

MUCH WENLOCK & DISTRICT
**Community Flood Information,
Prevention and Action Plan**
(Including Activation Process)



Much Wenlock & District Community Flood Information, Prevention & Action Plan

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Activation Action Card

Too late to read the Plan at this stage

DO

**Deteriorating Situation
Commence a written LOG**

Acting on Intelligence that Flooding may result then ensure that the Mayor, Deputy Mayor, Flood Watch Co-ordinators Liaise. Arrange and confirm monitoring of Severe /Extreme Weather Forecasts. Consider commencing opening of the Flood Information Centre and arrange Wardens and Volunteers to be on stand by. Liaise with Category 1 Responders and ensure receipt of and dissemination of any warnings they receive to the Local Community. Step up activity as a result of updated Intelligence. Mobilise Wardens and Volunteers if situation developing to a flooding event a likelihood. Better to cry wolf than not react at all.

Response

Unfortunately because we get sudden surface water flooding we are most likely to be straight to this stage.

Liaise with Category 1 Responders.

Activate Flood Wardens and teams of Volunteers

Mayor, Deputy Mayor, Flood Watch Co-ordinators to Liaise. Open/Staff the Flood Information Centre.

Flood Wardens to concentrate on the known Vulnerable Persons:-

The Elderly

The Frail

Children

Non English Speaking Residents

Transient Populations

Those with Health Problems

Those with Disabilities

(Wardens need to have local knowledge and be skilled and resourceful).

Sandbags are very time consuming and resource intensive. Residents must be as self reliant as possible, as indicated in the Pitt Review, but Sandbagging is still likely to be required.

Arrange for distribution and placement if necessary.

Try to stop people walking in Flooded areas because of Drainage covers likely to be off. Do all that is possible with limited resources to discourage driving through Flood Waters.

Ensure thought is given to Tourists/Visitors to the area/Caravan Sites.

Keep the Local Community up to date with developments as much as possible.

Update Category 1 and 2 Responders of Local known situation on a regular basis.

Recovery

This could be a long difficult stage.

Depending on the severity of the event consider retaining Flood Information Centre.

Consider staffing.

Keep Community up to date on a regular and consistent basis.

Aid recovery operation as resources allow.

Ensure emotional Support and Faith help is available from and to the Local Community.

Consider incentives to aid the Community Spirit of the area.

Long term help, guidance and assistance to those affected by the event.

Debrief within a fairly short time of the recovery stage commencing. Lessons Learnt.

Consider report on events recording the **Good** and the **Bad**.

Letters to Category 1 Responders, Environment Agency, Severn Trent, Shropshire Council to ensure they note the Flooding Event and the Severity of it.

Activation Action Card 2

Comprehensive Situation Report

SAD CHALETS

S	Survey	
A	Assess	
D	Disseminate	
C	Casualties	Approximate numbers dead, injured and uninjured
H	Hazards	Present and Potential
A	Access	Best Access Routes for Emergency Vehicles
L	Location	The exact Location of the incident
E	Emergency	Emergency Services present and required
T	Type	Type of incident, number of persons and properties involved
S	Safety	Consider Health and Safety issues for all responders

Briefings

IIMAC

I	Information	What is or is going to take place. What do we Know. What Intelligence have we got
I	Intention	What is our role How are we involved. What do we want to do
M	Method	How are we going to do that. How are we going to do it safely
A	Administration	What are we going to record. What admin do we need to keep or is available to us
C	Communication	How are we to Communicate. Call signs etc. Who will we communicate with and how

Much Wenlock & District Community Flood Information, Prevention & Action Plan

Introduction

The Much Wenlock Flood Action Group was formed following two serious flood events. They occurred in **Much Wenlock** on 25 June 2007 and in the nearby villages of **Bourton** and **Brockton** on 5th September 2008.

Both flood events were caused by intense, localized rainfall. This circumstance, combined with the catchment area's steep topography and other factors identified by the Action Group, means that any repeat event will involve a high level of risk for local people. There is thus a demonstrated need for a local plan that caters for the following:

- **Preparing for A Flood**
- **During a Flood**
- **After a Flood**

This plan has been prepared accordingly. While it recognises that national, regional, county and emergency services' civil contingencies plans are already in place, it contends there is a need for a plan that utilizes valuable local knowledge and experience. Such local knowledge is essential during the preparation for a flood and in the recovery stages. The local plan thus aims to complement the authorities' emergency plans and to provide essential information to help manage a flood event. It also includes details that explain why these measures must be planned for and implemented.

Finally, it seeks official recognition that Much Wenlock and District is prone to severe flashing flooding during periods of intense, localized rainfall. Such recognition is now urgent given that climate change predictions indicate increased incidence of severe storms.

The plan is prepared and presented in the following way:

General Information - Why the plan is needed

Management Control and Co-ordination

- How the plan works and who has a role

Activation including Alert, Standby, Action, Return to normality - When and what will be done by whom

Information - Details



Much Wenlock High Street 25 June 2007

**Much Wenlock & District
Community Flood Information,
Prevention & Action Plan**

General Information

Much Wenlock & District Community Flood Information, Prevention & Action Plan

General Information

Much Wenlock and District suffered two serious flood events in 2007 and 2008. The surface water flash flooding caused extensive damage to homes, leading to extended hardship and considerable financial and emotional cost to the families concerned. The ferocity and scale of the floods can be viewed on the Much Wenlock Flood Action Group website www.themuchwenlockfloodgroup.co.uk and also the www.wenlockeye.org.uk website in the flooding section.

A detailed report into the flooding of the 25th June 2007 of Much Wenlock and Farley was prepared by the then District Councillor John Yeats with contributions from G D Bowden, S Ross, R J L Smith and Paul Weeden. It may also be seen on www.wenlockeye.org.uk in the flooding section.

That report indicated that at least 64 properties were flooded in Much Wenlock on the 25th June 2007.

It also includes information from local residents relating to earlier floods in 1931, 1992, 1993 and 2000. It shows that in 2007 more areas of the town were affected by surface water flooding than in previous events.

Although research by Much Wenlock Flood Action Group is still ongoing, it is already clear that flooding will happen again whenever there is above average rainfall. The catchment area's bowl-shaped topography, the inadequate drainage system, the 300% increase in housing development since 1903, and climate change are all key factors. Much Wenlock's topography has been likened to that of Boscastle, a town that suffered severe flooding in 2004.

For more information see the Much Wenlock Flood Action Group website www.themuchwenlockfloodgroup.co.uk. See especially the Group's presentation that highlights all these issues.

Given these factors it is essential to have a local emergency plan in place.

Which authorities deal with an emergency?

The Civil Contingencies Act, 2004 lists the following authorities:

Category 1 Responders

Emergency Services (Police/Fire/Ambulance)
Local Authorities (in this instance, Shropshire Council)
Environment Agency
NHS

Category 2 Responders

Organizations such as the Health and Safety Executive
Transport and utility companies

Category 1 Responders must have plans in place to deal with emergencies.

An Emergency Plan includes three parts:

Plans for preventing the emergency

Plans for reducing, controlling or mitigating its effects

Other action to be taken in connection with the emergency

Category 1 Responders must also have plans in place for the identification of RISKS and plans for dealing with that range of Risks. (See West Mercia Resilience Forum below).

What is the definition of a Major Emergency?

A Major Emergency is an event (happening with or without warning) that causes or threatens death or injury, damage to property or the environment, or the disruption to the community, and is of such a scale that it cannot be dealt with by the Emergency Services and Local Authority as part of their day to day activities.

Definition of an Emergency under the Civil Contingencies Act 2004

(1) Meaning of "Emergency"

- (a) An event or situation which threatens serious damage to human welfare in a place in the United Kingdom,
- (b) An event or situation which threatens serious damage to the environment of a place in the United Kingdom, or
- (c) War, or terrorism, which threatens serious damage to the security of the United Kingdom.

(2) For the purposes of subsection (1) (a), an event or situation threatens damage to human welfare only if it involves, causes or may cause:

- (a) Loss of human life,
- (b) Human illness or injury,
- (c) Homelessness,
- (d) Damage to property,
- (e) Disruption of supply of money, food, water, energy or fuel
- (f) Disruption of a system of communication,
- (g) Disruption of facilities for transport, or
- (h) Disruption of services relating to health.

