

# Heytesbury, Imber and Knook

## Community Flood Plan

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## Document History

Action	By Whom	Date
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## 1. Summary

The Heytesbury, Imber and Knook Parish has a small number of homes at risk from fluvial flooding from the Wylde river.

A survey from the Environment Agency's website indicates there are 18 homes that could be adversely affected. There are 3 communities within the parish, Heytesbury, Tytherington and Knook. No buildings are at risk in Tytherington, 2 are at risk in Knook and 16 are at risk in Heytesbury.

The flood plan is based, primarily, on a self help basis with special consideration given to vulnerable residents. Each home, which is at risk, has been notified, provided with a personal flood plan and encouraged to register for flood alert notifications.

In the event of a flood, the two flood wardens will be contacted by the Environment Agency's Flood Warnings Direct service. They will monitor the situation, set up and staff an assembly area, call in support services as required and offer assistance to vulnerable residents.

## 2. Actions to be taken before a flood

Level of warning	Action	Notes
Flood Watch	Advise Flood Wardens  Philip Dale 01985 840313 07803 130 425  Peter Sincock 01985 840 730  Vanessa Sturmey 01985 850447	Wardens to contact each other
Flood Warning	Advise Flood Wardens	Wardens to contact each other  Advise known vulnerable people.  Advise assembly site. (Paula on 01985 840 059)
Severe Flood Warning	Advise Flood Wardens	Wardens to contact each other  Advise known vulnerable people.  Ask for photographs of relevant areas for recording and monitoring.  Advise assembly site.
All Clear	Advise Flood Wardens	Advise known vulnerable people.  Advise assembly site.



#### 4. Actions to be taken after a flood

Action
Advise known vulnerable people.
Restore assembly site to prior state
Document damage and take photographs
Arrange for restoration of power, communications and the water supply.
Arrange for cleanup and waste disposal
Arrange for repairs to any damaged public infrastructure e.g buildings, roads, bridges
Report Flood effects to the Environment Agency

## 5. Locations at Risk

Area	Post Code	Address
Park Lane	BA12 0HE	Mill Farm
	BA12 0HE	Heytesbury Mill
	BA12 0HE	No 131
	BA12 0HE	The River Bank
Mantles Lane	BA12 0HJ	Mantles Cottage
Mill Lane	BA12 0EE	River House
	BA12 0EE	Mill Stream House
	BA12 0HF	129 Mill Lane
	BA12 0HF	131 Mill Lane
Tytherington Road	BA12 0EF	Bridge House
	BA12 0EG	4 Tytherington Road
	BA12 0EG	6 Tytherington Road
	BA12 0EG	8 Tytherington Road
	BA12 0EG	10 Tytherington Road
	BA12 0EG	8A Tytherington Road
Greenlands	BA12 0EJ	South View
Knook	BA12 0JG	16 Knook
	BA12 0JG	17 Knook

## 6. Important Contact Details

Organisation	Telephone (Office Hours)	Telephone (Out of Hours)
Floodline	0845 988 1188	0845 988 1188
Environment Agency Incident Room	01258 483396 01258 483465	01258 483396 01258 483465
Wiltshire Council	0300 456 0100	0800 23 23 23
Wiltshire Highways Melksham Office	0800 23 23 23	0800 23 23 23
Fire & Rescue Service	01380 723601	999
Police	0845 408 7000 or 101 for non urgent calls	999 or 101 for non urgent calls
Ambulance Service	01249 858500	999
Selwood Housing	01225 715715	01225 715999
Wessex Water	0845 850 5959	0845 850 5959
Electricity: SWALEC	0800 052 0400	0800 052 0400
Gas: SWALEC	0800 111 999	0800 111 999
Telecommunications Company	151 154 (Bus)	151 154 (Bus)
Road Repairs Ringway	01934 421400	01934 421400
Heytesbury C of E Primary School	01985 840429	
Local Doctors: The Old Orchard Surgery, Codford BA12 0PN	01985 850 298	01985 850 298
A&E: Odstock Road, Salisbury SP2 8BJ	01722 336262	01722 336262

## 7. Resident Information

The flood risk to property in the parish is low with a small number of properties being at a 1% (1 in 100) or greater risk of flooding each year.

