



32 Market Place, Warminster, BA12 9AN

**Flood Warning and Emergency Plan**

For

Ellis and Partners

## Document Control Sheet

32 Market Place  
Warminster, BA12 9AN  
Ellis and Partners

This document has been issued and amended as follows:

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## 1.0 Introduction

- 1.1 The proposed development at, and to the rear of, 32 Market Place, comprises residential dwellings. The Environment Agency's Flood Map for Planning shows the site to be in Flood Zone 1, which means it is outside the 1 in 1,000-year flood event outline. However, the Flood Risk Assessment (FRA) supporting the planning application places the access to the site within the low, medium and high surface water risk category (areas between the 1 in 30- year return period and the 1 in 1000-year return period).
- 1.2 Consequently, it is important that the users of the site are aware of the flood risks that can potentially affect the site, so residents and visitors therein are able to prepare, react to and recover from a flood event. This Flood Warning and Evacuation Plan (FWEP) summaries the flood risk and provides all relevant information and procedures necessary to achieve the above.
- 1.3 This FWEP is a living document and the site owners and occupiers will be responsible for its ownership, maintenance and implementation..
- 1.4 This FWEP should be reviewed:
  - ▶ Following receipt of the document;
  - ▶ Every three years thereafter;
  - ▶ As a result of lessons learned after drills and events;
  - ▶ Following changes of management or modification of the premises, and;
  - ▶ Following changes to the flood warning process.
- 1.5 Motion acknowledges that this FWEP is suitable for the purposes set out in the National Planning Policy Framework (NPPF) and the Planning Practice Guidance (PPG). This FWEP, however, is the sole responsibility of the owners and/or occupiers of the proposed dwellings and/or their representatives. Motion cannot accept any responsibility for any omission or error contained in any such plan, or for loss, damage or inconvenience that may result from the FWEP's implementation.

## 2.0 Objectives

2.1 This FWEP has been produced with the following objectives:

- a) To highlight how flooding can occur;
- b) To outline the flood warning process, including how to receive alerts and understand the different flood warning codes;
- c) To give recommendations on how to take action in a flood event and what mechanisms need to be in place to ensure that action can happen safely and in a co-ordinated manner;
- d) To establish robust procedures to move residents to a place of safety, including establishing a safe evacuation route to a place of refuge;
- e) To make recommendations for things that can be done to ensure a swift recovery from flooding, and;
- f) To establish clear procedures for the implementation and maintenance of this plan.

### **3.0 Flood Risk**

- 3.1 The EA's Flood Map for planning shows that the site is within Flood Zone 1, which means it is outside the 1 in 1,000-year flood event outline and is not at risk of tidal or fluvial flooding.
- 3.2 The EA's Risk of Flooding from Surface Water (RoFSW) map shows that areas along the access/egress to the site falls into the low, medium and high surface water risk category (areas between the 1 in 30- year return period and the 1 in 1000-year return period).

## 4.0 Preparing for Flooding

- 4.1 There are many ways in which the owners/occupiers of the proposed dwellings can prepare for flooding. By planning a response to a flood event, it will not only ensure that people within can respond quickly and effectively to flooding, but also recover with as little disruption as possible.
- 4.2 The following recommendations are not exhaustive. However, they provide a good basis for planning for flooding and suggest ways to respond robustly and efficiently to a flood event.
- 4.3 As discussed above, this FWEP should be a living document. Owners/occupiers are encouraged to add and amend this section as their understanding of how to plan for and react in a flood event evolves. This may be during a 'lessons learned' workshop following drills or after an actual flood event.

### Command and Control

- 4.4 A key factor in providing a timely and co-ordinated response to flooding is to ensure all residents are clear on their roles and responsibilities. Therefore, it is recommended that the dwellings have a nominated flood warden(s).
- 4.5 The flood warden(s) should:
  - ▶ Be intimately familiar with this document's recommendations and procedures so that, in a flood event, all necessary actions can be executed in a timely and co-ordinated manner.
  - ▶ Understand and utilise the flood warning information available and ensure that they stay informed of weather conditions.
  - ▶ Understand and be able to interpret the flood warning codes (discussed later in this document) and know when to act.
  - ▶ Communicate flood warnings to other people.
  - ▶ Delegate tasks to other people so that they can assist in a flood event.
  - ▶ Develop a prioritised response to flooding so that in the event that there is a short lead-in between a flood warning being issued and the onset of flooding occurring, the most important tasks and most vulnerable people can be dealt with first.
  - ▶ Decide whether it is better to remain on the premises (following advice from emergency services) or evacuate during a flood event.
  - ▶ Schedule and lead practice evacuations and drills.
  - ▶ Know the cut-off points for gas, electricity and water within the building.
  - ▶ Liaise with emergency responders and the LPA as and when necessary.
  - ▶ Ensure that this document is updated and amended as per the above schedule, or as and when necessary.
- 4.6 The flood warden's role should be updated and reviewed on a regular basis.

