	Crudwell Parish Council Emergency Plan
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Issue	Description	Date
1	First Issue	11/03/2011
2	Revised information	19/03/2025
3	EA flood maps added, job spec/role for flood warden added	16/07/2025
4	Minor revisions to emergency contacts and flood plan	27/10/2026

1. Emergency Contacts

Role	Name & email	
Parish Council Chair ***This is the person that will instigate any actions and act as lead, so volunteers report to him before taking any actions - as this will then initiate the parish insurance***	Roy Hamilton-Lambley roy.hlambley@crudwell-pc.gov.uk	T: 07917 335272
Parish Clerk	Theo Edge parish.clerk@crudwell-pc.gov.uk	
Emergency Hub coordinator	Phil Buxton chair@cvhrg.org.uk	T: 07970 780768
Flood Warden Team - *a number of flood warden trained volunteers who share the role and monitor their nearest water courses (Rommel Lane, The Butts Stream and the Swill Brook)*	Nominated Flood Warden floodwarden@crudwell-pc.gov.uk Crudwell Flood Action Group crudwellflag@gmail.com Three of the flood wardens cover/coordinate the three zones of the village: - Swillbrook - North end of village - The Butts Stream - Centre of village - Rommel Lane stream - South end of village	

Flood Warden Volunteer Team

Name	Role	Tel Nos	Email
Ben Preece Tremeer House	**Swillbrook - North end of village** (inc. Tuners Lane & The Street)		crudwellflag@gmail.com
Russ Muir 19 The Butts	**The Butts Stream - Centre of village** (The Butts, The Dawneys, Tetbury Lane)		
Gary Vaughan Timkel House	**Rommel Lane stream** – South end of the village (Rommel Lane, Goosey Corner)		

Emergency Services and statutory agencies		
Organisation	Non-Emergency	Emergency
Environment Agency	03708 506 506	0800 80 70 60
Wiltshire Council	0300 456 0100	0300 456 0100 (outside office hours select highways and ask for duty officer
Dorset & Wiltshire F & R	01722 691000 (during office hours) or 0306 799 0019 (out of hours).	999
Wiltshire Police	101	999
South West Ambulance	111	999
British Transport Police	0800 40 50 40	999
Network Rail	03457 11 41 41	03457 11 41 41
Gas (Wales & West)	0800 912 2999	0800 111 999
Water (Wessex)	0345 600 4600	0345 600 4600
Electricity (SSEPD)	0800 048 3516	105
National Flood Forum	01299 403 055	
Key Holder for village hall	Phil Buxton 07970 780768	Phil Buxton 07970 780768
Cotswold Airport	01285 771177	999
Oaksey Park Airfield	01666 577152	999

2. Flood Plan

Pre Event – Planning

- Issue flooding preparation advice through the What's on in Crudwell and Crudwell PC website in autumn ahead of main winter flooding season.
- Check parish equipment (sandbags/gel sacs/PPE/ etc) annually to ensure everything in place and working property. Order replacements if required at the end of the winter season before end August. A small number of Gel sacks and Flood signs are available from:
  The volunteer flood warden team as detailed above.

  Cllr Ian Warner Brook Cottage (by the ford) Tel: 07878 804406 (Flood signs are through the back gate around the back of the extension and there is a small stock of gel sacs stored in a black box at the same location.)
- Attend flood warden/volunteer training. Test flood/emergency plan.
- The parish council is enrolled into the Wiltshire Council PEAS enabling it to access flood defence equipment.
- The parish council participates in the "Ditch" letter scheme to encourage riparian owners to maintain their ditches and watercourses that if not maintained may cause internal property flooding.
- Apply for funding to improve resilience of the community if available, currently this may be from SSE or Area Board.

- The parish council has recruited a small team of flood warden/volunteers to assist in the event of an emergency alongside the flood warden appointed by Wiltshire Council. The village volunteer group – Flood Action Group (FLAG) ensures that village waterways are kept clear, through a programme of regular maintenance, and by raising issues with riparian owners. The maintenance schedule is on the FLAG's website. When maintenance work exceeds the ability/capacity of volunteers, or when an issue is found that affects flood risk, the FLAG will talk to the relevant riparian owner or statutory body. The FLAG liaises with other bodies and attends relevant meetings, when possible, such as the Wilts Operational Flood Working Group - North, the Resilience Forums and Flood Summits.
- Establish local links with neighbouring parish/town councils who have emergency plans/wardens to support mutual aid.
- Identify and list or map gullies that if blocked would cause internal property flooding or standing water on a high-speed road (60mph) and advise local highway engineer of these.
  Discretionary gullies should also be listed (those that may be linked to critical gullies in the event funds are available for their cleaning)
- The parish council advises residents to check their flood risk and take steps to protect their property from flooding. To sign up to the met office Weather Warnings: https://www.metoffice.gov.uk and/or the Environment Agency Flood warnings and also Groundwater flood warnings (https://www.gov.uk/sign-up-for-flood-warnings

