



# Testing your community flood plan

Coastal flooding scenario

# Purpose of this exercise

## Aim

- » To **practice** using your community flood plan, and to identify necessary improvements

## What will we do?

- » Discuss **why** we need to plan for flooding
- » List **who does what** during a flood
- » Decide on the actions to be taken **before, during and after** a flood
- » Identify how to **make your flood plan better**

# Format of the exercise

- Planning for flooding 20 minutes
- Scenarios 1 and 2 – Before the flood 50 minutes
- Scenario 3 – During the flood 30 minutes
- Scenario 4 – After the flood 30 minutes

# Community flood plan theory

# Why do we need to plan for flooding?

- » Working together as a community will improve your response to a flood. It can:
  - » Improve **communications** before, during and after a flood.
  - » Clarify **who should be doing what**, so actions aren't completed twice.
  - » Share **local knowledge** with professional organisations.
  - » Encourage the involvement of **volunteers**.
  - » Help the community to **prepare** for flooding.

# Types of flooding

- » Tidal
- » Fluvial
- » Surface water
- » Groundwater
- » Sewage
- » Potable supply



# Health and safety – reduce the risk to life

- » The health and safety of volunteers is important – **at no time should a volunteer be asked to put themselves at risk.**
- » Remember, certain groups of people may require **extra assistance** during a flood, such as the elderly or the infirm, or children.

# Flood warnings

- » The Environment Agency issues flood warnings for specific areas. These are:



**FLOOD ALERT**

FLOODING IS POSSIBLE. BE PREPARED.



**FLOOD WARNING**

FLOODING IS EXPECTED. IMMEDIATE ACTION REQUIRED.






**SEVERE FLOOD  
WARNING**

SEVERE FLOODING. DANGER TO LIFE.

- » Visit [www.gov.uk/environment-agency](http://www.gov.uk/environment-agency)
- » Call Floodline on **0345 988 1188**



# Flood warnings

|   | Key Message   | Timing   | Actions  | Channels   |
|---|---|--|--|--|
| <b>Awareness Raising</b>  | <b>Be aware. Keep an eye on the weather situation.</b>          | <ul style="list-style-type: none"> <li>Daily forecasts of flooding on our website</li> <li>Communications with the media.</li> </ul> | <ul style="list-style-type: none"> <li>Check the forecast on our website.</li> </ul>   | <ul style="list-style-type: none"> <li>Internet</li> <li>Media</li> </ul>  |
| <br><b>FLOOD ALERT</b>           | <b>Flooding is possible. Be prepared.</b>                       | 2 hours to 2 days in advance of flooding.  | <ul style="list-style-type: none"> <li>Be prepared for flooding.</li> <li>Prepare a flood kit.</li> </ul>  | <ul style="list-style-type: none"> <li>FWD</li> <li>Floodline</li> <li>Internet</li> </ul>   |
| <br><b>FLOOD WARNING</b>         | <b>Flooding is expected. Immediate action required.</b>         | Half an hour to 1 day in advance of flooding.  | <ul style="list-style-type: none"> <li>Act now to protect your property.</li> <li>Block doors with flood boards or sandbags and cover airbricks and other ventilation holes.</li> <li>Move family, pets and valuables to a safe place.</li> <li>Keep a flood kit ready.</li> </ul> | <ul style="list-style-type: none"> <li>FWD</li> <li>Floodline</li> <li>Internet</li> <li>Sirens</li> <li>Loudhailers</li> <li>Media</li> </ul> |
| <br><b>SEVERE FLOOD WARNING</b> | <b>Severe flooding. Danger to life.</b>                         | When flooding poses a significant threat to life and different actions are required.   | <ul style="list-style-type: none"> <li>Be ready should you need to evacuate from your home.</li> <li>Co-operate with the emergency services and call 999 if you are in immediate danger.</li> </ul>  | <ul style="list-style-type: none"> <li>FWD</li> <li>Floodline</li> <li>Internet</li> <li>Sirens</li> <li>Loudhailers</li> <li>Media</li> </ul> |
| <b>Warning Removed</b>  | <b>No further flooding is currently expected for your area.</b> | Issued when a flood warning is no longer in force.   | <ul style="list-style-type: none"> <li>Flood water may still be around and could be contaminated.</li> <li>If you've been flooded, ring your buildings and contents insurance company as soon as possible.</li> </ul>  | <ul style="list-style-type: none"> <li>FWD</li> <li>Floodline</li> <li>Internet</li> </ul>   |

