

**HURSTBOURNE
TARRANT
PARISH COUNCIL
VILLAGE FLOOD
PLAN**

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HURSTBOURNE TARRANT PARISH COUNCIL VILLAGE FLOOD PLAN

1.0 INTRODUCTION

- 1.1 This document is to assist HurstBourne Tarrant Parish Council and people living in the catchment area of Hursbourne Tarrant Parish Council in preparing and responding to a flooding event in their area.
- 1.2 Details in the Plan concentrate on the operational aspects of flooding, eg protecting life and property and managing the flood.
- 1.3 The actions of each organisation are listed but they may not necessarily be carried out as the result of a duty or responsibility.

2.0 FLOOD WARNINGS

2.1 The Environment Agency's Local Flood Warning Plan provides details of the flood warning arrangements for specific Flood Warning areas where there is a risk of flooding from rivers or the sea. The Agency also provides information on ground water levels.

2.2 There are four warning codes, represented by graphical icons. These are:

- **Flood Watch** - flooding is **possible**.
- **Flood Warning** - flooding is **expected**.
- **Severe Flood Warning** - Severe flooding is **expected**. Act now!
- **All Clear** - there are no flood watches or flood warnings currently in force.

2.3 Flood Watch is a general alert concerning flooding from rivers, streams, ditches, watercourses, estuaries and the sea. Flood Warnings and Severe Flood Warnings relate to specific Flood Warning Areas at risk of flooding from rivers and the sea.

2.4 Flooding is a natural process. The risk of flooding can be

reduced but never eliminated, so there is a need to warn people when flooding is likely to occur. If a local resident or householder would like to receive Flood Warnings from the Environment Agency, they can be included in this free service by signing up at www.environment-agency.gov.uk or by telephoning Floodline on **0845 9881188**. This means that the Environment Agency can call or fax them to try and forewarn of possible flooding from the rivers in the area.



Flood Watch

Flooding is possible, and the situation could worsen, so:

- ☐ Watch water levels
- ☐ Stay tuned to local radio or TV
- ☐ Ring Floodline on 0845 988 1188
- ☐ 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

Flooding is now expected, so put your flood plan into action:

As with 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

Severe Flood Warning

Severe flooding is now expected:

As with 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

An all clear will be issued when flood watches or warnings are no longer in force.

3.0 FLOODING EVENT

3.1 The main types of flooding event referred to in this plan are:

- **TIDAL** (Sea)
- **FLUVIAL** (River)
- **FLASH** (Roads, ditches, fields)
- **GROUNDWATER** (High watertable)
- **SEWAGE** (Sewers, rising mains and pumping stations)
- **POTABLE WATER** (Mains failure)

3.2 The main causes of flooding in the area of Hurstbourne Parish Council arise from the Groundwater or from surface water that is unable to run away or disperse through natural drainage or drainage systems that have been constructed.

4.0 FLOOD PREVENTION

- 4.1 Hurstbourne Tarrant Parish Council does not have the resources to store emergency equipment (sandbags, for example), and must rely on giving local residents the information they will need to enable them to quickly and effectively obtain help and support in the event of flood.

Sandbag Policy

Residents should respond to flood risk and home owners who are aware that their homes are at a high risk of flooding, (e.g. as a result of the close proximity of a watercourse) are encouraged to protect their properties well in advance of a flood situation - as outlined on pages 23-24 of this guide

Sand bags should be provided free of charge to households and commercial properties if in the Council's view they are at significant risk of flooding

Different operational response times will apply for the different levels of risk. An assessment will be made on the number of sand bags that will be provided.

Except in exceptional circumstances, on delivery the sand bag(s) will become the responsibility of the householder or business and their subsequent collection and disposal will not be arranged by the Council

The authority to issue sandbags in accordance with this policy has been delegated to the Head of Environmental Services

Residents requiring sandbags should call the Council's Environmental Services on **01264 368000** or **01794 527700**.

The Test Valley cost of sandbags if not considered as at significant risk for 2014/15 are:

- £2.90 for six empty sandbags
- £2.30 for one filled sandbag (for collection)

Both prices are subject to VAT at the standard rate.