### Communication & Contacts

- 4.7 A list of information and service providers that may need to be contacted in a flood event needs to be assembled. This may include (but not be limited to) the below, which are not in any specific order of importance:
  - ▶ The Environment Agency Floodline

- ▶ The emergency services
- ▶ The electricity supplier (inc. the meter number)
- ▶ The gas supplier (inc. the meter number)
- ▶ Southern Water (inc. the account number)
- ▶ The telephone provider
- ▶ Wiltshire District Council emergency planning
- ▶ The contents and building insurance company's 24-hour number (and the policy number)
- ▶ The local radio station for news alerts and weather updates

4.8 It also recommended that the Flood Warden compiles contact details of companies that may be able to help after flooding has receded and it is time to return to normal business. These companies should be considered in advance and are a key part of the recovery plan. It is recommended that companies are chosen who are local to the site, but not in areas that may also be impacted by flooding. The companies that may be able to help after a flood include:

- ▶ Electricians
- ▶ Plumbers
- ▶ Builders
- ▶ Equipment repair/suppliers
- ▶ IT suppliers
- ▶ Security services
- ▶ Water pumping services
- ▶ Emergency power suppliers
- ▶ Cleaning contractors
- ▶ Cleaning contractors

### **Flood Warning Services**

- 4.9 It is imperative that the owners/occupiers prepare for flooding by signing up to the Environment Agency's Flood Warning service. In areas of high flood risk, the Environment Agency offers a service called Floodline. It is a free service that sends automated flood warnings by telephone, SMS text or email. This service operates 24-hours a day, 365 days a year.
- 4.10 To receive this service, call Floodline on 0345 988 1188 or visit <https://www.gov.uk/sign-up-for-floodwarnings>.
- 4.11 There are several flood warning 'codes'. Each code represents a different level of warning according to the current likelihood of flooding and recommends an action to take. The flood warning codes can be issued in any order, usually ending with an 'all clear' once the risk of flooding has passed.
- 4.12 Flood warnings are triggered by particular weather events and the current situation on rivers. Flood Warnings are issued as far in advance as possible, which should allow for a timely and co-ordinated response. Notwithstanding this, it should be borne in mind that flood warnings may not always be possible to issue too far in advance where the onset of flooding is rapid. In this scenario, where time to react and

prepare for flooding is limited, a system of prioritisation will be necessary. This should have been covered as part of the flood warden's responsibilities and flood response plan.

- 4.13 The Environment Agency Flood Warning Service provides alerts primarily for fluvial and tidal flooding and does not cover surface water flooding, which is typically rapid-onset and managed through rainfall forecasting and local authority processes.
- 4.14 Therefore, the client should also regularly monitor Met Office severe weather warnings to stay informed of forecast rainfall events that may give rise to surface water flooding. This should involve checking the Met Office website or app for yellow, amber, or red rainfall warnings, particularly during periods of prolonged or intense rainfall, and enabling notifications where possible to ensure timely updates are received.

### **Familiarisation & Practice**

- 4.15 The successful implementation of this FWEP is dependent on the flood warden and other residents being familiar with its contents and recommendations, which follow the latest guidance from the NPPF and its supporting PPG. It is also recommended that all residents have rehearsed, where possible, the procedures contained within this FWEP, much like a fire drill is practiced. This should be rehearsed at regular intervals.
- 4.16 Consideration should be given to the fact that evacuations may have to take place while visitors are in the building, some of whom may have disabilities, mobility problems or issues with communication, and while the weather is inclement. Practice evacuations should simulate this.

### **Key Locations**

- 4.17 It is imperative that the flood warden knows the location of cut-off points for gas, electricity and water. Ideally, these should be marked on a floor plan, and this should be stored with this FWEP. The production and maintenance of this plan is the responsibility of the flood warden.
- 4.18 The location of any materials or chemicals on site that may contaminate flood water should also be known and marked on the same plan.

### **Insurance**

- 4.19 The buildings and contents insurance policies need to be up-to-date and reflect the fact that dwellings are in an area of surface water flood risk. Failure to do so could leave the dwelling uninsured. It is worth knowing what information the buildings and contents insurer will need to support a claim and in what timescale this must be submitted to be valid. This should be done in advance and be reviewed by the flood warden and/or the building management team.

