

# Marlow Community Flood Plan

*Marlow Town council*

*2015 Version 6*



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## **SECTION 1 Introduction:**

### **Ownership:**

This document is owned by Marlow Town Council.

### **Aims & Objectives:**

To coordinate the community flood response, ensuring residents are informed and supported before, during and after in the event of a flood. To ensure Marlow Town Council plays a vital part in the multi-agency response and supporting Marlow residents, in a commitment to proactive prevention.

### **Objectives:**

1. To warn and inform the local community and other stakeholders before, during and after in the event of a flood. This will be implemented by phone cascades, text, Twitter, content 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; before, during and after. This will be implemented through the flood warden network.
3. To work with Wycombe District 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. 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:**

The communications plan addresses the various scales of flooding; this discusses the actions to be implemented in the likelihood of a flood alert, through to a severe flood warning. Along with any evacuations flooding may cause. 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 2015 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, Emergency Services have overall command. 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. If at any time individuals consider the actions and procedures described within this plan a threat, place themselves or others at risk of injury, or harm they should stop immediately and inform Marlow Town Council.

## **SECTION 2 Plan Activation:**

This section outlines the Marlow Community Flood plan, activation process and identifies immediate response actions. *See Appendix 1 and 2.*

This plan will be activated by the Community Emergency Manager, 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 relevant alerts from the UK Met Office.
- Notifications from a resident/flood warden that signs of imminent flooding have been noticed. Observing that a community response is necessary.
- Notification from Wycombe District Council, or any other category one responder that flooding is imminent.
- Awareness of expected 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 four distinct roles within the Community Flood Response team:**

1. Community Emergency Manager (CEM)
2. Community Emergency Coordinator (CEC)
3. Community Flood Wardens (CFW)
4. Deputy Community Flood Wardens (DCFW)

#### **Responsibilities:**

The Community Emergency Manager has overall responsibility for leading the community flood response; they will direct other team members as appropriate. This role will be filled by the Marlow Town Council Clerk -Annie Jones, or in their absence the Deputy Town Clerk, Town Mayor or Deputy Mayor, Community Emergency Coordinator, in that descending order.

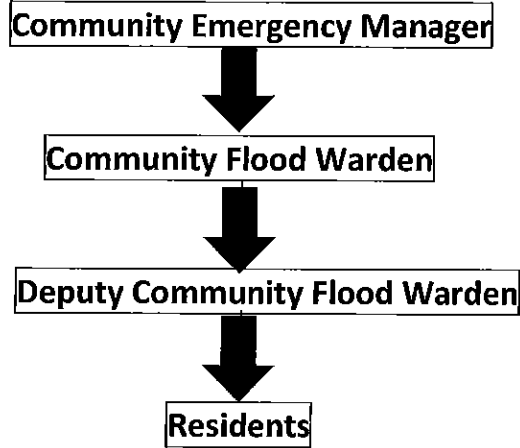
There are five high risk flood areas within the Marlow area. Each of these has been assigned a warden and a number of deputies. *(See Appendix 4 & 7)* The wardens are the primary channel of communication, for everybody within their designated area. If the flood warden is not available, the first Deputy on the list in the particular area will fulfil the role.

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

*For detailed information of the areas covered by each CFW and DCFW see Appendix 7*

## Section 4: Communication & Information Distribution

The key methods of communication will be:  
Phone Cascades



- Text Twitter #MTC Website Face to face/Visits

# CONTACTS

**Environment Agency Floodline 0845 9881188**

### National Flood Forum

An extremely informative booklet including advice on Preparing for a Flood, Emergency Flood Kits, Health and Safety, Coping with the Aftermath, Insurance and Flood Defence Products.

### Property Protection Adviser

Defra funded website enabling homeowners and businesses to obtain a tailored report on flood resilience measures that might be appropriate for their property and their likely costs.

### Prepare your property for flooding

Checklist of things to do to prepare your property for flooding. Includes advice on flood warning signs, flood defence products, flood insurance and flood recovery.

**Flood Warning Sign Up 0345 9881188**

Sign up for flood warnings in your area.