Delivery charges are:

- £33.00 + VAT within working hours
- £72.00 + VAT out of hours

4.2 Where to place sandbags:

You can prevent or reduce flooding by taking steps to stop flood water entering your home or work place. This can be done by blocking doorways and airbricks from the outside with sandbags.

4.3 How to place sandbags:

Lift the sandbag by the neck and place it across the doorway. Ensure it is bedded in against the door and frame. Make sure the neck is pulled back across the top of the bag. Layer the sandbags in brick formation ensuring that joints are staggered.

4.4 Where to store sandbags:

- Keep your sandbags out of the rain and sunshine to ensure they last longer.
- Please note that sandbags will deteriorate naturally, and should be inspected before flooding may occur in order to ensure that they are still suitable for use.
- A number of Flood Protection Products have also been produced in recent years. A new BS Kitemark standard has been established for flood protection products, and residents in the Parish may find it appropriate to purchase such products.

5.0 FLOOD ACTION

Local authorities may set up an *Emergency Control Centre* in response to a major civil emergency. This will usually be within the borough council civic offices at Beech Hurst and HCC Basement Emergency Centre. This is a "temporary" tactical control set up to coordinate the local authority response to an emergency.

The multi agency response to a major flooding incident is detailed within the *Hampshire County Multi Agency Flood Response Plan* - produced by Hampshire County Council Emergency Planning and Resilience.

A Tactical Emergency Management Team will be activated, made up of senior managers from relevant departments within the council. Representatives of other agencies (emergency services or other responding agencies) may also be present.

Whilst the Borough Emergency Control Centre will be managing the response to flooding in its local area, HCC will co-ordinate the *wider* response across the County. It is essential that all information pertaining to the emergency passes through the Emergency Control Centres to ensure it is correctly recorded and dealt with. The Emergency Control Centres have set procedures in place that are tested regularly by exercise.

These control centres are primarily for communicating with partner agencies (such as the Environment Agency, Hampshire Fire and Rescue) and are not accessible to members of the public.

5.1 Generic Broadcast Information Covering Hampshire

"Connecting in a Crisis" is an initiative by the BBC to help ensure that the public has the information it needs and demands during a civil emergency. It sets out to encourage emergency planners to work more closely with broadcasters in the preparation of strategies for communicating essential information. Below is an example of the information that can be broadcast:

- Hourly updates from the Environment Agency on river levels.
- Updates from electricity suppliers on the power cuts.
- Updates on public transport
- Police updates on roads and flooded areas and rescues.
- Business closures, school closures, hospital services status.
- Country Council and District Council emergency messages.
- Health warnings on polluted water.

Or Tunein to:

- **BBC Radio Solent 96.1FM**
- **BBC Radio Wiltshire 103.6FM, 104.3FM, 103.8FM**
- **The Breeze 106.4FM**
- **Spire FM 102FM**
- **TV: BBC 1, ITV local news**
- **Test Valley Borough Council: www.testvalley.gov.uk**
- **Hampshire County Council Website: www.hants.gov.uk**
- **Hampshire County Council Twitter: www.twitter.com/hantsconnect**

5.2 Advice for after a Flooding Incident

First Tips

- Clean taps and run them before use.
 - Have power and gas supplies checked by a professional electrician or gas plumber before turning them back on.
 - Throw away food (including freezer items if power has been off) that may be contaminated and restock your supplies.
 - Insurance companies will arrange for a loss adjustor and other specialists to visit homes and assess the damage.

The 3 Step Clean up

If possible, don't fully re-occupy your property until after the following:

1 Remove water and mud

Fire and Rescue Services can pump out standing water but will charge for non emergencies. Otherwise, use a pump (from hire / DIY shop), or use buckets followed by a wet/dry vacuum. Shovel out mud (which may be contaminated) then hose out or use a garden sprayer.