Event – Action

- Monitor Met office weather warnings and EA flood Alerts/Warnings
- If flood alert issued – instigate Warden/Volunteer actions
- Monitor flood levels and "tweet" to @EnvAgencySW & @WiltshireWinter along with any photographs
- If flood warning issued may need to deploy flood defence equipment in accordance with parish council policy and road traffic flood signage.
- If Emergency Services or statutory services deployed to parish, coordinator/Warden/Volunteer make themselves known to Incident Commander.
- Offer assistance and information gathered
- If severe flood/weather warning consider stepping down volunteers if conditions become dangerous
- If local evacuation required consider opening local village hall and assist in manning facility
- Ensure volunteers are rotated to avoid overtiredness. Ensure volunteers report in, where going and must report in when back/home.
- If road conditions become dangerous inform Wiltshire Council highway engineers/duty engineer (outside office hours)
- Do not enter flood water – it could be contaminated or hide hazards and advise members of the public as well.
- Inform Incident commander (if statutory services involved) and Wiltshire Council if standing down volunteers
- Volunteers should not enter flood water or put themselves at risk or in danger under any circumstances. Their role is that of warning and informing.
- Volunteers should always keep assessing conditions on the ground and withdraw if conditions worsen – advising coordinator of actions.
- Take pictures, record event – what is happening only if safe to do so.

Post Event – Recovery

- Ensure those affected by flooding know where they need to go in order to get help e.g. EA flood helpline, Wiltshire Council, National Flood Forum
- Assist coordination of community efforts to clear up

- Check business and residents who flooded are dealing/coping with aftereffects
- Participate in multi-agency briefing
- Collect data/photographs/information on incident and pass to Wiltshire Council/Environment Agency
- Support Wiltshire Council & Statutory agencies with organising public meetings to discuss and review any information gathered. • Undertake review of flood plan and lessons learned and incorporate into plan.

Householder Flood Measures



3. Snow Plan

Pre Event – Planning

- Issue snow preparation advice via newsletter and/or parish website in late autumn/early winter ahead of main winter season
- Check equipment annually to ensure they are working properly, accessible and order replacements if required (if you have any)
- Order replacement grit supplies after the winter snow season – April/May
- Provide copy of gritting routes for parish on website or web address
- Apply August for resupply of grit bins
- (any local gritting routes agreed?)

Event – Action

- Monitor Met Office Weather Warnings
- If snow forecast, monitor and tweet these to @WiltshireRoads & @WiltshireWinter along with photo of roads/pavement
- Wiltshire Council Grit bins are yellow.
- Report incidents of vulnerable people in need of support through to Wiltshire Council
- If public offer use of 4 x 4 vehicles assistance advise they should have adequate insurance to cover for charitable use and winter tyres or snow chains
- If amber or red weather warning consider withdrawing volunteers until safe to work outside again.
- If local evacuation required due to stuck transport consider opening local village hall. Advise Wiltshire Council
- Ensure adequate rotation of volunteers during event. Volunteers should always report in to a coordinator, time out, where they are going and when they are back.
- If road conditions become dangerous, inform Wiltshire Council
- Advise Wiltshire council when standing down volunteers.

Post Event – Recovery

- Audit equipment and check everything works, order replacements if required
- Participate in multi agency de brief
- Undertake in house lessons learned and update plan as required.

4. Utilities Failure

Pre Event – Planning

- Issue preparation list through parish newsletter/website in late summer ahead of main storm season and advertise the Priority Services Register with their power supplier (details can be found on household bill)
- https://www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/extra-help-energy-services/priority-services-register-people-need
- If road conditions become dangerous inform Wiltshire council.

Event – Action

- Monitor met office weather warnings
- If power cut inform power company
- If water failure or sewage leak inform (Wessex Water/Thames) not sure who covers you.
- Be aware of vulnerable residents who may need assistance in event of loss of services. Contact Wiltshire Council or Health services if concerned.
- (This is where you can formalise what the parish already do)
- If flying debris advise volunteers to withdraw until conditions improve
- Do not approach any “downed” power cables – electricity can ark considerable distances. Assist in setting up cordon and inform power company asap. If someone trapped inform Dorset & Wiltshire F & R
- If Red or Amber warning given – advise standing down volunteers.
- If local evacuation required assist in manning rest centre
- Burst water mains can be dangerous due to pressure and may be contaminated – advise people to stay clear.
- Volunteers should report to coordinator when going out, where to and when they return – stay safe.

-

Post Event – Recovery

- Check and support and businesses and households
- Participate in multi agency de brief
- Undertake in house lessons learned and update plan as required.

