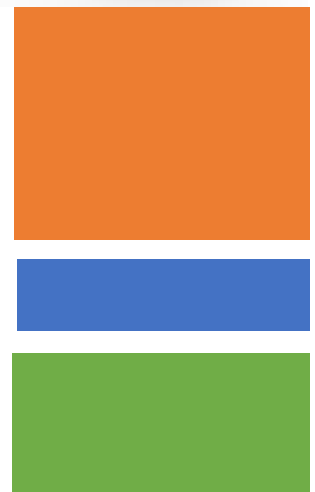
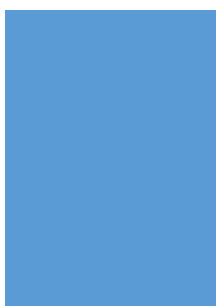




**Landford Parish
Council
Community
Resilience Plan
2024**



**Flood Warden / CRP
Owner - Cllr Adam Hill**



**Plan Author
Parish Clerk**

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Data Control, Privacy Notice & GDPR

Landford Parish Council holds and processes personal data in accordance with all current legislation relating to data protection and complies with the Data Protection Act 2018 and GDPR (General Data Protection Regulation). We will not sell or rent your personally identifiable information to anyone, or use the data for any other purpose incompatible with the purpose for which it was originally collected. We will only send personally identifiable information about you to other organisations if we have a legal reason to do so. We will only hold your information for as long as necessary for these purposes.

Key Contacts

| Community Emergency Volunteer Coordinator | | | |
|---|-------------------------|---------------|--|
| Name | Cllr Mary Davies | Contact Email | cllrmarydavies@gmail.com |
| Notes | Chair of Parish Council | | |

| Community Emergency Volunteer (Deputy) | | | |
|--|-----------------|---------------|--|
| Name | Cllr Ken Parker | Contact Email | cllrkennethparker@gmail.com |
| Notes | Councillor | | |

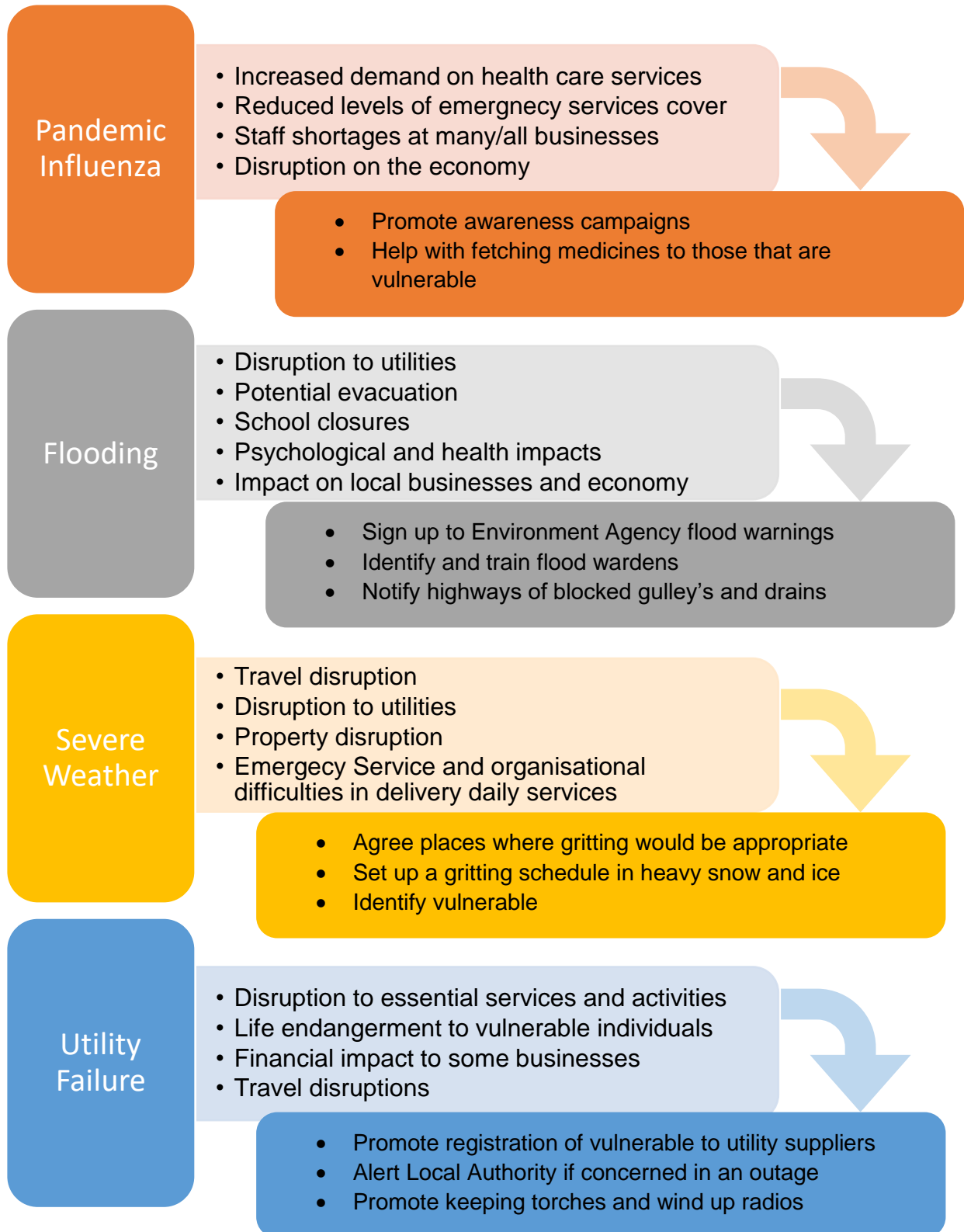
| Flood Warden | | | |
|--------------|----------------|---------------|--|
| Name | Cllr Adam Hill | Contact Email | cllradamhill@gmail.com |
| Notes | Councillor | | |