2 Clean and disinfect

Wear protective clothes, boots and rubber gloves. Use a brush, soapy water and heavy duty cleaner, then rinse. Floodwater may be contaminated so disinfect all areas affected after cleaning up. Disinfecting also avoids mildew and moulds.

3 Dry

Take furniture, bedding and clothing outside to avoid mould.
Use fans plus industrial heaters and dehumidifiers.

What happens if a resident has to be evacuated / moved out of their home?

If someone's home has been damaged by flooding and they need help in finding somewhere to stay, contact your local district council who will assist with sheltering in the short term (Rest Centres) and if required, re-housing.

Insurance

Advise residents in affected properties to contact their insurance company immediately. The majority of household policies provide insurance for flooding. If they are tenants in rented properties and have building and contents insurance, fixtures and fittings should be covered. It is normally the responsibility of the landlord to provide buildings insurance. However - they are advised to check their policy. If residents are uninsured, they will most likely be responsible for covering all costs of flood damage. Advise them to keep records of flood damage (photos etc)

Have the central heating on at 22 deg C or above

Drying out can take weeks or even months. If it's done too quickly, it can cause structural damage and long term damage. Good ventilation is essential - keep windows and doors open on dry days and remove any air brick covers.

5.3 Health & Safety Advice

Floodwater may be contaminated by silt, sewage, oil or chemicals. Try to avoid coming into contact with it. Wear protective gear and wash your hands after any contact. Cover cuts with waterproof plasters.

- Don't use damp electrical items - get them checked by a professional.
- Seek medical advice if diarrhoea, fever or abdominal pain affects anybody.
- Mould can be a health hazard for babies, people with allergies and the elderly (they should stay away during the clean up)

**!! Beware of fumes from petrol or diesel generators or gas heaters - they can kill. Do not use indoors. Electric pumps should only run through a circuit breaker.
If residents have children.....**

- Contaminated toys will need disinfecting
- Don't let them play in floodwater - they risk drowning and infections

If gardens are flooded.....

- Don't let children or pets onto affected grass or paved areas until cleaned.
- Remove any toilet waste from affected areas by shovelling it into black bags and sealing them. After the grass has grown and been cut once there should be no further risk as sunlight and soil usually destroy harmful bacteria within a week.

Water Advice...

- Follow the advice of your local water company regarding the safety of water supply .If in doubt, boil all water intended for drinking, brushing teeth, washing food and cooking.
- Take precautions for formula-fed infants. The preferred option is to use bowser or bottled water brought to a "rolling boil" and cooled. Un-boiled water should not be used.

Financial Advice...

- **Council Tax Relief and Benefits** - If you are unable to live or work in your property, you may be able to get a discount on paying council tax or business rates. Contact your district council.
- **Citizens Advice Bureau** - CAB provides free, confidential and independent advice from offices across the County. If someone is having problems because of the flooding, an experienced advisor should be able to answer all of their questions. Advice is available face to face and by telephone.

Distraction burglaries and cold callers....

After a flood, beware of doorstep callers who may try to trick or steal. They may try to gain entry by asking to turn off your water or check the electricity.

□ Always put the chain on when answering the door and make sure windows and other doors are locked.

□ Check a caller's ID and phone the company to check if they are genuine if you have any doubts.

□ Call a neighbour or 999 for assistance if you are worried.

Rogue Traders...

If callers offer to do work, the Association of British Insurers recommend that you should:

□ Beware of Tradesmen who can start the next day....reputable ones are usually busy

□ Ask to be put in touch with past clients to see samples of work

□ Beware of someone who only gives a mobile phone number and no business address

□ Do not pay in advance; pay in stages and do not make the final payment until you are happy with the work.

Hampshire County Council Trading Standards:

<http://www3.hants.gov.uk/tradingstandards>

<http://www.buywithconfidence.gov.uk/> 22

Waste Disposal.....

What should you do with ruined furniture or building waste if a flood has affected your home?

□ Some flood waste may be taken away by the normal refuse collection, but normally it will need to be loaded into skips.

District councils may sometimes provide these. Otherwise, you can contact a skip hire company (you will need a licence to put a skip on a public highway).