**Thames Water 0800714614**

Thames Water provides flood warnings for properties in the Marlow area. For more information visit [www.thameswater.co.uk](http://www.thameswater.co.uk)

**Marlow Town Council 01628 484024**

For more information visit [www.marlow.gov.uk](http://www.marlow.gov.uk)

**Bucks County Council/Transport for Buckinghamshire 0845 230 2882 or 01296 382416**

For more information visit [www.bucks.gov.uk](http://www.bucks.gov.uk)

**Wycombe District Council 01494 46100**

For more information visit [www.wycombe.gov.uk](http://www.wycombe.gov.uk)

### Financial Support and Relief

For more information visit [www.marlow.gov.uk](http://www.marlow.gov.uk) or contact the Flood Recovery Team on 01628 484024. For more information visit [www.bucks.gov.uk](http://www.bucks.gov.uk) or contact the Flood Recovery Team on 01296 382416. For more information visit [www.wycombe.gov.uk](http://www.wycombe.gov.uk) or contact the Flood Recovery Team on 01494 46100.

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## **Appendices:**

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Health and safety

## Appendix1. Triggers and Immediate Response Actions

*Please note: A Flood Alert is likely to be the main trigger but others are itemised on page 3.*



### FLOOD ALERT - IMMEDIATE RESPONSE PLAN

**What it means:** Flooding is possible. Be prepared

**When it is used:** *Two hours to two days in advance of flooding*

#### Community Emergency Manager (CEM)

#### Community Flood Wardens (CFW)

<p>1. Send group text message to:</p> <ul style="list-style-type: none"> <li>• Community Flood Wardens</li> <li>• Other Community Emergency Team members</li> <li>• Outline details of the flood alert and suggested actions to be taken "FLOOD ALERT. BE PREPARED ..."</li> </ul>	<p>1. Check Flood Warden Kit is available and complete</p> <p>2. Charge mobile phone. Set ring tone to loud</p> <p>3. Make an assessment of the likely impact in their specific area</p>
<p>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</p>	<p>4. Check drains and streams within Area if safe to do so. Report any problems to CEM or deputy</p> <p>5. Monitor local news and weather forecasts</p>
<p>3. Record activity in Flood Event Record, held at Marlow Town Council office.</p>	<p>6. Alert community members as appropriate. Contact known vulnerable members of the community (see appendix 5) within flood warden area to reassure as required. Based on local knowledge</p> <p>7. Await further flood warnings and information</p>





## FLOOD WARNING - IMMEDIATE RESPONSE PLAN

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

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

**Community Emergency**

**Community Flood Wardens**

**Manager**

- |   |   |
|---|---|
| <ol style="list-style-type: none"><li>1. Send group text message to:<br/>Community Flood Wardens<br/>Other CE Team Members<br/>Elected Members - MTC<br/>Officers – MTC<br/>Outline details of the flood warning and suggested actions to be taken</li><li>2. Contact WDC Emergency Planning Officer to receive additional information and exchange local observations</li><li>3. Record activity of each CFW in each area</li><li>4. Check sources of news, weather and flood information e.g. Met Office, EA, river levels. Relay information to all CE Team and FWs</li><li>5. Liaise with WDC and FWs regarding sandbag distribution</li><li>6. Record events in Flood Event Record</li></ol> | <ol style="list-style-type: none"><li>1. Assess the situation, extent of flooding (if any) and presence of emergency services.</li><li>2. Knock on doors of properties within CFW Area. Prioritise vulnerable individuals and properties with known risk of flooding (see appendix xxx). Provide guidance to members of the community as advised by CEM</li><li>3. If necessary contact Deputy to provide support in area</li><li>4. Locate to safe area within CFW area</li><li>5. Arrange sandbag distribution to individual houses for the vulnerable and distribution points for others.</li><li>6. Contact CEM. Confirm arrival at safe area and location. Receive guidance from CEM and provide regular updates on the situation.</li><li>7. If Emergency Services are present follow their guidance when appropriate</li><li>8. Record events in Flood Incident Record. Take photos/video of the extent of the flooding if appropriate</li></ol> |
|---|---|

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



## SEVERE FLOOD WARNING - IMMEDIATE RESPONSE PLAN

What it means: Severe Flooding, Danger to life.

