • DO NOT enter flood water at any time • DO NOT attempt to operate or repair flood defence structures or equipment that they have not been trained or authorised to use
AFTER A FLOOD	<ul style="list-style-type: none"> • Submit information they have collected about the flood • Help to relay information to the local community • Support their community 	

Flood Warden Role Profile

The information contained within this general role profile or job description is intended to clarify a Malmesbury Flood Warden's actions before, during and after a flood event. Importantly, this profile also outlines the limits of your role and responsibilities. Remember, your overall role is to support the community and not to carry out the job of the Emergency Services.

In undertaking any activities not described in this role profile you may not be covered by any insurance policy provided for you and your group.

Your role BEFORE a flood

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.

You can play an important role by acting as the "eyes and ears" of the local authorities. Report any debris in watercourses or culverts to your group co-ordinator and/or the local flood risk authorities in accordance with procedures in your community plan.

Identify properties at risk of flooding

Some properties are at greater risk of flooding than others. Knowing which properties are more likely to flood and possible flow routes of flood water can help you to become better prepared for an emergency. To help, take a look at a flood risk map of your local area. Consider which properties have flooded in the past. Also, look for properties in low lying areas or close to watercourses.

Identify vulnerable individuals

Your strength as a community volunteer is your detailed knowledge of your local area and the people living within it. 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 or less mobile.

Once you have identified vulnerable individuals within your community keep this information safe and secure. Your group co-ordinator or Town or Parish Council may manage a list but you are advised to remember the information without writing it down.

Support community plan training and activities

You are encouraged to take part in any training for Flood Wardens. This is to provide you with information to help you to carry out your role in a safe and responsible way. The training will be updated and repeated on a regular basis.

Your Flood Plan forms the basis of your community's response to flood risk. You should familiarise yourself with the contents of the 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. If procedures within your Flood Plan contradict any activities described in this role profile highlight them to your Flood Co-ordinator who will be able to clarify the situation.

Your group of Flood Wardens might meet on a regular basis to discuss issues related to flooding in the local community. You are encouraged to attend these meetings, where possible, to keep up to date with developments and issues.

Help raise flood awareness

Helping to raise flood awareness within the community is an important activity within a community plan. Households and businesses may benefit from useful information such as; how to prepare for flooding, steps to protect property and emergency contacts. You may be asked to help with the door-to-door distribution of leaflets and newsletters, for example.

Assist with the recruitment of Flood Wardens

As a member of the community you may be ideally placed to identify other people with the enthusiasm, skills and attitude to support the community during a flood. If you know of anyone suitable to be a warden refer them to your Flood Co-ordinator.

DO NOT have property liable to flooding yourself

In the event of a flood you need to be fully available to fulfil your responsibilities as a Flood Warden. This is not compatible with having a property that itself is liable to flooding.

DO NOT attempt to enter or clear watercourses or culverts

Report any debris in watercourses or culverts to your Flood Co-ordinator and/or the local flood risk authorities in accordance with your Flood Plan. Do not place yourself at risk of injury or harm by attempting to enter or unblock watercourses or culverts yourself.

Your role DURING a flood

Prioritise your own safety at all times

Your priority at all times is to ensure your own safety and not to place yourself at unnecessary risk of injury or harm.

Follow procedures set out in your community plan

The procedures set out in your community plan are there to ensure a co-ordinated response from the community in the event of a flood. They are also there to promote your wellbeing and that of others.

Relay information to the local community

The Emergency Services, local authorities or the Environment Agency may call upon your assistance to relay information to the community. This may be to warn the public of a potential flood and particular areas to avoid or to provide information to promote health and wellbeing. This would involve door-to-door visits to engage with individual properties.

Assist with the distribution of sand bags / gel sacs

Many community plans provide support through the distribution of sand bags or gel sacs. When filling, distributing or installing these, always follow the advice and guidance set out in your training over correct procedures and manual handling.