## 5.0 Taking Action

- 5.1 With the above preparation measures in place, it should allow the owners/occupiers and the designated flood warden to plan for and react to a flood. The following actions, in addition to those recommended in the Environment Agency's Flood Warning information in should be carried out in response to a flood event when action is necessary.
- 5.2 Not all the following actions can be carried out by an individual and, therefore, a co-ordinated team response may be necessary. The flood warden should lead the response and delegate responsibilities as required.

### Sound the Alarm

- 5.3 During a flood event the flood warden should be in close contact with the Environment Agency, either in person or through the automated flood warning services. The flood warden should also be monitoring weather forecasts.
- 5.4 When a 'Flood Alert' is sounded, the flood warden should start preparing for flooding.
- 5.5 If a 'Flood Warning' or 'Severe Flood Warning' is issued, it is time to act.
- 5.6 The first action to take is to communicate the flood warning to residents and start preparing for evacuation.

### Resident Evacuation

- 5.7 As the dwellings will be located above and outside of the flood zone, evacuation should only be carried out if it is safe to do so and it has been instructed by the emergency services.
- 5.8 If access/egress routes from the building are threatened by flooding then it is important to stay in a safe, dry place that requires no intervention or rescue from the outside. The emergency services will be at full-stretch during a flood event and all efforts should be taken to avoid placing an additional burden on them at this time. The FRA concluded that the buildings are not affected by surface water flooding, with the risk limited to the access only. As such, it may be safer for occupant to remain within the property, which is expected to remain dry during a flood event.
- 5.9 If evacuation is possible, instructed and necessary, as soon as the 'flood warning' code is received the first priority must be to evacuate the residents. Residents should be informed in a calm and confident manner and prompted to leave the building via the access/egress routes specified later in this FWEP to the specified muster point.
- 5.10 There may also be individuals who have disabilities, mobility problems or issues with communication. Special support and assistance should be made available to these individuals.
- 5.11 Those arriving in vehicles should be allowed to depart in their cars if it is safe to do so. Upon departing they should be given clear instruction not to drive through floodwater.
- 5.12 Pedestrians should be escorted from the building to a muster point that is safely outside of the high-risk flood area. The escorting person should be nominated by the flood warden and should be familiar with the FWEP. The suggested pedestrian egress route is out the front of the building and go west along the access track to Henfield Road.
- 5.13 A map of this route can be seen in **Appendix A**.
- 5.14 An evacuation is only possible when there is sufficient time between a warning being issued and the onset of flooding. During a rapid onset flood event, there may be insufficient time to evacuate, which is typically the case with surface water flooding. In these circumstances it is may be possible to remain on site and all persons should move to the upper floors.

- 5.15 If it is decided that it would be safer to remain within the building, a risk assessment should be completed. It should evaluate how many people can be accommodated and the resources/equipment that are necessary to sustain them for the expected duration of the flood. The emergency services should also be informed and involved in this decision at the earliest convenience.
- 5.16 Any supplies should be taken to the upper floors, which might include food, water and facilities that can substitute to a WC should one not be available.

#### **Protective Actions**

- 5.17 Identify stock, equipment and possessions that may need special protective measures. Computers should be properly shut down and any important data should be backed up. Other electrical items should be switched off and moved to a safe location.
- 5.18 Gas, electricity and water supplies should be switched off. Any materials or chemicals on site that may contaminate flood water should be stored safely away from flood water and other sources of damage.

#### **Key Contacts**

- 5.19 Review the prepared list of key contacts and make only essential calls. Retain the list of key contacts to take off-site during the evacuation.

#### **Security**

- 5.20 Once the building has been evacuated, the flood warden should carry out a floor check to ensure that there are no remaining persons within the building. Once it is confirmed that the building is empty, all windows and doors need to be locked and the intruder alarm set. The flood warden and any remaining assistants should then stay together and make their way to the safe, dry refuge via the evacuation routes.

## **6.0 During Flooding**

- 6.1 During the flood event, the flood warden should keep up to date with weather and flood conditions. They should stay in contact with the emergency services, weather forecasts, the Environment Agency's Flood Warning service and local television and radio broadcasts for the latest information.
- 6.2 The flood warden and residents should stay away from the site and should only be allowed to re-enter the building once it has been cleared to do so by the emergency services and the Environment Agency's Flood Warning service has issued an 'all clear' notice.