| Place of Safety Key Holders | | | |
|-----------------------------|--|---------------|--|
| Location | Nomansland Reading Room, North Lane, Nomansland. SP5 2BU | | |
| Name | Cllr Rob Bird (Vice Chair) | Contact Email | cllrrobbird@gmail.com |
| Name | Cllr Mary Davies (Chair) | Contact Email | cllrmarydavies@gmail.com |
| Name | Estelle Sherry (Parish Clerk) | Contact Email | clerk@landford.org.uk |

1. Be Informed

1.1 What's an Emergency?

An Emergency, which can also be referred to as an incident, is anything that affects you, your family and your community. Below are our highest risks in Wiltshire, some of the potential consequences and how the community can help.



1.2 Why have an Emergency Plan?



1.3 Legalities

Health and Safety

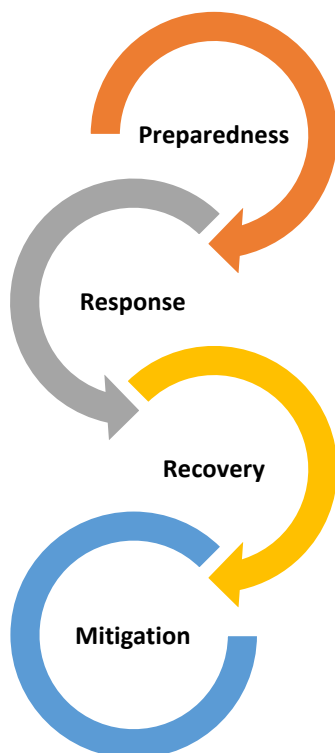
Those named or recognised in this plan are not trained or resourced to carry out any functions of the emergency services. The response will be confined to supporting the welfare of the people in the community and helping them to maintain a normal community life. No-one is obliged to carry out any function and all duties are done solely on a voluntary basis.

Insurance

Landford Parish Council’s public liability insurance provides cover to councillors, employees and volunteers for actions or activities undertaken in relation to the delivery of this plan, where such actions or activities are performed under instruction by a member of the parish council and when acting on behalf of the council.

1.4 Community Role in an Emergency

Communities have a role to play in all types of emergency and can be involved at every stage.



- Raise community awareness
- Personal and business community plans
- Assessment of the vulnerable
- Local monitoring of risks

