

Thurrock

Community Flood Planning Pack



Foreword

Thurrock has experienced river flooding in the past due to its proximity to the River Thames. The most significant of these floods being the 1953 East Anglian Floods (including Tilbury) which resulted in the loss of 307 lives. Since then smaller scale flooding from the River Mardyke, Standford Brook and flash flooding has been experienced, throughout Thurrock.

The current flood defences in Thurrock and along the River Thames significantly reduces the likelihood of flooding from river sources, however these cannot completely negate the risk of floods in the future.

Properties which are located outside of river or coastal flood plains may still be at risk from flash flooding. This is where excessive heavy rain temporarily exceeds the capacity of drainage systems. This means that floods could occur anywhere in Thurrock and at any time.

It is important to note that during a major flood the emergency services may be required to respond to flooding throughout Thurrock, Essex and the regional area. In such a severe flood the emergency services will need to prioritise their response to the worst affected areas, where there is an immediate threat to life. This means that some community areas may have to wait several hours until assistance from the emergency services is received. It is therefore important that communities work together and prepare for a flood emergency, as this will help to significantly reduce the negative impacts a flood may inflict. It is important to note that such a severe flood is a rare occurrence and this would be on a similar scale to the UK July 2007 floods and the 1998 Easter floods.

This pack aims to support communities in increasing their resilience to flooding, through the creation of a community flood plan. There are two sections to this pack:

- Part one - Flood Planning and Preparation Guide
- Part two – Template Community Flood Plan

Emergency Services Rules

It is important to note that although the completion of this pack increases the resilience of the community to a flood, there may be times where the emergency services will request different actions or responses to those identified in the community plan. The emergency services will only request these actions in the interests of saving life and any instructions issued by them must be followed immediately.

PART 1

Flood Planning and Preparation Guide

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Section 1 - Background Information

1.1 Introduction

A Community Flood Plan must be developed, maintained and if necessary implemented by the community. A community is described as a social group of any size whose members reside in a specific locality. For the creation of a Community Flood Plan any community group such as a Community Association, Neighbourhood Watch or group of residents may work together to form a Community Flood Group and undertake the Community Flood Plan operation measures as described in this pack.

A Community Flood Group (Section 2) must be established prior to the development of a Community Flood Plan. This group will be required to collate local flood data and develop procedures, which can then be used to create the Community Flood Plan. This preparation pack provides details on how to collate the local flood data and how to develop a Community Flood Plan.

The information contained in this pack is for guidance only and your community should adapt these arrangements to suit your community's specific needs.

1.2 Risk

The Essex Community Risk Register identifies flooding as high risk throughout Essex and Thurrock, this can be viewed at:

http://microsites.essexcc.gov.uk/microsites/essex_resilience/crr.htm.

1.3 Emergency Plans Already in Place

All the emergency services and local authorities have plans in place to respond to all types of emergencies, including floods. In addition to these arrangements there is a specific Essex Strategic Flood Plan and a Thurrock Flood Plan, which are restricted documents and unavailable to the public. However the less sensitive aspects of these plans have been incorporated into this guide and the Community Flood Plan Template.

Section 2 - Creating a Community Flood Group

2.1 Introduction

This section describes the purpose and composition of the Community Flood Group. This group will be required to complete this part of the pack first, in order to identify the community flood planning and preparation needs. This information will be used to create the Community Flood Plan in Part 2.

2.2 Community Flood Group (CFG) Composition

The CFG should consist of a Flood Plan Co-ordinator, Deputy Flood Plan Co-ordinator and Flood Volunteers, with the following roles:

2.3 Flood Plan Co-ordinator to:

- a. lead on the development of the Community Flood Plan
- b. maintain the Community Flood Plan to ensure it remains up to date
- c. liaise with Thurrock Council and the Environment Agency as required
- d. notify and liaise with the Flood Volunteers during an emergency
- e. monitor flood warning levels and local flood warning alert levels
- f. sign up to the free Environment Agency flood warning service (section 3)

2.4 Deputy Flood Plan Co-Coordinator to:

- a. assist the Coordinator in completing the above tasks
- b. deputise for the coordinator in their absence
- c. sign up to the free Environment Agency flood warning service (section 3)

2.5 Flood Volunteers to:

- a. participate in the development and maintenance of the Community Flood Plan
- b. monitor local flood alert levels
- c. advise and support the local community upon issue of flood warnings
- d. help put local response measures in place during an emergency e.g. establish community shelters, put up signs etc. (section 4)
- e. sign up to the free Environment Agency flood warning service (section 3)

These roles are recommendations only and your CFG should adapt these to suit your community needs.

Once your CFG has been established you will need to decide when, where and how often to meet to develop this plan, maintain it and conduct training.

Section 3 - Flood Warnings




3.1 Introduction

This section describes the different types of flood warnings which could be issued and the actions required. It is important to note that warnings for certain types of flooding cannot be issued e.g. ground water, sewer and flash flooding due to the difficulty in predicting when and where it could occur. A Community Flood Plan will assist the community in reducing the negative effects of a flood regardless of its source.

3.2 Types of Flood Warnings

There are four levels of warnings (Table 1) which may be issued by the Environment Agency, for fluvial (river) and coastal/tidal flooding. These levels can be issued in any order, which means a Flood Alert could be followed by a Severe Flood Warning. The absence of these warnings does not mean that there is no threat of flooding from other sources such as flash flooding and tidal. The Environment Agency aims to issue Flood Alerts a minimum of 12 hours prior to a tidal event and a minimum 2 hours prior to a river flood event.

Table 1 - Environment Agency Flood Warning Types

Flood Warning	Symbol	Meaning	General Advice
Flood Alert		Flooding is possible Be prepared.	General advice <ul style="list-style-type: none"> • Be prepared to act on your flood plan. • Prepare a flood kit of essential items. • Monitor local water levels and the flood forecast on the Environment Agency website.
Flood Warning		Flooding is expected. Immediate action required.	General advice <ul style="list-style-type: none"> • Move family, pets and valuables to a safe place • Turn off gas, electricity and water supplies if safe to do so. • Put flood protection equipment in place.
Severe Flood Warning		Severe flooding. Danger to life.	General advice <ul style="list-style-type: none"> • Stay in a safe place with a means of escape. • Be ready should you need to evacuate. • Co-operate with the emergency services. • Call 999 if you are in immediate danger.
Warnings no longer in force	<ul style="list-style-type: none"> • No further flooding is currently expected in your area. • Be careful. Flood water may still be around for several days. • If you've been flooded, ring your insurance company as soon as possible. 		

