

Marlow Community Flood Plan

Marlow Town council

2022 Version 12



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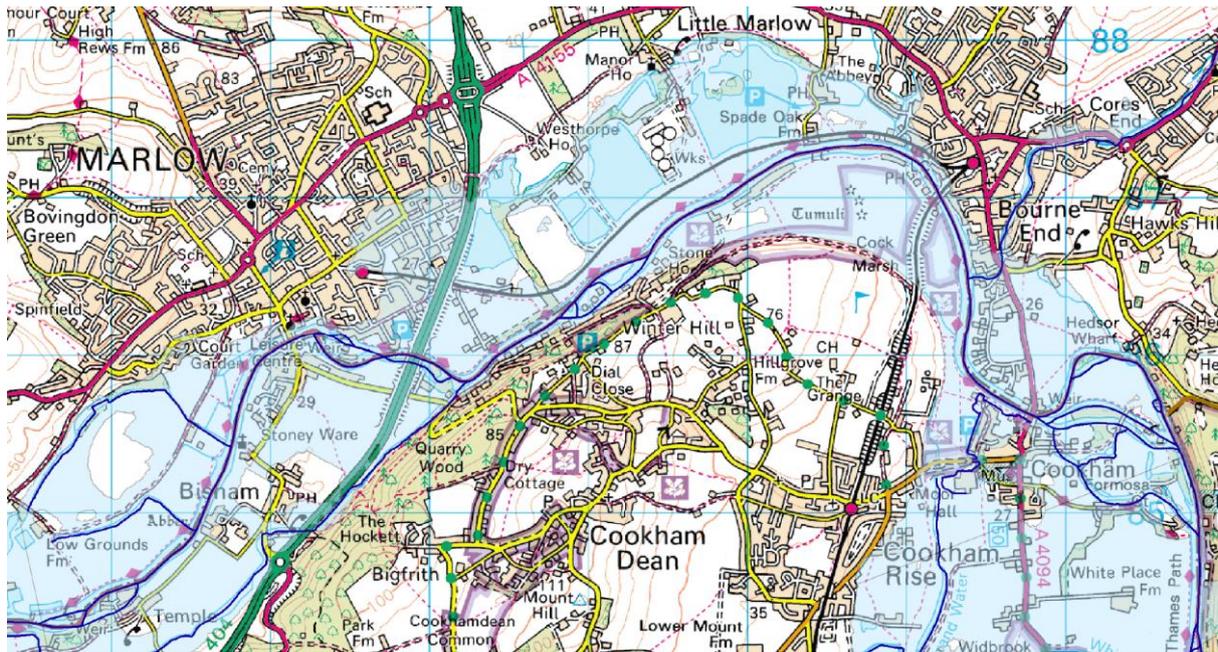
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SECTION 1 Introduction:

The River Thames is influenced by the amount of rain which has fallen on the tributaries and the impact of these rivers as they discharge into the Thames. The response of the River Thames to any rainfall is extremely complicated, reflecting many factors including the distribution of rainfall over the area, differing geology and soil saturation. Each tributary of the Thames responds in a different manner and over a different timescale. These factors result in peak levels occurring at different times along the Thames. Additionally, relatively small differences in the water levels along the Thames can result in considerably different impacts in terms of property flooding.

Extent of Flood warning area for Marlow



There are a number of weir structures on the Thames the majority of which are operated by the Environment Agency. Under normal flows/ conditions Environment Agency weirs are operated in accordance with legislation to ensure sufficient depth in each reach of the River, to maintain a navigable depth and abstraction for water supply purposes. During high flow conditions, the weir gates are systematically opened until 'fully drawn' (fully open) to allow passage of the increased flows and therefore allowing the river to act in a natural state.

Flooding Overview

A flooding event is one involving, or threatening to involve, any of the following:

- The flooding of a significant number of properties;
- A risk to the safety and/or welfare of the public;
- Disruption to critical infrastructure.

A flooding event can be caused in a variety of ways as follows:

- Surface water flooding - heavy rain falling where the drainage provision is insufficient to move all the water away quickly enough.

- River / Stream / Water-course flooding – where the watercourses cannot move the water away fast enough.
- Groundwater flooding – where the groundwater levels rise so high that they become springs. These will then flow into watercourses and will continue to flow regardless of weather conditions

Flooding can also be a combination of the above. The impacts of flooding include flooded residences/business premises, blocked roads, damage to infrastructure, spread of sewage as foul water pipes are overwhelmed, members of the community cut off and disruption to utilities. Depending on the scale of flooding, the response / recovery effort may last for weeks.

Flooding of property definition:

- **Internal property flooding:** Ground floor flooding, or higher, in residential or commercial buildings that are either occupied or in a suitable condition for occupation.
- **Basement flooding:** Basement flooding only in residential or commercial buildings (as above). This includes basement flats, as well as available basement storage space. It does not include the void beneath suspended floors.
- **Garages and outbuildings:** Ground floor flooding, or higher, in outbuildings on residential or commercial property. This includes domestic garages, sheds and buildings used solely for storage. These buildings have not been designated either for human habitation or as a workplace.
- **Gardens and grounds:** The flooding of gardens or grounds only.

Flooding can impinge on properties in a variety of ways. The definitions below may help to distinguish between these effects:

- ‘Flooded’ properties are those in which floodwater has entered the main interior of the home/business. This includes flooding of basements or sub-floors.
- ‘Affected’ properties are those which have had their exterior damaged by floodwater. Sheds, garages, outbuildings, gardens and walls are included in this category.
- ‘Impacted’ properties are those where floodwater has caused no actual damage to the interior or exterior but has had other consequences for the owner (e.g., difficulty in access/egress due to the highway being flooded).

Ownership:

This document is owned by Marlow Town Council.

Aims & Objectives:

Marlow Town Council plays a vital part in the multi-agency response to a flooding event. The aim of this document is to provide a structured approach to coordinate the community response to inform and support the residents of Marlow, before, during and after a flooding event.

Objectives:

1. To warn and inform the local community and other stakeholders before, during and after a flooding event. This will be implemented by phone cascades, text, social media, updates on Marlow Town Council's website and relevant third party websites, supported with face to face visits.
2. To provide support to all town residents, in particular those who are deemed vulnerable, during the three stages of a flood event. This will be implemented through the flood warden network and the Community Emergency Plan.
3. To work with Buckinghamshire Council and other agencies, to ensure that Marlow is represented in the wider multi-agency response to flooding.
4. To work in conjunction with other relevant services and partners. To provide signposting, advice and guidance to all residents and stakeholders in the case of flood events.
5. To evaluate our response and event outcomes as a learning curve, to ensure that we can improve future decisions and actions.