(3) For the purposes of subsection (1) (b), an event or situation threatens damage to the environment only if it involves, causes or may cause:

- (a) Contamination of land, water or air with biological, chemical or radio-active matter, or
- (b) Disruption or destruction of plant life or animal life.

These definitions are given in full both for future reference, and to demonstrate that the flood events of 2007 and 2008 were major emergencies under these definitions.

In this regard it should be noted that while Much Wenlock and District suffered severe flooding in 2007 and 2008, the rainfall was not particularly heavy. Over 48 hours of 24th and 25th June, Much Wenlock's rainfall was **79.2mm**. Compare this figure with data from recorded storm events elsewhere, and it is clear: had Much Wenlock suffered rainfall on the scale of the following examples, then the scale of flooding would have been catastrophic.

Highest 24 Hour total 314mm - Seathwaite, Cumbria 19th November 2009
Highest 90 min. total 117mm - Dunsop Valley, Lancashire, 8th August 1967
Boscastle and Crackington Haven 16th August 2004 - 196mm in 4 Hours

(Met Office and Environment Agency Data)

Risk

Risk in relation to such Events is identified by the West Mercia Local Resilience Forum and can be viewed at www.westmerciaprepared.org

As part of the Hazard Review for the Community Risk Register a range of scenarios have been considered.

For the purpose of this plan the following are relevant. (For a copy of the Risk Rating Matrix from the Forum register and individual Risk Assessments see Information Section.)

Risks:- Severe Weather

H17	Storms and Gales	Risk Rating	High
HL18	Major Local Fluvial Flooding	Risk Rating	High
HL19	Major Localized Fluvial Flooding	Risk Rating	High
HL20	Localised Extremely Hazardous Flash Flooding	Risk Rating	High

Note: Fluvial flooding is river flooding. This does apply to Much Wenlock because the Shilte River that runs through the town is on the main rivers network. However, unlike the situation where heavy rainfall in the Welsh Hills will be felt in Worcester 3 days later, heavy rainfall in the Much Wenlock catchment will be felt in Much Wenlock within 20 to 40 minutes. See the Flood Action Group's report.

Much Wenlock and District's most likely risk is from surface water flooding or pluvial flooding. Evidence from past events indicates that Level 5 in the Risk Rating Matrix, i.e. Probable would be the appropriate rating.

Emergency Plans already in place

All the Emergency Services have plans in place to cater for risks, including severe weather and flooding.

Shropshire Council as a Category 1 Responder has a detailed Emergency Plan. This includes the Flooding Response Plan of Shropshire and Telford and Wrekin (October 2008).

See the Shropshire Council website.

However, Shropshire Council's plan focuses on the River Severn and fluvial flooding with little reference to pluvial flooding. Residents of riverside locations have thus been the main recipients of flood plan information. While the plan does indicate that the Environment Agency is working to identify catchments at risk from surface water flash flooding, much remains to be done to make agencies aware of the problems in Much Wenlock and District. This further underlines the need for a local flood plan.

Also needed are specific roles for Town and Parish Councils. They can play a key role when it comes to warning communities at risk of imminent flooding. Much Wenlock and District's 2007 and 2008 flood experience showed that local organizations can perform vital functions at all stages. For instance, although the previous District Council provided materials for sandbags, it was volunteers responding to calls from local councillors who helped to prepare, distribute and place the sandbags around vulnerable properties.

Preparing for a Flood

Prevention is the first part of the planning process contained within the Civil Contingencies Act of 2004. It must thus form a crucial part of any local flood plan and derive from the findings of the Flood Action Group.

As already seen, Much Wenlock and District's main problem is flash (pluvial) flooding. Hitherto, official understanding of these events has been very poor. But the fact remains that the number of properties flooded or at risk has clearly increased. The scale of flooding has also increased.

Problems identified by the Action Group include:

- **Roads turning into rivers**
- **Urbanization** - considerable development since 1903, with more planned, and with little or no increase in drainage capacity.
- **Poorly maintained drainage system**
- **Steep narrow valleys**
- **Farming practices**

It is clear, therefore, that an education programme must form part of the prevention plan. All flood-related issues must be clearly communicated to:

- a) Planning Authority/Shropshire Council/ Environment Agency/Severn Trent Water;
- b) Householders/residents, and particularly those in areas most at risk;
- c) Riparian owners, i.e. local landowners and authorities who must be made aware of their duties and legal responsibilities;
- d) Emergency Services including all Category 1 Responders and some Category 2 Responders to raise their awareness and to seek recognition of the risks.

To date, the Action Group has made some progress and prepared a presentation that addresses many of the issues. This awareness-raising programme must be expanded at once by members of the Action Group in conjunction with local officials, officers and residents.

The urgent need for this work is underlined by the fact that even following the serious flooding of 2007, the District Planning Authority and the Planning Inspectorate at an Appeal Enquiry continued to approve further development in areas already known to be at risk from surface water flooding.

Furthermore, despite the fact that many homes were flooded in 2007, and even more were at risk, bodies such as the Environment Agency, Local Authorities and Severn Trent Water are still not officially aware of the issues.

By contrast, Shrewsbury, Bewdley and Worcester have received considerable investment to deal with river flooding. In Worcester 150 properties are said to be under threat of flooding. In Much Wenlock over 60 properties were flooded in June 2007. In September 2008, further homes in Bourton and Brockton were flooded.

It should also be noted that Worcester normally has considerable advance warning of river flooding. In the Much Wenlock area the warning time is only 20-40 minutes.

The extent of flood damage suffered by Much Wenlock and District thus calls for the same level and speed of response as was provided in Worcester at the Hylton Road Flood Defence. There, the Environment Agency, National Grid Gas and Severn Trent Water provided considerable funding for the Worcester flood defence, and measures were swiftly implemented in order to protect 13 houses and 6 businesses. By contrast, Much Wenlock received no such follow up actions after the 2007 flood yet, as part of the main river network, it is within the Environment Agency's sphere of responsibility.

The risk rating of Much Wenlock must accurately reflect the historical data. The focus of attention must shift from the River Severn flooding to include ALL flooding events. The education of officials and Local Authority members is an absolute priority. An accurate record of their responses to the flood information given to them must be kept.

Riparian Owners

(One who owns land bounding upon a river or watercourse)

Included in the **Information Section** of this plan is the Environment Agency's guide "Living on the Edge". It outlines the rights and responsibilities of those who own land or property alongside a river or watercourse.

Riparian owners may include Local Authorities (e.g. Highways and Housing Authorities), private householders, and large landowners.

Both nationally and at the local level many riparian owners do not realise that they have duties and legal responsibilities.

The new Flood and Water Management Bill that is currently at consultation stage in Parliament may enact further legislation relating to riparian owners' responsibilities. It is essential to monitor this Act. At present legislation exists under various Acts, but most comes under Common Law. The Tort of Nuisance has been successfully used by those who have suffered damage due to riparian owners failing in their responsibilities.

Two examples are included in the Householder Section. They may help individuals who have suffered damage due to action or inaction of riparian owners.

While it is not the role of the Flood Action Group to offer legal advice to riparian owners, it can be stated that such owners do have a considerable part to play in keeping watercourses clear and not impeding or altering watercourses without consent. These are crucial responsibilities in an area with Surface Water Flood problems. Riparian owners should seek both legal and Environment Agency advice. Within the community, the district's local representatives and residents should also be informed of the responsibilities and duties of riparian owners. Any problems should be reported to riparian owners and records kept of any such communication. Ideally, this correspondence should be lodged with a legal advisor.

(Note: The reasoning behind this relates to the case of the Bybrook Barn Centre v Kent County Council 2001. In Court the County Council denied knowledge, as the Highways Authority, of issues in relation to flooding caused by a lack of capacity of a Highways Culvert. Developments had taken place upstream after the culvert had been built. The Garden Centre as claimants were able to prove that the County Council did have knowledge of the problem and the Garden Centre and others were successful in their claim for damages against the County Council. This case was finally before the House of Lords in June 2001).