You may be at risk of flooding.

To establish your level of risk the you may go to the Environment Agency Web site <http://www.environment-agency.gov.uk/homeandleisure/floods/> and enter your postcode in the "Flood Map" box or phone the **Floodline** on **0845 988 1188** to speak to someone about flooding.

If your home is at risk, we highly recommend you also register yourself with the Environment Agency for automated warnings via their Floodline Warnings Direct service.

### How can I help?

Undoubtedly prevention and preparation are key and the best method of reducing risk is to ensure the watercourses around you are clear.

Rural landowners are often responsible for watercourses outside their property. Owners should familiarise themselves with riparian law (see below). This, generally, means no more than being a good neighbour and clearing ditches to enable other to discharge excess water through watercourse for which you are responsible. At the same time you will enjoy the same rights over other land.

### What will the Parish Council do?

The Council has put in place arrangements for Flood Wardens to assist the Environment Agency, County Council the Emergency Services in prioritising actions and mobilising resources. They will also disseminate any Flood or Severe Flood Warnings to vulnerable resident. On receipt of a Flood Watch warning no action will be taken.

On receipt of a Flood Warning the Parish Council, in conjunction with other authorities, will decide whether to initiate use of the Heytesbury C of E Primary School as Co-ordination center.

On receipt of a Severe Flood Warning the Parish Council in conjunction with other authorities, will decide whether to initiate the use of the Heytesbury C of E Primary School as an assembly area.

## **What should I do if I suffer a flood?**

Move to a safe area if life is at risk, Focus on the safety of you and your family. If you need to move, please ensure you take any medication you may need with you. Put cats and small animals in a pet carrier or secure box. And don't forget to take pet food.

Prevent water from entering property if possible. Put plugs in sinks and baths. Weigh them down with a sandbag, a pillowcase or plastic bag filled with garden soil, or a heavy object.  
- If you do not have non-return valves fitted, plug water inlet pipes with towels or cloths and disconnect any equipment that uses water (like washing machines and dishwashers).

Fill jugs and saucepans with clean water. - Move your family and pets upstairs, or to a high place with a means of escape.

Turn off gas, electricity and water supplies when flood water is about to enter your home if safe to do so. **DO NOT** touch sources of electricity when standing in flood water

**Protect what you can.** Move valuable possessions and essential items above floor areas liable to be flooded. Safely store important documents such as insurance papers

If the flood water hasn't reached you, move your car to higher ground and move outdoor pets to safety.

Contact one of the Parish Flood Wardens to inform them of your situation, intentions and any assistance you may require.

Keep listening to local radio for updates or call Floodline 0845 988 1188. - Flood water can rise quickly. Stay calm and reassure those around you. Call 999 if you are in danger.

**Important! Flood water is dangerous** - Avoid walking or driving through it. - Keep children and vulnerable people away from it. - Wash your hands thoroughly if you touch it.

## 8. Flood Warnings

The Environment Agency provides four levels of flood warnings

### 8.1 Flood alert



#### What it means

Flooding is possible. Be prepared.

#### When it's used

Two hours to two days in advance of flooding.

#### What to do

Be prepared to act on your flood plan.

Prepare a flood kit of essential items.

Monitor local water levels and the flood forecast on the Environment Agency's website.

### 8.2 Flood warning



#### What it means

Flooding is expected. Immediate action required.

#### When it's used

Half an hour to one day in advance of flooding.

#### What to do

- Move family, pets and valuables to a safe place.
- Turn off gas, electricity and water supplies if safe to do so.
- Put flood protection equipment in place.

### 8.3 Severe flood warning



#### **What it means**

Severe flooding. Danger to life.

#### **When it's used**

When flooding poses a significant threat to life.

#### **What to do**

- Stay in a safe place with a means of escape.
- Be ready should you need to evacuate from your home.
- Co-operate with the emergency services.
- Call 999 if you are in immediate danger.

### 8.4 Warnings no longer in force

#### **What it means**

No further flooding is currently expected in your area.

#### **When it's used**

When river or sea conditions begin to return to normal.

