**Community flood plan**

Community location:

Call 999 in an emergency

* Always follow the advice of the Emergency Services
* Floodwater is dangerous: 15cm of fast-flowing water can knock over an adult and 60cm of water can move a car

**Do not**

* Do not carry out any duties as a community volunteer if it is not safe to do so
* Do not work alone, you should always work in pairs or small groups
* Do not stand on or near anything that could get damaged or collapse, for example bridges or riverbanks
* Do not walk or drive through floodwater and avoid being cut off by floodwater
* Do not attempt to unblock drains, remove drain covers or unblock culverts

**Do**

* Record the location and contact details of all volunteers during activities
* Remain in clear view of others and wear high visibility clothing
* Be aware of hazards caused by high wind speeds, for example falling roof tiles   
  or debris by the coast
* Keep away from floodwater. Wash your hands thoroughly if you touch it

**Flood plan lead(s):**

Role:

Name:  
  
Address:  
(optional)

Contact:

Role:

Name:  
  
Address:  
(optional)

Contact:

**Trigger to start community action during a flood:**This could be a flood alert, flood warning or local observed flooding

**Date flood plan last updated:  
  
  
Version number:**

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**Contacts and sources of information**

**In an emergency**

* Call the emergency services **999** 
  + The police have general control and co-ordination of response
  + Ambulance service for medical assistance
  + Fire and Rescue or Coastguard complete rescue operations
* Call the RSPCA emergency line **0300 1234 999** for animal rescues. Do not put your life or someone else’s life in danger to attempt an animal rescue

**If flooding is happening**

* For information about the live flooding situation and advice call Floodline **0345 988 1188** or   
  **Type talk: 0345 602 6340** (for the hard of hearing)
* To report flooding inside a property or find out the response to the flooding in your area contact your Local Authority. Make a note of their details below:

Emergency telephone number:

Social media:

* To report or to get information about power cuts call **105**
* To report a gas or carbon monoxide emergency call **0800 111 999**
* To find out about road closures check with your local authority, or for motorways and trunk roads call [Traffic Wales](https://traffic.wales/) **0300 123 1213**
* To find out about impacts on public transport call [Traveline](https://www.traveline.cymru/) **0800 464 00 00**

**Who contacts who within the flood plan** **during a flood**

* The **flood lead** will confirm when the flood plan is active
* **Volunteers** should contact the flood lead with any observations or issues
* The **flood lead** will gather local information and be a single point of contact for speaking to other organisations

**To report an incident before bad weather arrives or report a flood**  
Where possible only one person should report issues to help organisations to respond. Make a note of their details below:

|  |  |
| --- | --- |
| **Source of flooding** | **Organisation** |
| * Main rivers * Sea * Internal Drainage Districts * If you’re not sure where the water is coming from | **Natural Resources Wales** Call 24/7 incident line **0300 065 3000** or report an incident online [naturalresources.wales/reportit](https://naturalresources.wales/reportit?lang=en) |
| * Surface water * Ordinary watercourses * Roads (like gullies, the drain inlet by kerb) | **Your local authority** |
| * Burst water main * Sewers | **Your water company**  Water:  Sewerage: |
| * Motorways and trunk roads | [Traffic Wales](https://traffic.wales/contact-us/flooding-and-drainage) Call **0300 123 1213** |

**Community flood volunteers**  
All members of the flood plan should sign up to the free Flood Warning Service. To receive direct messages about the flood risk in your area.  
  
Sign up online [naturalresources.wales/register](https://cyfoethnaturiolcymru.sharepoint.com/teams/waterman/frm/aware/Resources/Materials%20for%20the%20Public/Community%20Flood%20Plan%20template/Draft%20improvements/naturalresources.wales/flooding) or call Floodline on **0345 988 1188**. You will need:

* the address or location you are registering for
* a phone number you can be contacted on day or night
* an email address

If there is a large area at risk of flooding in your community, split the area into zones and ask flood plan members to be responsible for each zone.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Address** | **Contact details** | **Registered to Flood Warning Service?**  Include details of the areas | **Zone** (optional) |
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| **Name** | **Address** | **Contact details** | **Registered to Flood Warning Service?**  Include details of the areas. | **Zone** (optional) |
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Contact cascade **(optional)**

This contact cascade is one way to communicate to all volunteers in your group. Complete with names and contact information so you know how to communicate effectively as a community. Alternatively, you could create a group on a social media app, so everyone can be contacted at the same time.

