



Bampton Flood Response Plan

Environment Agency: information and emergency contact

Incident hotline 0800 80 70 60 (24 hours)

Floodline 0845 988 1188/1/162066 (24 hours)

Website www.environment-agency.gov.uk/flood

Bampton Flood Response Plan

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1. Introduction

- 1.1 The centre of Bampton around Brook Street is prone to flooding. Very serious flooding occurred in 1963 and 2000 with other less serious flood events occurring in the intervening period. Other parts of Bampton and properties in Shillingford have also experienced flooding on occasions.
- 1.2 Flooding can cause severe damage, disruption and, in some cases, casualties to people and property; for that reason flooding is often categorised as a 'major incident' by the emergency services, who need the support and assistance of communities to safely manage the incident and minimise harm.
- 1.3 There is no statutory responsibility for communities to plan for, respond to, or recover from such emergencies, however the vulnerability of Bampton and surrounding areas to flooding and the cohesion of its community have caused Bampton Town Council to prepare this Flood Response Plan.

2. Purpose and Scope of the Plan

- 2.1 The purpose of this Flood Response Plan is to increase resilience within Bampton by providing guidance for the successful management of flood incidents that might affect the safety of residents, workers and visitors in Bampton.
- 2.2 The scope of the plan includes flood incidents mainly in the area of Bampton town centre. However, it also makes reference to flood incidents in areas of Bampton outside the town centre and in Shillingford.

3. Objectives of the Plan

- 3.1 The overall objective of this plan is that we should respond to a flood incident in a structured manner to ensure that there is adequate voluntary support given to the community and the emergency services.
- 3.2 Actions will be guided by specific objectives, which are as follows:
 - ◆ preserving life and the safety of people, especially those who are vulnerable;
 - ◆ minimising flood damage to property;
 - ◆ to enable the town to return to "business as usual" as quickly as possible.

4. Locations at risk

- 4.1 Properties in the area of Mill Head, Manor Mill House, New Buildings, Briton Street, Bridge Terrace and Brook Street are most at risk.

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4.2 One or more of the following factors can cause Bampton to flood:

- ◆ following heavy downpours in any season the volume of water in the River Bathern can rapidly rise
- ◆ the Bathern Bridge in Bampton can act as a pinch point causing water to back up upstream and flood the above areas;
- ◆ the Shuttern Brook, which also flows into the R. Bathern at the bridge, may cause flooding to Frog Street, Silver Street and Brook Street areas;
- ◆ excess surface water flows down the Old Tiverton Road into Briton Street, New Buildings and Mill Head;
- ◆ excess surface water flows down Frog Lane and into Frog Street;
- ◆ excess surface water can cause flooding in Shillingford, especially to The Old Chapel;
- ◆ gardens in Shillingford adjacent to the River Bathern flood following heavy downpours.

5. Risk Mitigation

- ◆ In 2006 the Environment Agency (EA) carried out flood protection works, thereby reducing the risks of flooding.
- ◆ The EA monitors water levels in the Shuttern Brook by telemetry.
- ◆ Flood barriers have been installed at Manor Mill House and Riverside Hall and will be in place for the winter from the beginning of October until April.
- ◆ The EA monitors the open / closed status of the flood barrier at Manor Mill House by telemetry.
- ◆ Sluice gates have been installed in Frog Street to control the Shuttern Brook.
- ◆ Sandbags to protect vulnerable properties are available from a Town Council store by the bridge
- ◆ The Flood Response Plan and a Flood Response Team have been prepared to assist in the management of a flood incident.
- ◆ The Co-ordinator and Wardens will conduct regular inspections of the River Bathern. They will report any issues to the EA who will also undertake inspections.
- ◆ A designated person, authorised by Bampton Town Council, will keep the leaf grille to the Shuttern Brook in Frog Street gully clear of debris.
- ◆ **It is expected that able bodied residents will co-operate with the Co-ordinator and Wardens to protect their own homes.**
- ◆ If evacuation is necessary, rest centres will be established at the Quarryman's Rest PH and the Community Hall. Some residents may prefer to go to local relatives.