3.3 Flood Warning Areas

Flood warnings are issued to specific areas, as this insures that each community receives the information that is most relevant and appropriate to them.

For Thurrock there are two Flood Alert Areas, one for coastal flooding and one for fluvial flooding. The Coastal Flood Alert areas have been sub-divided into three Flood Warning Areas for Thurrock as summarised in Table 2.

Table 2 – Thurrock Flood Warning Areas

Flood Alert or Warning Area	Flood Alert Area	Flood Warning Code	Floodline 0845 988 1188 (followed by the quick dial number for your warning) Quick Dial Number
Coastal Flooding			
Flood Alert	The Essex Coast from Leigh on Sea to Purfleet including Canvey island, Tilbury and Dartford	DV5B	036345
Flood Warning (and severe)	Shellhaven to Grays including Tilbury	DV5B3EAST	036143
Flood Warning (and severe)	Grays to Purfleet	DV5B3WEST	036143
Flood Warning (and severe)	Two Tree Island to Shellhaven including Canvey Island and surrounding Marshland	DV5B2	036142
Fluvial Flooding			
Flood Alert and Flood Warning Area (and severe)	Mardyke from North Stifford to Purfleet	EF7C	036345

To check if there are any flood warnings in force your CFG will need to know which of the above flood warning areas they are in. There are two ways to identify the correct flood warning area, which are:

- a. Online at <http://www.environment-agency.gov.uk/homeandleisure/floods/31618.aspx>
- b. Floodline 0845 988 1188 or Typetalk 0845 602 6340

3.4 Checking Flood Warnings in Force

The following methods can be used to check if flood warnings are in force for your flood warning area:

- a. Online warnings at <http://www.environment-agency.gov.uk/homeandleisure/floods/31618.aspx>
- b. Call Floodline on 0845 988 1188 followed by the quick dial number – see table 2
- c. TV, radio and on BBC Ceefax page 419 and Digital Ceefax 405.

3.5 Flood Maps

An online flood map is available from the Environment Agency website (see Annex 8 for details). This map enables the user to type in their address or postcode and view see if the area is at risk from coastal or river flooding.

The Thurrock Council Civil Protection Team will produce a range of maps for any Community Flood Group, developing this plan. These maps will show individual streets and more detail, which can be useful during a flood emergency (see Annex 6 for contact details).

3.6 Identifying at Risk Streets and Properties

Once your Community Flood Group (CFG) has identified which Environment Agency Flood warning area they are in, it is a good idea to identify which streets and properties could be at risk. This can be checked by:

1. Reviewing a flood warning map for your community area (this will form Annex 3 in your plan).
2. List all of the streets in the flood warning area. Then survey the area and list approximately how many properties could be affected and identify any key community facilities that could be at risk e.g. health centre, library, community hall etc.
3. Use this data to populate Table 3 which will summarise the streets, number of properties and community facilities that could be at risk. This table will form Table F, Annex 4 in the Community Flood Plan. This information will be used to identify and plan the emergency response measures which could be undertaken prior to a flood.
4. Place neighbouring streets and properties into groups, to form Flood Planning Areas. These planning areas will enable the CFG to target resources and staff to specific areas and save time in conducting an emergency response.

Table 3– Properties at Risk (Table G, Annex 4 in the Community Flood Plan)

Flood Planning Area	Street Name	Number of Properties at risk	Community Resources at Risk
1	Seahorse Road	23	Seahorse sports centre Apple Health Surgery

Section 4 – Warning and Informing At-Risk Residents

4.1 Introduction

This section describes how the Community Flood Group (CFG) can help to communicate Environment Agency Flood Warnings to the community. The Environment Agency will seek to inform the public using a variety of methods such as automated phone calls, text alerts, TV and radio. However, these methods do not guarantee that the public will receive these messages. The CFG will help to ensure that as many people as possible will receive these warnings.

Before this section can be completed, the CFG must have identified, which flood warning area they are in and the types of warnings they could receive (section 3).

4.2 Creating a Flood Warning Table

Table 4 is a flood warning table and this will form Table A in the Community Flood Plan. This table identifies the streets at risk from flooding and the locations where the CFG will attempt to place flood warning signs. Placing signs at street junctions and in busier areas will maximise public interest and will therefore be more effective in informing the public. The purpose of these signs is to alert the community to the current flood warning in force. The CFG is unlikely to have the time or the resources to place signs in every at-risk street or junction.

Table 4 - Flood Warning Signs (*this table will form table A in the flood plan*)

Flood Planning Area	Street	Description
<i>Example Area 1</i>	Bramble Lane	Lamp post at end of street
	Duck Lane	Community Hall notice board
<i>Example Area 2</i>	The Green	Brick Wall by the gate

4.3 Flood Action Table

This table will form Table B in the Community Flood Plan. For each of the flood planning areas formed in Section 3 the CFG must decide what actions, if any which can be undertaken e.g. sandbags, door to door knocking etc.

Table 5 – Flood Action Table (*this table will form Table B in the Community Flood Plan*)

Area Number	Location at risk	Local action	Equipment required	Volunteers Required	Time required
<i>Example Area 1</i>	Bramble Lane	Block the flow route where the footpath joins the Main Road	Sandbags, plastic sheeting	3	1hr 30mins
	Duck Path	Conduct door to door warning of residents (if time)	Flood volunteers	3	30mins

The ability of the CFG to undertake these actions will depend upon the resources, volunteers availability at the time and the length of warning time given.

Section 5 – Vulnerable Persons

5.1 Introduction

Some members of the community may be at greater risk from a flood than others due to their age, disability and illness etc. This section describes how the CFG can identify and assist these persons in the event of a flood.

5.2 Identifying Vulnerable Persons

Where possible vulnerable persons should be identified prior to a flood, as this means they can be offered assistance quickly. The CFG can identify vulnerable persons by listing known properties in Table 6. The CFG may also identify vulnerable residents when conducting surveys of the at-risk streets (section 3).

The collection of data on vulnerable residents is personal and will fall under the data protection act. It is therefore advisable that the CFG records generic information such as the addresses of retirement bungalows, community centres, day welfare units, play groups and not of individuals' names and addresses.