Scope:

This plan addresses the various scales of flooding from a flood alert, through to a severe flood warning where properties may need to be evacuated. The plan outlines the actions and procedures to be coordinated by Marlow Town Council (MTC) before, during and after any flood event. The plan will be maintained and updated by Marlow Town Council.

Review -The 2022 plan will be reviewed on an annual basis and after any incident or exercise.

Flexibility:

Due to the uncertainty of flooding and the availability of wardens at any one time, a high degree of flexibility and interchangeability of roles and responsibilities has been built into this plan. Community Flood Wardens are expected, where possible to cover any flood zones if required.

Limitations of the Community Flood Plan:

In the event of a flood, the Emergency Services are likely to take the lead for any response, especially where life is at risk. If residents are informed by the Police, Fire Services or any other responding agencies to stop their activity or evacuate the area, they should do as instructed. The actions and procedures defined in this plan are intended to be used as a guide, to coordinate the Marlow Town Council response to an event.

SECTION 2 Plan Activation:

This section outlines how the Marlow Community Flood Plan will be activated and identifies immediate response actions. [See Appendix 1.](#)

This plan will be activated by the **FLOOD COORDINATOR**, or their nominated deputy ([See Section 3](#)).

Activation Triggers:

This plan will be activated in any of the following scenarios:

- In the occurrence of a Flood Alert/Flood Warning or Severe Flood Warning from the Environment Agency, or an amber or red warning for rain from the UK Met Office.
- Notifications from a resident/flood warden to Marlow Town Council that signs of imminent flooding have been noticed.
- Notification from Buckinghamshire Council, or any other emergency service responder that flooding is imminent.
- Awareness of flooding in upstream communities, which is liable to lead to flooding in the Marlow area.

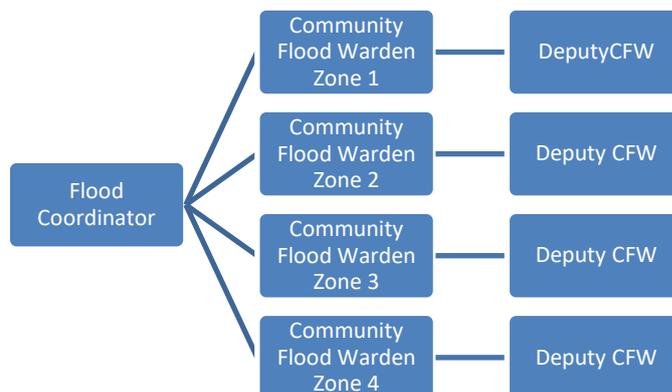
[Refer to Appendix 1 for the Roles and Responsibilities at each Activation trigger stage](#)

Note: *It is important to bear in mind that residents may take individual actions to prepare for and respond to flooding, outside of the community response.*

SECTION 3: Community Flood Response Team and Immediate Response Actions:

Structure:

There are three distinct roles within the Community Flood Response team:



1. Flood Coordinator (FC)
2. Community Flood Wardens (CFW)
3. Deputy Community Flood Wardens (DCFW)

Summary of Responsibilities:

The Flood Coordinator has overall responsibility for leading the community flood response on behalf of Marlow Town Council; they will direct other Community Flood Response team members as appropriate. This role will be filled by the Marlow Town Council Clerk Hilary Martin, or in their absence the Deputy Town Clerk, Town Mayor or Deputy Mayor, in that descending order.

There are four high risk flood areas within the Marlow area. Each of these has been assigned a number of wardens, who also undertake a deputy role for each other. [\(See Appendix 4 and 5\)](#) The wardens are the primary channel of communication, for everybody within their designated area. If the flood warden is not available, the named Deputy on the list in the particular area will fulfil the role.

Flood wardens and Deputies are designated to specific areas but may be called upon to support other areas within the local community in Marlow.

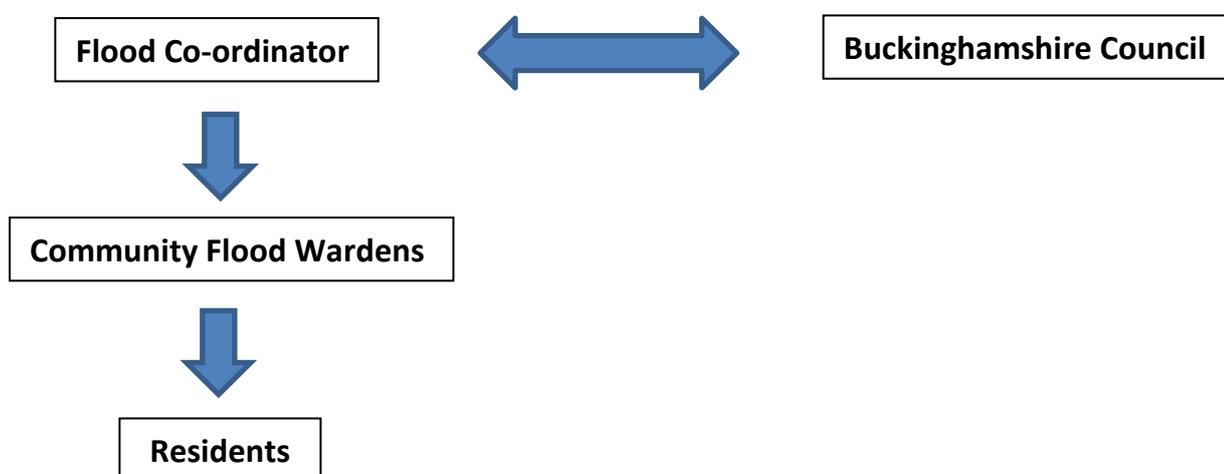
For detailed information of the areas covered by each Community Flood Warden see [Appendix 4 and 5](#)

Section 4: Communication & Information Distribution

Members of the public should be provided with regular information on the situation through the news media, websites, and cascade information. Full and open communication with the public is paramount, and there is a consistent, coordinated, accurate and timely messages and guidance. Messages must be clear and comprehensible to the groups involved, and the purpose and meaning to the message(s) unambiguous.

Messages will need to be conveyed in a variety of formats, including a recognition of disability or where an area contains people from different cultures or languages.