6. Role of Agencies

6.1 The following agencies have roles in the planning and management phases for flood incidents:

- ◆ Environment Agency
- ◆ Devon County Council
- ◆ Lead Local Flood Authorities (LLFA)
- ◆ Mid Devon District Council (MDDC)
- ◆ Bampton Town Council
- ◆ Cornwall & Devon Police
- ◆ Devon & Somerset Fire & Rescue Service
- ◆ South West Water
- ◆ Electricity, gas and telecommunication companies
- ◆ Large industrial companies

See Annex E for the principal actions of each agency.

6.2 **The emergency services have primacy in the management of an incident;** the police co-ordinate the activity of the other services and voluntary agencies at the incident. Members of the Flood Response Team should be prepared to brief the first officer arriving at the scene of an incident. The officer will want to know 'CHALET'S':

- Casualties (numbers, location, injuries etc)
- Hazards present at the scene
- Access to the scene
- Location (exact location)
- Emergency services required
- Type of incident, e.g. flood
- Safety & risks present at the scene

7. Flood Warnings

7.1 The EA operates a flood warning service in areas at risk of flooding, such as Bampton. There are three levels or 'grades' of flood alert:

- **Flood Alert (Grade 1).** This means 'flooding of low-lying land and roads is expected'. **Be aware;**
- **Flood Warning (Grade 2).** This means 'flooding of homes and businesses is expected'. **Act now!**
- **Severe Flood Warning (Grade 3).** This means 'severe flooding is expected'. **Act now!**
- **All Clear.** This means 'flood watches or warnings are no longer in force for the area'.

8. Flood Response Team: Roles and Responsibilities

8.1 A Flood Response Team (FRT) has been established to co-ordinate the response of Bampton's community to a flood incident. The FRT is comprised of voluntary members of the Bampton community who should:

- ◆ reside in Bampton and have good local knowledge;
- ◆ provide assurance to the vulnerable in an emergency and give assistance where appropriate and safe to do so;
- ◆ communicate with the Bampton community and relevant agencies, e.g. Mid Devon District Council, Environment Agency, emergency services;
- ◆ maintain confidentiality where necessary;
- ◆ keep this plan up to date;
- ◆ keep a 'grab bag' containing the plan, appropriate clothing and equipment.

8.2 The role of the FRT is to activate this plan and carry out the actions detailed within it. The FRT will act **under the direction of the emergency services** when they attend a flood incident.

8.3 The FRT is comprised of a Co-ordinator, Deputy Co-ordinator, Flood Wardens and Deputies who act as a focal point for the community and other agencies in response to a flood emergency. The FRT is assisted by Volunteers. The roles of the FRT are:

a) Flood plan co-ordinator

- is aware of the current situation;
- contacts flood wardens or volunteers and advises on actions to prepare for flooding;
- liaises with the local authority, Environment Agency and other organisations;
- updates the flood wardens if the situation changes;
- maintains emergency contacts.

b) Flood wardens/volunteers

- act on the 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 floodboards in place etc.

8.4 All personnel should know:

- ◆ What is my role?
- ◆ Where should I go?
- ◆ Who must I contact?
- ◆ What equipment do I need?

Additionally, **all personnel** should:

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- ◆ inform Co-ordinator of any absence and appoint a deputy;
- ◆ keep mobile phones charged & check signal;
- ◆ take part in any training organised by the Environment Agency or others, especially training concerned with practical skills (eg. operating flood barriers at Manor Mill House and Riverside Hall).

9. Role of Property Owners

It is expected that property owners in Bampton, Shillingford and any other 'at risk' locations within Bampton Town Council's area will:

- ◆ be aware of any risk of flooding to their properties;
- ◆ in advance of any flooding incidents, take the necessary precautions (eg. installing flood boards, obtaining sandbags or alternative items, obtaining airbrick covers);
- ◆ in the event of flooding:
 - move to a safe area if life at risk;
 - prevent water from entering property if possible;
 - switch off electricity and gas supplies at mains;
 - move valuable possessions above areas liable to be flooded.