□ Waste taken to local tips will be classified as controlled waste and must be handled properly. Waste management firms can be found in the Yellow Pages or on **Yell.com website**. Don't throw anything away without checking with your insurer first, if you are planning to claim for it - it is evidence.

5.4 Flood Defences

If residents are carrying out renovations or improvements, or repairing flood damage, please bear in mind the advice listed in this section. Many of the measures will pay for themselves after a single flood.

If floodwater is more than 1 metre high, you may cause more harm than good by keeping the water out. The force of the water may cause structural damage to your home. To prevent water entering a property.....

- Do regular maintenance checks outside - ensure mortar between bricks is in good condition.
- Don't just build it back - build it better.
- Always seek help before making changes. Get advice from a specialist flood surveyor from RICS (Royal Institute of Chartered Surveyors)
- Flood protection products may give you more time to move your possessions off the ground floor to safety; often water is "cleaner" because mud and silt stays outside.
- Consider the impact on any outdoor works on your neighbours eg hard landscaping will increase levels of water runoff
- Look for Environment Agency kite marked products - tested and fit for purpose.

For more information on self help flood products, visit the "Blue Pages" directory available from the National Flood Forum. www.floodforum.org.uk

To reduce the cost and repair time after any future flood.....

- Fit plug sockets, boilers, service meters higher on walls
- Choose water-resistant door and window frames (and use silicone sealant)
- Get a chemical damp-proof course below joist level; and install airbricks with removable covers
- Replace mineral insulation within walls with closed cell insulation
- Have non-return valves in drainage pipes to prevent sewage backing up into the house
- Check access points for pipes (eg washing machines) for gaps and fill. Use waterproof sealant on external walls; waterproof paint on internal walls.

And if there's a choice, you can.....

- Go for solid wood flooring (concrete covered with treated timber or sealed tiles) - more resistant than floor boards or chip board
- Have wood or plastic kitchen / bathroom units rather than MDF / chipboard
- Pick lime or cement render - more water resistant than normal plaster
- Replace ovens with raised, built under types
- Choose rugs rather than fitted carpets.

5.5 Useful Flood Support

Environment Agency

0845 988 1188

Or visit www.environment-agency.gov.uk

National Flood Forum

01299 403055

Or visit www.floodforum.org.uk 25

Useful Contacts	999
Emergency services	
Environment Agency	0845 988 1188
Floodline	
National Flood Forum	01299 403 055
(For flood defence advice)	
Hampshire Constabulary	101
(non emergency)	
Hampshire Fire and Rescue	02380 644 000
(non emergency)	
Hampshire County Council	0845 603 5638
Hants Direct	01962 846846
Mon- Fri: 8am- 8pm	
Sat: 9 am - 4 pm	
NHS Direct	111
Gas leaks	0800 111 999
Electricity	08457 331 331
Test Valley Borough	01264 368000
Council	
Mon- Thurs: 8.30am -	
17.00pm	
Fri: 8.30am - 16:30 pm	
Southern Water	0845 278 0845

5.6 EMERGENCY GUIDE

Simple steps to prepare for:

Flooding / Loss of power / Loss of water

- **Make sure you have the correct insurance cover**
- **Find out how to turn off your gas, electricity and water supplies**
- **Keep a list of useful numbers (including insurance telephone number and policy number)**
- **Make an emergency kit**
- **Think about the needs of children, babies, elderly and the disabled at home – ensure they know what to do in an emergency**

If Floods are imminent

- Alert vulnerable neighbours
- Switch off gas, electricity and water at the mains
- Ensure sandbags or flood boards and airbrick covers are in place
- Plug sinks/baths or low level shower trays and weigh them down to prevent backflow
- Store smaller electrical appliances and furniture as high as possible
- Do as much as you can in daylight. It will be much harder at night

- In the case of flash flooding, evacuate basement flats immediately and seek higher ground.