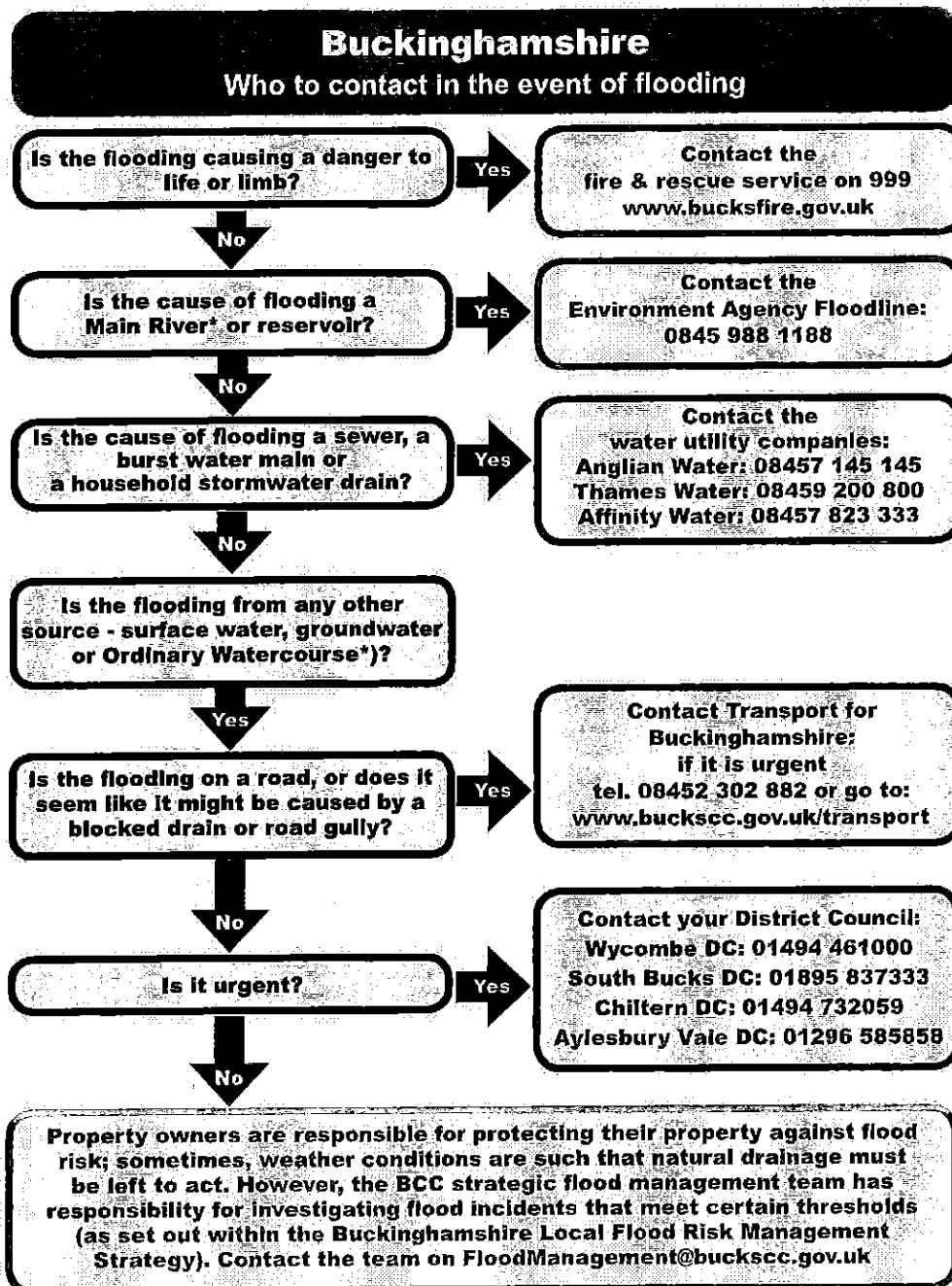
When it is used: *When flooding poses a serious threat to life*