Communication Structure



Methods of communication

will be:

- Phone Cascades
- Text Social media Website Face to face/Visits – all to be used as appropriate

Sources of information

or methods to disseminate information include:

- The Environment Agency's Flood Warning System (FWS) formerly known as Floodline Warnings Direct (FWD)
- Environment Agency website: <https://www.gov.uk/government/organisations/environment-agency>
- Met Office Website <http://www.metoffice.gov.uk/guide/weather/severe-weather-advice>
- Met Office / Government Weather Ready <https://www.metoffice.gov.uk/weather/warnings-and-advice/weatherready>
- Met Office Website and Advice <https://www.metoffice.gov.uk/>
<https://www.metoffice.gov.uk/weather/warnings-and-advice/seasonal-advice>
- Local authority and utilities websites.

- Contacting Environment Agency Floodline Service on 0345 988 11 88 – information is provided by recorded information and live call operators. (Minicom Textphone: 01904692 297).
- Thames Valley Police – [Thames Valley Alert](#)
- Via the media and social media
- During major events, regional or national television may broadcast information.
- Leaflets produced and distributed by the Environment Agency, which provide information and advice on flood warning arrangements
- Local radio stations (during a flooding incident) and their websites.
- Using contacts within community groups or parish councils

Pre-Determined Scripts

There are scripts for CFW's at Appendix 13. These are generic and can have additional information added to them as the scenario dictates.

Appendices:

Appendix1. Flood Alert - Immediate Response Actions



What it means: Flooding is possible. Be prepared

When it is used: When water levels reach trigger levels upstream and downstream at Marlow lock

A FLOOD ALERT will be issued by the Environment Agency (EA) where low impacts are likely such as:

- Some short-lived disruption to day-to-day routines in affected areas;
- Incidents dealt with under 'business as usual' response by emergency service;
- Some transport routes and travel services affected. Some journeys require longer travel times;
- Localised flooding affecting individual properties;
- Localised disruption to key sites on floodplains.

Likely Threats and Risks	
People (the public)	Could affect vulnerable service users, care homes in affected area, may be some disruption to travel/transport
Property (public, private and council)	May be some property flooding
Place (public realm/environment)	Low lying footpaths near local watercourses, driving routes near rivers may be flooded
Delivery of Town Council Services and Activities	May disrupt Council operations/activities where travel/vehicles required near to flood alert area
Other (anything else that is not covered above)	None

Flood Alert – Flood Plan Activity

Flood Coordinator (FC)

Community Flood Wardens (CFW)

<ol style="list-style-type: none"> 1. Send group message to: <ul style="list-style-type: none"> • Community Flood Wardens • Other Community Emergency Team members • Outline details of the flood alert and suggested actions to be taken “FLOOD ALERT. BE PREPARED ...” 2. Check sources of news, weather and flood information e.g. Met Office, Environment Agency, river levels. Manager to relay information to other Coordinators and Flood Wardens 3. Contact Buckinghamshire Emergency Planning Officer to receive any additional information and exchange local observations 4. Record activity in Flood Event Record, held at Marlow Town Council office. 	<ol style="list-style-type: none"> 1. Check Flood Warden Kit is available and complete 2. Charge mobile phone. Set ring tone to loud 3. Make an assessment of the likely impact in their specific area 4. Check drains and streams within area if safe to do so. Report any problems to FC or MTC office. 5. Monitor local news and weather forecasts 6. Alert community members as appropriate. Advise Flood Coordinator 7. Await further flood warnings and information
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Appendix2. Flood Warning - Immediate Response Actions



When it is used: *Half an hour to one day in advance of flooding*

What it means: Flooding is expected. Immediate action is required

A FLOOD WARNING will be issued by the Environment Agency (EA) where medium/significant impacts are likely such as:

- Injuries with danger to life;
- Transport routes and travel services affected. Longer journey times expected. Some vehicles and passengers stranded;
- Disruption to some utilities, infrastructure and services;
- Damage to buildings, property and structures;
- Some rural communities temporarily inaccessible;
- Small-scale evacuation of properties may be required.

Likely Threats and Risks	
People (the public and staff)	Could affect vulnerable service users, care homes in affected area, may be some disruption to travel/transport
Property (public, private and council)	Property flooding likely
Place (public realm/environment)	Low lying footpaths near local watercourses, driving routes near rivers may be flooded, some rural communities inaccessible
Delivery of Town Council Services and Activities	May disrupt Council operations/activities where travel/vehicles required near to flood warning area
Other (anything else that is not covered above)	None

Flood Warning – Flood Plan Activity

Flood Coordinator (FC)

1. Send group message to:
Community Flood Wardens
Other CE Team Members
Elected Members - MTC
Officers – MTC
Outline details of the flood warning and suggested actions to be taken
2. Contact Buckinghamshire Emergency Planning Officer to receive additional information and exchange local observations
3. Record activity of each CFW in each area
4. Check sources of news, weather and flood information e.g. Met Office, EA, river levels. Relay information to all CE Team and FWs
5. Liaise with Buckinghamshire Council and CFW'S regarding sandbag distribution
6. Record events in Flood Event Record

Community Flood Wardens (CFW)

1. Assess the situation, extent of flooding (if any) and presence of emergency services.
2. Knock on doors of properties within CFW Area. Advise FC of any residents requiring assistance to evacuate.
3. If necessary, contact Deputy to provide support in area
4. Arrange sandbag distribution to individual houses for the vulnerable and distribution points for others.
5. If Emergency Services are present follow their guidance when appropriate.
6. Provide regular updates to FC.
7. Record events in Flood Incident Record. Take photos/video of the extent of the flooding if appropriate.

Prioritise your own safety at all times. Do not enter flood water.

Appendix3. Severe Flood Warning - Immediate Response Actions



What it means: Severe Flooding, Danger to life.

When it is used: *When flooding poses a serious threat to life*

A SEVERE FLOOD WARNING will be issued by the Environment Agency (EA) following the decision made at a multi-agency Strategic Coordinating Group (SCG) where high/significant impacts are likely such as:

- Danger to life;
- Transport routes and travel services affected for a prolonged period, long travel delays, vehicles and passengers stranded for long periods.
- Disruption to utilities and services for a prolonged period;
- Extensive damage to buildings.