10. Safety

10.1 *Members of the FRT and Volunteers must 'think safety' at all times and not expose themselves or others to unnecessary risks. Assistance may be summoned at any time during an incident by one long blast of the whistle issued to FRT members.*

11. Actions Triggered by Flood Alert and Flood Warning

11.1 **PRE-ALERT**

When local knowledge indicates that flooding may occur, e.g. during heavy or prolonged rainfall, but before an alert is received, the following actions will be taken:

Co-ordinator:

- Know the XD number for EA Incident Room
- Assess the risk of flood from visual observation
- Contact the EA Duty Officer/Incident Room via the XD number if necessary
- Inform the Flood Wardens and check availability of the FRT
- Inform MDDC and request help if drains are blocked
- Check the store door is open and equipment available
- Log actions

11.2 **FLOOD ALERT (GRADE 1)**

Upon receipt of a Grade 1 alert, the following actions will be taken:

Co-ordinator:

- Monitor river level and weather forecast
- Check availability of the Wardens and Volunteers
- Check with the EA Duty Officer via the XD number

Wardens:

- Monitor river level and weather forecast
- Know the XD number for EA Incident Room
- Designated warden** to install flood barrier
- Designated warden** to inform the Quarryman's Rest PH (tel. 331480)
- Designated warden** to have available the keys to the Community Hall
- Ensure known volunteers install the Riverside Hall flood barrier
- Ensure Manor Mill gates shut/pump working

11.3 **FLOOD WARNING (GRADE 2)**

Upon receipt of a Grade 2 alert, the following actions will be taken:

Co-ordinator:

- ❑ Continue to monitor river level and weather forecast
- ❑ Be available to receive Grade 3 alert via two specified land lines and via SMS to mobiles
- ❑ Receive updates of actions completed / outstanding from the Wardens and Volunteers
- ❑ Liaise with principal agencies (see Annex E)

Wardens:

- ❑ Continue to monitor river level and weather forecast
- ❑ Be available to receive Grade 3 alert via two specified land lines and via SMS to mobiles
- ❑ Alert vulnerable, designated properties including those which already have their own supply of sandbags
- ❑ **Designated warden** to prepare to open the Community Hall
- ❑ If requested, **Signage Warden** to place warning signs at: Exeter Inn, Scotts and Luke Street
- ❑ Try to identify owners of cars in Riverside Car Park and advise removal (**do not remove cars** – this is a role for police / fire service)
- ❑ Check use / occupancy of Riverside Hall and consider evacuation
- ❑ Report status of actions to the Co-ordinator

Volunteers:

- ❑ **Distribute and / or place sandbags for designated vulnerable people**
- ❑ Aid wardens in trying to identify owners of cars in Riverside Car Park and adjacent roads: advise removal (**do not remove cars** – this is a role for police / fire service)
- ❑ Report status of actions to the Co-ordinator

11.4

SEVERE FLOOD WARNING (GRADE 3)

Upon receipt of a Grade 3 alert, the following actions will be taken:

Co-ordinator:

- ❑ Decide on action needed.
- ❑ Direct Wardens & Volunteers to assist in evacuating vulnerable people to the Community Hall, Quarryman's Rest PH or to a local relative, ensuring necessary medication is carried. Call local GP if necessary.
- ❑ Receive updates of actions completed / outstanding from the Wardens and Volunteers
- ❑ Liaise with principal agencies (see Annex E)

Wardens:

- ❑ **Designated warden** to open Community Hall and contact suitable volunteers to provide refreshments
- ❑ **Designated warden** to contact the Quarryman's Rest PH to provide warmth and refreshments
- ❑ If evacuating as above, ensure necessary medication is also carried
- ❑ Report status of actions to the Co-ordinator

Volunteers:

- ❑ If instructed by Wardens, assist vulnerable people to Community Hall or Quarryman's Rest PH or other agreed venue.
- ❑ If evacuating as above, ensure necessary medication is also carried
- ❑ Report status of actions to the Co-ordinator

11.5

ALL CLEAR

Co-ordinator:

- ❑ Co-ordinator makes decision to stand down
- ❑ Communicate decision to Wardens & Volunteers
- ❑ Arrange debriefing and assessment of performance

Wardens & Volunteers:

- ❑ If appropriate assist vulnerable people back home.
- ❑ Close Community Hall.
- ❑ Report to Co-ordinator that tasks are completed