5. Public Health Emergency

Pre Event – Planning

- Issue Flu jab and meningitis advice through parish newsletter and website in late summer ahead of flu season and students heading to university..
- Identify responsible potential leaders and roles for coordinating Pandemic responses.
- Ensure that equipment is available to support virtual meetings to maintain business continuity for when face to face meetings are not possible.
- Ensure that potential users have appropriate skills to use technology.

Event – Action

- If public health emergency declared in the parish liaise with Wiltshire Council re assistance required.
- Establish community support network of volunteers (Street Leaders) to support elderly and vulnerable parishioners.
- Promote and engender community spirit, support and encourage natural leaders and volunteers.
- Use all channels of communication possible, email lists, messaging, leaflet drops, websites, Facebook pages, WOIC journal to inform parishioners of local support arrangements, guidance and regulations as they emerge and change.
- Maintain regular checkpoint reporting of community support given to vulnerable or those at risk.
- If Public Health team need use of facility for vaccinations assist with opening rest centre and manning facility if appropriate and requested.
- Ensure volunteers are rotated to avoid overtiredness.
- Advise Wiltshire council when standing down volunteers.
- Stay safe and follow instructions from Public Health.

Post Event – Recovery

- Check and support and businesses and households
- Participate in multi agency de brief
- Undertake in house lessons learned and update plan as required.

6 Major Incident Plan

Pre Event – Planning

- Training courses for volunteers e.g. first aid, emergency response.
- Check equipment e.g. first aid packs if available order replacements if required

Event – Action

- If major incident occurs e.g. train crash/vehicle crash/multiple property fire coordinator/volunteers to report to Incident commander to see if they can provide assistance.
- If local evacuation or casualty triage station required consider opening local respite centre in coordination with Incident Commander/Wiltshire Council.
- Volunteers may be asked to assist with manning cordon or road closures. (Volunteers have no powers to stop people entering cordon or road closed – if breach occurs take details and report to Incident Commander) Do not advise drivers of detour routes.
- Arrange rota of volunteers if situation ongoing.
- Contact local resources if they may be of assistance
- Advise Incident commander and Wiltshire Council when standing down volunteers.
- Stay safe and follow instructions from Emergency Services do not put your life or others at risk.

Post Event – Recovery

- Check and support and businesses and households
- Participate in multi agency de brief
- Undertake in house lessons learned and update plan as required.

Appendix A Flood Warden Action Card

Warning Area (area covered	Areas to monitor:- • (list) • At flood alert make contact with coordinator and discuss actions you will undertake with them in line with your action card. This should include where you are going, what time are you leaving and making arrangements to report in once you have returned home. (Health & Safety) • If at anytime you have concerns contact the coordinator unless it is an emergency in which case call 999. • **Please do not talk to the press - refer them to the coordinator.**
Flood Alert  Monitoring only	❑ **STAY SAFE** ❑ **Collect grab bag from (location as advised by your coordinators** ❑ Monitor river, groundwater, local drains, highways, and report back as requested by coordinator feeding back any concerns ❑ Report instances of any sewer, highways, property and river flooding back to coordinators who will report back to the appropriate agency ❑ Report any blocked drains in flood zones to coordinators
Flood Warning  Monitoring and preparing for action	❑ **STAY SAFE** ❑ Work with coordinator and other volunteers to inform residents that a flood warning has been issued. ❑ Encourage residents to deploy flood protection products ❑ Monitor river, groundwater, local drains, highways as above. ❑ Report concerns to coordinator in particular when properties start to flood ❑ Liaise with coordinator re access and distribution of flood defence items ❑ Provide local intelligence to emergency services ❑ If evacuation of residents required liaise with flood coordinator or on site emergency service ❑ Monitor extent and times of flooding for post event feedback if safe to do so.
Severe Flood warning  Action	❑ **STAY SAFE** ❑ Work with coordinator to inform residents and businesses that a severe flood warning has been issued if safe to do so. ❑ Advise residents to move cars to safer area if safe to do so. ❑ Advise residents of actions in event evacuation required ❑ Advise Emergency Services of vulnerable residents requiring assistance to evacuate ❑ Provide information and support to emergency services if required ❑ Assist Wiltshire Council, Environment Agency and Emergency services if requested. Check with coordinator if concerned about request.