Likely Threats and Risks	
People (the public and staff)	Could affect vulnerable service users, care homes in affected area, may be some disruption to travel and transport, threat to life.
Property (public, private and council)	Property flooding highly likely. Extensive damage to property
Place (public realm/environment)	Prolonged disruption to day-to-day activities, some communities inaccessible
Delivery of Council Services and Activities	May disrupt Council operations/activities where travel/vehicles required near to flood warning area, prolonged strain on Council responders
Other (anything else that is not covered above)	None

Severe Flood Warning – Flood Plan Activity

Flood Coordinator (FC)	Community Flood Wardens (CFW)
<ol style="list-style-type: none"> 1. Send group message to: <ul style="list-style-type: none"> • Community Flood Wardens • Other CE Team members • Outline details of the flood alert and suggested actions to be taken “SEVERE FLOOD WARNING. DANGER TO LIFE...” 2. Contact Duty Resilience Officer to receive additional information and exchange local observations and liaise on possible evacuation 3. Other members of CE team to provide support as necessary and directed by FC. 5. Record events in Flood Incident Record 	<ol style="list-style-type: none"> 1. Knock on doors of properties in CFW area if requested by Emergency Services. Prioritise vulnerable residents and properties with known risk of flooding. Provide guidance to members of the community as advised by Emergency Services 2. Follow guidance of the Emergency Services or hand over to Emergency Services when appropriate 3. Contact FC to report events Prepare to evacuate area/ homes as advised by Emergency Services and Buckinghamshire Council. 4. Advise individuals and households on designated evacuation destination and any hazards or routes to avoid. Assist individuals to designated destination if required in liaison with Buckinghamshire Council and Emergency Services. 5. Record events in Flood Incident Record. Take photos of the extent of the flooding if appropriate <p>Prioritise your own safety at all times. Do not enter flood water.</p>

Appendix 4: Be Prepared for a Flood

Preparing for a flood:

- Ensure that you know your property's risk to flooding and what type.
To assess your risk from river flooding visit:
<https://www.gov.uk/check-flood-risk> or call Floodline on 0345 988 1188.
- If you are at risk you may be able to register for the Environment Agency's free flood warnings service, via the website or by telephone. Ensure you keep the Floodline number and your quick dial code handy to get the latest information.
- Get to know the flood warning codes and what they mean from the Environment Agency's website.
- Check your buildings and contents insurance policy to confirm you are covered for flooding and to check you haven't underestimated the value of
- Know how to turn off your gas, electricity and water supplies. If you have any doubts you should ask your supplier for advice. Putting stickers on the taps and switches you need to turn off during a flood makes it easier to remember and quicker to do.
- Think about what you will do with pets, cars, furniture, electrical equipment and garden furniture should you be affected by flooding. You can download a template to produce a household flood plan from the flood pages of <https://www.gov.uk/check-flood-risk>.
- If your home is prone to flooding, buy flood protection equipment in advance. The National Flood Forum has information on flood protection equipment at <https://nationalfloodforum.org.uk/>.

Responding during a flood:

- Tune in to your local radio station, follow the news online, social media or call Floodline to get the latest information.
- Report property flooding or river blockages to the Environment Agency incident hotline on 0800 80 70 60.
- If safe to do so, turn off gas, electricity and water supplies before flood water enters your home.
- If your home has been flooded you are advised to move your family and pets upstairs, or to a high place with a means of escape - remember to take your emergency "grab bag" with you.
- Do not touch sources of electricity when standing in flood water.
- Never drive through flood water. Eighty per cent of flood deaths occur in vehicles.
- If there is raw sewage in your property you should not enter your property at all and you should seek alternative accommodation until it has been cleansed.
- If a flood is likely, put plugs in sinks and baths and weigh them down.

After a flood:

- Find out if it is safe to return to your property by monitoring the media and local authority website - check falling river levels via Floodline and the Environment Agency's website.
- Ring your insurance company as soon as possible and follow their advice. If you can access your property, take photographs for evidence.
- To protect against contamination always wear waterproof outerwear, wellingtons and gloves.
- Get your local electricity supply checked before switching back on and have your gas or oil central heating checked by a qualified person.
- Your local council may help provide skips for clearing flood-damaged household items.

Appendix 5: Contact details – Marlow Town Council, Members and Flood Wardens

Community/Volunteers Flood Group

Contact:	Email details:
Peter Ashford	peter.ashford@gmail.com
Giles Armstrong	giles_armstrong@gmail.com
Erica Barclay	Mobile: 07815 712872
Suzanne Brown	Mobile: 07984 929812 Home: 01628 475726
Terry Burke	Email: terry_burke@sky.com Home: 01628 473881
Jeremy Chinn	Email: jpchinn@gmail.com Mobile: 07973 141563
David Drever	Email: daviddrever@hotmail.com
Claire Harding	Email: claire-harding@hotmail.co.uk
Duncan Holmes Birtles	Lock Keeper Email: holmesbirtles@btinternet.com Home: 01628 482487
Trevor Kippax	Email: trevorkippax@yahoo.com
Rick Krajewski	Email: kraj.home@gmail.com
Ann Gode	Email: anngoede@me.com
Malcolm McDonald	Mobile: 07971 675681
Jocelyn Towns	Mobile: 07715 547251 Home: 01628 477914
Amanda Webb	Email: mandiclaire@hotmail.co.uk
Hilary Martin Duty Resilience Officer	Email: hilarymartin@marlow-tc.gov.uk Mobile: 07814 547184 Mobile: 07738 501318
Neil Landricombe	Environment Agency Email: neil.landricombe@environment-agency.co.uk
Hilary Martin	Town Clerk hilarymartin@marlow-tc.gov.uk Mobile: 07814 547184

Appendix 6 Summary of Responsibilities of wardens and areas

Key Points:

- Key role is to foster Community Resilience by:
 - Being familiar with area
 - Introduce to residents in area of responsibility
 - Have they signed up to EA flood alerts?
 - Do they have a Flood Plan and a Flood Bag/kit (see appendix 9)
 - Build relationship with vulnerable and identify their needs
- Flood wardens are not responsible for rescuing anyone or saving properties
- Wardens assist prior to flooding by relaying information to Marlow population and passing back to Officers and Councillors
- Assist in preparation for a flooding incident e.g., distributing sandbags
- Always follow instructions of emergency services.
- Ensure the warden flood kit is complete (see appendix 9)

Buckinghamshire Council and Emergency Services will:

- Arrange for sandbags to be delivered to distribution points
- Assist in evacuation, setting up a reception/rest centre if required
- Liaising with each other and MTC
- Deploying staff as required
- Rescues only to be made by trained personnel

Flood alert:

- Check each Flood Kit is complete and ready
- Assess impact in CFW Area and report back to FC
- Check Drains & Steams in CFW Area (Only if safe so to do)
- Monitor local news and weather forecasts.
- Alert Community Members and Deputy CFWs in the CFW Area.
- Contact vulnerable people in CFW Area.