During a flood the flood volunteers should encourage householders to check on vulnerable neighbours. The flood volunteers may also identify vulnerable residents if door-to-door knocking is being conducted.

Table 6 – Vulnerable Residents (*this table will form Table C of the community flood plan*)

Street Name	Details
Duck Lane	Retirement bungalows
Strawberry Road	Play group

5.3 Assisting Vulnerable Persons

The CFG can assist known vulnerable persons by:

- Informing them of the flood risks
- Assisting them to move valuable possessions and paperwork upstairs
- Moving food and water

- Switching off the water, electricity and gas supplies at the mains (turn them back on afterwards if there has been no flooding)
- Provision of blankets
- Assisting them to move to the community shelter if relevant
- Offering them hot drinks and food
- Assisting in cleaning up of property once insurance providers give permission

If a member of the CFG considers that there is risk to the life and health of an individual, they must call the emergency services immediately for assistance.

Section 6 - Community Support Centre

6.1 Introduction

This section describes the purpose of a community support centre, which could be used to provide temporary shelter and a focal point for affected residents at any stage before, during or after a flood. The community support centre also forms a focal point for residents where they can obtain hot drinks and seek shelter near their homes. This centre will also encourage members of the community to support each other and develop a feeling of community cohesion. Good community cohesion will promote individuals working together to support each other during and after a flood.

6.2 Emergency Assistance Centre

In an emergency Thurrock Council will provide an Emergency Assistance Centre (EAC), where evacuated members of the public can seek shelter, food, water and information. This centre will be located in a safe area and transportation will be arranged by Thurrock Council from community pick-up points from affected areas across Thurrock. The location of the EAC and the pick-up points will be decided by Essex Police at the time of an emergency.

In the event of an evacuation the emergency services will ensure that everyone is evacuated from the danger area. After evacuation it is up to individuals to choose where they would like to go. Evacuated persons will be offered free shelter and basic welfare needs at the EAC, however evacuated persons are free to choose to stay with relatives, friends or in hotels.

6.3 Community Support Centre

A community support centre will need to be outside of the flood risk area and with good access to ensure that there is no risk of being cut off by the flood waters. The CFG can check this by viewing flood warning maps (see Section 3 for details). The following facilities should be available for any community support centre:

- Kitchen
- Toilets
- Chairs
- Parking area
- Telephones
- Disabled access
- Large communal area
- Good access

6.4 Preparation of a Community Support Centre

The CFG will need to undertake the following tasks to ensure that the building can be set up as a community support centre during an emergency:

1. Confirm that the building and main access routes are outside of the flood area
2. Obtain permission from the building manager to use the building in an emergency

3. Identify the key holder and ensure that access can be obtained 24hr a day
4. Confirm the facilities and resources available at the centre
5. Create an inventory of additional equipment and resources required to set up and operate the community shelter for example torches, signs, first aid kit, disposable cups, toys, blankets, tea and coffee etc.

Volunteers will be required to open up and operate a community support centre. Flood volunteers could be used to achieve this or the CFG could look to recruit volunteers just for this role. Volunteers working within the community support centre will need to:

1. Obtain the keys and open the shelter
2. Place signs outside and inside the building
3. Prepare tea and coffee etc.
4. Communicate with the public who will be worried

Section 7 – Use of Community Resources

7.1 Introduction

This section describes the resources and equipment the Community Flood Group (CFG) should consider obtaining prior to a flood. This equipment can be used by the CFG to conduct an emergency response.

7.2 Preparing a Community Grab Box

A community grab box can be used to store essential equipment, such as torches, space blankets, pens, signs, loud hailer, first aid kit, batteries, wind up radio etc. This equipment can be used to direct the public to the community support centre, provide basic first aid and to support the CFG emergency response.

The grab box should be stored in a central location outside of the flood warning area as per flood maps (see section 3). The location of this box should be communicated to all volunteers and its contents should be checked on a regular basis.

The contents of the community grab box should be checked on a regular basis to ensure that everything is up to date.

7.3 Sandbags

Sandbags have traditionally been used to protect properties from flooding. However they are not as effective as other flood defences available such as air bricks and flood gates for houses (Annex 7 for Environment Agency leaflets). Sandbags in large quantities can be used to filter and reduce the amount of water seeping into a property. There are also many risks and dangers associated with the construction of a sandbag wall. The Environment Agency has produced a leaflet called 'Sandbags and how to use them to protect property' (Annex 7).

In the event of a flood warning Thurrock Council will fill sandbags for households free of charge to collect at the Grays Depot (Curzon Drive, Grays, RM17 6BQ) However the supply of these sandbags will depend on the warning time given prior to a flood and the availability at the time. Thurrock Council will not be able to provide enough sandbags to households to build their own sandbag walls as described in the Environment Agency Sandbag leaflet. Households who would like to build these walls, should consider purchasing their own sandbags and sand prior to a flood, or consider alternative flood defences (Annex 7 for Environment Agency leaflets).

7.4 Signage

The CFG should consider making or purchasing signs, which can be used to inform the community of a flood and/or the actions they should be undertaking. For example flood signs could be used to:

- Advertise the current flood warnings and alert level at pre-agreed locations around the community such as on notice boards, at the ends of

major roads, at the entrances of community car parks, library doors, doctor surgeries etc.

- Direct the community towards the community support centre
 - Inform the community of flooded roads or areas
- The CFG will need to decide which signs are required, how many and where they could be positioned. This information will be used to populate Table A, in the Community Flood Plan.

7.5 Information Leaflets Stockpile

The Environment Agency produces a range of comprehensive leaflets to inform the public of the actions they should undertake before, during and after a flood. The CFG should consider obtaining a stockpile of these leaflets and having them available to handout during door-to-door knocking or at the community shelter. The CFG will be asked for information by the public and these leaflets may assist them in this role. Leaflets can be obtained by emailing the Environment Agency at enquires@environment-agency.gov.uk.

7.6 Public Equipment Loans

Members within the community may have resources, which they would be happy to loan before, during and after a flood. The CFG should communicate the need for public equipment loans prior to a flood and keep a record of their contact details in Section G, Table E of the community flood plan.

Although members of the community may agree in advance that they would be happy to loan equipment, they could change their mind in an emergency. For example they could be affected by the flood and could require this equipment for themselves first.