	❑ If safe to do so monitor extent of flooding and provide feedback following incident ❑ Keep assessing situation on ground and if weather/flooding conditions worsen you must withdraw to place of safety advising coordinator of your actions. Your own safety is paramount and you should not under any circumstances place yourself in danger or at risk of harm. ❑ Stay out of water
Warnings no longer in force	❑ Liaise with coordinator re clean up process & assistance available to property owners who have flooded and where/who can provide information ❑ Attend wash up meeting held and assist setting up local meetings for residents with EA and Wiltshire Council to gather information ❑ Ensure any relevant information gathered is collated and passed to appropriate coordinator ❑ Attend meeting to Review plan

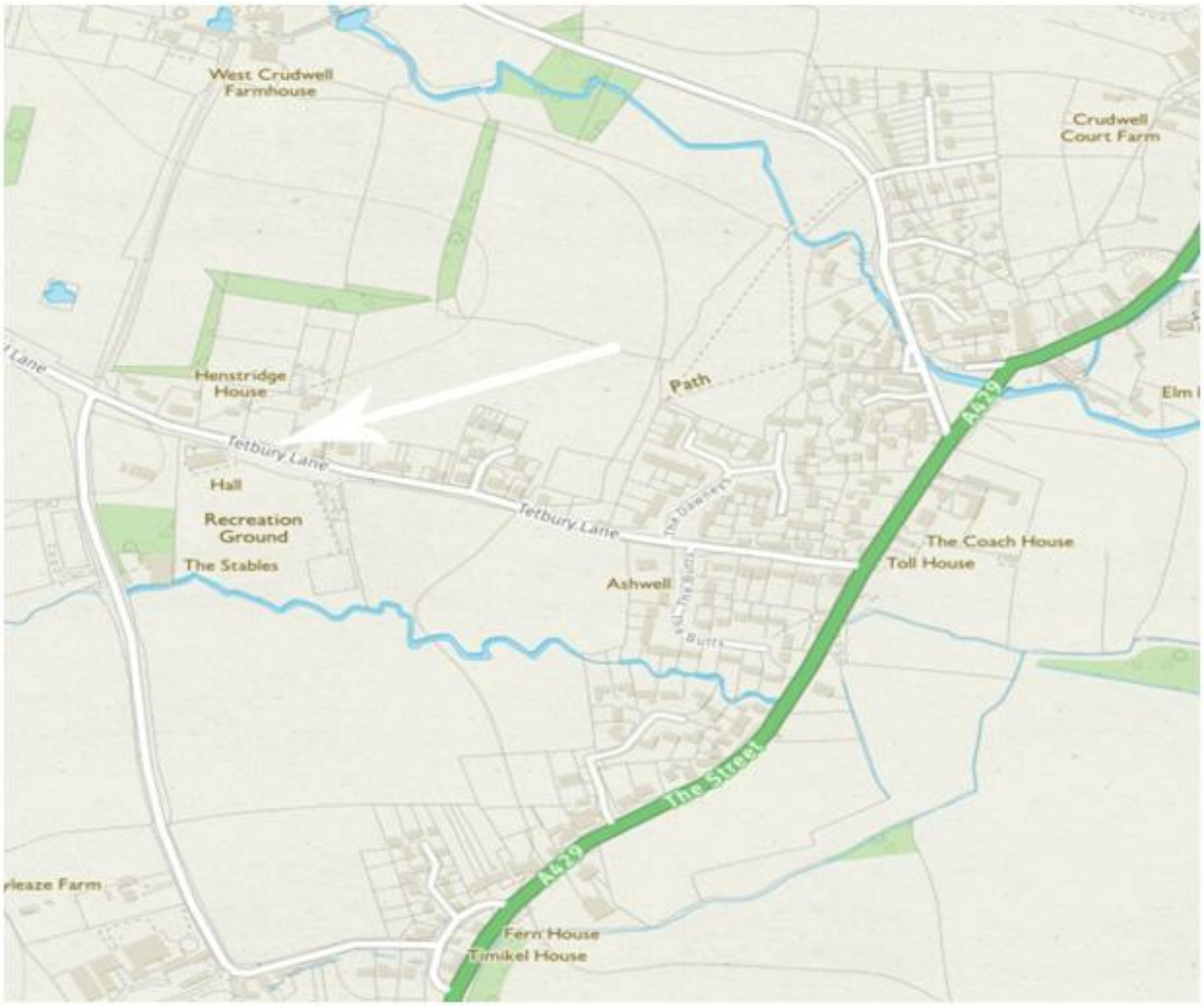
Appendix B Sandbag/Gel Sac Policy

Sandbag/Gel Sac Policy

Issue Date:	Amended

- The Parish/Town Council has a similar Sandbag policy to that of Wiltshire Council.
- Neither the parish council nor Wiltshire Council has a duty to provide Sandbags or other temporary flood defences to residential and business properties although we will try to help where we can subject to supply and demand. It should be noted it is the property owners responsibility to protect their property from flooding.
- If you know your property is at risk of flooding it is strongly recommended that you make your own arrangements for sandbags or other defences as part of a pre-emptive flood defence plan and sign up for the Environment Agencies Floodline warning system.
- What Sandbags the parish council has will be distributed on a 'needs' basis to properties at imminent risk of flooding. We will not supply sandbags to defend gardens, sheds, outbuildings or other such structures. We do not accept responsibility for the placing of flood defences although we will do our best to help property owners although manpower is prioritised to the elderly and disabled
- We will not supply sandbags or other temporary defences in advance based on forecasts. You cannot collect sandbags from the parish council.
- Once issued sandbags become the property of the property owner and it is the owners responsibility to dispose of them responsibly. Wiltshire Council can provide details of disposal sites
- The parish council only has limited supplies of sandbags and gel sacs which we would prioritise to the elderly, disabled, and those with young families before offering to other householders and businesses. We will provide only 10 sandbags per property (This is generally enough for 1 doorway)
- Whilst we appreciate flooding events are stressful and traumatic the parish council will stop the distribution of sandbags if their volunteers are verbally or physically threatened
- Useful Links:
  - Helpful advice www.floodforum.org.uk
  - Supplier information www.blupages.org.uk
  - Floodline signup www.environment-agency.gov.uk
  - Wiltshire Council www.wiltshire.gov.uk/communityandliving/civilemergencies/floodinganddrainage.htm
  - Local Builder Merchants for Sandbags and plastic sheeting