Secondary assistance:

- Help to advise on property protective measures.
- Air brick covers, Pumps and Plastic sheeting for sandbags, start planning for distribution with FC.

Flood Warning:

- Assess situation and extent of flooding within CFW Area.
- Check presence of Emergency Services.
- Knock on doors of properties within CFW Area.
- Locate to a safe area within CFW Area.
- Arrange Sandbag Distribution.
- Arrange suitable drop-off points for sandbags for others within CFW Area.
- Contact FC to confirm arrival at safe area and location. Receive guidance and updates.

- If emergency services present, follow their guidance when appropriate.
- Record events in Flood incident record.

Secondary assistance:

- Advise on possible temporary parking for emergency vehicles and for sandbag delivery vehicles.

Severe flood warning:

- Knock on doors of properties within CFW Area.
- Pass on advice from Emergency Services.
- Contact FC to report events.
- Prepare to evacuate CFW Area and homes as advised by emergency services & Buckinghamshire Council
- If evacuation likely -advise on "Flood Bag".
- See Sheet "Flood Kit and Flood Bag" (Appendix 9)
- Advise residents on designated evacuation destination and any hazards or routes to be avoided.
- Assist individuals to designated destination if required but in liaison with Buckinghamshire Council and Emergency Services.

Secondary Assistance:

- Remind those evacuating about security.
- Ensure Police informed of which properties have been evacuated.

After the event:

- Contact vulnerable to identify what further assistance / support they may need.
- Contact those returning from evacuation to identify what assistance they may need.
- Identify suitable points for collection of unwanted sandbags.
- Inform FC of any clean-up required.
- Advise Police of evacuated homes, if known.

Secondary assistance:

- Contact relatives, friends and neighbours.

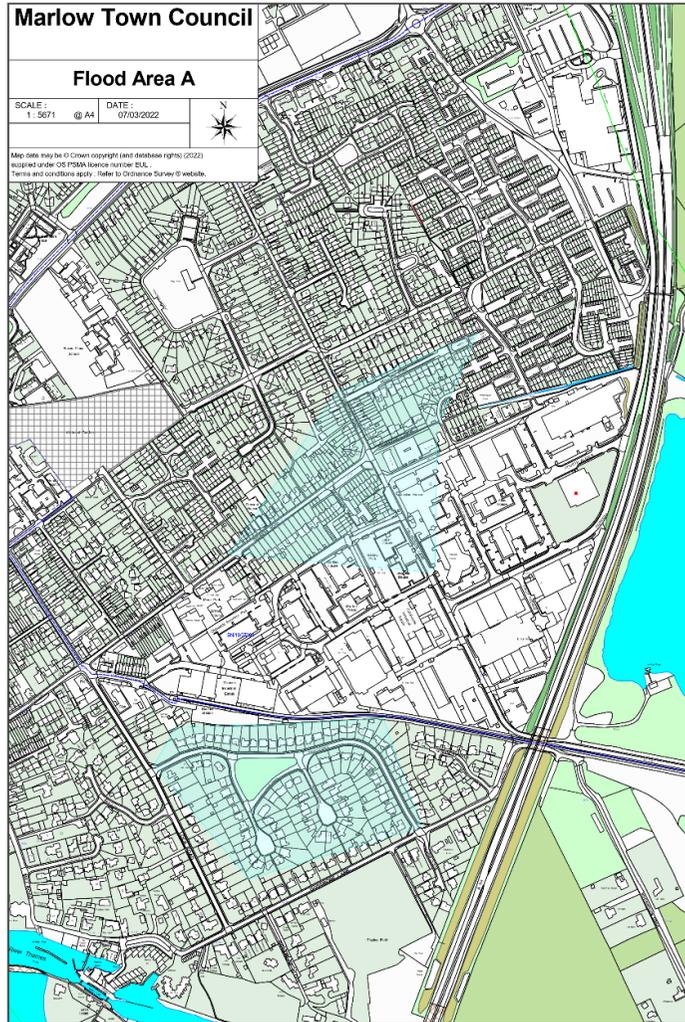
Appendix 7 Marlow Flood Areas

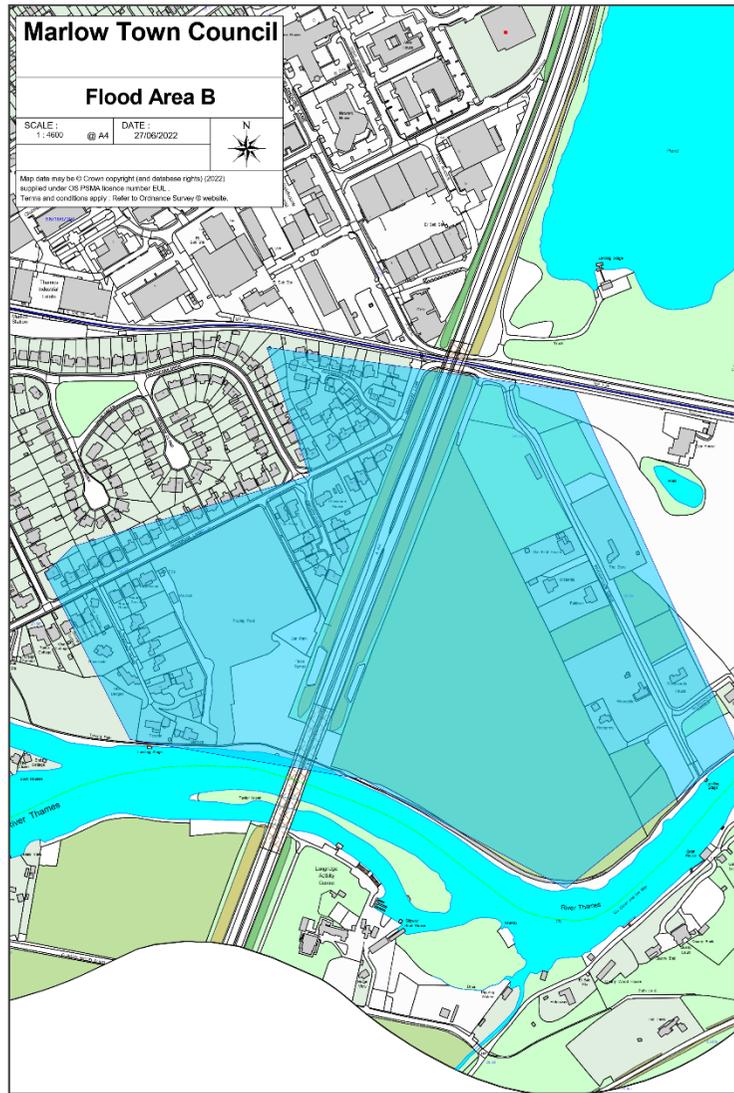
	Warden	Address	Phone/ Mobile	Email		
Area A	Dedmere Road	Suzanne Brown	South Place	01628 484024	07984 929812	
	Fieldhouse Lane	Suzanne Brown	See above			
	Holland Road	Peter Ashford	TBD	TBD	TBD	
	Quarrydale Drive	Peter Ashford	See above			
	Riverpark Drive	Suzie Moon	23, Riverpark Drive SL7	01628 4842117	07909 512643	suzie@e-mel.biz
	Meadow Close	Claire Harding	53, Riverpark Drive		07733 075361	claire-harding@hotmail.co.uk
	Hyde Green	Claire Harding				
Area B	Firview Close	David Drever	7, Firview Close, SL7 1SZ	01628 476841	07789 435430	daviddrever@hotmail.com
	Gossmore Close	Amanda Webb	2, Firview Close SL171SZ		07747 601628	mandiclaire@hotmail.co.uk
	Gossmore Lane	Trevor Kippax	38, Gossmore lane, SL7 1QF		07949 343997	trevorkippax@yahoo.com
	Gossmore Walk	Amanda Webb	See Above			
	Riverwoods Drive	Trevor Kippax	See Above			