#### **What to do**

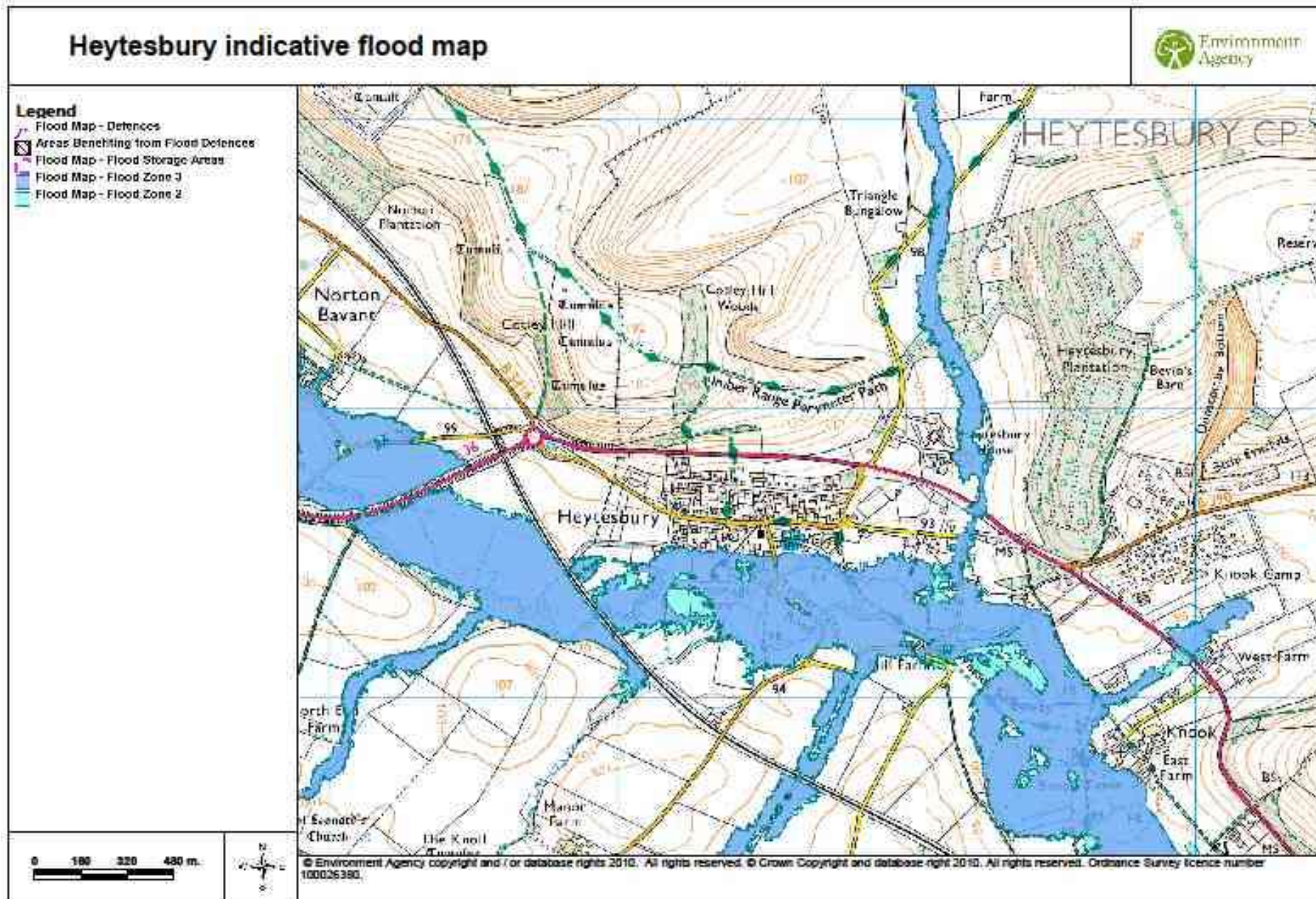
- Be careful. Flood water may still be around for several days.
- If you've been flooded, ring your insurance company as soon as possible.