If floods are forecast

- Listen out for flood warnings on radio and television and phone Floodline on **0845 988 1188** for river floods
- Move pets, vehicles, valuables and other sentimental items and important documents to safety.
- Prepare your supply of sandbags. Some district councils will assist with this if they can – otherwise you can purchase them from a builders' merchant. In an emergency, a sandbag can be created by filling a pillowcase or carrier bag with sand or soil.
- Prepare food that can be eaten without cooking; clean bottled water and warm clothes.
- Charge your mobile phone

REMEMBER THE FOLLOWING

- Contact your insurance company (if relevant) and make an inventory list of all damaged goods, including food. If you can, take photographic or video picture. Check with insurers before disposal of contaminated flood-damaged food.
- Replace manhole covers dislodged by the flood.
- Ensure that the house is properly aired to encourage drying
- Make sure that any mould growth is properly treated. Fungicidal products are available from DIY stores.
- After about six months it would be advisable to check timber floors for any evidence of rot or shrinkage. Any necessary repair work can then be made.
- Check for structural damage to your property and if you think there is damage or danger seek advice from your insurer, builder or building control officer.

DO NOT

- DO NOT be tempted to try and salvage damaged food as it may be contaminated with sewage or chemicals left from the floodwater
- DO NOT switch on electrical appliances that have been in contact with the floodwater unless a competent electrician has checked them. Your local electricity supply company will be checking mains supplies.
- DO NOT eat home grown garden or allotment fruit and vegetables that have been covered by floodwater. Leave undamaged vegetables in the ground for at least another two weeks and then only use them after thorough washing and cooking.

Finally, both physical stress associated with over-exertion in cleaning up premises, and mental stress caused by temporary relocation may make you feel unwell. Indeed, the major health hazard of floods comes from all the stress and strain of the event, not infection. If you feel unwell this does not necessarily mean that you are suffering from any infection, but if you are concerned - visit your own doctor.

6.0 LEVEL OF RESPONSE FROM AUTHORITIES

- 6.1 The level of response from the authorities to a flooding incident will depend on what is flooded or is at risk of being flooded. There are five priority categories:

PRIORITY FLOODING AFFECTING RESPONSE

- 1 **People** - Action to protect life
 - 2 **Houses** - Action to protect life and property
 - 3 **Roads** - Action to protect life and property
 - 4 **Commercial Property** - Possible action to protect property
 - 5 **Gardens/Agricultural Land** - No action
- 6.2 There are other factors that may influence the level of a response. Priority is likely to be given to the old or infirm when assisting people, and to occupied property when protecting property. The classification of roads may be used in prioritising responses to road flooding and the protection of commercial property may depend on the risk of environmental pollution from stored chemicals etc.
- 6.3 Copythorne Parish Council has supported local residents in bringing pressure to bear on local Highway and Water services to take steps to alleviate the risk of flooding.

7.0 REMEMBER THE FOLLOWING

- Contact your insurance company (if relevant) and make an inventory list of all damaged goods, including food. If you can, take photographic or video picture. Check with insurers before disposal of contaminated flood-damaged food.
- Replace manhole covers dislodged by the flood.
- Ensure that the house is properly aired to encourage drying
- Make sure that any mould growth is properly treated. Fungicidal products are available from DIY stores.
- After about six months it would be advisable to check timber floors for any evidence of rot or shrinkage. Any necessary repair work can then be made.
- Check for structural damage to your property and if you think there is damage or danger seek advice from your insurer, builder or building control officer.

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8.0 ACTION LISTS

8.1 ENVIRONMENT AGENCY

- Issue flood warnings
- Receive and 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

ENVIRONMENT AGENCY
SOLENT & SOUTH DOWNS OFFICE
Tel: 08708 506506

ENVIRONMENT AGENCY EMERGENCY
HOTLINE
Tel: 0800 80 70 60

ENVIRONMENT AGENCY
FLOODLINE
Tel: 0845 988 1188

8.2 COUNTY COUNCIL

- Co-ordinate emergency arrangements
- Maintain safe conditions on the roads
- Put *flood warning* signs on the highway
- Organise road closures and traffic diversions
- Clear blockages on highway drainage system
- May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system.
-