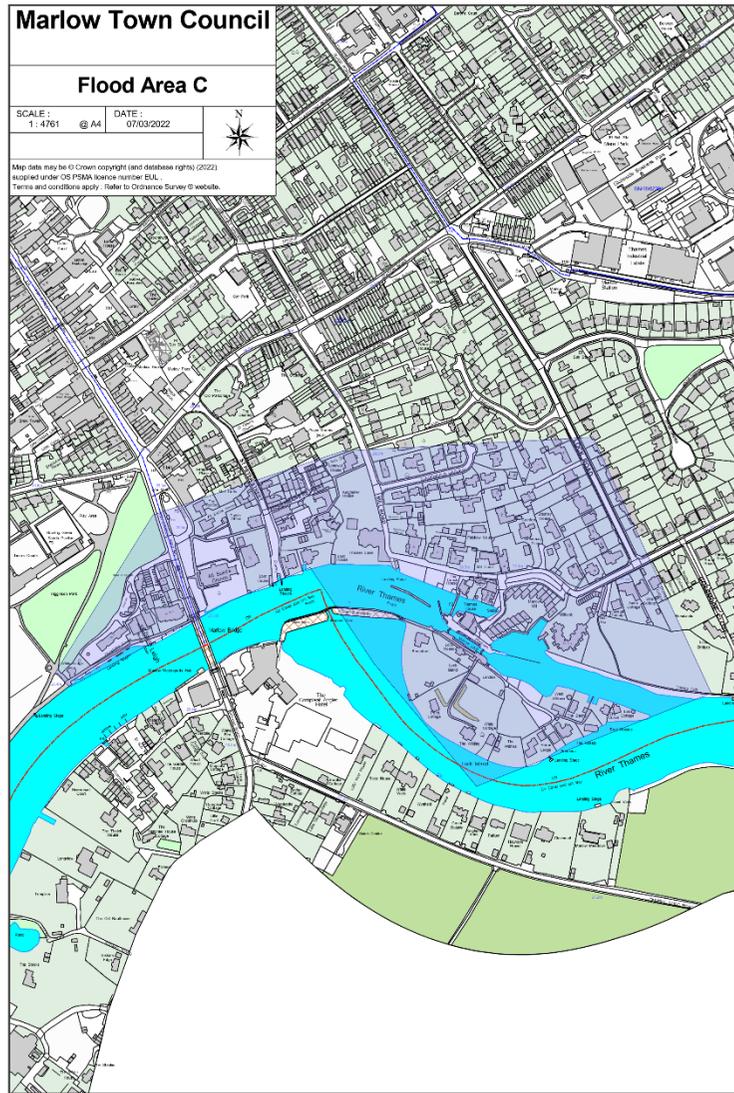
Area C						
Lock Island	Duncan Holmes	Lockkeepers Cottage, Lock Island	01628 471928			holmesbirtles@btinternet.com
Lock Road	Jocelyn Towns	Riverain Gossmore Lane SL7 1QF	01628 477914	07715 547251		townsjo@DNB.com
Mill Road	Jocelyn Towns	See above				
Fishermans Retreat	Giles Armstrong	TBD	01628 315797	TBD		TBD
St Peter Street	Giles Armstrong	See above				
Tierney Court	Bernie Oliver	TBD	TBD	TBD		TBD
Area D						
Wethered Park	Terry Burke	49 Wethered Park	01628 473881	TBD		
Bream Close	Anne Goede	3 Pike Close SL7 2AX			07868 843025	Anngoede.me.com
Garnet Court	Jeremy Chinn	13 Garnet Close, SL7 2AN	TBD		07973 141563	jpchinn@gmail.com
Grayling Close	Erica Barclay	5 Grayling Close	TBD		07815 712872	
Harwood Road	Rick Krajewski	Croft Cottage, Pound Lane, SL72AQ	TBD		TBD	kraj.home@gmail.com
Lower Pound Lane	Rick Krajewski	See above				
Marlin Court	Jeremy Chinn	See above				
Penwood Lane	Rick Krajewski	See above				