## 7.0 Recovery

- 7.1 Recovery will be co-ordinated by Wiltshire District Council, The Environment Agency and the emergency services.
- 7.2 If there's been a serious flood, Wiltshire District Council may have chosen a place like the town hall as a 'flood hub' from which to organise recovery efforts. There may be a nearby community flood warden or flood action group. Contact the **National Flood Forum** for help in finding local support on **01299 403055**.
- 7.3 The re-opening of the site will be reliant on a number of factors. This includes:
- ▶ The duration of the flood event and when flooding is likely to recede;
  - ▶ Presence of environmental hazards such as contaminated floodwater and sewage;
  - ▶ Loss of utilities;
  - ▶ Building damage;
  - ▶ Damage to equipment/infrastructure;
  - ▶ Cleaning/renovating needs, and;
  - ▶ The risk of more flooding due to subsequent weather conditions;
- 7.4 With the above factors in mind, the emergency services must give their go-ahead prior to the building being reoccupied. The flood warden should keep in touch with the emergency services and follow their advice during and after the flood event. People should only re-enter the building when the emergency services say it is safe to do so.
- 7.5 Drains fitted with non-return valves need to be checked following a flood to ensure that they are not blocked open by silt or other debris. Failure to do this risks them not functioning properly in a future flood event.

### Cleaning Up

- 7.6 Once the area and building are safe to access, it may be necessary to do some cleaning up on site depending on the level of the flood event and how much floodwater ingress has taken place. In this circumstance photographs must be taken to document damage and to record the flood water height. The insurer should be contacted before discarding items that cannot be cleaned.
- 7.7 Wiltshire District Council should help with collecting large flood damaged items. They will be able to provide information on where to put them and when they may be collected.
- 7.8 Items can be discarded by the usual means if they are not polluted. Wiltshire District Council should be contacted if skips or extra rubbish collections are required.
- 7.9 Flood water may contain sewage, chemicals and animal waste, which can cause disease. Personnel cleaning either in or around the property after a flood event should always wear gloves, a face mask and sturdy PPE footwear.
- 7.10 The colour, taste and smell of tap water should be monitored and, if it changes, it should be stopped being used immediately and the water supplier should be informed.

## Repairs

- 7.11 The buildings and contents insurers should be contacted before any repairs or replacements of damaged items commences. Most repair work after flooding will need to be done by approved traders appointed by your insurer.
- 7.12 If heaters or dehumidifiers are used to dry out the buildings, there must be good ventilation. Petrol or diesel-powered generators should never be used indoors; their exhaust gases contain potentially lethal carbon monoxide.

## 8.0 Recommendations

8.1 This FWEP has made a number of recommendations, which are summarised here for easy reference.

- ▶ Appoint a flood warden and allow for their training and familiarisation with this FWEP. They must be familiar and prepared for their role during a flood event.
- ▶ Populate the essential contacts list in and add any additional contacts as necessary.
- ▶ Make a floor plan of utility cut-off points and store it.
- ▶ Schedule and practice flood evacuations, much like a fire drill.
- ▶ Treat this FWEP like a living document that needs to be regularly reviewed and updated. The owners/occupiers are encouraged to add and amend this document as their understanding of how to react in a flood event evolves.
- ▶ Make copies of this FWEP accessible to all.
- ▶ Print off the Flood Warning information.
- ▶ Familiarise all residents with the contents and procedures of this document and why it exists.

## 9.0 Useful Sources of Information

### **Environment Agency Flood Map for Planning:**

<https://flood-map-for-planning.service.gov.uk/>

### **How to plan ahead for flooding:**

<https://check-for-flooding.service.gov.uk/plan-ahead-for-flooding>

### **Sign up for flood warnings:**

<https://www.gov.uk/sign-up-for-flood-warnings>

### **Flood Warnings for England:**

<https://check-for-flooding.service.gov.uk/?location=+>

### **River and sea levels in England:**

<https://check-for-flooding.service.gov.uk/river-and-sea-levels>

### **Prepare for flooding:**

<http://www.environment-agency.gov.uk/business/topics/flooding/32358.aspx>

### **Prepare your business for flooding:**

<https://www.gov.uk/government/publications/preparing-your-business-for-flooding>

### **What to do in a flood:**

<https://check-for-flooding.service.gov.uk/what-to-do-in-a-flood>

### **How to recover after a flood:**

<https://check-for-flooding.service.gov.uk/recovering-after-a-flood>

### **The National Flood Forum:**

<https://nationalfloodforum.org.uk/>

## Appendix A

Map of Suggested Evacuation Route