Equipment such as off-road vehicles, trailers, dehumidifiers, heaters, shovels, generators, and emergency lighting could be of value during and after a flood.

Section 8 - Householder Responsibilities

8.1 Introduction

The purpose of a community flood plan is to identify arrangements which a community as a whole can undertake to reduce the negative effects of flooding. To increase the community's resilience to flooding, households also have their own roles and responsibilities to perform. It is important that the Community Flood Group (CFG) is aware of these householder responsibilities and where possible promote awareness of these within the community.

The Environment Agency has produced a range of leaflets advising householders on how to prepare, respond and recover to a flood (Annex 7).

8.2 Prior to a Flood

Prior to a flood the CFG could promote householder awareness of the actions and responsibilities they have in regards to preparing, responding to and recovering from a flood. The CFG could achieve this through a local information campaign which can be used to reinforce this message and at the same time promote the work of the CFG, the Community Flood Plan and the need for local Flood Volunteers.

Other examples of creating awareness could be to conduct public meetings, leaflets, articles in local newsletters, local radio, local newspapers, door-to-door knocking, posters, community web pages/forums and distributing Environment Agency leaflets.

8.3 Personal Flood Plan

The Environment Agency has created a template Personnel Flood Plan for householders to complete. This plan identifies actions such as signing up to flood warnings, moving possessions to safety, packing an emergency bag and what to do after a flood. For further information refer to the Environment Agency Personnel Flood Plan refer to (Annex 7 for Environment Agency leaflets).

8.4 During a Flood

Although householders are responsible for preparing for a flood, many householders do not undertake basic precautionary measures. This means that during a flood the community will turn to local Flood Volunteers and ask for information and advice. The CFG should consider storing and giving out copies of the Environment Agency leaflets. These can be obtained from Leaflets can be obtained by emailing the Environment Agency at enquires@environment-agency.gov.uk.

8.5 After a Flood

Where a community has been affected by significant flooding Thurrock Council will establish a Thurrock Flood Recovery Group. The purpose of this group will be to coordinate local resources to aid the recovery of affected communities. This will be achieved by removing debris, conducting flood impact surveys, removing household waste including large items, assist in the allocation of grants, emergency funding, loans and donated items in

partnership with other responding agencies. The scale of the recovery response will depend upon the scale of the emergency, funding, donations and resources available at the time.

During flood recovery the affected communities will be asked to provide their views and comments to the Thurrock Flood Recovery Group. This is to ensure that their needs have been identified during the recovery process. The CFG may be asked to represent their local community.

PART 2

Creating the Community Flood Plan

Instructions

- 1. This template is a guide only and the CFG must work through the template and complete each section, using part-one of this pack for guidance.**
- 2. All red type represents annotations to support the CFG in completing the plan all red type must be deleted before finalisation.**
- 3. The Thurrock Council Civil Protection Team will provide assistance to the CFG in completing this plan upon request (Annex 6 for contact details).**

Template Plan

Community Flood Plan

for the(*insert name*).....area



Date:.....

Maintained by:.....

Version 1

Environment Agency Flood Warning Area...(section 3)

Disclaimer

The (*insert name*).....Community Flood Plan is intended to assist the local community and businesses in the event of a flood. The creation and implementation of this plan, depends on the work of local volunteers. These volunteers will assist where possible, but cannot be held accountable for issuing warnings or undertaking flood reduction actions.

It must therefore be understood that it is the responsibility of individuals to take measures to protect themselves and their property

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Section A - Plan Administration

1. Introduction

This section of the plan describes the administration processes of the plan, which are required in order to keep it up to date and valid.

..... (insert area) Community Flood Group

This plan has been produced by the(insert area) Community Flood Group (CFG). The CFG is responsible for ensuring that this plan is updated on a yearly basis with contact detail checks twice a year.

The CFG will also ensure that all members of the group are aware of the plan and their roles within the plan. The CFG will achieve this by reviewing the plan procedures and conducting tests on the plan once a year. This will take the form of discussion exercises, testing of call-out procedures and checking of equipment.

2. Distribution

Copies of this plan will be given to all members of the CFG and the Thurrock Council Civil Protection Team.

Copies of this plan will also be stored in emergency grab boxes, which are held at the(insert centre)

This plan contains the personal details of the CFG members and individuals within the community who have offered to loan resources, which could be used in an emergency. The plan must be held securely and only versions of this plan without personal details may be given to members of the wider community.

3. Thurrock Flood Plan

This community plan forms part of the Thurrock flood emergency planning arrangements. This plan sits under the Thurrock Multi-Agency Flood Plan, which provides details of the multi-agency response and recovery from flooding throughout Thurrock. The purpose of the Community Flood Plan is to describe the specific emergency response actions that the community can undertake, in order to negate the negative impacts a flood may have at a local level.

4. Emergency Service Rules

Due to the circumstances of a flood, the emergency services may request at any point before, during and after a flood that the CFG or individuals of a community must stop their activities. The emergency services will only request this if there is risk to life and upon request these actions must be stopped immediately.

5. Aim

The aim of this pack is to increase the resilience of a community to any future flood, by identifying the procedures that can be undertaken before, during and after a flood.

6. Objectives

- To identify the roles and responsibilities of the emergency responders
- To identify community actions prior to a flood and during a flood
- To promote household preparedness for a flood

7. Plan Validation

Once the flood plan has been created, it is important to ensure that all users of this plan agree upon its procedures and contents. To validate this plan all users should be given the opportunity to comment, prior to finalisation.

8. Test and Update

The effectiveness of the Community Flood Plan will not be known unless it is used during an actual flood. It is therefore a good idea to discuss this plan and test it on a regular basis, for example by conducting checks of callout procedures to ensure that they are still up-to-date etc.

If any changes are made to the plan it is important to ensure that the plan is updated as soon as possible and new copies are given to all plan holders. Ensure that the version number on the front of the plan is also updated, so that everyone knows that they have the most up-to-date version.

Section B – Roles and Responsibilities of the Emergency Responders

1. Introduction

This section describes the roles and responsibilities of the agencies which will respond to a flood.