Radio updates are broadcast on: BBC Wiltshire  
Spire FM  
Wessex FM  
Wave 105 FM  
BBC Wiltshire  
GWR FM

Television updates are broadcast on: BBC – South  
ITV - Meridian

You may also call the Floodline on 0845 988 1188, select option 1 and enter quick-dial number 166057 to get more information.

# 9. Flood Map



# Appendices

## A. A Brief Summary of Riparian Law

### RIPARIAN OWNER

The owner of land on the banks or under the bed of a natural watercourse.

### WATERCOURSE

A river, stream, ditch, drain, culvert, dyke, sluice, sewer and passage through which water flows. (excluding public sewers)

### RIPARIAN OWNER

You are a riparian owner if you have an open or piped watercourse located: -

directly on your land

directly adjoining the boundary of your land

You are likely to be a riparian owner if you have an open or piped watercourse located: -

directly outside of your property and adjacent to the road

### WHERE YOU ARE THE RIPARIAN OWNER OF A WATERCOURSE IT IS FOR YOU TO: -

- maintain the watercourse and any associated structures
- keep the watercourse and any associated structures free of obstructions

### YOUR FAILURE TO MAINTAIN A WATERCOURSE AND KEEP IT FREE OF OBSTRUCTION MAY RESULT IN: -

- a drainage problem for your neighbours and other landowners
- severe surface water flooding and water possibly entering houses
- enforcement action being taken against you by the local authority

### CONSENT FROM THE ENVIRONMENT AGENCY AND LOCAL AUTHORITY IS REQUIRED BEFORE ANYONE CAN:-

- erect or alter any structure or culvert which is liable to obstruct the flow of a watercourse

## **B. Personal Flood Plan**

# Personal Flood Plan

Name

## Are you signed up to receive flood warnings?

Let us know when you've completed your flood plan by calling Floodline on **0845 988 1188**. This will help us learn more about how people are preparing for flooding.

If not call Floodline on 0845 988 1188 to see if your area receives free flood warnings or go to <http://www.environment-agency.gov.uk/>

General contact list	Company name	Telephone Office Hours	Telephone Out of Hours
Floodline	Environment Agency	0845 988 1188	0845 988 1188
Electricity provider	SWALEC	0800 052 0400	0800 052 0400
Water company	Wessex Water	0845 8505959	0845 8505959
Gas provider			
Telephone provider			
Insurance company and policy number			
Wiltshire Council		0300 4560100	0800 232323
Fire & Rescue Service		01380 723601	999
Ambulance Service		01249 858500	999
Police		101	999 or 101 (non urgent calls)
Local radio station			
Travel/weather info			

## Key locations

Service cut-off	Description of location
Electricity	
Gas	
Water	

## Who can help/who can you help?

Relationship	Name	Contact details	How can they/you help?
Relative			
Friend or neighbour			

**Be prepared for flooding. Act now.**

Put important documents out of flood risk and protect in polythene

Look at the best way of stopping floodwater entering your property

Find out where you can get sandbags

Identify what you would need to take with you if you had to leave your home

Check your insurance covers you for flooding

Make a flood plan and prepare a flood kit

Identify who can help you/who you can help

Understand the flood warning codes

### What can you do if a flood is expected in your area?

#### Actions

#### Location

#### Home

Move furniture and electrical items to safety

Put flood boards, polythene and sandbags in place

Make a list now of what you can move away from the risk

Turn off electricity, water and gas supplies

Roll up carpets and rugs

Unless you have time to remove them hang curtains over rods

Move sentimental items to safety

Put important documents in polythene bags and move to safety

#### Garden and outside

Move your car out of the flood risk area

Move any large or loose items or weigh them down

#### Business

Move important documents, computers and stock

Alert staff and request their help

Farmers move animals and livestock to safety

#### Evacuation - Prepare a flood kit in advance

Inform your family or friends that you may need to leave your home

Get your flood kit together and include a torch, warm and waterproof clothing, water, food, medication, toys for children and pets, rubber gloves and wellingtons

There are a range of flood protection products on the market to help you protect your property from flood damage. A directory of these is available from the National Flood Forum at [www.bluepages.org.uk](http://www.bluepages.org.uk)

**Be prepared for flooding. Act now.**