**HEREFORDSHIRE COUNTY**

**COMMUNITY/PARISH FLOOD PLAN**

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| **Community/Parish** |  | **Address** |  |

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| **Which flood warnings are you registered to receive?** |  |

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| **Local flood warning triggers**   * *water level trigger points on a bridge or lamppost* * *the condition of any local flood defences* * *the direction a flood could come from* |  |

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| **Date** |  |

**1A – Locations at risk of flooding:** Flood warnings

From the information you have available, make a list of areas liable to flood and the level of warning which would affect them.

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| **Area number** | **Location of risk** | **Trigger level** | **Actions** |
| Area 1 |  |  |  |
| Area 2 |  |  |  |
| Area 3 |  |  |  |
| Area 4 |  |  |  |
| Area 5 |  |  |  |
| Area 6 |  |  |  |

**1B – Actions to be taken before a flood:** Locations at risk of flooding / source of flooding

Insert details of areas at risk from flooding and the direction of flooding. Include maps and if possible, details of existing defences.

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| **Area number** | **Location at risk** | **Source of flooding** | **Direction of flooding** |
| Area 1 |  |  |  |
| Area 2 |  |  |  |
| Area 3 |  |  |  |
| Area 4 |  |  |  |
| Area 5 |  |  |  |
| Area 6 |  |  |  |

**1C – Actions to be taken before a flood:** Map showing direction of flooding

Include a map in the flood plan showing the flood risk area and direction of flooding.

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**2A – Actions to be taken during a flood:** Identify local flood actions

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| **Area number** | **Location at risk** | **Action / trigger** | **Local action** | **Equipment required** | **Time required** |
| Area 1 |  |  |  |  |  |
| Area 2 |  |  |  |  |  |
| Area 3 |  |  |  |  |  |
| Area 4 |  |  |  |  |  |
| Area 5 |  |  |  |  |  |
| Area 6 |  |  |  |  |  |

**2B – Actions to be taken during a flood:** community volunteers / responders

List community volunteers and responders that could be contacted in an incident. They will likely be the first people on-site when a flood event occurs or is expected to occur. They may be required to provide an all-important, initial level of support and a first response until local authority support is available or emergency services are able to attend and take a lead on operations.

Develop the processes and procedures which need to be followed – everyone must know their role and what is expected of them. Risk assessing your activities can help to identify what is safe and what is not safe to undertake during an emergency.

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| **Name** | **Address** | **Email** | **Phone** |
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**2C – Actions to be taken during a flood:** Key contacts during a flood