Flood plan lead:

lead:

Deputy:

Volunteer:

Volunteer:

Volunteer:

Volunteer:

Volunteer:

Volunteer:

Volunteer:

Zone 2

Zone 2   
(optional)

Zone 3   
(optional)

Zone 1   
(optional)

Volunteer:

Zone 1

Zone 3

Volunteer:

Volunteer:

Volunteer:

Volunteer:

Volunteer:

Volunteer:

Volunteer:

**Live flooding information  
  
Online**

5 day flood risk forecast for Wales: [5-day-flood-risk.naturalresources.wales](file:///C:\Users\kim.west\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\2VSXYV3T\5-day-flood-risk.naturalresources.wales)  
Live flood warnings and alerts: [flood-warning.naturalresources.wales](file:///C:\Users\kim.west\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\2VSXYV3T\flood-warning.naturalresources.wales)   
River levels, sea and rainfall: [rivers-and-seas.naturalresources.wales](file:///C:\Users\kim.west\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\2VSXYV3T\rivers-and-seas.naturalresources.wales)

**Social media**

[twitter.com/NatResWales](https://twitter.com/NatResWales)  
[facebook.com/NatResWales](https://www.facebook.com/NatResWales/)

Make a note of the social media accounts for organisations below. This could include your local authority, local police force, fire service or your water company:

**By phone**

Floodline is a 24/7 flood information service for Wales, England and Scotland. You can hear pre-recorded information about warnings in force, advice, or speak to someone.

Call: **0345 988 1188**   
Type talk: **0345 602 6340** (for the hard of hearing)

To hear information about your local area, you can use a quickdial number. You don’t need to do it if you are registered to the Flood Warning Service with that phone number, as it will take you there automatically.

You will hear a recording that is updated if the situation changes.

Make a note of your quickdial number(s) below:

**Radio**

Make a note of local radio stations for relevant updates below:

Community information **Local sources of information**  
Write down the relevant information below for your community.

**Online community groups:**

**Alternative arrangements if usual communications are disrupted:**

**Safe places to meet volunteers:**In the event of a flood, you can use this meeting place to co-ordinate activities.

**Where to move cars:**

Identify where to park cars outside of the flood risk area.

**Location of evacuation centre:**If required, an evacuation centre will be opened by your local authority. Make a note of the location if your local authority has confirmed where it would be. Listen to the advice from the emergency services and evacuate when told to so do.

**Local resources**  
Identify if there any resources in your community that could be helpful before, during or after a flood. Consider how and when you can access these resources. Resources could include a first aid kit, purpose made flood products (for example, flood gates) or a two-way radio system.

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| --- | --- | --- | --- |
| **Resource** | **Location** | **Contact** (key holder) | **Availability** |
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**Flood risk identified in the community**

You can find the flood risk within your community using the ‘Check your flood risk service’ or viewing our Flood Risk Assessment Wales map on [naturalresources.wales/flooding](https://naturalresources.wales/flooding). Or call Natural Resources Wales [**0300 065 3000**](tel:0300-065-3000) to request a hard copy to be sent to you.

There is space below to describe the flood risk in your community, and to insert the flood map from the NRW website or draw a sketch. If you would like help identifying the flood risk in your community, please contact us at [befloodready@naturalresourceswales.gov.uk](mailto:befloodready@naturalresourceswales.gov.uk)   
  
**Description of flood risk**

If you understand the risk of flooding in your area, you can consider if there’s anything that could reduce the risk or damage flooding would cause.

**Source of flooding**   
Different types of flooding have different characteristics, so finding out more about the specific risk can make your plan more effective. There are also lots of different organisations responsible for managing or responding to flood risk, which often depends on the source of flooding. So by identifying the source, you can find out who else you could involve in the plan and who you would need to report issues to.

**Where the flooding could impact**This could be houses, businesses, tourist attractions, travel hubs (train or bus stations) or it could impact access (roads, bridges, footpaths). This identifies who would be most impacted by flooding in your community.

**Map or sketch of flood risk**

**Description of Zone 1**Describe each zone in your community (optional)

|  |  |
| --- | --- |
| **Map or sketch** | |
|  | |
| **Description of zone** |  |
| **Covered by flood warnings?** You can find the areas covered by flood warnings and alerts at [naturalresources.wales/flooding](https://cyfoethnaturiolcymru-my.sharepoint.com/personal/hannah_davies_cyfoethnaturiolcymru_gov_uk/Documents/naturalresources.wales/flooding) or by calling Floodline **0345 988 1188** |  |
| **Volunteers responsible for the area** For example if there are specific neighbours to warn, or areas of the local environment to monitor |  |
| **River level, rainfall and sea data monitoring station(s)** |  |
| **Other information** |  |

**Description of Zone 2**Describe each zone in your community (optional)

|  |  |
| --- | --- |
| **Map or sketch** | |
|  | |
| **Description of zone** |  |
| **Covered by flood warnings?** You can find the areas covered by flood warnings and alerts at [naturalresources.wales/flooding](https://cyfoethnaturiolcymru-my.sharepoint.com/personal/hannah_davies_cyfoethnaturiolcymru_gov_uk/Documents/naturalresources.wales/flooding) by calling Floodline **0345 988 1188** |  |
| **Volunteers responsible for the area** If you decide to allocate specific neighbours to warn, or monitor particular areas of the local environment |  |
| **River level, rainfall and sea data monitoring station(s)** |  |
| **Other information** |  |