Copies of letters to riparian owners that inform them of problems relating to watercourses on their land must be kept. Only then can a successful civil damages claim be made for damages resulting from a flooding event.

Householders

It is difficult for householders to protect their homes from flash flooding. In Much Wenlock and District the 'at risk' areas have increased. Some of these areas include recently built housing developments.

The speed with which a flood may happen (20-40 minutes after heavy rainfall) makes it difficult to take meaningful action to save homes and possessions.

Being prepared for a flood is thus the best possible means of protection. This is crucial in situations where there is no support from the authorities.

What can householders do?

Householders who have already suffered flooding are certainly at risk of further flooding. Householders who have not suffered flooding so far should not be complacent. They should

- a) identify the risk to their property and themselves;
- b) decide what action can be taken to reduce risk or potential damage, and take it at once.

Legal action

Due to increases in flood events more people are seeking compensation for flood damage through the courts, but this can be a time-consuming process. See the guidance section.

Householders who have experienced flooding may wish to look at the Environmental Protection Act, 1990. This fairly simple process can be used to prevent the risk of the nuisance of flooding. It is dealt with, in the first instance, by the Local Authority and then, if necessary, by magistrates in a Criminal Court. This Act does give residents some recourse to the Law in an effort to prevent further nuisance.

Environmental Protection Act 1990 Part 111 Statutory Nuisances England and Wales Sections 79, 80, 81 and 82.

Householders can seek legal advice to establish grounds for possible action against riparian owners (individual landowners and Local Authorities). This has been used in other parts of the country.

More relevant after a flood event is the Tort of Nuisance and a claim for damage under Civil Law. This is easier to prove if there is evidence that the riparian owner or Local Authority has been informed of the problem, or potential problem, before the flood event.

For instance, the Bybrook Barn Case (see note above) cited the case of Corporation of Greenock v Caledonian Railway Company 1917. This related to the obstruction of a watercourse by the Corporation. The Corporation's defence claimed that the resulting flood was an "Act Of God".

But the Court found: "It is true that the flood was of extraordinary violence, but floods of extraordinary violence must be anticipated as likely to take place from time to time".

This case may well be relevant to residents of Much Wenlock and District.

Local Planning Authorities also have a responsibility in relation to flooding. Planning decisions must now anticipate greater levels of heavy rainfall in the future as predicted by all the climate change indicators.

Developers and utilities companies could also take action to prevent flooding from happening in the first place. They are more likely to do this once they realise that property owners might seek compensation in the event of avoidable flooding. Flood prevention is by far the best option for everyone.

Insurance

Following the 2007 floods, national figures indicated that 25% of those affected had no insurance. This probably also reflects the local situation.

Much of the post-flood recovery process will require professional assistance to enable householders to return their homes to normality. Full insurance cover may not meet the cost all that must be done. Less than adequate insurance cover will also make the recovery process longer and more difficult. Therefore:

Householders should be encouraged to ensure they have adequate insurance cover.

Tenants of rented properties must have a clear understanding of what they must insure. They must also know what their landlord is responsible for. They must check that cover is in place before a flood event.

Practical Issues - Preparing Householders

While some of the following of advice will be of value to all the residents of the Town and Parishes, those at known risk from flash flooding are the primary concern. The level of risk is based on previous flooding experiences and on other factors identified by the Flood Action Group.

The Environment Agency booklet **“Preparing for a Flood: Practical advice on what to do to protect you and your property”** provides advice on a range of issues. It is included in the Information Section along with a **Flood Plan Card** for householders.

A “Flood Kit” is advised for residents in all ‘at risk’ areas. Volunteers from the Flood Action Group/Council/local groups such as Neighbourhood Watch may be able to assist householders in the preparation of such kits. This initiative is likely to be modelled on Shropshire Fire and Rescue Service’s successful approach on fire safety education and the fitting of fire alarms.

A **Useful Telephone Numbers Card** is also part of the Flood Kit. Again, a local one has been produced and, if necessary, assistance could be offered to complete these.

It is essential that Flood Kits are readily available to those who need them and regularly updated.

Flood warnings and how to understand them

These include -

- **Local Observations**
- **Severe Weather Warning**
- **Flood Forecasting Centre**

The steep topography in Much Wenlock and District means that any flooding is swift and water levels rise swiftly (within 20-40 minutes). This makes accurate advance warning very difficult. However, some local weather conditions do indicate a likelihood of flooding and residents should look out for them.

Local Observations

Local indicators of likely flooding are:

- **Heavy snowfall with a sudden thaw;**
- **Period of heavy rain which has left the ground sodden and culminating in a sudden and intense storm;**
- **Sudden, intense storm on dry, baked ground resulting in a rapid run off.**

These are all scenarios that have in the past resulted in the flooding of Much Wenlock. They are all factors that can be observed locally without the need for regional or national forecasting.

Once identified, they should raise the level of community vigilance and form part of the preparation stage.

As a result of the work already undertaken by the Flood Action Group the area now has rainfall gauges at the following locations:

- 1 Farley Bridge
- 2 Downsmill
- 3 Walton Hills
- 4 Stretton Westwood
- 5 William Brookes School
- 6 To be advised
- 7 Government recognised device (GRD)

These will give a much more accurate picture of the rain in the catchment than ever before and will not rely on weather recording from miles away. Members of the Flood Action Group will monitor these gauges.

Severe Weather Warnings

The Met Office National Severe Weather Warning Service provides warnings of severe or hazardous weather that may cause widespread disruption of communications to life-threatening conditions. Warnings are communicated in the following ways:

- To the public at large via the broadcast media;
- To the civil emergency authorities;
- To the Ministry of Defence when conditions may become sufficiently severe to warrant military aid.

Media broadcasts are the most likely way that the community will learn that severe weather is expected.

Not all events will result in flooding. But if severe weather warnings follow recent local risk scenarios (e.g. rapid thaw after snow, intense rain after prolonged drought etc) then these should move the flood preparation stage to a higher level.

Locally, members of the Flood Action Group will monitor severe weather reports, but it is also the responsibility of all householders and residents to monitor such warnings for themselves and take action accordingly.

Severe weather warning information is available on local and national media and the Met Office website www.metoffice.gov.uk. Example of Extreme Rainfall Alert is attached in other documents.

The Met Office also works closely with the Environment Agency in relation to Forecasting Floods.

The Floodline Number is **0845 988 1188** (At the present time the use of this number is of little value if any to Much Wenlock and District)

The levels of warning are:

- **Flood Watch** Flooding of low-lying land and roads. Be prepared. Watch out!
- **Flood Warning** Flooding of homes and businesses expected. Act now!
- **Severe Flood Warning** Severe flooding expected. Extreme danger to life and property. Act now!
- **All Clear** Watches or warnings no longer in force

However, given Much Wenlock's flash-flooding problem, this warning system is not at all useful.

What is likely to be much more effective is the recently developed

Flood Forecasting Centre

Following the severe surface water flooding events of summer 2007 and as a result of recommendations by the Pitt Review on Floods, the Flood Forecasting Centre has been set up.

The Centre came into operation on the 21st April 2009 and is operational 24 hours a day, 365 days a year from its base in Farringdon, London. Its team of 26 includes hydrologists, weather forecasters and support staff and is a joint venture between the Environment Agency and the Met Office. It combines Meteorology and Hydrology expertise to forecast for River, Tidal and Coastal Flooding as well **as extreme rainfall which may lead to surface water flooding**. It is the last mentioned factor that is more likely to be of benefit to the Much Wenlock area.

The Flood Forecasting Centre will not report to the public. It is designed to work with organizations (professional partners) involved in emergency flood response e.g. Category 1 and 2 Responders e.g. Police, Fire, Ambulance etc.

A copy of the Users Guide for Extreme Rainfall Alert Service is included in the Information Section. It will be noted that under limitations it reads:

“Surface Water Flooding has very short lead times and is complicated by processes involved in overland flow, such as interaction with local topography and drainage infrastructure. The service cannot provide a site specific real time surface water flood forecast, but does offer a County level alert of an impending rainfall. It is based on probability of an event occurring and is not certain.”

Given the speed of flood events in Much Wenlock, and the scale of past damage, a local plan can only be effective if there is some mechanism for relaying these warnings to the community.