Follow guidance from the emergency services at all times

The Emergency Services and the Police in particular take the lead during a flood event. Follow their advice at all times as you may be placing yourself and others at risk of harm if you do not. Remember, you are not a member of the uniformed emergency services. If you are told to evacuate from an area follow the guidance you are given.

Provide the emergency services with local knowledge and information

Your strength as a local Flood Warden is your detailed knowledge of your local area and the people living within it. Relay this information to the Emergency Services during a flood. Be mindful the information may relate to individual properties or persons and should be managed responsibly at all times.

Collect information about the flood

Information you collect and record during a flood can be important to the Environment Agency and other authorities when analysing the cause and how to reduce risk in the future. Notes and especially photographs on flow routes and water levels can be very useful.

DO NOT help residents move their belongings

While attending to your responsibilities as a Flood Warden people might expect you to help move property with them. Make it clear to people that this is not your responsibility and you have other duties to attend to. A warden is there to provide advice and co-ordinate the response effort, not to get physically involved.

DO NOT try to deal with argumentative or aggressive people yourself

When under stress, such as that from flooding, people can become irrational and aggressive. Always approach people in a civil, polite manner, clearly explaining what role you hold and how/if you can help. If they become aggressive in anyway, leave them alone and do not attempt to help unless approached and asked specifically.

DO NOT place yourself at risk at any time

Your safety is a priority. Follow the guidance set out in your training and do not undertake activities that may place yourself at unnecessary risk.

DO NOT enter flood water at any time

Flood water poses many different risks and dangers including; trips, slips, contamination, drowning and injury from submerged hazards. Do not enter flood waters.

DO NOT attempt to operate or repair flood defence structures or equipment that you have not been trained or authorised to use.

The unauthorised use of flood defence equipment could increase the risk of flooding or hide problems that should be addressed by the relevant authority. Similarly, do not use any equipment you have not been trained or authorised to use.

Your role AFTER a flood

Submit information you collected about the flood

Information you collect and record during a flood can be important to the Environment Agency and other authorities when analysing the cause of the flooding and how to reduce risk in the future. Submit your information to your Flood Co-ordinator.

Help to relay information to the local community

You may be able to support your community by relaying useful information after a flood. Newsletters and door-to-door visits can help keep people informed after an emergency. Information may relate to personal safety, hygiene, insurance claims or the risk of further flooding.

Support your community

It can take many months for individuals, households and businesses to recover from flooding and return to normal daily life. This recovery process can be stressful and impact upon people in different ways. As a member of the community you may be able to provide support to those affected. Refer members of your community to a suitable authority or expert for further guidance and advice.

Safety Information

This section of the Flood Warden Guide is intended to highlight the possible hazards and dangers that you could encounter while performing your duties. Below is a list of hazards, with an explanation of what they are and how they can be avoided.

Drowning

Common perception is that drowning occurs in deep water such as a main river, when in actual fact a person could easily drown in just an inch of water. It is also worth bearing in mind that 15cm (6in) of flowing water is all it takes to sweep an adult off their feet. This is particularly relevant when entering flooded fields near to a river where the water could still be flowing. The Environment Agency advises all Flood Wardens against the practice of entering floodwaters of any description. You should only carry out your duties if you can do so without the need to get wet.

Contamination

Disposal of contaminated equipment - After a flood there is a high probability that equipment used, such as sandbags, will be contaminated with sewage and pollutants. Disposal of these items needs careful consideration. If you think that the items used have been contaminated then you are advised to contact the local council for information and disposal. The EA booklet 'After a flood' also contains useful advice.

Leptospirosis - Two types of leptospirosis infection can affect people in the UK. Weil's disease is a serious and sometimes fatal infection that is transmitted to humans by contact with urine from infected rats. The Hardjo form of leptospirosis is transmitted from cattle to humans.