Hampshire County Council, Winchester
Main Switchboard: 01962 841841
Highways, Winchester: 0845 6035633
Highways, Totton: 023 8066 3388

8.3 DISTRICT COUNCIL

- Co-ordinating role for own area
- Flood warning dissemination (By local agreement with Environment Agency)
- Emergency Assistance (S138 LGA 1972) - Provide sandbags
- Clear blocked watercourses etc. (Land Drainage Act powers)
- Carry out actions as County Council for highways (Highways Agency areas only)
- Environmental Health issues - pollution
- Blocked road channels and gully gratings - Street cleaning
- Emergency Planning Support Groups

[Test valley Borough Council - 01264 368000](http://www.testvalley.gov.uk)

8.4 PARISH COUNCILS

[Hurstbourne Parish Council](#) - Your Parish Council Flood Officer –

Jamie Williams (07977 077 875) is the first point of contact for all queries with regards to flooding response or advice if you need someone to contact.

The Parish Council will help where we can if only to point you in the right direction!

Clerk – David Baker – 01264 736436

Chairman – David Sullivan - 07767 831184

Vice Chairman – Jamie Williams – 07977 077875

8.5 FIRE AND RESCUE SERVICE

- Rescue
- Respond to all emergency incidents as required
- Assist local residents where necessary and may pump out floodwater, but there may be a charge for this service to householders.
- **IN EMERGENCY DIAL 999**

Hampshire Fire and Rescue Service
County Fire HQ, Eastleigh Tel: 023 8062 0000 Or 023 8064 4000

8.6 WATER COMPANY

- Emergency overpumping or tankering at Pumping Stations
- Clearing blockages in public sewers and outfall grills
- Repairing burst sewage and water pumping mains
- May take action to protect property from flooding by water from the public water mains or discharges from the public sewerage systems.

Southern Water

Technical Enquiries including 24-hour Emergency Service

Tel: 0845 278 0845

8.7 ELECTRICITY, GAS AND TELEPHONE COMPANIES

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

Residents are advised to make a note of their local service supplier and keep emergency contact numbers handy

8.8 PROPERTY OWNERS

- Move temporarily to a safe area if life is at risk
- Prevent water from entering property if possible
- Switch off electricity and gas supplies at mains
- Move valuable possessions upstairs where possible

In addition, the following leaflets give advice to local residents on how to prepare

for flooding and protect their home:

Damage Limitation: How to make your home flood resistant

Flood Products: Using Flood Protection Products - a Guide for

Homeowners After a Flood: How to restore your home

These leaflets are obtainable free of charge from

The Environment Agency

General Enquiry Line: 08708 506506

or

Environment Agency Floodline: 0845 988 1188

8.9 CITIZEN'S ADVICE BUREAU

- May be able to offer advice on how to obtain money in an emergency and assist in dealing with insurance queries

Citizen's Advice Bureau

Tel: 08444 111 444

8.10 SOCIAL SERVICES

- May provide meals-on-wheels and care for elderly or frail people confined in their homes

Hampshire Social Services, Hythe Area Office

Tel: 0845 603 5630

CONTACT DETAILS

For advice on how to prepare a flood action plan for your household

ENVIRONMENT AGENCY

FLOODLINE: TEL: 0845 988 1188

EMERGENCY HOTLINE: TEL: 0800 80 70 60

In Emergency Dial 999 for Police, Fire, Ambulance

Police

All enquiries Police HQ, Winchester Tel: 0845 045 45 45

Hampshire Fire and Rescue Service

County Fire HQ, Eastleigh Tel: 023 8062 0000

Hampshire County Council

Freefone: 0800 028 0888; Main Switchboard 01962 841841

Emergency Planning Unit: 01962 846846

Highways Office, Winchester: 0845 603 5633

Southern Water

Technical Enquiries including 24-hour Emergency Service

Tel: 0845 278 0845

Electricity, Gas and Telephone Companies

The supply of these services is now in the hands of a number of different companies. Residents are advised to make a note of their particular supplier and keep emergency contact numbers handy