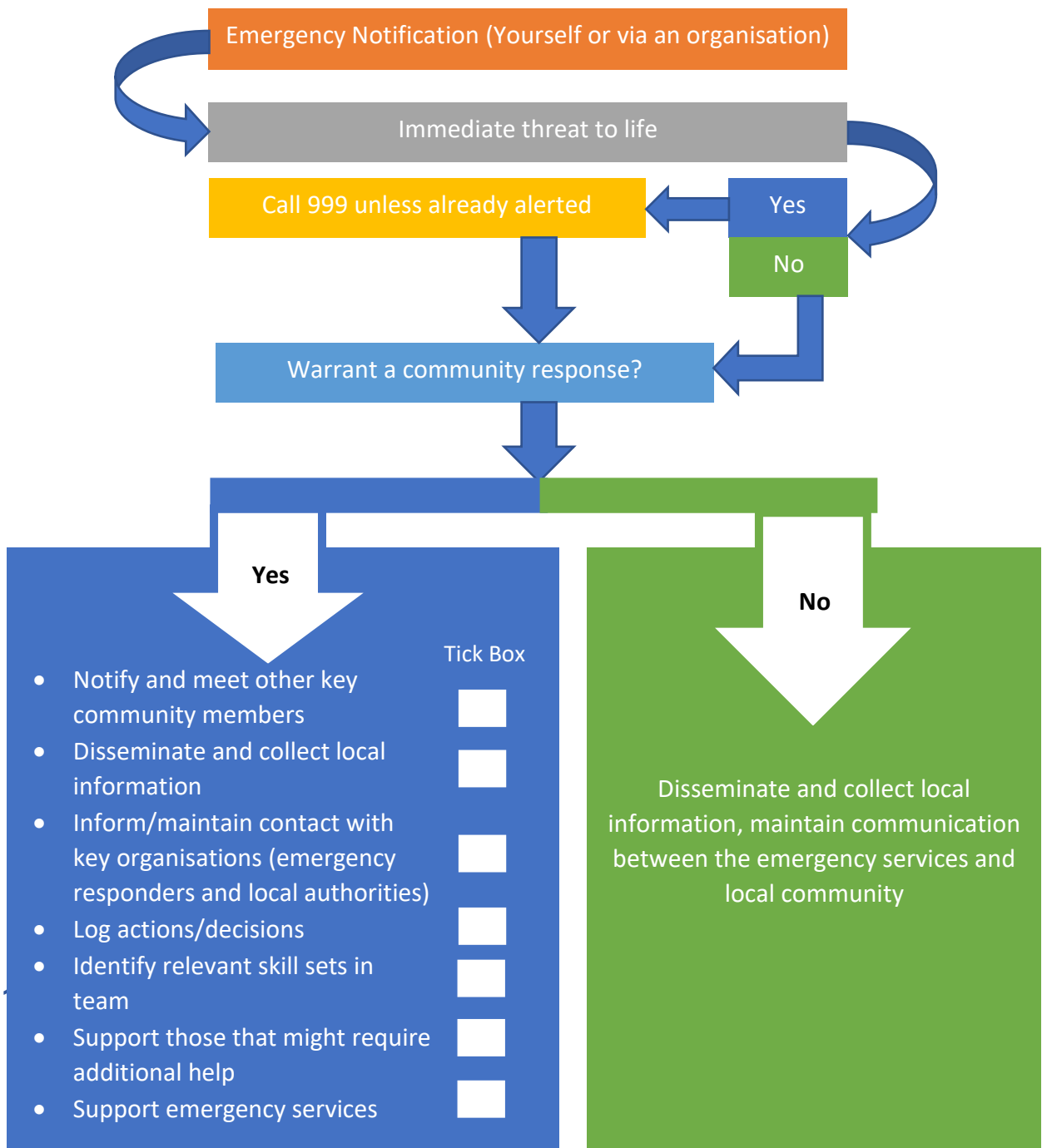
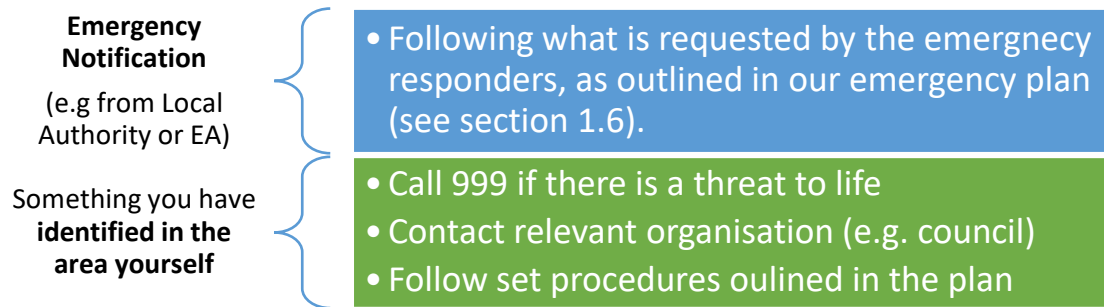
- Local monitoring and two-way information flow with responders and the wider public
- Effective decision making
- Coordinating with volunteers and responders

- Identifying community recovery needs
- Raising awareness of community support
- Evaluate activities and help with lesson learnt

- Assisting with the deployment of barrier or buffers when needed
- Working with health programmes
- Encourage awareness

1.5 Activation

Activation of our volunteers may come from one of two different ways:



1.6 Emergency Responders

| Who? | How to contact them? | What they do in an emergency? |
|----------------------------|---|--|
| Police | <ul style="list-style-type: none"> Dial 999 in an emergency such as a crime in progress Non-emergency Police reporting dial 101 | <ul style="list-style-type: none"> Responding to incidents Often take command of an incident, if appropriate. |
| Fire & Rescue | <ul style="list-style-type: none"> Dial 999 in an emergency | <ul style="list-style-type: none"> Responding to incidents Fire-fighting and fire prevention Detection, identification, monitoring and management of hazardous materials and protecting the environment. Will take command of an incident if fire-related. |
| Ambulance & NHS | <ul style="list-style-type: none"> Dial 999 in an emergency NHS non-emergency number: 111 | <ul style="list-style-type: none"> Responding to incidents Identify & alert the receiving hospitals |
| Wiltshire Council | <ul style="list-style-type: none"> In and out of hours use: 0300 456 0100, ask for the Emergency Planning Team or Emergency Planning On-Call eg. for highways incidents You may use emergencyplanning@wiltshire.gov.uk for non-emergency enquiries. | <ul style="list-style-type: none"> Support the emergency services Help the community recover May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system Help facilitate road closures and diversions Identify and set-up a safe place for community to stay after being evacuated - known as rest centre |
| Environment Agency | <ul style="list-style-type: none"> Incident hotline 0800 80 70 60 (24-hour service) for main river flooding or an environmental incident Floodline service 0345 988 1188 | <ul style="list-style-type: none"> Protect the environment and take reports of environmental pollution such as chemical or fuel spills, or many dead fish in rivers Issue flood alerts and warnings to the public and implement flood defence where appropriate Deal with emergency repairs and blockages on main rivers and own structures |
| Utility Providers | <ul style="list-style-type: none"> Gas (National Grid) 0800 111 999 Power Cut - call 105 (electric and gas) Wessex Water: 0345 600 4600 Thames Water 0800 316 9800 Southern Water 0330 303 0368 British Telecoms 0800 1217667 | <ul style="list-style-type: none"> Support statutory responders Ensure continuity of supply Provide alternative means of supply during an emergency if there is a threat to life |
| Other Providers | <ul style="list-style-type: none"> Network Rail 03457 114141 National Highways (A419,A303,A36 & M4) 03001 235000 | |

In some cases, the emergency services and local authorities will have to prioritise those greatest in need and therefore may not be able to reach you immediately.

2. Get Involved

2.1 Scope

Landford Parish Council's Community Resilience Plan aims to provide the villages within the parish with a good level of resilience that will enable us to complement the emergency services alongside coping with small scale issues either on our own or before the relevant services arrive. It is intended as a guide to actions that the parish council, residents, and business may take to reduce the impact of future emergency events.

The Council accept no liability for any loss or damage arising directly or indirectly from action taken or not taken in reliance on material or information contained within this plan, or for any failure to activate the plan or any part thereof in response to an emergency. It is the homeowner's responsibility to protect their property from flooding or another incursion. In particular, surface water flooding can happen very quickly and the Council encourages owners of properties at risk to take steps before it occurs to increase the resistance of their properties to flooding. Homeowners are encouraged to sign up to Floodline (0345 988 1188; Textphone 0345 602 6340) to receive groundwater flood alerts as this is a main risk within the parish. Please refer to [Section 3](#).

2.2 Preparation and Triggers

Once a trigger has occurred in respect of a key incident, Landford Parish Council will aim to support the community by the actions listed.

| Incident | Preparation | Trigger | Action |
|----------|---|--|---|
| Flood | <ul style="list-style-type: none">• Encourage residents to improve home flood defences• Identify and train flood wardens• Sign up to Met Office for any weather alerts• Establish what flood defences exist or are planned for the area• Identify evacuation sites• Parish flood warden to co-ordinate parish response• Prepare an emergency pack | <ul style="list-style-type: none">• Local weather reports predict high rain levels or storms• Notification by a resident of high water levels | <ul style="list-style-type: none">• Advise residents via website / social media of any imminent risks• Advise residents to not enter flood waters, to respect closed road signs, and to not lift manhole covers• Provide a safe place for affected residents unable to occupy their homes• Notify Highways of blocked gully's and drains• Notify Wessex Water of any floods |

| | | | |
|--------------------------|--|---|--|
| Snow | <ul style="list-style-type: none"> Identify vulnerable home owners who may need assistance Ensure grit bins are adequately full and routes to be gritted; arrange annual checks of bins and replenish as required Identify any voluntary groups who could support individuals by delivering essential services Prepare an emergency pack (torch, bottled water, first aid, toiletries etc) | <ul style="list-style-type: none"> Local weather reports predict heavy snow or temperatures which could result in ice forming on roads / pavements | <ul style="list-style-type: none"> Advise residents via website / social media of any imminent risks Grit local frequently used paths Check if vulnerable residents need help getting medication/food |
| Loss of Utilities | <ul style="list-style-type: none"> Prepare a list of emergency contacts for utility outages | <ul style="list-style-type: none"> Outage of a utility | <ul style="list-style-type: none"> Use list of emergency contacts to notify supplier of outage |
| Animal Health | <ul style="list-style-type: none"> Prepare list of local vets and land owners, and RSPCA | <ul style="list-style-type: none"> Sick, injured, or dead wild animal/s | <ul style="list-style-type: none"> Contact local vet if sick or injured If dead, report the animal to the landowner if on private property or if on the road, pavement, or public space, arrange for disposal |
| Pandemic Flu | <ul style="list-style-type: none"> Promote awareness campaigns Prepare list of emergency contacts including NHS, local doctors and pharmacies | <ul style="list-style-type: none"> Government guidance on incident of a pandemic | <ul style="list-style-type: none"> Advise residents via website / social media of preventative / mitigating actions to take Check if vulnerable residents need help getting medication/food Follow government guidance and regulations during the pandemic period |