The main people at risk are Wardens who are exposed to rats, rat or cattle urine or to fetal fluids from cattle. Wardens in contact with canal and river water are at possible risk and farmers are now the main group at risk for both types of the disease. Other people who have contracted leptospirosis in recent years include vets, butchers, abattoir and sewer workers.

Getting rid of rats and not touching them with unprotected hands can prevent infection. It is important to cover all cuts and broken skin with waterproof plasters before and during your duties. Wash your hands after handling any animal or coming into contact with river water and always before eating, drinking or smoking. Leptospirosis is much less severe if treated promptly.

Hypothermia

Hypothermia is caused by getting too cold. It is a condition in which your normal body temperature of 37°C (98.6°F) drops below 35°C (95°F). This is most common in cold environments, and the risk is increased if you are not wearing enough layers to keep warm, or do not have your head covered (the largest proportion of body heat is lost through the head). Hypothermia is also possible in mild weather. For example, if you get soaked in a rain shower and do not dry off properly soon afterwards, particularly if there is also a cool wind. The water evaporating from your skin brings down your body temperature.

If the weather is cold, make sure you're dressed appropriately before you go outside. Layers of clothing trap air, which helps to keep you warm. Tightly woven, waterproof clothes are best. Drink plenty of fluids and hot drinks (not alcohol) and eat regular, balanced meals to give you energy.

DRAFT NOT IN FORCE Malmesbury Flood Plan — Flood Warden Guide

As a Flood Warden you should return home immediately, and cease your duties, if you start to show signs of hypothermia. Please remember to listen to the advice of other residents and Wardens, as they may see you showing signs of hypothermia before you realise the onset of it.

Hostile situations

When under stress, such as that from flooding, people can become irrational and aggressive. Always approach people in a civil, polite manner, clearly explaining your role and how you can help. If they 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

While attending to your responsibilities as a Flood Warden people might expect you to help move property with them. Make it clear to people you must attend to your main responsibilities first. You need to remember that you are primarily there to provide advice and co-ordinate the response effort, not to get physically involved. As part of your plan it is a good idea to identify a group of willing volunteers who are trained and familiar with manual lifting techniques.

Other hazards

Slips, trips and falls - Try not to walk on uneven or slippery ground and always wear sturdy, appropriate footwear.

Livestock - Are 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 bad driving.
- Watch out for vehicles being driven excessively fast through floodwaters.
- 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.
- 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 Flood Warden can place a 'Flood' sign by the side of the road or on the pavement more easily and quickly. Do this in pairs with someone watching the traffic. There are two "Road Flooded" signs stored at the Town Hall.

Flood Warden Legal Responsibilities and Advice

Flood Wardens are volunteers and do not receive payment. The contract, if any, is solely between the Town Council and the Flood Warden. There is no employment contract between a Flood Warden and the Environment Agency. The Flood Warden is advised how to carry out their duties by the Environment Agency.

If damage is caused by a Flood Warden, who is liable?

As you will be acting as agents of Malmesbury Town Council, it is implied that the Town Council indemnifies you against liability arising from your actions unless you act negligently. All Flood Wardens should check the Town 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 Flood Warden will be under considerable pressure. By taking reasonable care, and following the agreed actions laid out in the Flood Plan and associated documents, the Warden should be protected against civil claims. The best endeavours principle would normally apply. Only where negligence is shown to be malicious could a Warden 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 Town Council insurance policy. The Environment Agency will not be liable for Flood Warden injuries unless the injury arose due to our negligence. The Environment Agency will never ask a Flood Warden to carry out any duties that would place them in danger.

What if a Flood Warden 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. 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 the Warden 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 the Flood Warden 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 Flood Wardens in order to test this theory.

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

Roles And Responsibilities of Authorities

The level of service offered by local authorities varies from district to district. 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 from flooding.

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.

Other

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 - 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

Malmesbury Town Council

- Preparation of Flood Plan and organisation of Flood Wardens
- Flood warning dissemination (by local agreement with Environment Agency)
- Provision of gel sacs (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.