[INSERT NAME OF FLOOD GROUP OR PARISH COUNCIL]
FLOOD RESPONSE PLAN

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Author	
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Introduction to the Flood Response Plan

This plan is designed to provide a structured process of preparing and responding to a flood event.

Residents and volunteers are not to put themselves into any harm by entering flood water and should be supported with appropriate training for any activity (e.g. road sign or closures).

It may be advantageous to provide Category 1* responders with a copy of this plan. Category 1 responders include emergency services and local authorities. By having a copy of this plan, they can have an understanding of what actions may be undertaken within the community without external support. The plan can also serve as a point of contact to gain insight into how a situation is developing.

*Category 1 responders include:
Police
Fire services
Ambulance services
British Transport Police
Herefordshire Council
Primary Care Trusts
Acute & Foundation Trusts
Health Protection Agencies
Environment Agency

BEFORE A FLOOD

Flood warnings ***[describe which flood warnings affect the village and where they will be received examples include:***

HC comms (twitter/facebook etc or direct emails)
Met Office Weather Warnings
EA Flood Alerts
Warnings from gauges you have]

Useful local information ***[any additional information that may be useful] For example, locations where water will pond, where water exits/re-enters a watercourse, roads which flood first any locally known triggers and timescales associated with them.***

1A – Locations at risk of flooding

From the information you have available, make a list of areas liable to flood, the source of the flooding and conditions which lead to flooding.

Area number	Location at risk- including description and geographical identifier (e.g. address, street names, coordinates)	Trigger level
Area 1	*The Village Hall car park, HR00 0AB.*	*When the Yazor Brook reaches 4.5m. Typically after 15mm of rainfall on saturated ground.*
Area 2		
Area 3		
Area 4		
Area 5		

1B – Actions to be taken before a flood:

Detail the measures needed to mitigate the impact of flooding, including what equipment is needed and how it will be used, and who is responsible for undertaking the identified measures. This should be actioned when an alert is issued or the conditions for your triggers are met.

Area number	Pre-emptive measures (including time taken to put measures in place)	Equipment needed (and how many)	Risk assessment	Who will undertake this task? (please see table 2A for more information)
Area 1	*Sandbags along east facing wall of the Village Hall. 20 minutes.*	*30 sand bags.*	*Risk of back injury if sandbags not handled correctly. Tripping hazard of raised door way into cupboard where sand bags are stored.*	*Volunteer flood warden John Doe.*
Area 2				
Area 3				
Area 4				
Area 5				
Area 6				

1C – Location of flood sites and equipment deployment:
[delete this and add the address, location details, what3words or coordinates of the equipment]

Map showing area of flooding, including where equipment is stored prior to a flood and where equipment will be deployed in preparation for a flood event. This can be hand-drawn or digital. Show any road closure signage.

This can be an annotated geographical map, drawing, etc. Areas of flooding can be mapped along with the sources of flooding, e.g. rivers, drain infrastructure, where community flood equipment needs to be deployed etc.

DURING A FLOOD

2A – Community volunteers / responders:

List community volunteers and responders that could be contacted in an incident. They will likely be the first people on-site when a flood event occurs or is expected to occur. They may be required to provide an all-important, initial level of support and a first response until local authority support is available or emergency services are able to attend and take a lead on operations.

Develop the processes and procedures which need to be followed – everyone must know their role and what is expected of them. Risk assessing your activities can help to identify what is safe and what is not safe to undertake during an emergency.

If the flood group has a formal structure detailing roles and responsibilities please input it here.

Name	Address	Email	Phone	Area of responsibility (this should correspond with the area numbers in the above tables)
Jane Doe	*13 Victoria Street, Pembridge, Herefordshire, HR00 0XY*	*janedoe@exampleemaill.co.uk*	*018375 75829*	*Hill Street, Gail Road and Primrose Terrace. Recognised in this flood plan as area 1.*

2B - Escalating The Response

[If the flood is getting worse, what action will you take to escalate the response. Please also note what will trigger you to escalate. This will be very dependent on your area, but examples could include:

A locally known threshold has been met or exceeded
Flooding in a manner which has not been observed prior
A certain number of properties have flooded internally

2C – Key contacts during a flood

Remit	Organisation	Support available	Contact
If there's an urgent risk to people or property from flood water	Emergency services		999
Emergency Planning	Herefordshire Council		The Emergency Planning Duty Officer can be contacted on 01432 260850 or by phoning the council switchboard on 01432 260000 and asking to speak to the Emergency Planning Duty Officer resilienceteam@herefordshire.gov.uk
Flooding to your property from main rivers (Rivers Arrow, Dore, Frome, Leadon, Lugg, Teme, Wye and the Pinsley and Worm Brooks)	Environment Agency		0345 988 1188
Flooding to your property from other rivers, brooks, streams or groundwater	Herefordshire Council		01432 261800 www.herefordshire.gov.uk/reportaflood
Flooding from a burst water main or sewer flooding	Welsh Water Severn Trent Water		0800 085 3968 0800 783 4444
Flooding on a road or footpath	Herefordshire Council		01432 261800 www.herefordshire.gov.uk/reportdrainage
Independent advice	National Flood Forum		01299 403055 https://nationalfloodforum.org.uk/
Vulnerable adults requiring social care intervention	Herefordshire Council		01432 260101 www.herefordshire.gov.uk/social-care-support/contact-adult-social-care
Council Tax	Herefordshire Council		01432 260360 counciltax@herefordshire.gov.uk www.herefordshire.gov.uk/council-tax-1
Business Rates	Herefordshire Council		01432 260373 businessrates@herefordshire.gov.uk

			www.herefordshire.gov.uk/business-1/pay-business-rates
General website advice about before, during and after a flood	Herefordshire Council		www.herefordshire.gov.uk/floods https://twitter.com/HfdsCouncil
River levels	Environment Agency		https://check-for-flooding.service.gov.uk/river-and-sea-levels https://twitter.com/EnvAgencyMids
Sign up for flood warnings	Environment Agency		www.gov.uk/sign-up-for-flood-warnings 0345 988 1188
Weather forecast	Met Office		www.metoffice.gov.uk/
Sign up for weather warnings	Met Office		https://public.govdelivery.com/accounts/UKMETOFFICE/subscriber/new
Travel updates	Herefordshire Council		When a flooding incident is expected or experienced, information will be highlighted on the council's homepage, in latest news and on our social media channels www.herefordshire.gov.uk https://twitter.com/HfdsCouncil https://twitter.com/HfdsStreets
Emotional support	NHS Herefordshire and Worcestershire Talking Therapies		www.talkingtherapies.hwhct.nhs.uk/ 0808 196 9127
Adult mental health and wellbeing	Local organisations that can offer support		www.talkcommunitydirectory.org/keeping-well-staying-healthy/mental-health-and-emotional-wellbeing/mental-health-and-wellbeing/
Following a flooding event, any available help or assistance will be highlighted on the council's homepage and on its social media channels	Herefordshire Council		www.herefordshire.gov.uk/after-flooding https://twitter.com/HfdsCouncil

AFTER A FLOOD

3A – Post-flood actions:

List actions that are specific to your location, for example:

- *'Reopen road' if you have road closure signage.*
- *Record all flooded properties and report them to HC*
- *Gather used sandbags for disposal*
- *Clean, maintain and return equipment to storage at [LOCATION]*