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| If there's an urgent risk to people or property from flood water | Emergency services | 999 |
| Emergency Planning | Herefordshire Council | The Emergency Planning Duty Officer can be contacted on 01432 260850 or by phoning the council switchboard on 01432 260000 and asking to speak to the Emergency Planning Duty Officer  [resilienceteam@herefordshire.gov.uk](mailto:resilienceteam@herefordshire.gov.uk) |
| Flooding to your property from main rivers (Rivers Arrow, Dore, Frome, Leadon, Lugg, Teme, Wye and the Pinsley and Worm Brooks) | Environment Agency | 0345 988 1188 |
| **Flooding to your property from o**ther rivers, brooks, streams or groundwater | Herefordshire Council | 01432 261800  [www.herefordshire.gov.uk/reportaflood](http://www.herefordshire.gov.uk/reportaflood) |
| **Flooding from a burst water main or sewer flooding** | Welsh Water  Severn Trent Water | 0800 085 3968  0800 783 4444 |
| **Flooding on a road or footpath** | Herefordshire Council | 01432 261800  [www.herefordshire.gov.uk/reportdrainage](http://www.herefordshire.gov.uk/reportdrainage) |
| **Independent advice** | National Flood Forum | 01299 403055  <https://nationalfloodforum.org.uk/> |
| Your insurance | Your own insurer  The Association of British Insurers | [www.abi.org.uk/](http://www.abi.org.uk/) |
| If your property has flooded or near flooded in the past, you may want to consider investing in property flood resilience measures | National Flood Forum Blue Pages | Independent directory of flood protection products and services  <http://bluepages.org.uk/> |
| Disposal of damaged goods | Your own insurer |  |
| Rehousing | Your own insurer |  |
| Vulnerable adults requiring social care intervention | Herefordshire Council | 01432 260101  [www.herefordshire.gov.uk/social-care-support/contact-adult-social-care](http://www.herefordshire.gov.uk/social-care-support/contact-adult-social-care) |
| Council Tax | Herefordshire Council | 01432 260360  [counciltax@herefordshire.gov.uk](mailto:counciltax@herefordshire.gov.uk)  [www.herefordshire.gov.uk/council-tax-1](http://www.herefordshire.gov.uk/council-tax-1) |
| Business Rates | Herefordshire Council | 01432 260373  [businessrates@herefordshire.gov.uk](mailto:businessrates@herefordshire.gov.uk)  [www.herefordshire.gov.uk/business-1/pay-business-rates](http://www.herefordshire.gov.uk/business-1/pay-business-rates) |
| General website advice about before, during and after a flood | Herefordshire Council | [www.herefordshire.gov.uk/floods](http://www.herefordshire.gov.uk/floods)  <https://twitter.com/HfdsCouncil> |
| River levels | Environment Agency | <https://check-for-flooding.service.gov.uk/river-and-sea-levels>  <https://twitter.com/EnvAgencyMids> |
| Sign up for flood warnings | Environment Agency | [www.gov.uk/sign-up-for-flood-warnings](http://www.gov.uk/sign-up-for-flood-warnings)  0345 988 1188 |
| Weather forecast | Met Office | [www.metoffice.gov.uk/](http://www.metoffice.gov.uk/) |
| Sign up for weather warnings | Met Office | <https://public.govdelivery.com/accounts/UKMETOFFICE/subscriber/new> |
| Travel updates | Herefordshire Council | When a flooding incident is expected or experienced, information will be highlighted on the council’s homepage, in latest news and on our social media channels  [www.herefordshire.gov.uk](http://www.herefordshire.gov.uk)  <https://twitter.com/HfdsCouncil>  <https://twitter.com/HfdsStreets> |
| Emotional support | NHS Herefordshire and Worcestershire Talking Therapies | [www.talkingtherapies.hwhct.nhs.uk/](http://www.talkingtherapies.hwhct.nhs.uk/)  0808 196 9127 |
| Adult mental health and wellbeing | Local organisations that can offer support | [www.talkcommunitydirectory.org/keeping-well-staying-healthy/mental-health-and-emotional-wellbeing/mental-health-and-wellbeing/](http://www.talkcommunitydirectory.org/keeping-well-staying-healthy/mental-health-and-emotional-wellbeing/mental-health-and-wellbeing/) |
| Future insurance | Flood Re explained  Flood Re Eligibility Criteria | [www.abi.org.uk/products-and-issues/topics-and-issues/flood-re/flood-re-explained/](http://www.abi.org.uk/products-and-issues/topics-and-issues/flood-re/flood-re-explained/)  [www.floodre.co.uk/find-an-insurer/eligibility-criteria/](http://www.floodre.co.uk/find-an-insurer/eligibility-criteria/) |
| Following a flooding event, any available help or assistance will be highlighted on the council’s homepage and on its social media channels | Herefordshire Council | [www.herefordshire.gov.uk/after-flooding](http://www.herefordshire.gov.uk/after-flooding)  <https://twitter.com/HfdsCouncil> |

**2D – Actions to be taken during a flood:** Identify available resources

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| **Organisation** | **Resource** | **Number** | **Location** | **Notes** |
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**2E – Actions to be taken during a flood:** Arrangements between authorities

Details of specific arrangements between the various authorities to be included here.

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| **Organisation(s)** | **Agreed arrangement** |
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**2F – Actions to be taken during a flood:** Vulnerable residents, properties and locations

List vulnerable people, properties and locations where early assistance may be required.

This may involve checking on and providing preliminary support to vulnerable residents who most need assistance, but DO NOT put yourselves in harms way undertaking wet evacuations. There are dangers associated with wet evacuation during a flood and it is the role of emergency services to undertake this activity

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| **Name** | **Address** | **Phone** | **Assistance required** |
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**3A – After a flood:** Reputable contractors

List companies/reputable contractors whose help you may need after a flood. Get contracts in place, or know who to call for assistance. If help is not needed, you can leave this section blank. If you plan to do the work yourself, leave this section blank.

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| **Company name** | **Business (e.g. builder)** | **Telephone** | **Fax** |
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