# Who does what during a flood?

## » Environment Agency

- » Issue flood warnings
- » Receive and recording information on flooding
- » Advise other organisations
- » Deal with blockages on main rivers
- » Pollution

## » Councils

- » Co-ordinate emergency arrangements
- » Roads
- » Flood warning message
- » Sandbags may be provided
- » Clear blocked drains and small watercourses

## Emergency services

- » Police have an overall co-ordination role
- » Fire and Rescue Service
  - » Rescue those in need
  - » Provide assistance
  - » Provide equipment

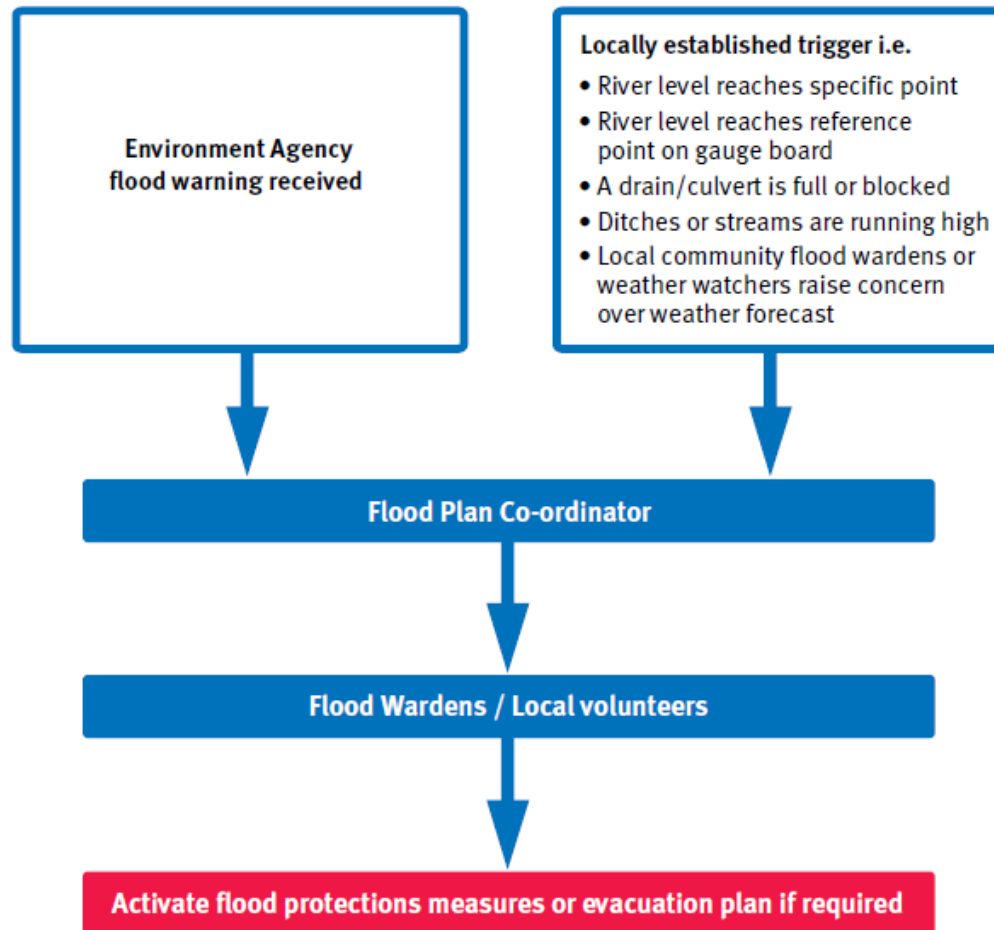
## Utility companies

- » Attend to emergencies relating to their service at properties where there is risk to life
- » Protect own premises
- » Attend to emergencies at their own serviced installations

# Everyone

- » **Move** to a safe area if you are at risk
- » **Prevent** water from entering your property if possible
- » Switch off **electricity and gas** supplies at the mains
- » Move **valuable possessions** above areas likely to flood