2. Essex Police

- Save life in conjunction with the other emergency services
- Co-ordinate the emergency responders and other organisations acting in support at the scene of the incident
- Secure, protect and preserve the scene, and to manage sightseers and traffic through the use of traffic control and cordons
- Following liaison with the Fire and Rescue Service, the Environment Agency and Local Authorities, co-ordinate carryout evacuation if required
- Collation and dissemination of casualty information
- Identification of the dead on behalf of HM Coroner

3. Essex Fire and Rescue Service

- Rescue of trapped casualties
- Prevention of further escalation of the incident
- Gather information and conduct a hazard assessment to assist Essex Police in the decision to evacuate
- Liaison with the police regarding the establishment of cordons around the incident site
- The safety of all personnel involved in rescue work
- Consideration of actions to minimise any dangers to the environment
- Liaise with the Medical Incident Officer, the Ambulance Service and other medical services
- Standing by during non-emergency, recovery phase as appropriate

4. East of England Ambulance Service

- Save life in conjunction with the other emergency services
- Extricate, stabilise and care for those injured, at the scene
- Provide sufficient ambulances, medical staff, equipment and resources
- Establish effective triage points and systems, and determine the priority evacuation needs of those injured
- Provide a focal point at the incident for all NHS and other medical resources
- Provide communication facilities for NHS resources at the scene, with direct radio links to hospitals, Emergency Operations Centre and any other agency as required

- Nominate and alert the receiving hospitals
- Provide transport to the incident scene for the Medical Incident Officer, mobile medical/surgical teams and their equipment
- Arrange the most appropriate means of transporting those injured to the receiving and supporting hospitals

5. Environment Agency

- Provide flood forecasting and warning for both tidal/coastal and main river flooding
- Maintaining main river channels and flood defence structures
- Monitor weather forecasts, weather radar, rainfall, river and tidal levels, on a continuous 24-hour basis - to detect and forecast possible flooding incidents

6. H M Coastguard (HMCG)

The HMCG primary responsibilities as regards emergency response are to coordinate civil maritime Search and Rescue (SAR) within the UK SAR Region (including on the coast and on certain inland waters). The HMCG will also assist other emergency responders inland where resources are available.

7. Thurrock Council

- Provide support to the emergency services if resources are available
- Provision of Emergency Assistance Centres
- Provision of temporary emergency accommodation
- Provision of evacuation transportation
- Distribution and placement of sandbags to vulnerable persons if resources available
- Fill sandbags for affected households to collect, from the Curzon Depot if resources are available
- Assist in the dissemination of information to the public
- To assist the Police in establishing road blocks and diversions
- Assist in warning and informing the public including door to door knocking if requested by Essex Police
- Lead the Recovery Coordinating Group
- To remove debris from public areas and highways
- To repair flood damaged council owned properties
- Provide advice and on sources of financial and other assistance available to affected households
- Chair additional Economic Development Working Groups and liaise with the Federation of Small Businesses to support businesses during the Recovery Phase
- Signpost local businesses to external agencies for assistance during the Recovery Phase
- Provide civil engineering measures on road, bridges and repair

Section C – Activation Procedures

1. Introduction

This section describes the triggers for making the decision to activate this plan. The activation of this plan will trigger the implementation of flood preparation and reduction measures, by flood volunteers.

2. Activation and Notification

The Flood Plan Coordinator, the Deputy and Flood Volunteers have signed up to receive flood warnings from the Environment Agency (*ensure all volunteers have signed up to this service, Section 3*).

Upon receipt of a flood warning or severe flood warning (Annex 2) this flood plan will be activated. The Flood Coordinator or Deputy will contact and inform the Flood Volunteers and will request that they report to the(*insert centre name*)....., for a briefing on the current situation and the actions required (Annex 5 for agenda). This location will be used as the CFG control room and is located outside of the flood risk area.

The Flood Coordinator and /or Deputy will notify all available Flood Volunteers by phone using the contact details in Annex 6. If phone lines are down, consider door-to-door knocking of volunteers if safe to do so.

In the event that flooding has occurred without warning the CFG volunteers will report to the(*insert centre name*)....., for a briefing and to decide on the response actions required, if safe to do so.

3. Flood Coordination Meeting

Once the decision has been made to implement this plan, a brief meeting must be held with the Flood Volunteers before any actions are undertaken. The purpose of this meeting is to:

- a. Ensure all volunteers receive a situation brief by the coordinator or deputy before responding
- b. Decide which actions will be undertaken and in what priority order
- c. Confirm what resources are available for the response

For an initial meeting agenda refer to Annex 5.

4. Health and Safety

Volunteers are not to put their life or the life of others at risk. Volunteers are not to enter the water under any circumstances and must refer to Annex 1 for further health and safety information.

5. Monitoring the Situation

It is important to monitor the situation on a regular basis to ensure that the Community Flood Group responds to the most up-to-date information. The Community Flood Group must:

- Monitor the issue of Environment Agency Flood Warnings, by listening to local radio, TV, weather forecasts and:
 - view online warnings at:
<http://www.environment-agency.gov.uk/homeandleisure/floods/31618.aspx>
 - call Floodline on 0845 988 1188 followed by the quick dial number.....*insert number*.....(Table 2)
 - BBC Ceefax page 419 and Digital Ceefax 405.
- Collect information from the local community for example are there any reports of local flooding? Is the river nearly bursting its banks? Are the emergency services working in or near the vicinity?

Section D - Warning and Informing At-Risk Residents

This section correlates to Section 3 and 4 of the flood planning guide.

1. Introduction

This section describes how the CFG will assist the Environment Agency in communicating flood warnings to the public. The CFG has no statutory obligation to undertake this and will attempt the following warning and informing measures if there is time, resources available and it is safe to do so.

2. Environment Agency Flood Warnings

The community area of.....*(name)*.....*falls within the Environment Agency river/coastal and tidal (delete as appropriate, see section 3 for details) flood warning area (see Annex 3 for Map). Within this flood warning area the community can receive one of the following flood alerts or flood warnings from the Environment Agency:*

Flood Alert Area:.....*(insert area, section 3)*. Quick Dial Number: *(table 2)*...

Flood Warning Area:....*(insert area, section 3)*. Quick Dial Number: *(table 2)*...

Flood Warning Area:....*(insert area, section 3)*. Quick Dial Number: *(table 2)*...

For further information on the meanings of these flood warnings refer to Annex 1. For list of properties and streets at risk, refer to Annex 4.