Appendix C Village Hall



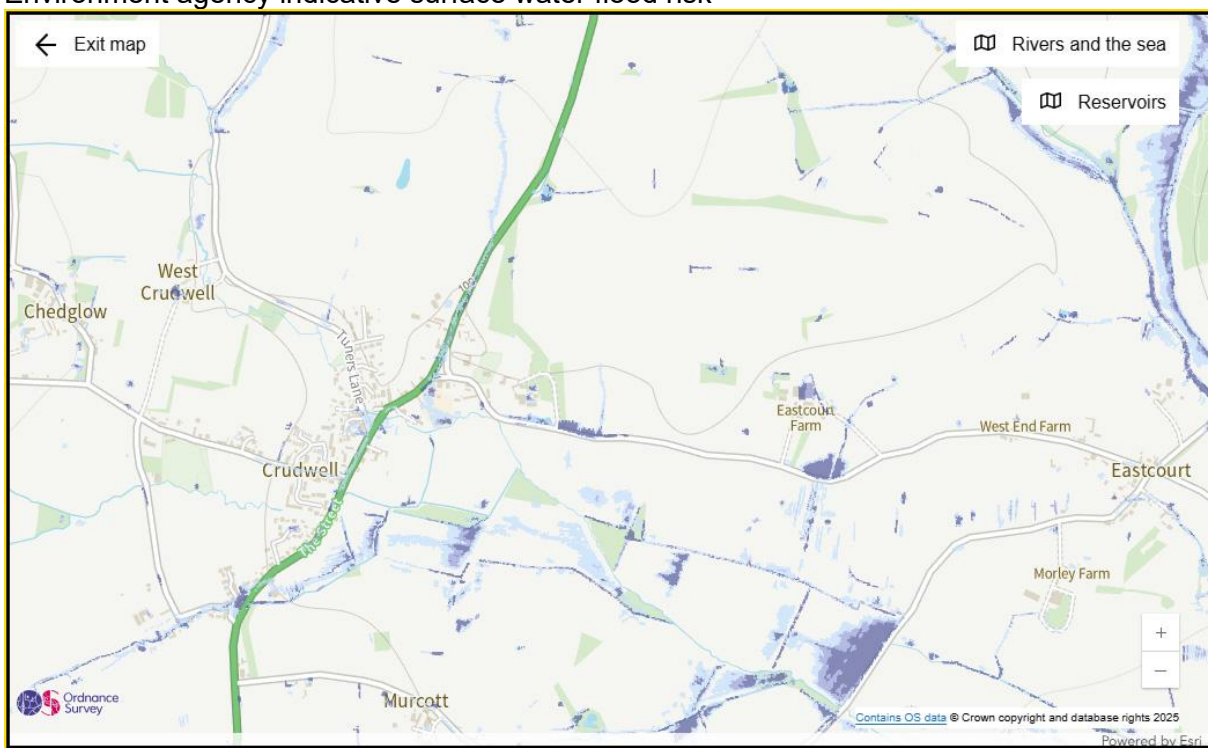
+Appendix D River flood map

Environment Agency indicative river flood risk



Appendix E surface water flood map

Environment agency indicative surface water flood risk



Maps issued by Environment Agency March ‘25

Surface water map

Yearly chance of flooding

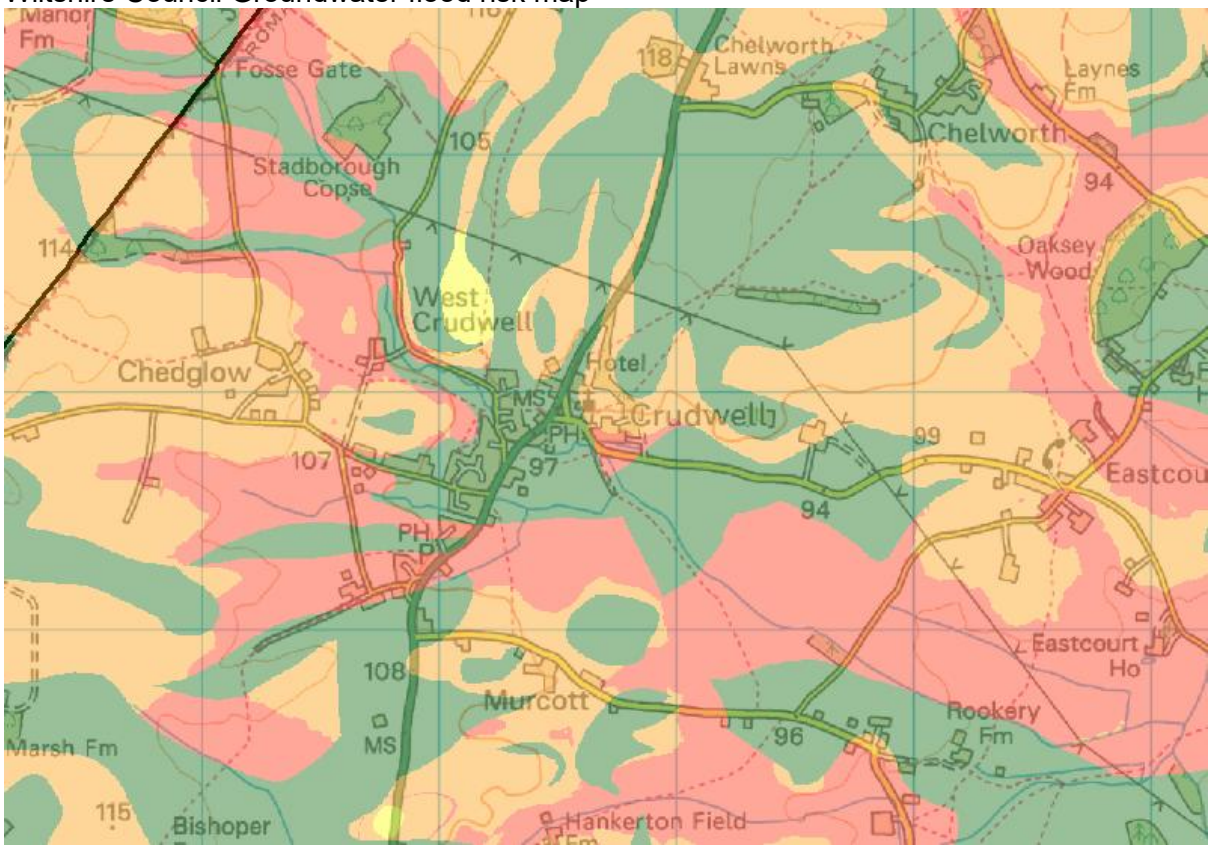
- (●) Extent
  - High chance
    More than 3.3% chance each year
  - Medium chance