# Cascade of information



# Community flood plan exercise

Coastal scenario

# Guidelines

- » Table top exercise
- » 4 scenarios covering before, during and after the flood
- » 20 minutes discussion on each scenario
- » Record your answers on paper or a flip chart

# Scenario 1 – before the flood

- » There has been high rainfall over England and Wales.
- » High tides have combined with high onshore winds producing lots of spray and minor overtopping.
- » The rainfall has continued over England and Wales.
- » Tides are high, sea conditions are rough and the winds are increasing.
- » Rough seas and high winds have caused overtopping that has led to some localised flooding.
- » The Environment Agency have issued Flood Alerts along the coast in response to the deteriorating weather conditions and are advising communities to stay vigilant.



Last week

Yesterday

Now



# Key questions – before the flood

- » What actions would you take given the possibility of flooding?
- » Where could you get further information?
- » Who is the flood plan co-ordinator?
- » If this were happening today, how many of your volunteers are available?

# Suggested answers

- » What initial actions would you take given the possibility of flooding?
  - » Review the community flood plan
  - » Contact other Flood Wardens to inform them of the developing situation
  - » Communicate risk of flooding to the community via door knocking, social media etc
  - » Go and look at the other watercourses and report any blockages
  - » Continue to monitor the weather
  - » Confirm the availability of resources
- » Where could you get further information?
  - » Gov.uk/environment-agency website for river levels, live flood maps, 5 day forecast
  - » Environment Agency Floodline 0345 988 1188
  - » Met Office website - [http://www.metoffice.gov.uk/weather/uk/uk\\_forecast\\_warnings.html](http://www.metoffice.gov.uk/weather/uk/uk_forecast_warnings.html)
  - » Local and national media
- » Who is the flood plan co-ordinator?
  - » Insert name of flood plan co-ordinator
- » If this were happening today, how many of your volunteers are available?
  - » The group should review the list of volunteers to establish who is available

# Scenario 2 – before the flood

- » The weather has continued to deteriorate.
- » The previous high tide combined with high winds has caused some spray and overtopping but no further properties were flooded.
- » From looking at the water level against the height of the defences it was clear that should the situation get worse, significant overtopping will occur.
- » Local radio stations are reporting that the emergency services are starting to receive an increasing number of calls.
- » Interviews with Environment Agency officials indicate that they are closely monitoring the situation and they are doing everything they can to reinforce coastal flood defences.
- » A flood warning has been issued for your area.
- » The next high tide is in 3 hours.



Previous high tide



Last 6 hours



**FLOOD WARNING**

FLOODING IS EXPECTED. IMMEDIATE ACTION REQUIRED.

Now

# Key questions – before the flood

- » On a map, identify the places that are at risk of flooding in your community and how you would expect the water to flow. Which areas would you expect to flood first?
- » What will the flood plan co-ordinator do on receipt of a flood warning?
- » What will the flood wardens & volunteers do once notified?
- » What is the Floodline quick dial code for the area?

# Suggested answers

- » On a map, identify the places that are at risk of flooding in your community and how you would expect the water to flow. Which areas would you expect to flood first?
  - » Groups sketch flows onto large blank sheet
  - » Highlight areas at risk
  - » May use flood plan as guidance
- » What will the flood plan co-ordinator do on receipt of a flood warning?
  - » Be aware of the current situation (monitoring the media, call Floodline, look at Met Office website etc)
  - » Contact cascade of flood wardens or volunteers and advise on actions to prepare for flooding
  - » Talk to the Local Authority, Environment Agency etc – seek information and provide updates
  - » Update the flood wardens if the situation changes
- » What will the flood wardens and volunteers do once notified?
  - » Act on advice received from the flood plan co-ordinator or their assistant
  - » Put flood protection measures in place
  - » Help and advise vulnerable people and help move them to safety early if required
  - » Inform the community of the situation and advise them to prepare by moving cars, putting sandbags or floorboards in place etc via social media, phone or email
  - » Collect data/photos on impacts observed, when and where
- » What is the Floodline quick dial code for the area?
  - » Insert Floodline quick dial code

# Scenario 3 – during the flood

- » The high tide combined with a surge caused by the low pressure system has overtopped flood defences.
- » There are reports of a breach in the flood defences.
- » Conditions on the sea front are extremely dangerous and water is spreading through your community.
- » A flood volunteer has noticed that local infrastructure has flooded (delete from list below as appropriate):
  - » Electricity sub station
  - » Water treatment works
  - » Water pumping station
  - » Post office
  - » Doctors surgery
  - » Local roads
- » A radio broadcast is saying that the Police are advising evacuation immediately if safe to do so.
- » The Local Authority have produced a list of rest centres.
- » The Environment Agency have just issued a Severe Flood Warning.