There must be a **local contact point that can be registered with the Flood Forecasting Centre**. The Centre indicates that it will consider requests for such contact points on an individual basis.

Householders in Much Wenlock and District must be encouraged to make preparations for further flooding events. While assistance can be given it is essential for individuals to have their own carefully considered plans in place.

Detailed advice is given in the Information Section and Information Cards.

Businesses

It is essential that members of the business community take exactly the same precautions as householders. An advice leaflet has been prepared for local businesses and the Information Section also has other relevant details.

Tourism & Tourists

Much Wenlock and District is an important tourist area within Shropshire and the West Midlands. Just as in Boscastle, which suffered a Severe Flash Flooding event in August 2004, many tourists can be found in the town centre and surrounding area. Local and national coverage of the William Penny Brookes connections with the London Olympics in 2012 will bring more tourists into the area.

The local flood plan must include tourists. Since they are unaware of local risk areas, they are at greater risk than locals during and after a flood event.

Local providers of holiday accommodation must have a plan of action in the event of flash flooding.

They must consider the risks for visitors on their premises and have an evacuation plan that is readily available. The parking and movement of visitors' vehicles should also be considered.

Caravan Sites

Such sites can be vulnerable to flash flooding. An Environment Agency report, 'More Targeted Flood Warnings: A Review' published June 2009, indicates that Caravan Park Owners/Managers and Residents tended not expect an occurrence of extreme flooding.

In view of the number of caravan sites in this area, an Environment Agency publication for site owners is included in the Information Section. It outlines site owners' responsibilities and their duty of care to their clients under the Occupiers Liability Act 1957.

Site owners are advised to take action on flood risk now, even if they have not been flooded before. They should regard taking precautions to safeguard site visitors/residents in the same way as they take precautions against fire risk. Copies of a poster for display on caravan sites have been obtained and will be distributed to local sites.

As part of the plan it is essential that caravan site owners have their own action plans in place to cater for the possibility of flash flooding events. These should not only be site specific, but include the area in general. For instance, driving through areas subject to flash flooding is one of the major risks and causes more fatalities than the flooding of property. The AA website provides a useful guide to driving during floods and this is also included in the Information Section.

Site owners must pass on local knowledge of flood hazard areas or any broadcast warnings. People living on residential sites are especially vulnerable.

Farming

Farming practices have been shown to contribute to flooding - on the farms themselves, on neighbouring farms and in built up areas. The local report following the 2007 flooding in Much Wenlock indicates that changes in farming practices may have had some effect on the area. Likewise in the 2008 flash flooding of Bourton, Brockton, Shipton and Stanton Long areas and also in the neighbouring parish of Cressage, Harley and Sheinton.

Floods are becoming more severe as global warming brings heavier rainfall and wetter winters. Research following earlier flooding events identifies that water must be SLOWED down. Farmers and landowners are being encouraged to look at ways in which water can be stored on their land to improve absorption and to control the speed of run off.

We can see that the speed of run off, combined with local topography, are two of the major elements behind flash flooding of Much Wenlock and District.

The Environment Agency has produced a booklet "Best Farming Practice" This is available on the Environment Agency website www.environment-agency.gov.uk in their publications catalogue. This booklet can also be obtained in a printed format from the Environment Agency.

Section 3 of that publication is particularly relevant to combating floods and is included in the **Information Section**. The advice also benefits farmers and landowners since it helps to reduce damage to soil and crops due to run off.

Schools and Education

Photographs following previous flooding events often show people standing in Flood Water and included in those people are often youngsters.

The advice must be to stay out of such floodwater due to a number of risks. They may be swept away due to the power of the water, the water is likely to be contaminated by Sewage or the covers may have been blown off a Highways manhole and left the roadside culvert unprotected.

Our young people must be given advice in relation to the risks.

Young people can also be very good influencers when it comes to adult family behaviour. A current NHS Quit smoking campaign is based around young people trying to have influence on their parents smoking habit is one example of this.

The Environment Agency in some areas prone to River Flooding already has a Schools programme. They have for instance a Board game which is in a format similar to Snakes and Ladders aimed as a resource to teach 7-11 year olds about flooding. Copy in the information section but can be viewed on the Environment Agency Website www.environment-agency.gov.uk publications catalogue the Flood Game.

Local Schools may wish to consider if they can incorporate such a programme into their curriculum if the Environment Agency will agree to expand their schools programme to an area prone to Flash Flooding events rather than River Flooding.

Such advice may also be of benefit to some Secondary School pupils but they might become more actively involved in relation to studies of local Flooding as part of their Geography curriculum.

It is known that the District has attracted Academic interest, particularly from Birmingham University, following the 2007 Flooding event and University Students have been to the area.

The Secondary School/s locally may well see the opportunity for local students to study aspects of Much Wenlock and District Flooding events as part of the school curriculum and in return give feedback on such research to the Community as a whole.

Health and Community Support

Following the 2007 flash floods that affected many parts of the country, the Pitt Review commissioned research into effects on Public Health and Welfare. This was carried out by GfK NOP Social Research.

A recent report from the Environment Agency Project SC070039/R1 Delivering Benefits through Evidence - "The Costs of the Summer 2007 Floods in England" gives details of the Public Health implications of those Floods. (Public Health 3.7 Pages 16 and 17).

A survey in April 2008 of 647 people who had experienced the summer floods reported that 70 per cent felt that their physical or emotional health had been affected. (GfK NOP, 2008) Project SC070039/R1.

Real time surveillance by The Health Protection Agency (2008a) did not find evidence of any long term significant adverse impacts on health. But follow up surveys on flood victims by HPA (2008 b,c) reported that between one third and one half of over 2,200 respondents in areas affected by flooding reported health concerns, especially relating to depression and anxiety.

(Quoted from Project SC070039/R1 Environment Agency)

Media reports on the summer 2007 floods reported 13 deaths directly due to the floods. No deaths were attributed to property collapse or inundation. The deaths were males attempting to cross or clear away flood-waters.

(Quoted from Project SC070039/R1 Environment Agency)

Driving through floodwaters is a big risk. Forging points over local watercourses must be checked to ensure that there are good signs indicating their location. Any shortcomings should be reported to Shropshire Council Highways Authority. Local people and those involved with tourist accommodation must inform visitors of such risk areas.

The clearing up process also brings risks. Advice on how to approach tasks safely is provided by the Environment Agency and the Health Protection Agency and is included in the Information Section.

Category 1 and 2 Responders should also provide this advice, although this did not happen locally following the 2007 floods.

Community support is essential for flood victims. A return to normality may take considerable time. Research shows that the victims of the Boscastle 2004 flooding felt a great void after the 11th day when the daily public briefing of residents ceased. It is during this period of void that health issues may surface. It is proposed that the provision of a local **Flood Information Centre** could help avoid this additional stress.

Faith and emotional support was also important to Boscastle flood victims. Locally, further work needs to be done to ensure that this kind of support is readily available.

Community members must be aware that even if they have not been flooded, this does not mean that they will not be flooded in the future. As has been seen, the risk areas have increased and may include new developments. Climate change factors must be considered. This means that flash flooding is a community issue, and not only the concern of those at known risk from flooding.

Local organisations should also be encouraged to lift the mood of the community following a flood. Offers of assistance help victims even if they do not take up the offers.

For those who do not have insurance cover the return to normality is long and stressful. Such victims have the greatest need for community support. The community must actively make it known that assistance is available and can be readily given.



Brockton 5 September 2008

**Much Wenlock & District
Community Flood Information,
Prevention & Action Plan**

**Management Control
& Co-ordination**

Management Control and Co-ordination

How it works and who has a role

All emergency services' responders have plans covering a wide range of potential incidents.

Shropshire Council has an Emergency Plan prepared by the Emergency Planning Unit Resources Directorate. The sections open to public view are on the Shropshire Council website. It was last revised in February 2009. That Emergency Plan indicates roles and responsibilities for many organizations. Only part is relevant to flooding and includes the following:

Police - West Mercia Constabulary

Primary Responsibilities of the Police

- The Protection of Life and Property
- The maintenance of Law and Order
- The prevention and detection of Crime

The Police will normally co-ordinate the activities of all those responding to an incident, both at and around the scene.