    Between 1% and 3.3% chance each year
  - Low chance
    Between 0.1% and 1% chance each year
- ( ) Depth

Yearly chance of flooding between 2040 and 2060

- ( ) Extent
- ( ) Depth

Appendix F Groundwater Flood Maps

Wiltshire Council Groundwater flood risk map



No risk

Groundwater levels are at least 5m below the ground surface

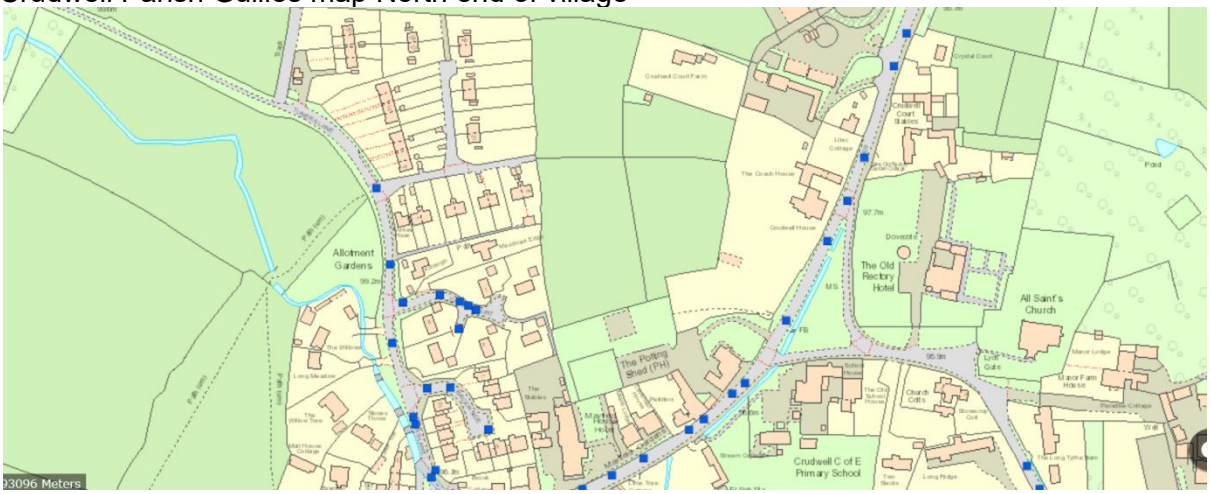
Groundwater levels are at least 0.5m and 5m below the ground surface