**SEVERE FLOOD  
WARNING**

SEVERE FLOODING. DANGER TO LIFE.

**Last 2 hours**

**Last hour**

**Now**

# Key questions – during the flood

- » What could be the impact of this event on your community?
- » What resources will help? Do you have them?
- » Who do you talk to?

# Suggested answers

## » What could be the impact of this event on your community?

- » Damage to property & infrastructure
- » List of roads affected, expected road closures, properties flooded, loss of water/power etc
- » A number of residents may require temporary accommodation

## » What resources will help? Do you have them?

- » Groups should list the likely resources required & compare these against those listed in the flood plan
- » Eg Sandbags, pumps, 4 x 4, grab bags, diversion signs, community centre to meet etc
- » Identify any shortfalls

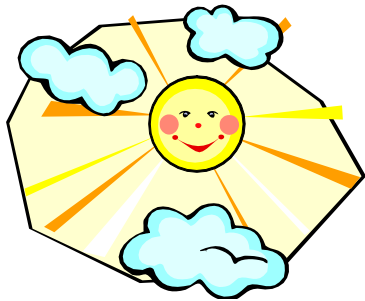
## » Who do you talk to?

- » Refer to the communications listed in the flood plan
- » Local Authority – may be able to provide sandbags, EA – update on flooding situation/forecast, Fire & Rescue – pumps etc
- » Identify any shortfalls



# Scenario 4 – after the flood

- » The media are now reporting that the flood water has either been pumped or has drained away naturally.
- » All flood warnings have been removed.
- » No further dangerous high tides are expected.
- » Your home has been flooded.
- » You have lost a family pet.
- » The entire ground floor is covered in debris and the walls are soaked through.
- » A number of personal possessions have been destroyed.
- » The community has been badly affected.
- » Roads have been damaged and are covered in debris.
- » Inspection hole covers are missing.
- » Homes and local businesses have been flooded.
- » A new family moved to the village last week and were unaware of the flood risk.
- » They did not have home insurance.
- » They are distraught and are seeking advice.



After the flood

In your house

In your street

In your community

# Key questions – after the flood

- » What will you do now?
- » How will the community help the new family?
- » What support would you expect from local organisations?

# Suggested answers

## » What will you do now?

- » Check on neighbours, seek help from those less affected
- » Seek advice from the National Flood Forum
- » Find out if it is safe to return to your property
- » Ring your insurance company as soon as possible
- » Take photographs

## » How will the community help the new family?

- » Help the family get back in their home
- » Share knowledge with professional organisations
- » Provide a list of local businesses that may be useful

## » What support would you expect from local organisations?

- » Citizens Advice Bureau – provide free information and advice
- » Environment Agency – provide advice on waste disposal
- » Faith groups – help the rehabilitation of the community
- » NHS – co-ordinate the primary care, community and mental health role during the recovery stage
- » Insurance industry – guidance on insurance claims
- » Local Authorities – deal with highways issues, provide accommodation, work with utilities suppliers
- » Voluntary sector – provide support regarding medical treatment, welfare, transport etc

# Debrief

## Aims

To get each participant to:

- » Reflect on their role in the community flood plan
  - » Assess the effectiveness of the community flood plan
  - » Identify areas for improvement
- 
- » In your group, 15 minutes discussion around 3 key questions
- 
- » 10 minutes feedback from the groups...

# Debrief

- » What did you find difficult today in responding to the flood?
- » What did you find easy today in responding to the flood?
- » “If I were to improve the flood plan I would....”

# Purpose of the exercise

## Aim

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## What will we do?

- » Discuss **why** we need to plan for flooding
- » List **who does what** during a flood
- » Decide on the actions to be taken **before, during and after** a flood
- » Identify how to **make your flood plan better**