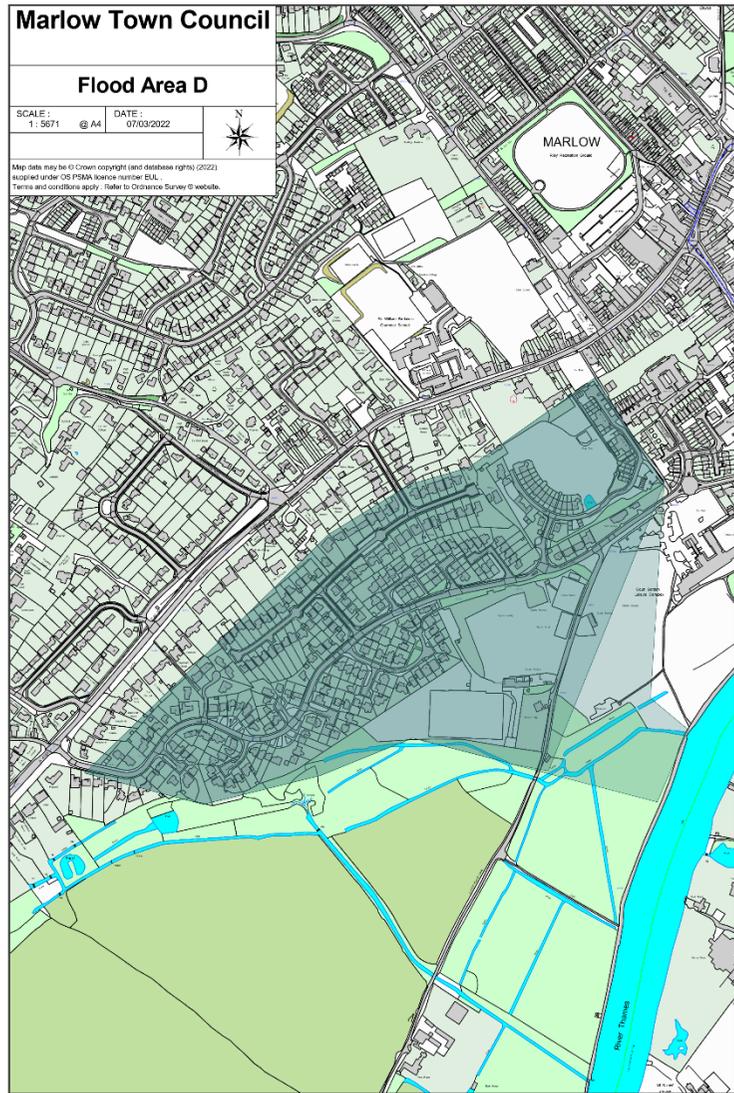
Perch Close	Ann Goede	See above	
Pound Crescent	Ann Goede	See above	
Pound Lane	Bob Johnson	3, Spinners Walk	
Spinners Walk	Malcolm McDonald	See above	07971 675681
Trout Close	Ann Goede		

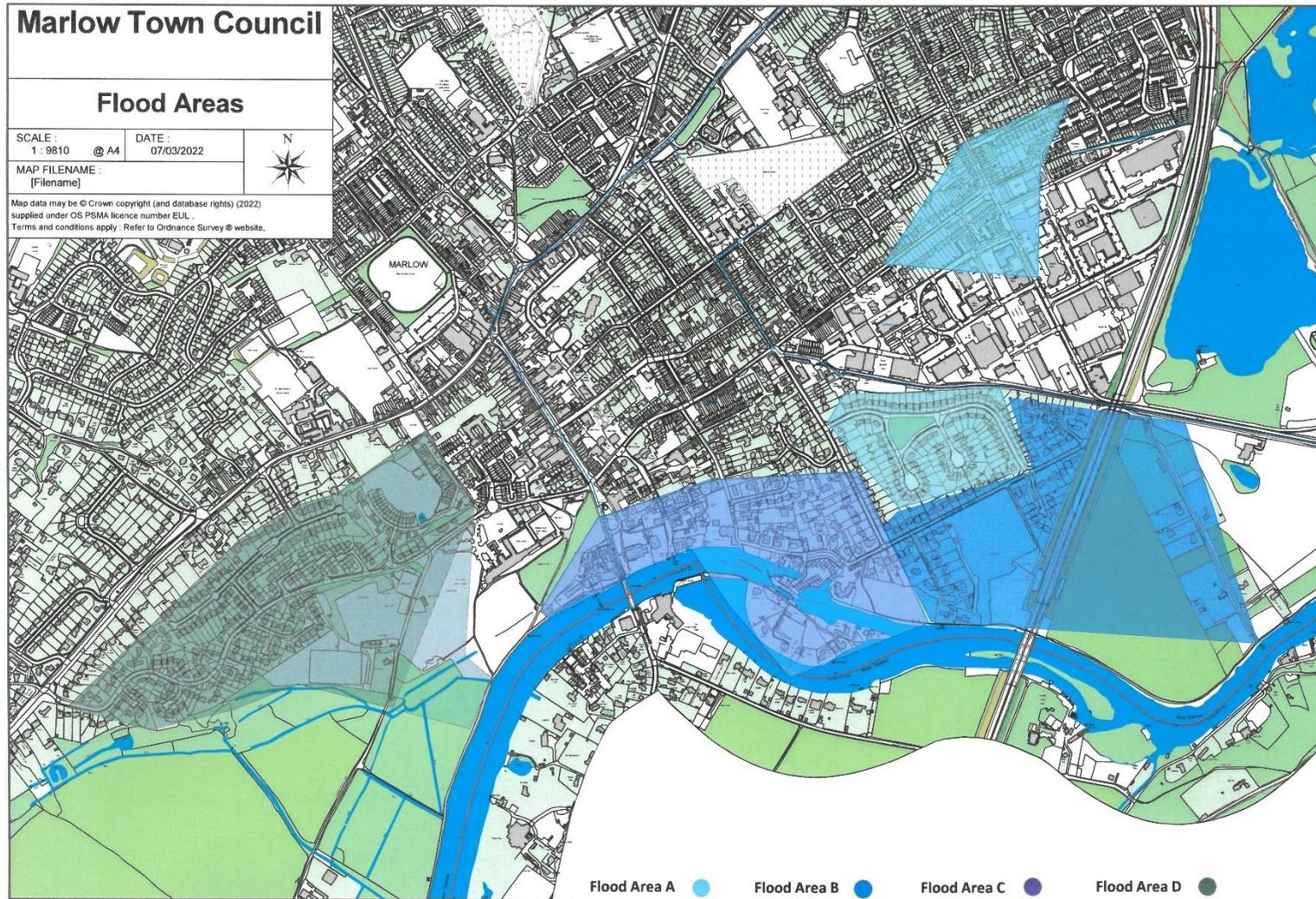
Appendix 8: Flood Area Maps











Appendix 9: Volunteer/Community groups (Confidential Information to be held by Marlow Town council)