3. Door-to-Door Knocking

Warning and informing of residents will be undertaken by the Environment Agency and the emergency services. This will take place in the following forms:

- Issue of Environment Agency Flood Warnings (Annex 2).
- TV, radio broadcasts and website warnings

If there is time and resources are available the emergency services will attempt door-to-door knocking. However in the event of a wide-scale event there may not be the resources or the time to achieve this.

Flood Volunteers can only carry out door-to-door knocking of the at-risk areas if there is no risk of them being affected by flooding. Door-to-door knocking must **NOT** be attempted if there are any flood waters present or it is anticipated that the area will become flooded shortly. See Annex 1 for further health and safety information.

4. Placing Community Flood Warning Signs

The CFG have prepared a range of flood warning signs, which will be placed around the community to inform them of the Environment Agency issue of a flood warning. Table A, identifies the locations where the CFG will attempt to position these signs, if safe to do so.

Table A – Flood Warning Table *(see section 4 on how to complete this table)*

Flood Planning Area (section 4)	Street	Description
Area 1	Bramble Lane	Lamp post at end of street
	Duck Lane	Community Hall notice board
Area 2	The Green	Brick Wall by the gate

Section E – Flood Reduction Measures

This section correlates to Section 4 of the flood planning guide.

1. Introduction

This section lists actions that the Community Flood Group (CFG) may consider undertaking before and during a flood to reduce the negative impacts a flood may cause. The ability of the CFG to achieve this will depend upon the number of volunteers available, warning time given and the presence of any health and safety risks.

Table B identifies some of the flood reduction measures, which the CFG has identified, may help in reducing the negative impacts of a flood.

Table B - Flood Action Table *(see section 4 for guidance on populating this table).*

Area Number	Location at risk	Local action	Equipment required	Volunteers Required	Time required
Area 1	Bramble Lane	Block the flow route where the footpath joins the Main Road	Sandbags, plastic sheeting	3	1hr 30mins
	Duck Path	Conduct door to door warning of residents (if time)	Flood volunteers	3	30mins

The CFG will decide during an emergency which of the above actions would be feasible and safe to conduct at the time.

Section F - Vulnerable Persons

This section correlates to Section 3 and 4 of the flood planning guide.

1. Introduction

This section describes how the CFG can identify and support those persons in the community who may be at greater risk from a flood, because they are less able to undertake flood preparations, response or recovery actions for example the disabled, elderly and the ill.

2. Identifying Vulnerable Persons

Table C provides information on known properties of vulnerable residents.

When it is known that there is a flood risk, these persons should be checked on where possible. Consider using Flood Volunteers to visit these persons to inform them of the flood risks and to assist them in preparing for a flood where possible by:

- Helping them to move upstairs
- Move valuable possessions and paperwork to safety
- Moving food and water to safety
- Switching off their water and electricity supplies at the mains. If no flooding has occurred the CFG must turn this back on. If flooding has occurred then only qualified technicians can do this.
- Providing them with blankets, hot drinks and/or food
- Move pets to safety

Packing a grab bag (prescription medicines details, toiletries, identity documents, first aid kit, radio, torch, spare batteries, notebook, pen/pencil, spare glasses/contact lenses, mobile phone charger, contact list, insurance details, spare keys for house/car, snacks, bottle of water, pack of playing cards etc). For further details see Annex 7.

If there is risk to the health and safety of these persons and the above measures are not adequate or appropriate then call the emergency services. The emergency services will review the situation and prioritise assistance to those requiring urgent medical assistance in the highest flood risk areas first.

Table C – Vulnerable Persons (*refer to Section 5 for details on how to develop this table*)

Street Name	Details
Duck Lane	Retirement bungalows
Strawberry Road	Play group

Section G – Community Support Centre

1. Introduction

This section describes how the CFG can set up a community support centre to act as a focal point for the community and to provide basic assistance such as hot drinks, warmth and shelter.

2. Community Support Centre

Thurrock Council will establish an Emergency Assistance Centre (EAC) when it is known that a flood is likely to occur, or has occurred. The purpose of this centre is to offer shelter, warmth, food, drink and information for those who have been evacuated.

The Community Flood Group (CFG) will check if and where the EAC is being established by checking the local radio, TV and listening to the advice of the emergency services.

The CFG will decide if it is appropriate to set up a community support centre, from the list of buildings in Table D.

If at any point the emergency services requests that the shelter is closed, then the CFG must close the centre immediately in accordance to any instruction issued. The CFG can reopen this centre at a later date once the emergency services have confirmed that the area is safe.

3. Community Support Centre – During a Flood

During a flood the purpose of the community support centre will be to enable residents to stay closer to their properties in a safe location and for the community to gather and seek support from each other. This shelter may be operated for a few hours up to a few weeks depending upon the need of the community to have a focal point.

4. Community Support Centre – After a Flood

After a flood the purpose of the community support centre would be to assist Thurrock Council in planning and implementing a recovery response and assisting all affected communities. For example the centre would become a community focal point where Thurrock Council could liaise with the community and issue assistance such as information, grants, flood impact survey forms, public meetings, flood fairs, donated items etc.

5. Designated Community Shelters

(see section 6 for Community Shelter Criteria)

Table D - The community shelters that may be used are:

Name	Address	Key holder and 24hr contact details	Capacity	Resources available e.g. kitchen, showers etc

If a community shelter is established, this will be communicated to the community by:

- a. Flood Volunteers
 - b. Sign Posts and Road Signs
- See Table A, for identifying where to place these signs

6. Operating a Community Support Centre

Volunteers will be required to operate the community support centre. The CFG will need to identify how many volunteers they have available at the time and the actions required in priority order.

Volunteers at the community support centre will be required to:

1. Open the shelter
2. Place sign posts
3. Provide tea, coffee etc
4. Provide evacuees with information
5. Provide a venue for community meetings and focal points

Section H – Use of Community Resources

This section correlates to Section 7 of the flood planning guide.

1. Introduction

This section contains details of the resources that may be available to the community to use during and after a flood emergency.

2. Community Emergency Grab Box

A community grab box is located at the*insert building name*..... In the event of a flood a flood volunteer will collect this box and take it to the*insert building name*..... (the CFG control centre, Section A).

This box contains the following equipment:

- Spare copies of the plan
-*insert contents*.....
-
-
-
-
-
-
-
-
-
-

3. Sandbags *(if your Community Flood Group decides to use them)*

Sandbags are the traditional method of protecting properties from flooding. However the Environment Agency recommends other methods such as installing flood gates and flood air vent bricks are used as they are more effective (Annex 7).