The management of the response to a major incident will normally be undertaken at one or more of the three levels.

BRONZE (Operational)

Normally from the incident site or associated area. Close contact with other deployed services at or near the scene.

SILVER (Tactical)

Tactical Management will be away from the scene and will focus on the overall management of the response. This will involve Multi Agency Liaison.

GOLD (Strategic)

Strategic direction of the incident normally through Multi Agency Strategic Co-ordinating Group.

Fire Service - Shropshire Fire and Rescue Service

Primary Responsibilities of the Fire Service

Together with the other Emergency Services, the primary responsibilities are to save lives threatened by fire or other emergency; protect property and the environment from the effects of fire and to render humanitarian services.

The Senior Fire Officer at the scene will take charge (Incident Commander) and will be responsible for the appropriate utilization of all Fire and Rescue Service resources.

The Fire Service will be part of the Silver and Gold Controls with the 'on scene' Senior Officer taking part in Bronze Control.

Ambulance Service - West Midlands Ambulance Service NHS Trust

Primary Responsibilities of the Ambulance Service

Together with the other Emergency Services, the primary responsibilities of the West Midlands Ambulance Service NHS Trust are to save life and to treat injuries through effective emergency treatment and to transport casualties to hospital as safely and as quickly as possible. They will also act as the gateway to all NHS and Medical Resources.

Environment Agency

The Environment Agency has primary responsibilities for the environmental protection of land, water and air in England and Wales. They will provide flood warnings and public information on fluvial (river) and tidal flooding.

Shropshire Council - Unitary Authority

Section 4 of the Emergency Plan for the County details the Flooding Response Plan for Shropshire and Telford and Wrekin. This document focuses very much on fluvial (river) flooding. (See Information Section).

The Council has many roles and responsibilities as outlined in the Emergency Plan.

Of **Local Note** are the identified **Rest Centres** within the county. Rest Centres within the Bridgnorth area have a total capacity of 1035 spaces. The Sports Centre, Farley Road, Much Wenlock is shown as providing 60 of those spaces. It will obviously be for the Shropshire Council to co-ordinate the control of such centres but it is included here for information.

Town and Parish Council

There is no defined role for Town and Parish Councils in the Emergency Plan, but experience shows that it is to these organizations that the community turns for guidance. They could encourage the setting up of support groups to help at all stages of a flood event.

Past experience of flooding in Much Wenlock and District indicates that while there was some outside assistance, much was left to local people and local resources to deal with. This included all stages from preparation, the flooding, the clearing up and the lengthy and stressful task of returning to normality.

The local flood plan will thus rely heavily on the resources and co-operation of councillors and officers of Much Wenlock, other Parish Councils and volunteers from the community. Experience shows that residents seek a local point of contact, and this is urgently required.

It is proposed that a **FLOOD INFORMATION CENTRE** be set up.

One possible location could be the Town Clerk's office at the Corn Market, High Street, Much Wenlock. Any such facility must be on permanent standby. The Centre would serve as the focal point for the town and surrounding area, its role to liaise with emergency services and Shropshire Council (Category 1 and 2 Responders). It would hold maps and lists of vulnerable areas and a Grab Box.

The decision to activate the Flood Information Centre would be taken by the Mayor of Much Wenlock, Deputy Mayor or the Town Clerk. They would liaise with members of the Floodwatch Group and other local parish representatives if necessary. Speed of set up is vital. A simple activation process is thus required (see below). It is better to activate the system and stand down than not to take action.

The Flood Information Centre would be activated as soon as flooding was threatened and continue to be a focal point until the clean up was completed. Core opening hours should be 9 am-5 pm, with extended opening depending on the local situation. A minimum of 3-4 people (mainly volunteers) would be needed to staff it on a rota basis.

The Flood Information Centre would serve to gather flood information from the public and local groups and arrange for local residents to be kept up to date with factual reports and information. This could be done through the local media particularly local radio or, as in some other localities, the use of local shop windows, with the owners' consent. (The Health Protection Agency information in the Information Section gives further advice). The Centre would thus ensure a proactive response in preparation for a flood, and be the means of alerting the agencies and authorities that are tasked with taking action.



Bourton 6 September 2008

Much Wenlock & District Community Flood Information, Prevention & Action Plan

Activation

Including Alert, Standby, Action,
Return to normality
(When and what will be done by whom)

PREVENT and PREPARE but if needed begin

The Activation Process

History of Flooding

Evaluate local knowledge gained from previous events. Identify locations of particular risk or conditions that may cause rapid run off, e.g. a rapid thaw after heavy snow.

Flood Action Group Monitoring Locality and Weather Forecasts

Check local monitoring devices, Severe Weather Forecasting Centre, MET Office and media. Monitor and react.

Indicators of Flooding Risk - Consider implementing

If conditions warrant, consider implementing preparation process. Implement preparations for passing on information of a Severe Weather Warning for the area.

Time may be very short but consider

placing Flood Wardens, volunteers, Flood Information Centre staff on standby. Arrange liaison with Category 1 Responders ie Police/Fire/Shropshire Council who should be in receipt of more detailed information.

(Decision makers: Mayor, Deputy Mayor and Town Clerk in Liaison with Flood Watch Co-ordinator or Deputy Flood Watch Co-ordinator).

Implement

Based upon one or all of the following - local knowledge/intelligence, advice from Category 1 Responders, Severe Weather Warning, media information, sudden and substantial downpour - commence action plan and open Flood Information Centre.

Commence a Log

Liaise with Category 1 Responders.

Increase staffing of Flood Information Centre.

With Flood Watch Co-ordinators/Wardens /volunteers commence or escalate local preventative measures.

Arrange placing of sandbags or other flood prevention barriers. Arrange as much assistance as possible based on resources available to those most vulnerable - the elderly and those alone.

Consider tourists and visitors to the area who may be in need of advice/assistance.

Consider use of media to give out information.

Report to Category 1 Responders using the situation reporting procedure.

Act upon advice from Category 1 or 2 Responders.

Take local action where necessary using local knowledge, common sense and leadership.

Arrange local information outlets - consider shop windows etc.

Use Flood Information Centre as focal point for community activity and assistance including volunteer briefings.

Liaison point for and between Category 1 and 2 Responders and local community.

Source of information for residents/tourists/visitors on issues such as flooding - response - aftermath.

(Decision makers: Mayor, Deputy Mayor or Town Clerk in Liaison with / Flood Watch Co-ordinator or Deputy Flood Watch Co-ordinator)

Recovery Stage/Return to Normality

Flood Information Centre should remain open, even with reduced staffing and shorter hours, to assist the return to normality. It will remain a focal point for community assistance in liaison with local churches etc. during the clean up period.

The “LOG”

One of the key duties of the Centre would be to manage and maintain a LOCAL LOG of the incident. (Copy of Log Recording Sheets in the Information Section).

The need for the “LOG” cannot be stressed enough. It is an essential part of any major incident. It is used as a tool to control and make the best use of resources and to avoid duplication. It is an essential part of the debriefing situation.

It is also suggested that A Flood Watch System is required for the District headed by

A Flood Watch Co-ordinator with a Deputy Flood Watch Co-ordinator

and

Area Flood Watch Wardens and Area Volunteers

The wardens and volunteers would be allotted particular areas of Much Wenlock and District. They would be given specific tasks to be performed prior to, during and after a flood event.

The Flood Watch Co-ordinator and Deputy would have an essential role in the education, prevention and preparation stages prior to a flood event. They would also play an important part in the Activation Process and Flood Intelligence gathering.

For instance, the supply and placement of sandbags is a key task often expected of Town and Parish Councils. (See Information Section for more advice on sandbags). To be effective flood barriers sandbags must be placed in particular ways. Volunteer distributors thus require advance training, and this could be part of the Flood Watch Co-ordinator’s role. Groups such as the local Young Farmers’ Clubs could be approached to assist and formulate their own response and resource system.

Much Wenlock and District Community Flood Watch Co-ordinators, Wardens & Volunteers

These roles are intended to be of assistance to the residents and business community of Much Wenlock and District. Residents and businesses must ALSO make sure that they have their own plans in place. Everyone must take responsibility for their own safety and the safeguarding of their property against flooding events.