**Description of Zone 3**Describe each zone in your community (optional)

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| --- | --- |
| **Map or sketch** | |
|  | |
| **Description of zone** |  |
| **Covered by flood warnings?** You can find the areas covered by flood warnings and alerts at [naturalresources.wales/flooding](https://cyfoethnaturiolcymru-my.sharepoint.com/personal/hannah_davies_cyfoethnaturiolcymru_gov_uk/Documents/naturalresources.wales/flooding) or by calling Floodline **0345 988 1188** |  |
| **Volunteers responsible for the area** If you decide to allocate specific neighbours to warn, or monitor particular areas of the local environment |  |
| **River level, rainfall and sea data monitoring station(s)** |  |
| **Other information** |  |

Actions before a flood  
  
List the actions your community could take before a flood – it is your decision what you do as a community. Here are some examples:

* Find out about the community’s flood risk
* Sign up to the flood warning service online [naturalresources.wales/register](https://cyfoethnaturiolcymru.sharepoint.com/teams/waterman/frm/aware/Resources/Materials%20for%20the%20Public/Community%20Flood%20Plan%20template/Draft%20improvements/naturalresources.wales/flooding) or by calling Floodline on 0345 988 1188
* Encourage others in community to sign up to the flood warning service
* Consider and research flood protection products for your property. More information about how to protect your property and prepare for flooding is available online [naturalresources.wales/prepareforflood](https://naturalresources.wales/flooding/preparing-for-a-flood/?lang=en), call Floodline on 0345 988 1188 or email [befloodready@naturalresourceswales.gov.uk](mailto:befloodready@naturalresourceswales.gov.uk)
* Check what your insurance for your home and vehicle covers for flooding
* Offer to help neighbours and agree a plan in advance
* Keep an eye on your local environment and report issues before bad weather. Report any issues to flood plan lead, to report to relevant organisation
* Monitor 5 day flood risk [naturalresources.wales](https://5-day-flood-risk.naturalresources.wales)/5dayfloodrisk for daily forecasts of flooding from rivers, sea and surface water

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| **Action** | **Who** |
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| **Action** | **Who** |
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Actions during a flood  
  
List the actions your community could take during a flood if it is safe to do so.   
Here are some examples:

Once the flood plan is active

* Lead to alert all members of the flood group that the plan has been initiated
* All to begin using your own personal flood plan and installing flood protection products where appropriate
* All to begin community actions if safe to do so, recording all actions undertaken by group
* All to record flooding observations and send to flood plan lead
* Lead to inform NRW and your local authority that the community flood plan has been activated and provide site specific flooding information:
  + information on area affected
  + depth of floodwater
  + properties / roads affected
  + source of floodwater
* Lead to confirm how you can be contacted during a flood by the responding organisations and where you will be located

**If a** Severe Flood Warning **is issued or if there is danger to life**

* All to prepare for community evacuation
* Lead to act as a point of contact between flood group and the emergency services

Once the flood plan is active

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| **Action** | **Who** |
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**If a** Severe Flood Warning **is issued or if there is danger to life**

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| **Action** | **Who** |
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Actions after a flood  
  
**Stay safe**

Never walk or drive through floodwater. It can sweep you off your feet, lift cars and carry other objects. Floodwater is often contaminated and it can hide dangers like open manholes.

Stay away from impacted areas. Floodwater may have damaged structures like bridges and riverbanks, and left large amounts of debris.

Turn around and find another route if a road is flooded, and respect road closure signs. Driving through floodwater is not only dangerous for yourself, but it can also worsen the problems of flooding in area, as a vehicle driving pushes waves of floodwater towards other vehicles and buildings.

List actions your community could take after a flood.   
  
Here are some examples:

* If your property floods, and you own your property, you should contact your household insurance provider as early as possible. If you rent your home, you should contact your landlord or letting agent. You should also contact your contents insurance provider, as soon as possible
* Take photographs if you are able to do so, so you are able to show what has happened
* Once floodwater has receded each member of the flood group should record their experience of the flood
* Share flood observations with NRW and your local authority
* Review effectiveness of personal flood plan
* Review effectiveness of community flood plan

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| **Action** | **Who** |
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Plan maintenance **Record of testing**

This is a record of all the tests of communication or different scenarios, outside of an actual flood event. This can help to trial the plan and identify any areas to improve before you have to use it in a flood event.

You should include:

* Date of test
* Type of test
* Things that worked well
* Things that could be improved
* Record of feedback to organisations
* Date changes agreed (if needed)

**Record of flooding**This is a record of all flooding impacting the community. To review the effectiveness of the community flood plan, and whether any changes are needed.

You should include:

* Date and time of flooding
* Description of what happened
* Things that worked well
* Things that could be improved
* Record of feedback to organisations
* Date changes agreed (if needed)

**Version History**  
This is a list of all recorded versions of the plan. Make notes to track any changes and to share the latest version.  
  
It’s recommended that a plan is reviewed at least once a year.

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| **Version number** | **Date of amendment** | **Date distributed** |
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**Distribution list**

This would typically include:

* Volunteers
* Local Councillor
* Community or Town Council Clerk
* Local Authority
* Natural Resources Wales
* Private landowners
* Wider community

|  |  |  |
| --- | --- | --- |
| **Name** | **Organisation or role** | **Contact details** |
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