2.3 Key Local Skills

| Skill/Resource | Who? | Contact Details | When might not be available |
|----------------------------|--------------------------|---|---|
| Trained First Aider | TBA | | |
| | | | |
| 4x4 Owners | Cllr Mary Davies | Tel – 07739 765392 | |
| | | | |
| Water/food supplies | Landford Village Store | Lyndhurst Road, Landford – 01794 390242 | After 6.00pm and before 7.00am |
| | Londis Convenience Store | Partridge Hill, Landford – 01794 323618 | After 10.00pm and before 6.30am |
| Medical Supplies | Whiteparish Surgery | Common Road, Whiteparish – 01794 884269 | After 8.00pm and before 8.00am |
| | Pharmacy Direct | Lower Common Road, West Wellow – 01794 322554 | After 5.30pm and before 9.00am |
| Garages | Nomansland Garage | Forest Road, Nomansland – 01794 390271 | After 5.30pm and before 8.30am (closed Sundays) |
| | RD Avery | New Road, Landford – 01794 323296 | After 5.30pm and before 8.00am (closed Sundays) |

2.4 Place of Safety / Emergency Contact Hub

A place of safety can be anything from a shelter for a few hours to overnight stays, such as a church, pub or village hall. Wiltshire Council can support these places of safety when an official evacuation has begun. They also have a number of pre-identified Rest Centres across the County. Landford Parish Council can provide a rest centre at its Reading Room.

| Building | Location | Contact Details (Name, Email) | Capacity | Resources (kitchen, showers?) |
|--------------------------------|---------------------------------|--|------------|-------------------------------|
| Nomansland Reading Room | North Lane, Nomansland, SP5 2BU | Cllr Rob Bird cllrrobbird@gmail.com | Key holder | Kitchen and toilets |

2.5 Community Groups

Many communities find the best way to start a resilient programme is to form a community group. Below is the starter for ten for of how you could set one up. The roles and names of individuals can then be added to this plan.

Parish Council/ Community Group

- The Parish Council is often an appropriate lead for Community Resilience planning, this enables a good link with Wiltshire Council and ensures it also covers the whole community.
- However it is possible to have a community plan without the Parish Council involvement if that works better for your area.

Community Emergency Volunteer Coordinator

- Community groups work best with an overall coordinator or leader, this means that in an emergency you have a dedicated person to manage the volunteers and ensure everyone is staying safe and on task.
- You may need several coordinators as you can't guarantee that the main coordinator will be around when the incident happens

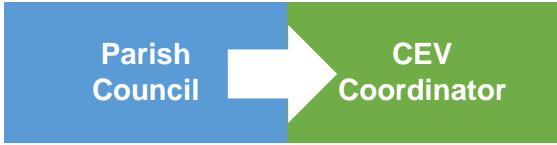
Deputy Coordinator


- Deputy coordinators are there to assist in large incidents and also cover if the main coordinators are not available

Community Volunteers

- Community Volunteers are the heartbeat of the group and can be available to help in a variety of incidents - like door knocking, spreading grit and helping the vulnerable.
- You may have as many volunteers as you feel necessary or who are available
- You might want some extra specific volunteers if your community suffers from specific events e.g. Flood Wardens - these could be considered in a separate Flood annex to this plan.