At no time should any volunteer or Flood Warden put their own life at risk.

Role of District Flood Watch Co-ordinator and Deputy.

Take part in the Education Programme to ensure local flooding issues are recognized at all levels.

Keep abreast of developments in flood prevention measures and inform householders and businesses.

Arrange training of Flood Wardens and known volunteers in Flood Defence systems. Arrange Volunteer Group in resilience measures particularly in "sandbags" building.

Liaise with Flood Wardens and volunteers, looking out for problems such as blocked drains/ culverts etc. Arrange reporting and the recording of these reports.

Liaise with the Environment Agency, Local Authorities and Category 1 and 2 Responders as required.

Ensure Flood Action Plan is kept up to date and list of Area Wardens is current.

Liaison with Flood Watch members and town and parish representatives whenever there is the threat of a possible flooding event.

Arrange for Cascade of Flood Wardens to be informed when indicators suggest a possible flooding event and make sure updates are given. In Liaison with Town Council seek opening of Flood Information Centre.

Arrange means for Flood Wardens and volunteers to report back with situation reports to Flood Information Centre.

Arrange debriefing following flooding event and implement amendments to the local flood plan as necessary.

Role of Flood Watch Wardens and Volunteers.

Undertake the role of providing assistance to local people by keeping abreast of flooding related issues. Report issues of concern, such as blocked drains via Co-ordinators. Consider how to deliver information to residents and businesses in their area in the most effective way. Note that in a flooding event, use of a computer may not be possible. Act on advice from the Flood Watch Co-ordinators or Police, Fire or other Responder to provide help, advice and information to their community. This assistance includes advising on the moving of cars, placing of sandbags or floorboards, rolling up carpets, advising on the removal of personal items of value to safety.

If possible assist/arrange assistance to those particularly vulnerable people in their area.

No plan caters for every situation and volunteers can only do their best. It is essential to take part in the debriefing as soon as possible after the event. Things that worked and those that did not should be recorded.

The Boscastle Example

Much Wenlock's topographical situation has been likened to Boscastle that suffered from severe flash flooding in 2004. The steep sided valleys behind Wenlock Edge create a funnel effect sending run-off speeding into the town. The town's roads, in effect, become rivers. These factors mean that although the rainfall in June 2007 was not particularly intense, the flash flood effect caused damage to 64 homes. Had it rained more heavily, many more homes would have suffered. Furthermore, the town is known to have flooded on many occasions in the last hundred years. Given that climate change evidence indicates that storms will increase in intensity and frequency, it is thus a certainty that Much Wenlock and District will be flooded again.

It is thus useful to look at the Boscastle experience to see what might be learned from it.

The information comes from the debriefing report, **"Major Flooding North Cornwall - The Lessons Identified"** a Multi-Agency Report sponsored by the South West Regional Resilience Forum.

It will be useful to understand some of the background to see how such an incident can so quickly become a reality.

Rainfall was recorded above Boscastle at about 12.30pm on the 16th August 2004, and heavy rain fell over a concentrated area for the next hours. Some areas of North Cornwall recorded 200+mm of rainfall between 11am and 6pm.

The first call to the Emergency Services resulting from this weather was at 2.33pm. There was reported flooding on the A39 at Otterham Station and at 3.09pm people were trapped in vehicles at the same location.

At 3.31pm reports were received by the Fire Service of 3 people trapped in Woods above Boscastle.

At 3.46pm a Local Resident Auxiliary Coastguard informed the Maritime Rescue Centre at Falmouth of the significant rise in the level of the River Valency through Boscastle. Two Rescue Helicopters were dispatched to the scene.

Feedback from the first of the Helicopters on scene resulted in HM Coastguard declaring a Major Incident at 4.35pm the same day.

At 5.10pm the Pilot of a Rescue Helicopter reported, "Pass to all Emergency Services this is a Major Incident." As a result, a major rescue operation commenced.

It is worth noting this detail as it clearly illustrates how difficult it may be to realize that a major incident has occurred.

The report states that once the incident was declared Emergency Services believed that they were in a situation of trying to catch up. They were also relying on information from media sources, which is not uncommon during such incidents.

This document also indicates which strategies worked well and which did not and these observations may prove relevant to the Much Wenlock and District situation.

- 1. Public Briefing** in Boscastle was carried out in the local community, twice daily, until day 11 of the incident. But once the briefings ended people felt stranded because they had no information. Means must be established to keep the community informed of developments when the Emergency Services briefings terminate. The Town Council is the obvious body to perform this role.
- 2. Communications** from the Boscastle scene were a problem and this is likely to be the case too in Much Wenlock and District. There should not be an over reliance on the mobile phone network since it may not give complete coverage of the area.

Where severe flash flooding events take place they may not occur in a single location. Numerous locations may be deluged and thus compete for available resources. This is in fact likely to be the norm.

- 3. Faith and emotional support** is an important provision. The local community can play an active role in this, and may need to continue doing so for some time after the event.
- 4. Delay in recognizing a Major Incident** by all agencies was considered to be the biggest failing of the response. The debriefing recommended further training to reinforce the principle that any agency can declare a Major Incident. This avoids the situation where Emergency Services are trying to catch up.

What should Much Wenlock's response be to a flood threat?

Crying wolf? One problem in Much Wenlock and District is identifying when to take action. Activating an alert and then standing down because the predicted flood did not materialise may cause people to lose interest in the process if this happens too often.

Communication problems. The Environment Agency and DEFRA have recently published a Science Report, 'More Targeted Flood Warnings: A Review' (SC060019). It is concerned with improving institutional and social responses to flooding. For instance it finds that only a minority of people (around 40%) at risk of flood receive an official flood warning. **Also note: The Environment Agency's current warning service applies only to flooding from rivers and the sea. Water companies are under no obligation to provide warnings of flooding from sewers or drains.**

Speed of onset. The report also confirms what is already known from Much Wenlock's experience that "Flooding of steep catchments such as Boscastle, Devon may not allow enough time to provide a warning. For people travelling in their cars messages broadcast by radio or SMS seem more appropriate than other options". (page 2).

On page 10 it further states,

"Some areas do not have a flood warning system because the available warning time is too short.

As issuing warnings for all areas is not possible other alternatives such as awareness raising and evacuation plans need to be in place".

And,

"Fast rising flood waters, associated with small steep catchments or small urban catchments (rapid response) are potentially more dangerous than in larger, flatter catchments eg Boscastle. Two main types of catchments where fatalities occurred were identified in an investigation of the 2002 flash floods in the South of France (Ruin 2008): small catchments (less than 20km²) responsible for the majority of the deaths, especially of people driving their car during the event, and large ones (more than 1000 km²) mainly responsible for fatalities inside houses."

NO ADVANCE WARNING

Given Much Wenlock's steep catchment there is little likelihood of an advance warning of flood.

PREVENTION AND PREPARATION must be the two key strategies of the local flood plan. All residents must be actively encouraged to be self-resilient and prepared.

Action cards have been prepared and will be distributed to householders in areas of known risk.

These give details of items to include in a Flood Kit and some basic on what might be achieved within a short time-scale. There is also a Useful Numbers List which should be included in the Flood Kit.

The activation process shown above will instigate the two key strategies of this local plan.

The Flood Information Centre

And

The Flood Warnings system by the Flood Wardens and Volunteers

The most likely scenario for activation of the flood plan is as follows. A prolonged dry spell (observed locally) will be followed by severe weather warnings that indicate that intense rainfall is expected. This information will come from the media or via Category 1 Responders from the Flood Forecasting Centre.

Implementation of the Flood Warden Warnings in the areas will result in a direct confirmation. Indirect warnings will be received by local residents from national and local media sources.

Messages must be

- **Credible** If doubts about the sources they may be ignored
- **Official Source** Must be a trustworthy source
- **Clarity of Message** Must be clearly worded and understandable. No jargon
- **Consistent** Do not cause confusion. Use fact not guesswork
- **Precise** Mistakes such as place names may discredit information
- **Repeated** Repeated messages will make for more timely responses

(Source Drabek 2000 - from More Targeted Flood Warnings Report SC060019)

Whilst every effort should be made to avoid 'Crying Wolf' and activating the Flood Warnings that prove unnecessary, some research has indicated that false alarms or near misses can help to familiarise the community with what is expected of them. There is also the risk of people becoming complacent should too many activations result in near misses.