Groundwater levels are at least 0.025m and 0.5m below the ground surface

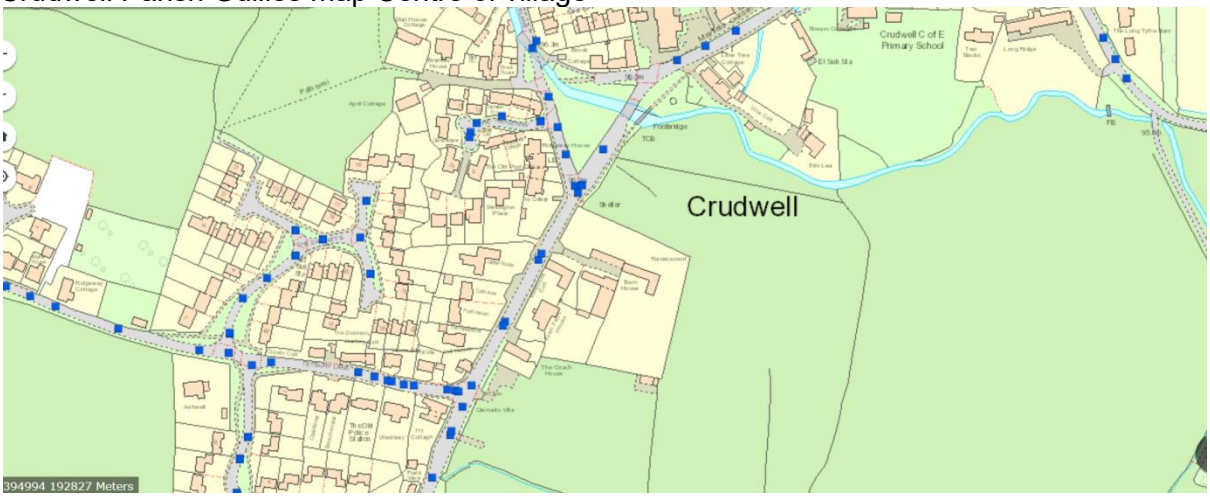
Groundwater levels are at or very near (within0.025m of) the ground surface

Appendix G Critical gullies map

Crudwell Parish Gullies map North end of village

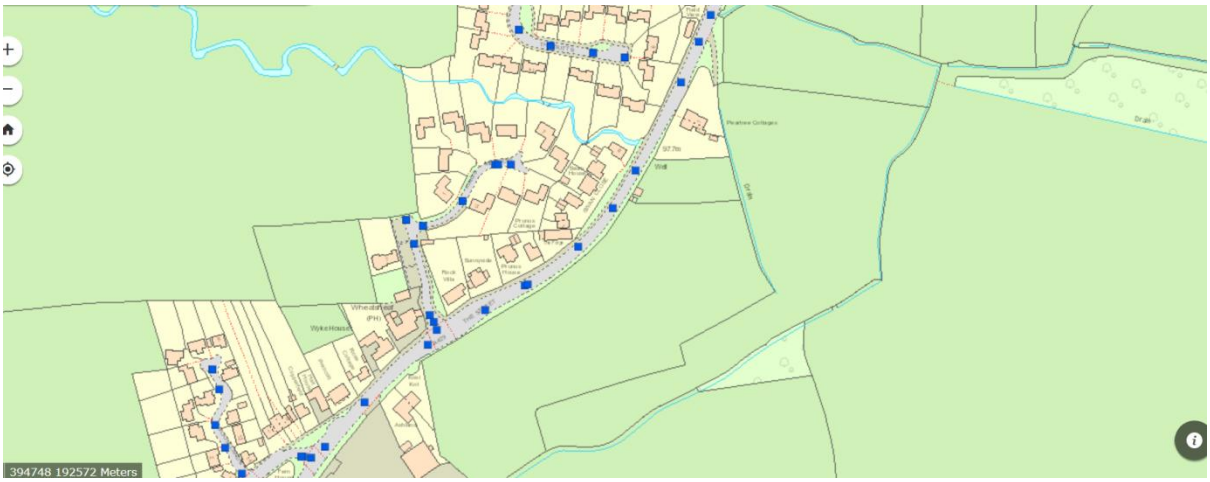


Crudwell Parish Gullies map Centre of village



Appendix G contd. Critical gullies map

Crudwell Parish Gullies map Butts to Gooselands



Crudwell Parish Gullies map Goosey Corner



Appendix H Flood warning codes

Flood warning codes explained

The flood warning service has three types of warnings that will help you prepare for flooding and take action.