2.6 Action Cards

| Community Emergency Volunteer (CEV) Coordinator/Deputy | |
|---|--|
| Activation | Key Responsibilities |
|  <p>A blue box labeled 'Parish Council' has a white arrow pointing to a green box labeled 'CEV Coordinator'.</p> | <ul style="list-style-type: none"> • Coordinate the community response • Ensure Health and safety is adhered to • Liaise with relevant emergency services/organisation/council • Ensure actions and decisions are logged or recorded |
| Actions | |
| <ol style="list-style-type: none"> 1. Initiate community response on receipt of a request from the emergency services or in the case of small incidents that can be dealt with without the need for emergency services 2. Continually liaise with the emergency services/LRF members 3. Coordinate the organisation of the community volunteers 4. Keep an eye on Health and Safety of the volunteers 5. Record all decisions and actions of the community 6. Coordinate the requests for extra resources – in liaison with the council | |

| Community Volunteers | |
|--|--|
| Activation | Key Responsibilities |
|  <p>A green box labeled 'CEV Coordinator' has a white arrow pointing to a yellow box labeled 'Flood Warden/Community Volunteers'.</p> | <ul style="list-style-type: none"> • Help with community tasks • Collect community information • Help disseminate information • Assist in incident response (sand bagging, flood monitoring etc) |
| Actions | |
| <ol style="list-style-type: none"> 1. Only carry out tasks you are comfortable with or trained to do (entering running or deep water is not permitted unless you are specifically trained to the correct standards). 2. Follow the direction of the Flood Warden 3. Help collect information or disseminate to the local residents/community members 4. Help identify those vulnerable in certain incidents alongside potentially checking on them. 5. Monitor most at-risk areas (particularly seasonal risks) 6. Help with the clearing of paths in icy or snow conditions 7. Identify areas where gully or drain clearance needs to be done (report to Wiltshire Council via the app or website) | |

3. Flooding

3.1 Useful Information for Flood Plans, Flood Wardens and Volunteers

Environment Agency

- Flood Warnings & Alerts
www.gov.uk/sign-up-for-flood-warnings
It is recommended that councillors and residents sign up for warnings and alerts. As the community is in an area at risk of groundwater flooding, it is recommended to sign up to the groundwater flood warning service.
- FORT – Flood Reporting system
<https://swim.geowessex.com/somerset/Report/Splash>
- Checking for flood information guidance e.g. current alerts & warnings and 5 day flood risk.
<https://flood-warning-information.service.gov.uk/warning>
- Checking the flood risk in your community
<https://flood-warning-information.service.gov.uk/long-term-flood-risk/map>
- Checking river, sea and groundwater levels in your community
<https://flood-warnings-information.service.gov.uk/river-and-sea-levels>

Met Office

- Met office weather warnings
Download app from Apple Store or Google Play, follow on Twitter or subscribe by email
<https://metoffice.gov.uk/weather/warnings-and-advice>
- Check for local Met Office weather observation stations at:
<https://wow.metoffice.gov.uk>

Wiltshire Council

- **MyWiltshire** to report flooding & weather emergencies
<https://www.wiltshire.gov.uk/mywilts-online-reporting>
- **PEAS (Parish emergency assistance scheme)**
Gel sacs, florescent tabards, road flooded warning signs and grit
Email: weatherteam@wiltshire.gov.uk
- **Flood/emergency plans**
Advice or assistance, changes to contact details, flood wardens & volunteers
Email: drainage@wiltshire.gov.uk
- **Discretionary gully tanker services** (via your parish/town clerk)
Email: Wiltshiresewers@wiltshire.gov.uk

- **Operational Flood Working Group**
 Held bi-monthly in the north and south of the county to meet with stakeholder representatives, Wiltshire council, town and parish councils to discuss issues pertaining to drainage and flooding. For details and dates email drainage@wiltshire.gov.uk
- **Ditches**
 Letters and advice for town and parishes concerned that lack of maintenance of ditches and local watercourses could cause properties within their community to flood.
[Operational flood working groups - Wiltshire Council](#)
- **Watercourse Consent**
 Anyone wanting to do works on or within 8 metres of an ordinary watercourse, ditch, culverted watercourse or river (not main) must apply for Land Drainage Consent.
[Land drainage and ordinary watercourse - Wiltshire Council](#)
- **Flood Re**
 Affordable insurance for any-one who has flooded or is at risk of flooding and are unable to insure their house or the quote is very expensive. The property must have been built prior to 2009. <https://www.floodre.co.uk/>
- **Drainage & Flooding**
 In order for a flood or community resilience plan to be as robust as possible, the following information is useful to gather:

 - A map/information about what the flood risk to the community is e.g. river, surface water, groundwater, other or combination of one or all of the above
 - Identification of areas most at risk and any indicators e.g. when river reaches the top of the smallest arch flooding will occur. A photograph of the indicator is always useful in the flood plan.
 - Which properties/persons are at risk.
 - Knowing where to go for borehole, river levels and surface water rainfall gauge information which will indicate when levels are rising.
 - Identification of those gullies that if blocked would cause internal property flooding or standing water on high speed road; the area highway engineer should be notified of this by map or directions.
 - Discretionary gully tankers can be used on those gullies not requiring traffic control e.g. high speed road.
 - The parish steward can be tasked with clearing drainage assets in periods of wet weather.
 - Reminding residents to report blocked gullies via the MyWilts App.
 - When any internal property flooding occurs, the drainage team must be notified.
 - Wiltshire Council may need to carry out a Section 19 investigation to determine the contributory factors leading to the flooding. The council will require names and addresses of said properties in order to do this.
 - When flooding occurs photographs/videos should be taken with dates/times and details and forwarded to drainage@wiltshire.gov.uk
 - If the drainage team do not know about flooding in the community, they can't do anything to help – always advise the drainage team when flooding occurs, particularly when properties are flooded internally.