Any decisions regarding evacuation of householders, either before or following a flood, would be made and undertaken in the main by Category 1 Responders ie Police/Fire/ Ambulance/Local Authority. Local assistance in the form of providing transport may be appropriate.

Locally, any decisions are likely to be influenced by the exchange of information on local conditions between local observers and the official Responders using the format suggested in Activation Action Card 2.

SAD CHALETS.

This format must be used to speed up and ensure the accuracy of messages being delivered or received.

Equally, the effective briefing of volunteers, staff etc is aided by using a common and easily understood format such as **IIMAC**. Both formats are included in this plan. They are listed on separate sheets which should be readily available in the Flood Information Centre and Grab Box.

TRAINING must be an essential part of the preparation process, particularly in the running of the Flood Information Centre.

FLOOD WARDENS must be appointed.

FLOOD RISK AREAS of the town and district must be identified.

FLOOD WATCH positions must be identified.

All must be updated regularly and consistently at least once a year.

This plan is not about undertaking mass evacuations and rescues etc. Those are roles for Category 1 Responders to organise and arrange but locally, people will be able to assist. Training will be an initial requirement and an ongoing process if such a plan is adopted.

Media

Category 1 and 2 Responders will have a Media Plan. This will include designated staff with the expertise to deal with enquiries from the media. They are best placed to do this, but they will also rely on accurate and timely information from the Flood Information Centre.

At the local level, local media may be able to provide assistance keeping the community informed.

Recovery and return to normality

This plan includes a template list of local facilities that will help the recovery process. The list could include details of businesses/individuals that could assist during the recovery stage by providing equipment etc. This information should be gathered in advance of a flood event.

Category 1 and 2 Responders will obviously play a major role in the recovery stage depending on the severity of the event. However, the recovery stage can be difficult and protracted. It is during the aftermath that community assistance may prove particularly valuable, not only with the clean-up operation but also help with form filling etc.

For more information on the recovery process see Environment Agency and Health Protection advice in the **Information Section**.

Debriefing – lessons to be learned

A debriefing session, conducted by someone with experience of this process, should be carried out shortly after the flood event. Both good and bad aspects should be discussed, recorded and acted upon, and the local flood plan amended accordingly. This will benefit everyone.

Keep all authorities informed

Letters detailing the scale of any flood event should be written to all relevant authorities. Copies should be kept and included in the debriefing papers.

It is essential to do this because, in the case of Much Wenlock and District, the authorities appear to have no records of the many previous floods, even though such authorities might be expected to be providers of such information.

Authorities to be informed by letter of a flood event include: The Environment Agency, Severn Trent Water, Shropshire Council, West Mercia Local Resilience Forum, West Mercia Police, Shropshire and Wrekin Fire and Rescue Authority.

Conclusion

This local flood plan seeks to address some of the local issues relating to Preparation, Response and Recovery in the event of floods occurring in Much Wenlock and District. It is intended to work alongside the existing emergency plans of Category 1 and 2 Responders. While it is recognised that no plan can cater for every eventuality, it is hoped this local plan will support the community in their best efforts to prepare for the next flood event in Much Wenlock and District.



Much Wenlock High Street 1931

**Much Wenlock & District
Community Flood Information,
Prevention & Action Plan**

**Useful Information
& Templates for Plan**

Contacts - Logs - Lists

Useful Information

Useful Contacts - Police Fire etc

Supply Companies areas

Local Flood Information Centre Grab Box

Much Wenlock and District Flood Watch Co-ordinators, Warden's and Volunteer's details

Incident Log formats

List for those who Volunteer

List Local Resources

List Local Businesses

Comprehensive Situation Report format **SAD CHALETS**

Briefing Format **IIMAC**

Risk Assessments West Mercia Local Resilience Forum

Shropshire, Telford and Wrekin Flood Plan

Advice and Information from other Sources

Householders Information Flood Plan Leaflet - Much Wenlock Flood Action Group

Living on the Edge Environment Agency for Riparian Owners

Information in relation to Flood Forecasting Centre - Extreme Rainfall

Poster for Caravan Sites Environment Agency

Guide for Businesses Preparing for Flooding - Environment Agency

Flood Watch Process Chart - Environment Agency

Preparing for a Flood Householders Booklet - Environment Agency

Sandbags How to use them properly for Flood Protection - Environment Agency

During a Flood Practical Advice Booklet - Environment Agency

Driving through Floods Advice - The AA

After a Flood Recovering from a Flood Booklet - Environment Agency

Advice on Health Issues in relation to Flooding - Health Protection Agency

Flooding Caravan and Camping Sites - Environment Agency

Farming Section 3 Best Farming Practice - Environment Agency

Updated.....

Useful Contact List

(note Management of Communication facilities is essential because it can be overwhelmed during an incident. Some numbers will not be for publication for general public use. Any numbers so supplied should be respected and not disclosed. Most of the following are all already available to the public as contact details, any not available are deliberately left Blank).

In Emergency Dial 999 or 112 the European Wide Emergency Number

Police

West Mercia Constabulary	Emergency 999 or 112 Non Emergencies 0300 333 3000	www.westmercia.police.uk
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Fire

Shropshire Fire and Rescue	Emergency 999 or 112 Non Emergencies 01743 260200	www.shropshirefire.go.uk
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Ambulance

West Midlands Ambulance Service	Emergency 999 or 112 Non Emergencies 01384 215555	www.wmas.nhs.uk
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Shropshire Council

Customer Service Centre 0345 678 9000 Normally 8am - 6pm	www.shropshire.gov.uk
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Utilities

Electricity Central Networks West	Emergency 0800 328 1111 General 0800 096 3080	www.eon-uk.com
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Gas National Grid North West Midlands District	Emergency 0800 111 999 General 0845 605 6677
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Severn Trent Water	Emergency 0800 783 444 Main switchboard 0121 722 4000	www.stwater.co.uk
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Much Wenlock Town Council

Corn Exchange Much Wenlock Shropshire TF13 6AE	01952 727509	Email wenlocktowncouncil@shropshire.gov.uk
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BBC Radio Shropshire 96FM

Main switchboard 01743 248484 On air 01743 248321 Travel desk 0800 725200	Email shropshire@bbc.co.uk
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Shropshire Council Emergency Centre

As notified.
Not for public disclosure unless authorised by Shropshire Council

Local Flood Information Centre Grab Box

Contents of Administrative and Support Equipment

Town/Parish Flood Plan (Copy)

Incident Log Sheets (At least 20)

Map of the Town and Parish and a Street Map

Electoral Register for the area covered by the plan (Copy of the latest Register).
(Will not include all Residents but is still the best guide available).

Two Signs to indicate Flood Information Centre Site. FIC. (There will be a need to consider if the other Emergency Services intend to deploy an Emergency Evacuation Centre Locally. This will depend on the scale of the local event. It could cause confusion if several centres are in operation locally).

First Aid Kit

A4 Lined Pads

Ball Point Pens (at least 6 but a range of colours are always useful).

Wind Up Radio (Essential to keep up to date with local events and information being provided via Local Radio. Battery power if no wind up set is available).

Lamps or several Powerful Rechargeable Torches

High Visibility Bib Type Waistcoats (at least 6)

Message Pads

Various Stationery (Drawing Pins etc. It takes time to locate such items from various locations and time is of the essence so reserve of essential items to be part of Box.)

Map of areas likely to be subject to Flooding. Photographs of areas, especially Aerial, are very useful.

List of known Volunteers and also plain Log Sheet for persons coming forward as Volunteers prior to or during event (List to be Updated Annually but Not for publication).

Useful Contacts Lists to include Equipment held Locally, Known Skills available locally. List of Local Resources. (These will also form part of the Plans held by the Category 1 and 2 Responders but may be a useful source for local action).

Updated.....