In the event of a flood warning the Community Flood Group will.....
.....
.....

Insert your Community Flood Group sandbag policy above e.g. using a community stockpile, collecting and placing of sandbags from Thurrock Council (section 7 for details).

4. Signage

The CFG has created a range of flood warning signs and posters, which will be used to warn the community of the current flood warning status, of areas that have been flooded and the location of the community shelter (if established). These signs are located at the*insert building name*..... and will be collected by a Flood Volunteer.

5. Environment Agency Leaflets

The CFG has a stockpile of leaflets from the Environment Agency. These are held at*insert building name*..... and will be made available to the

community support centre and/or flood volunteers will distribute these during a flood. Refer to table A for pre-designated locations of where to place these signs.

6. Public Equipment Loans

There may be members of the community who own resources, which could be of use during and after a flood. These individuals may be happy to operate and loan their equipment to support any local emergency response or recovery effort. Table E below lists the resources and their contact details, which may be available during an emergency.

Although individuals have offered to loan equipment it is important to note that they have the right to withdraw this offer. For example they may have been affected by the flood themselves and are no longer in a position to offer assistance. In the event of a flood the CFG will contact these individuals and confirm what equipment is available and how best it can be used for the community.

Table E – Public Equipment Loans *(see section 7 on how to complete this table).*

Resource	Contact Details	Notes
Generator	Mr Bulb, 011111111111111 7 Power Street	Mr Bulb is happy to offer this equipment, providing that someone can arrange collection

Section I – Householder Responsibilities During and After a Flood

This section correlates to Section 8 of the flood planning guide.

1 Introduction

The purpose of a community flood plan is to identify arrangements which a community as a whole can undertake to reduce the negative effects of flooding. To increase the community's resilience to flooding, households also have their own roles and responsibilities to perform before, during and after a flood. The purpose of this section is to list the roles and responsibilities of householders during and after a flood.

For roles and responsibilities prior to a flood, refer to section 8.

The Environment Agency has produced a range of leaflets advising householders on how to prepare, respond and recover to a flood (Annex 7).

2. Householder Responsibilities - During a Flood

During a flood it is the responsibility of the householder to:

- Refer to your personal Flood Plan if they have one (see next page)
- Install any flood defence items that you may have already purchased e.g. sandbags, floodgates, air brick covers etc
- Move furniture and electrical items
- Turn off electricity, water and gas supplies at the mains
- If possible roll up and move carpets and rugs and move
- Remove curtains
- Move any sentimental items
- Place important documentation into polythene bags and move
- Move pets upstairs with collars, leads and pet carriers for smaller pets
- Move your car out of the flood risk area if safe to do so
- Move any large or loose garden items
- Ensure the emergency kit bag is to hand
- Inform your family or friends that you may need to leave your home
- Move tinned and packaged food and bottled water if there is time

3. Householder Responsibilities - After a Flood

During recovery it is the responsibility of the householder to:

- Arrange a qualified electrician to switch off your electricity supply at the mains, if this has not already been done. Do not touch sources of electricity when standing in flood water

- If you have gas or oil central heating and it has been checked by an engineer, turn it on. Keep the thermostat on between 20-22°C for steady drying
- Do not attempt to clean your property or remove damaged goods until your insurance provider has assessed the damage, otherwise this may affect your claim
- When you do attempt clean-up of your property ensure that you wear waterproof clothing, gloves, wellington boots and a face mask to prevent illness from contaminated floodwater
- Refer to the Environment Agency webpage or contact Floodline 0845 988 1188 to check if there is any further risk of flooding
- If you have access to a pump, only pump out water when the flood levels outside your property are lower than those inside to avoid structural damage
- Clean and disinfect your property using ordinary household products
- If you are drying your property naturally, keep doors and windows open as much as possible. If using dehumidifiers close external doors and windows
- Refer to the Thurrock Council webpage or call the Thurrock Council Contact Centre on 01375 652652 Thurrock Council will provide advice on the recovery services being provided for example free removal of large damaged household items etc
- Dispose of any soft furnishing items such as sofas, toys and carpets which have been exposed to flood waters. Floodwater is likely to have been contaminated with sewage and therefore poses a significant health risk
- Dispose of all food including tinned items that have been exposed to floodwater to prevent illness

For further information on flood recovery refer to the Environment Agency leaflet 'what to do before, during and after a `flood' (Annex 7).

Annex 1 – Health and Safety Advice

Introduction

This section describes health and safety advice for flood volunteers and members of the public to follow during and after a flood.

Health and Safety

Flood water is very dangerous due to its depth, speed and contamination of the water. It is important that all members of the Community Flood Group avoids any unnecessary risks and informs the public where possible of the following:




- Do not attempt to walk through flooded areas. Even shallow water moving fast can sweep you off your feet and there may be hidden dangers such as open drains, damaged road surfaces, submerged debris or deep channels
- Be aware of sources of electricity and flood waters as there could be a risk of electrocution
- Be aware of hidden debris in flood waters such as trees, cars and waste as these can cause entrapment and/or injury
- Stay away from river banks as these will have burst and the water can drag you down stream
- Do not attempt to drive through flooded roads or fords as the water is often deeper than it looks
- Do not allow children to play in flood water as it can become contaminated with sewerage and chemicals
- Do not eat or drink food that has been in contact with flood water, even tinned food as the packaging could be contaminated with sewage or chemicals
- Look after neighbours. People have been known to suffer from hypothermia after their homes have become flooded with cold rainwater even in the summer time.
- The emergency services will be very busy, only call for immediate assistance if there is a risk to life
- Following a flood in your home, make sure all electrical circuits are fully dried out and checked by an electrical engineer before switching back on can cause serious injuries or even death
- Cover all cuts and grazes before starting clean up
- Wear protective/waterproof clothes, gloves and Wellingtons, or sturdy boots, when dealing with debris
- Always wash your hands thoroughly before eating, drinking or smoking
- Do not attempt to move heavy objects that may be unstable and could suddenly shift and trap or crush you

Annex 2 – Environment Agency Flood Warnings

Introduction

This section summarises the different types of flood warnings that could be issued by the Environment Agency for river and coastal flooding. Further details are provided in Part 1 of the Thurrock Council Community Flood Plan Guide Pack. This guide also provides details on how to identify which flood warning area a community belongs to.