### Community Emergency Manager (CEM)

### Community Flood Wardens (CFW)

- |  |  |
|--|--|
| <ol style="list-style-type: none"><li>1. Send group text message to:<ul style="list-style-type: none"><li>• Community Flood Wardens</li><li>• Other CE Team members</li><li>• Outline details of the flood alert and suggested actions to be taken<br/>"SEVERE FLOOD WARNING. DANGER TO LIFE..."</li></ul></li><li>2. Contact WDC Emergency Plan Officer to receive additional information and exchange local observations and liaise on possible evacuation</li><li>3. Other members of CE team to provide support as necessary and directed by CEM</li><li>4. Record events in Flood Incident Record</li></ol> | <ol style="list-style-type: none"><li>1. Knock on doors of properties in FW 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</li><li>2. Follow guidance of the Emergency Services or hand over to Emergency Services when appropriate</li><li>3. Contact CEM to report events<br/>Prepare to evacuate area/ homes as advised by Emergency Services and WDC</li><li>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 WDC and Emergency Services.</li><li>8. Record events in Flood Incident Record. Take photos of the extent of the flooding if appropriate</li></ol> <p><b>Prioritise your own safety at all times. Do not enter flood water.</b></p> |
|--|--|

## Appendix 2: Communication and Information Flow Chart



\*Responsibility for watercourses is split: the Environment Agency is responsible for watercourses that have been designated as 'Main River', Buckinghamshire County Council is responsible for all other watercourses, which are known as 'Ordinary Watercourses', except for those that are located in the Buckingham and River Ouzel Internal Drainage Board area. To find out if a watercourse is Main River or Ordinary, enter a postcode in the map that can be found at: [www.transportforbucks.net/Flooding/Ordinary-Watercourse-Land-Drainage-Consent.aspx](http://www.transportforbucks.net/Flooding/Ordinary-Watercourse-Land-Drainage-Consent.aspx)

## **Buckinghamshire**

### **Roles and responsibilities in the event of flooding**

Below are the main roles and responsibilities of individuals and agencies within Buckinghamshire in terms of flooding. More information is available on the BCC website ([www.transportforbucks.net/Flooding1.aspx](http://www.transportforbucks.net/Flooding1.aspx)) and a complete overview can be found in the Buckinghamshire Flood Risk Management Strategy, which can be downloaded here: [www.transportforbucks.net/Flooding/Flood-Risk-Strategy.aspx](http://www.transportforbucks.net/Flooding/Flood-Risk-Strategy.aspx)

#### **Individual responsibility**

The responsibility for the protection of property lies with the property owner. Useful information on how to protect your property can be found in the following leaflet: <http://nationalfloodforum.org.uk/wp-content/uploads/Ready-for-flooding.pdf>

#### **Environment Agency**

The Environment Agency is responsible for managing flooding from reservoirs and 'Main Rivers'. To find where main rivers are in Bucks, go to the following page and select 'main river' on the map:

[www.transportforbucks.net/Flooding/Ordinary-Watercourse-Land-Drainage-Consent.aspx](http://www.transportforbucks.net/Flooding/Ordinary-Watercourse-Land-Drainage-Consent.aspx)

#### **Buckinghamshire County Council as Lead Local Flood Authority**

Responsible for managing local sources of flood risk, i.e. flood risk from groundwater, surface runoff and ordinary watercourses (watercourses that are not classified as "main river").

##### **Buckinghamshire County Council – Transport for Buckinghamshire**

- Routine highway gully emptying and emergency clearance of highway gullies and drainage when flooding occurs.
- Emergency road closures and diversions.
- Provision of sandbags and pumping facilities for highway purposes.

##### **Buckinghamshire County Council – Resilience team**

- Coordinating BCC's multi-service response in the event of a major incident or emergency in Buckinghamshire, in partnership with other responding agencies and organisations, as part of an integrated emergency response.
- Maintaining a duty Resilience Officer to act as a single point of contact for professional partners in response to emergencies.
- Representing BCC at multi-agency command, control and communication centres (if activated) in the event of an emergency.