Appendix 10: Signposting for further information

Ventguard	Air brick covers	http://ventguard.org/
Crocodile Flood Solutions.	Various	http://www.crocodilefs.co.uk/index.html?gclid=CJDV-vCSosICFS_MtAodXFMAKg
Aggeres	Large Scale	http://www.aggeres.com/
Floodgates Ltd	Various	http://www.floodgate.ltd.uk/
Caro Flood Defence	Various	http://www.caro.co.uk/index.php?pageid=357
CSI Products	Various	http://www.flood-products.co.uk/
Floodark	Barriers	http://www.floodark.com/
AST Floodwall	Various	http://www.astfloodwall.com/
Flood Protection Solutions	Barriers	http://www.floodprotectionsolutions.co.uk/
UK Flood Barriers	Various	http://www.ukfloodbarriers.co.uk/Default.aspx
Lakeside Flood Solutions	Barriers	http://www.lakesidefloodsolutions.co.uk/
Fluvial Innovations	Barriers	http://www.fluvial-innovations.co.uk/
Stormguard	Various	http://stormguardfloodplan.com/
MultiFlood Solutions	Various	http://www.multifloodsolutions.co.uk/
Eco Coverage	AirBrick Covers	http://www.ecocoverage.co.uk/
Floodguards	Barriers	http://www.floodguards.com/
AET Flood Defence	Aquasac	http://www.flood-defence.co.uk/
Flood Management Company	AirBrick Covers, Flood bags, Toilet seals.	http://www.amazon.co.uk/s/ref=bl_sr_diy?ie=UTF8&field-keywords=Flood+Management+Company&index=diy/
Bingo-UK	Dynamo Torch	http://www.amazon.co.uk/YKS-Dynamo-Flashlight-Torch-Camping/dp/B00D8WY4NQ/ref=pd_cp_light_0

Appendix 11: Flood Kit/Grab Bag

CFW Flood Kit

Wellington Boots/Waders

Waterproof and warm clothes.

Torch

Mobile, fully charged, LOUD ringtone, In plastic bag?

High Vis vest

Contact number list

Residents Flood Bag

Medicines

Warm clothes.

Overnight wash bag.

Telephone and Charger.

Money and cards.

Appendix 12: Health and Safety

HEALTH AND SAFETY CONSIDERATIONS

Your personal health, safety and wellbeing are of paramount importance. Do not place yourself at risk of injury or harm while undertaking your role as a Community Flood Warden. This applies not only during a flood event, but any activities you may be involved in before and afterwards.

Keep the following health and safety points in mind at all times:

Risk and guidance

Do not place yourself at unnecessary risk of injury or harm. Assess risk at all times

Always follow the advice and guidance of the Emergency Services

Always follow the advice and guidance set out in the Community Flood Plan and training documents

Personal safety and wellbeing

Do not enter flood water – it may be contaminated or hide unforeseen obstacles such as pits, holes, lifted drain covers etc.

Do not attempt to enter any areas that have been cordoned off by the Emergency Services

Do not attempt to drive on any roads that have been closed by the Emergency Services

Always wear a high visibility vest while carrying out flood warden activities

Always ensure you are visible. Use a torch if working at night or in low light conditions

Never work alone. Always work in pairs or small groups. Maintain visual contact with others at all times

Wash your hands after coming in to contact with flood water, especially before eating or drinking

Keep warm and watch out for signs of hypothermia in yourself and others

Take extra care when walking on wet, slippery or uneven ground

Do not enter into confrontational situations with others. Be polite when talking to other people

Be alert to the possibility of falling objects, especially in strong winds

Take care when crossing roads and be mindful of traffic and other vehicles at all times. Do not attempt to cross bridges or railways affected by flood water

Communications

Do not rely upon your mobile telephone as a means of communication.
Maintain visual contact with other Wardens at all times
Refer enquiries from the press or media to a Flood Group Emergency Coordinator

Other activities

Do not operate any equipment or machinery unless you have been trained or authorised to do so
Do not operate or install any individual property protection equipment, such as flood gates or sand bags, unless you have been trained or authorised to do so
Do not attempt to unblock any drains, culverts or waterways yourself unless trained or authorised to do so

Appendix 13 Flood Warden Scripts

Door Knocking

Hello,

I am a Flood Warden from Marlow Town Council. The Environment Agency has issued an alert/warning/severe warning of flooding in this area.

Have you received the alert/warning and do you understand what it means?

*Use the appropriate flood warning advice on **pages 11-13** to explain what it means and how they should prepare.*

Is anyone in the property vulnerable? *If yes take details and make the FC aware.*

Do you believe any of your neighbours to be vulnerable? *If yes take details and make the FC aware.*

Telephone Volunteer Script

Hello,

I am calling from Marlow Town Council. The Environment Agency has issued an alert/warning/severe warning of flooding in this area.

Have you received the alert/warning and do you understand what it means?

*Use the appropriate flood advice on **pages 11-13** to explain what it means and how they should prepare.*

Is anyone in the property vulnerable? *If yes take details and make the FC aware.*

Do you believe any of your neighbours to be vulnerable? *If yes take details and make the FC aware.*

Appendix 14 – Flood Alert Advice



What to do if you get a flood alert

A flood alert means you need to prepare: **flooding is possible.**

If you haven't already done so, you should:

Check your flood risk and sign up for flood warnings - <https://flood-warning-information.service.gov.uk/long-term-flood-risk> OR call Floodline on 0345 988 1188.

Keep up to date with the latest situation - check Floodline on 0345 988 1188 or follow @EnvAgency and #floodaware on Twitter for the latest flood updates.

Read the EA's - What to do in a flood - guide at <https://tinyurl.com/crjvf2a3>

Have a bag ready with vital items like insurance documents and medications in case you need to leave your home

Check you know how to turn off your gas, electricity and water mains supplies

Plan how you'll move family and pets to safety.

Appendix 15 – Flood Warning Advice



What to do if you get a flood warning

A flood warning means you need to act: **flooding is expected**. You should do all the actions for a flood alert but also:

Move vehicles to higher ground if it's safe to do so

Move family and pets to safety

Move important items upstairs or to a safe place in your property, starting with cherished items and valuables, then furniture and furnishings

Turn off gas, electricity and water supplies if it's safe to do so; never touch an electrical switch if you're standing in water

If you have property protection products such as flood barriers, or air brick covers, use them now

Keep track of the latest situation

Appendix 16 – Severe Flood Warning Advice



What to do if you get a severe flood warning

A severe flood warning means **there is danger to life: you must act now.**

Call 999 if you're in immediate danger

Follow advice from the emergency services and evacuate if you're told to do so

Make sure you have an emergency kit including a torch, spare batteries, mobile phone and charger, warm clothes, important numbers like your home insurance, water, food, first aid kit and any medicines and baby care items you may need

Alert neighbours and offer help if it's safe to do so

Avoid driving or walking through flood water: just 30cm (1 foot) of fast flowing water could move your car and even shallow moving water can knock you off your feet

Keep your family and pets away from floodwater – it may contain heavy debris, sharp objects, open manhole covers, sewage and chemicals

Wash your hands if you've been in contact with flood water which may contain toxic substances