Table F – Environment Agency Flood Warnings

Flood Warning	Symbol	Meaning	General Advice
Flood Alert		Flooding is possible Be prepared.	General advice <ul style="list-style-type: none"> • Be prepared to act on your flood plan. • Prepare a flood kit of essential items. • Monitor local water levels and the flood forecast on the Environment Agency website.
Flood Warning		Flooding is expected. Immediate action required.	General advice <ul style="list-style-type: none"> • Move family, pets and valuables to a safe place • Turn off gas, electricity and water supplies if safe to do so. • Put flood protection equipment in place.
Severe Flood Warning		Severe flooding. Danger to life.	General advice <ul style="list-style-type: none"> • Stay in a safe place with a means of escape. • Be ready should you need to evacuate. • Co-operate with the emergency services. • Call 999 if you are in immediate danger.
Warnings no longer in force	<ul style="list-style-type: none"> • No further flooding is currently expected in your area. • Be careful. Flood water may still be around for several days. • If you've been flooded, ring your insurance company as soon as possible. 		

Annex 3 – Communityinsert area.....Flood Maps

Flood maps for the community can be obtained from the Thurrock Council Civil Protection Team (Annex 6 for contact details). The Community Flood Group should contact the team for a range of detailed flood maps.

Annex 4 - At-Risk Streets and Properties in the*insert name...*Community

Introduction

Table G below lists the streets and community resources which could be at risk during a flood (see Annex 3 for maps).

(see section 3 for details on how to identify at-risk streets/properties)

Table G – At Risk Streets and Properties

Flood Warning Name and Warning Code	Name of Street/Property Affected	Number of Properties at Risk
Example 1 Flood Warning (and severe) Shellhaven to Purfleet including Tilbury and the Dartford Crossing DV5B3EAST	High Street	23
	Bramble Lane	3
	Church Lane	St Pauls Church

Annex 5 – Suggested Community Flood Group Meeting Agenda

Introduction

The Community Flood Group will need to hold a meeting/s upon issue of a severe flood warning or upon onset of a flood. The purpose of this meeting is to collate data on the situation and to identify actions and tasks for flood volunteers to undertake.

This is a suggested meeting agenda and the CFG may need to adapt this depending on the nature of the flood.

Suggested Agenda

1. Flood warnings in force
2. Current flooding situation (any reports of flooding, where, severity or threat of burst river banks)
3. Areas at risk (consult flood maps)
4. Access routes (any road closures, flooded roads or areas likely to be closed)
5. Actions required and priorities (consult tables A, B and C)
6. Communications (phone numbers, meeting points if phones go down etc.)
7. Health and safety
8. AOB

Annex 6 – Contact Details

Introduction

The annex contains the contact details for agencies, which can provide assistance and advice before, during and after a flood emergency. This annex also contains the contact details of the Community Flood Group, this section should be checked every 6 months to ensure the information remains up to date.

Community Flood Group Volunteer Contacts

Name	Address	Personal Number	Work Number

Resource Contacts

The CFG are to complete and expand this table as required

Organisation	Address	In hours number	Out of hours number
Environment Agency	enquires@environment-agency.gov.uk	0845 988 1188	0845 988 1188
Essex Police		Non-emergency number 0300 333 4444	Non-emergency number 0300 333 4444
Essex Fire and Rescue		Non-emergency number 01376 576000	Non-emergency number 01376 576000
Thurrock Council	Thurrock Council, Civic Offices, New Road, Grays, Essex, RM17 6SL	01375 652652	01375 652652
Thurrock Council Civil Protection Team	civilprotection@thurrock.gov.uk	01375 652652	01375 652652
Essex and Suffolk Water		0845 604 7468	0845 782 0999 for emergencies
Anglian Water		08457 919155	08457 145145 for emergencies
Gas		Emergency number 0800 111 999	Emergency number 0800 111 999
Electricity EON		Emergency number 0800 7838838	Emergency number 0800 7838838
RSPCA		0300 1234 555	0300 1234 999 for emergencies
Essex info net – for traffic information	http://www.essexinfo.net/na/492815/	Webpage only	Webpage only

Association of British Insurers		020 7600 3333	020 7600 3333
National Flood Forum	The National Flood Forum Snuff Mill Warehouse Bewdley Worcestershire DY12 2EL	01299 403055	
Local GP surgery			
Building yard			

Annex 7 - Other Sources of Information

Introduction

This section lists other sources of information which be of use to the Community Flood Group or individuals of the community in preparing or responding to a flood.

Table H – Other Sources of Information

Publishing Agency	Name of Resource	Online
Environment Agency	Environment Agency Flood home pages	Environment Agency - Flood http://www.environment-agency.gov.uk/homeandleisure/floods/default.aspx
Environment Agency	Flood map	http://maps.environment-agency.gov.uk/wiyby/wiybyController?x=531500.0&y=181500.0&topic=floodmap&ep=map&scale=3&location=London,%20City%20of%20London&lang=e&layerGroups=default&textonly=off
Environment Agency	Sandbags and how to use them to protect property	http://publications.environment-agency.gov.uk/PDF/FLHO0309BPSL-E-E.pdf
Environment Agency	How to prepare your property for flooding	http://publications.environment-agency.gov.uk/PDF/GEHO1009BRDL-E-E.pdf
Environment Agency	Personnel Flood Plan	http://publications.environment-agency.gov.uk/PDF/GEHO0709BQPU-E-E.pdf
Environment Agency	What to do before, during and after a flood	http://publications.environment-agency.gov.uk/PDF/FLHO1110BTFK-E-E.pdf
Environment Agency	Flood Warnings in force	http://www.environment-agency.gov.uk/homeandleisure/floods/31618.aspx
Environment Agency	Checking flood warning area	http://www.environment-agency.gov.uk/homeandleisure/floods/31618.aspx

Essex Resilience Forum	Community Risk Register	http://microsites.essexcc.gov.uk/microsites/essex_resilience/crr.htm .
Thurrock Council	Emergency Planning Advice	http://www.thurrock.gov.uk/safety/
Direct Gov	Preparing for a Flood	http://www.direct.gov.uk/en/HomeAndCommunity/WhereYouLive/FloodingInYourArea/DG_10014599