- **Homeowners**
 - It is the home-owners responsibility to protect their property from flooding not the local authority.
 - To check if a property is at risk of flooding go to:- <https://www.gov.uk/check-long-term-flood-risk>

Useful email addresses regarding flood protection, advice & information

Property Flood Resilience <https://floodmary.com/>
 National flood forum <https://nationalfloodforum.org.uk/>
 National flood forum blue pages, business involved in property protection
<https://bluepages.org.uk/>
 Property Care <https://www.property-care.org/homeowners>
 Vulnerable persons register: <https://www.ssen.co.uk/power-cuts-emergencies/priority-services/priority-services-registration-form/>

Useful Contacts – Refer also to Emergency Responders Section 1.6

3.2 Initiating the Flood Plan

If a flood warning is received from the Environment Agency, or notification by a contact at Wiltshire Council, or a member of the public themselves of a flooding incident, the Flood Warden or the Community Emergency Volunteer (or their Deputy) will initiate this Flood Plan.

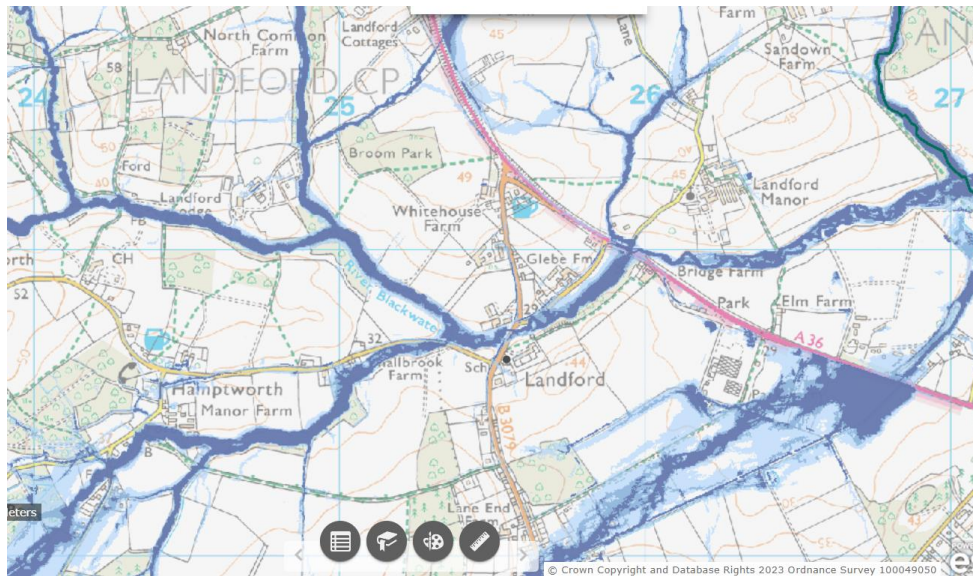
The Flood Warden or CEV may also contact any volunteers within the Parish who have agreed to assist with any flooding events which may arise.

The Flood Warden or CEV will visit the affected area/s of the Parish to assess the situation, the seriousness of the flooding, any potential or actual risks to person or property, and ensure that they maintain effective contact with colleagues and any volunteers.

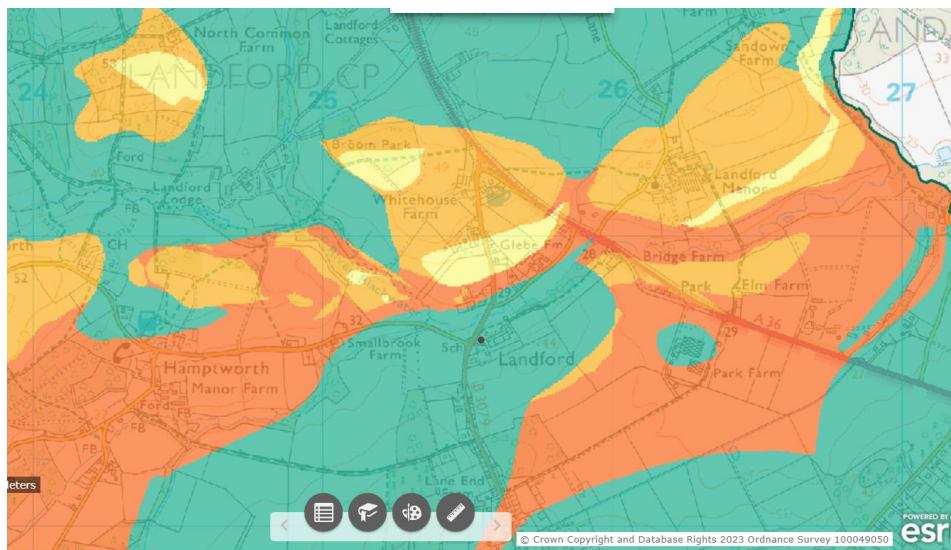
The Flood Warden or CEV will contact the Councillor for the Landford and Redlynch Division, as well as the Drainage Team at Wiltshire Council, in the event that any property's living quarters are flooded; they may also advice Wiltshire Council of circumstances or situations which appear to place a significant risk of such an event imminently occurring.