Much Wenlock and District Community Flood Watch Co-ordinators Wardens & Volunteers

At no time should any Volunteer or Flood Warden put their own life at risk

Flood Watch Co-ordinator

Co-ordinator	Contact

Deputy Flood Watch Co-ordinator

Deputy Co-ordinator	Contact

Area Flood Wardens and Volunteers

Area 1 Warden "W"/ Volunteer "V"	Contact

Area 1 is

Area 2 Warden "W"/ Volunteer "V"	Contact

Area 2 is

Area Flood Wardens and Volunteers

Area 3 Warden "W"/ Volunteer "V" Contact

Area 3 is

Area 4 Warden "W"/ Volunteer "V" Contact

Area 4 is

Area 5 Warden "W"/ Volunteer "V" Contact

Area 5 is

Area 6 Warden "W"/ Volunteer "V" Contact

Area 6 is

Area Flood Wardens and Volunteers

Area 7 Warden "W"/ Volunteer "V"	Contact

Area 7 is

Area 8 Warden "W"/ Volunteer "V"	Contact

Area 8 is

Area 9 Warden "W"/ Volunteer "V"	Contact

Area 9 is

Area 10 Warden "W"/ Volunteer "V"	Contact

Area 10 is

Incident Log Sheet

Incident

Date Log Keepers Name Sheet No

Log No	Time	Information	Instructions from / to	Action taken	Any comments

Comprehensive Situation Report

Use **SAD CHALETS**

S	Survey	
A	Assess	
D	Disseminate	
C	Casualties	Approximate numbers dead, injured and uninjured
H	Hazards	Present and Potential
A	Access	Best Access Routes for Emergency Vehicles
L	Location	The exact Location of the incident
E	Emergency	Emergency Services present and required
T	Type	Type of incident, number of persons and properties involved
S	Safety	Consider Health and Safety issues for all responders

Keep on display

(Use for receipt of reports from others and to report to Emergency Services or Emergency Centre(s))

Briefings

Format **IIMAC**

I Information

What is or is going to take place? What do we Know?
What Intelligence have we got?

I Intention

What is our role? How are we involved?
What do we want to do?

M Method

How are we going to do that?
How are we going to do it safely?

A Administration

What are we going to record?
What admin do we need to keep or is available to us?

C Communication

How are we to Communicate? Call signs etc.
Who will we communicate with and how?





PERSONAL FLOOD PLAN

Areas of Much Wenlock and District have been subject to severe flash flooding events. Latest in 2007 and 2008. You may be in an at risk area. At risk areas have increased and may well do so again due to inadequate drainage and climate change predictions.

BE PREPARED - make your plan now

Much Wenlock and District floods very quickly. You may get NO warning. You must ensure your own resilience.

Look for signs of a problem arising, such as

- Heavy snow with a rapid thaw
- Very dry weather then sudden heavy intense rainfall
- A long period of rain then becoming more intense

Check forecasts and act on advice

- Check your insurance cover. Make your home as water resistant as possible
- Know how to switch off gas, electricity, water - mark them now to save time later
- Have a flood kit ready. Advice on contents is inside this leaflet
- Know who to contact and how.
- If you have to leave your home - where will you go? - plan ahead
- Keep a list of Important contacts - see back page
- Taking medicine? - You need to have a record. Card inside to assist. Keep it up to date
- Don't wait for the flood, move personal and treasured items upstairs
- Think what you need to look after - pets / car / furniture / electrical Items
- Do not drive, walk or stand in flood water
- It will be contaminated and will flow very quickly

ABOVE ALL KEEP YOU AND YOUR FAMILY SAFE

The Community and organisations will help, but you should be prepared -

Not panicked but prepared

Flood Kit

(A family may need several). You need to act quickly when flooding occurs, or is likely. Use this list to help you gather your kit(s) of essential items.

-
- Copies of your insurance documents

 - Torch with batteries or a wind up one

 - Mobile phone and charger

 - Cash

 - Wash kit (Small - soap, toothbrush, toothpaste, flannel and comb)

 - Wind up or battery radio (available at reasonable cost)

 - Listen to alerts and advice

 - Warm and waterproof clothing Foil/Space type blankets
(at least 2) - cost just over £1 each

 - First aid kit and prescription medication

 - Bottled water and non-perishable foods

 - Baby food and baby care items

 - Toys for children and pets

 - Wellington boots

 - Emergency whistle (maybe needed for a distress call)

 - Rubber gloves

 - Disposable camera (may need to take photographs for insurance purposes)

 - Know who to contact and how

 - Agree where you will go and how to stay in contact

 - Plan for your pets too
-

Useful Numbers

Your important flood telephone numbers. Fill this leaflet out and keep readily available and with your flood kit (You should ensure it is correct and up to date).

Family / close contacts	
Local authority customer call centre (Restricted opening hours apply. Not 24 hours)	Shropshire Council 0345 6789000
Insurance company 24 hour number	
Insurance policy number	
Local radio station frequency (for news alerts and weather updates)	Radio Shropshire 96FM
Neighbours	
Bank phone number and details	
Work phone numbers	
Doctor's surgery	Much Wenlock 01952 726011 Cressage 01952 726011
	Your own if different
Shropdoc (out of hours) 24/7	111
NHS 24/7	111
Emergency	999
Police	West Mercia Police Emergency 999 Non Emergency 101 Hard of Hearing 18001 101
Fire	Shropshire Fire and Rescue Emergency 999 Non Emergency 01743 260200
West Midland Ambulance Service	Emergency 999 Non Emergency 01384 215555
Vet/kennel/cattery	
Local Hotel or Bed and Breakfast	
Gas supplier and meter number	
Electricity supplier and meter number	
Water supplier and meter number	
Electrician	
Plumber	
Builder	
Any others you feel need to be recorded	

Of course not all areas of Much Wenlock and district flood, even in very extreme weather, but some do and are likely to do so again. The greatest risks are when driving through flood water and in the clearing up operation after a flood. Respect flood water it is so very powerful.



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ABOVE ALL KEEP YOU AND YOUR FAMILY SAFE The Community and organisations will help, but you should be prepared - **Not panicked but prepared**

PERSONAL FLOOD PLAN

Put important documents out of flood risk and protect them in polythene

Find out where you can get sandbags as last resort

Look at the best way of stopping floodwater entering your property

Identify what you would need to take with you if you need to leave your home

What can I do NOW?

Check your insurance covers you for flooding.

Tenants confirm with Landlord what is covered by each. If you have no Insurance, seriously consider if that is wise?

Make a flood plan and prepare a flood kit

Keep it up to date. Identify who can help you. Work under the thought that you may have little or no warning of a flood

What can you do when you receive a flood warning

Actions

Home

- Move furniture and electrical items upstairs
- Put flood boards, polythene and sandbags in place
- Make a list now of what you can move upstairs or away from the risk
- Turn off electricity, water and gas supplies (make sure now you know how to do that)
- Roll up carpets and rugs
- Unless you have time to remove them hang curtains over rods
- Move sentimental items to safety
- Put important documents in polythene bags and move to safety

Gardens and outside

- Move your car out of flood risk area
- Move any large or loose items or weigh them down

Business

- Move important documents, computers and stock
- Alert staff and request their help
- Farmers - move animals and livestock to safety

Evacuation – Prepare a flood kit in advance

- Inform your family or friends that you may need to leave your home
- Get your flood kit together and ensure it is updated
- Ensure your personal flood plan is readily, available and updated

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- Listen to alerts and advice
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- First aid kit and prescription medication
- Bottled water and non-perishable foods
- Baby food and baby care items
- Toys for children and pets
- Wellington boots
- Emergency whistle (maybe needed for a distress call)
- Rubber gloves
- Disposable camera (may need to take photographs for insurance purposes)
- Know who to contact and how
- Agree where you will go and how to stay in contact
- Plan for your pets too

Be prepared for flooding. Act now



MEDICATION DETAILS

In the event of a flood you may need this information readily to hand. Keep it with your Personal Flood Plan and keep it updated.

Local Doctors

Much Wenlock	01952 726011
Cressage	01952 726011
Your own if different	
Shropdoc	111 24/7 Service
Emergencies	999
NHS Direct	111

(All telephone numbers as of January 2020- Keep Updated)

Name Date prepared or updated

Medication	Dosage	How many times a day