##### **Buckinghamshire County Council – Strategic Flood Management Team**

- Manage local flood risk through implementing a Bucks-wide Strategy and by leading the flood-related work of local risk management authorities.
- Investigate and publish reports on flooding incidents, if they meet the thresholds set out in the Strategy.
- Perform a number of other functions: consulting on County-level planning applications; maintaining a register of structures or features that have a significant effect on flood risk; using discretionary enforcement powers to reduce flood risk; deciding on whether works to ordinary watercourses are allowed or not.

#### **District Councils**

Support communities by helping displaced people to find emergency accommodation. They also provide warning information locally and liaison to identify ongoing threats to public health. Contact details and the services available from your own District Council are available through their individual websites. Alternatively, you can also contact your Town or Parish Council who have a role to provide support to residents. Please remember that all services are limited during a widespread emergency and it is your own responsibility to protect your property by checking that you have access to flood defences – including sandbags – in advance of any incident.



## Appendix 3: Contact details – Marlow Town Council, Members and Flood Wardens

### Community/Volunteers Flood Group

#### Main Objectives

- Identify Areas and Properties at Risk
- Identify people at risk and who may be classed as vulnerable
- Develop a network of volunteers **First responders**
- Identify responsibilities **Role of wardens**
- Publicise
- Train volunteers

Contact:	Email details:
Suzanne Brown	Email: <a href="mailto:Sbrown@marlow-tc.gov.uk">Sbrown@marlow-tc.gov.uk</a>
David Bissett- Powell	Email: <a href="mailto:David@bissett-powell.com">David@bissett-powell.com</a>
Suzie Moon	Email: <a href="mailto:suzie@e-mel.biz">suzie@e-mel.biz</a>
Bob Johnson	Email: <a href="mailto:Bobjohnson.hr@btinternet.com">Bobjohnson.hr@btinternet.com</a>
Andy Foreman	WDC Policy officer- Emergency Planning
Neil Landricombe	Environmental Agency
Duncan Homes Birtles	Lock Keeper
Jeremy Chinn	Email: <a href="mailto:jpchinn@gmail.com">jpchinn@gmail.com</a> Mobile: 07973141563

### Appendix 4: Lists of Vulnerable

Area	Address	
A	[REDACTED]	[REDACTED]
B	[REDACTED]	[REDACTED]
B	[REDACTED]	[REDACTED]
B	[REDACTED]	[REDACTED]
B	[REDACTED]	[REDACTED]
B	[REDACTED]	[REDACTED]
B	[REDACTED]	[REDACTED]
C	[REDACTED]	[REDACTED]
C	[REDACTED]	[REDACTED]
C	[REDACTED]	[REDACTED]
C	[REDACTED]	[REDACTED]
C	[REDACTED]	[REDACTED]
D	[REDACTED]	[REDACTED]
D	[REDACTED]	[REDACTED]
E	[REDACTED]	[REDACTED]
E	[REDACTED]	[REDACTED]
E	[REDACTED]	[REDACTED]

## **Main Responsibilities of wardens:**

### ***Flood alert:***

- Check each Flood Kit is complete and ready
- Assess impact in CFW Area.
- 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.

### ***Flood Warning:***

- Assess situation and extent of flooding within CFW Area.
- Check presence of Emergency Services.
- Knock on doors of properties within CFW Area.
- Contact Deputy CFWs if necessary.
- Locate to safe area within CFW Area.
- Arrange Sandbag Distribution with priority to the vulnerable and "At Risk".
- Arrange suitable drop-off points for sandbags for others within CFW Area.
- Contact CEM 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 vehicles.
- Thames Valley Water. OFWAT

### ***Severe flood warning:***

- Knock on doors of properties within CFW Area.
- Prioritise those on Sheets "Vulnerable List" and "Properties at Risk"
- Pass on advice from Emergency Services.
- Contact CEM to report events.
- Prepare to evacuate CFW Area and homes as advised by emergency services & Wycombe District Council
- If evacuation likely -advise on "Grab Bag".
- See Sheet "Flood Kit and Grab Bag"
- 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 WDC and Emergency Services.

***Secondary Assistance:***

- Remind those evacuating about security.
- Ensure TVP 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 CEM of any clean-up required.

***Secondary assistance:***

- Contact relatives, friends and neighbours.