3.3 Map of Local Flood Risks

FLOOD RISK FROM SURFACE WATER



FLOOD RISK FROM GROUND WATER



- No risk.
- Groundwater levels are at least 5m below the ground surface.
- Groundwater levels are between 0.5m and 5m below the ground surface.
- Groundwater levels are between 0.025m and 0.5m below the ground surface.
- Groundwater levels are either at or very near (within 0.025m of) the ground surface.

Useful Websites:

www.metoffice.gov.uk/research/climate/maps-and-data/summaries/index
<https://check-for-flooding.service.gov.uk/river-and-sea-levels>

3.4 Parish Locations at Risk of Flooding

Locations within the Parish, which are known to the Council, as being either currently or previously at risk of flooding, are in the following areas:

| VILLAGE | ROADS / AREAS AFFECTED |
|---------------|---|
| Landford Wood | Stock Lane |
| Landford | Junction Glebe Lane / Lyndhurst Road / Pound Hill |
| Landford | Beech Grange |
| Landford | Landford Recreation Ground |
| Landford | Lyndhurst Road |
| Hamptworth | Junction Hamptworth Road / Lyburn Road |

The Flood Warden will aim to check any persons, properties or areas at risk whenever a flood warning is received, to ensure that any responsible persons have taken as many preparatory steps as possible to minimise risk to themselves and their neighbours.

The Flood Warden of course relies upon residents to notify them of any imminent or potential issue, such as a blocked drainage asset, be that a watercourse, gully, ditch or drain, in order for them to provide advice on mitigation, or to notify the relevant authority.

3.5 Photographs and Dates of Previous Flooding Incidents

Landford Recreation Ground – November 2023





Lyburn Road – November 2023



3.6 Parish Drainage Assets

A community cannot always stop flooding, but a lot of work can be done by residents in a community, as well as by the local council, before any flooding occurs. For example, residents who have riparian rights and responsibilities in respect of any watercourse, gully, ditch or drainage asset can ensure that their responsible watercourse or drainage asset is in good order, is regularly maintained, and is in a state such that it contributes to mitigating the effects of a flood and thereby enable the community to quickly recover.

DRAINAGE ASSETS WHICH CAUSE INTERNAL PROPERTY FLOODING

Flooding generally, as well as internal property flooding, can be caused when a gully becomes blocked. If a blocked gully causes internal property flooding, the Area Highways Engineer must be informed to enable the gully to be placed on the priority gully emptying service list. The affected property or properties should also be notified to the Engineer.

When the Council becomes aware of a blocked drainage asset located within the Parish, which has or is liable to cause flooding to that or other properties, contact is made with the relevant landowner to request that urgent maintenance is undertaken to reduce the risk.

DRAINAGE ASSETS ANNUAL CHECK LIST

The Flood Warden undertakes an annual check of drainage assets which are known to be at risk of causing flooding to roads and properties. These drainage assets are as follows:

{Table to be Completed as Assets are Identified}

| VILLAGE | LOCATION OF DRAINAGE ASSET | ROADS / PROPERTIES AFFECTED |
|----------------|-----------------------------------|------------------------------------|
| | | |
| | | |
| | | |
| | | |

3.7 Equipment for Flooding Events

The Council will liaise with Wiltshire Council's Parish Emergency Assistance Scheme to ensure that any required equipment is able to be resources on a timely basis. Equipment available under this scheme includes bags of salt, gel sacs, tabards, flood signs and "drive slowly through flood water" signs.

The Council currently holds stores of the following equipment in the Iron Shed at Landford Recreation Ground:

{To be Completed as Equipment is Identified}

- XXX
- XXX
- XXX

These stores can be accessed by the Flood Warden and such stores will be deployed as required during flood or other emergency conditions.