 **Flood Alert**	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 our website
 Flood Warning	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.
 Severe flooding.	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.
Warnings no longer in force	No further flooding is currently expected in your area and river or sea conditions are beginning to return to normal.

Appendix J Weather warning codes

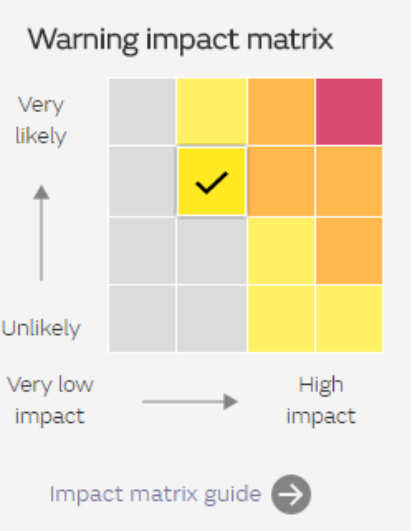
Met Office Weather Warnings Explained

The Met Office issues weather warnings, through the National Severe Weather Warning Service, when severe weather has the potential to bring impacts to the UK. These warnings are given a colour (yellow, amber or red) depending on a combination of both the impact the weather may have and the likelihood of those impacts occurring.

Yellow and Amber warnings represent a range of impact levels and likelihoods. This means it is important to read each warning to know what level of impact you can expect for your chosen warning area – and how likely those impacts are to occur.

These impacts can include damage to property, travel delays and cancellations, loss of water supplies, power cuts and, in the most severe cases, bring a danger to life.

We show this combination of impact and likelihood in a matrix, which can be seen in the Further Details section of our warnings. To understand how likely we think the forecast impacts are, always check the matrix to see which box has been ticked.

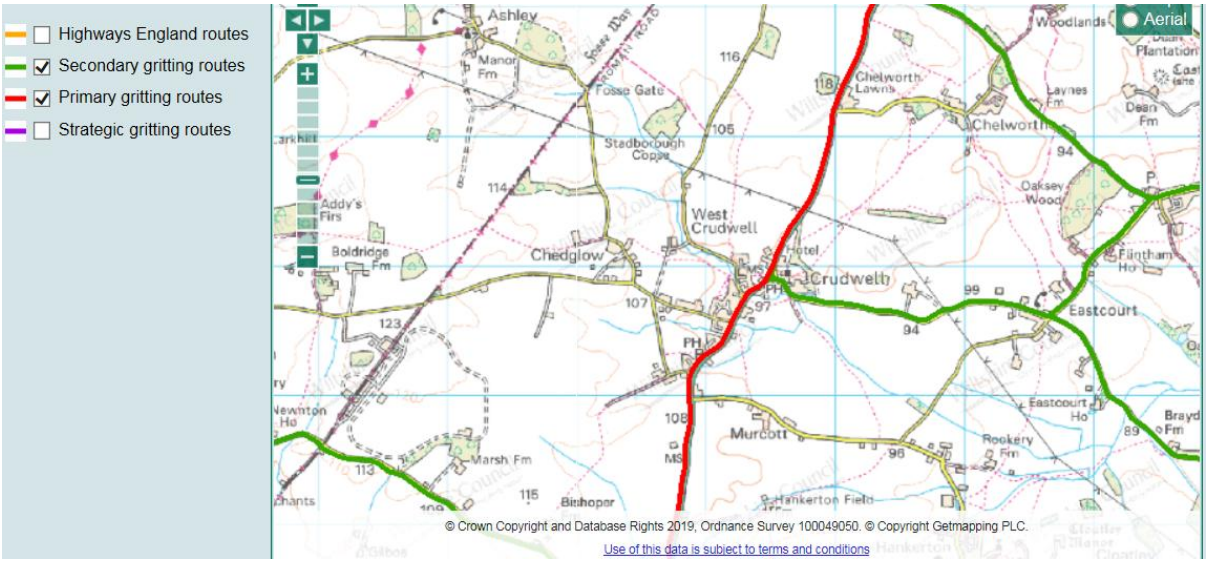


Yellow Warning: Yellow warnings can be issued for a range of weather situations. Many are issued when it is likely that the weather will cause some low level impacts, including some disruption to travel in a few places. Many people may be able to continue with their daily routine, but there will be some that will be directly impacted and so it is important to assess if you could be affected. Other yellow warnings are issued when the weather could bring much more severe impacts to the majority of people but the certainty of those impacts occurring is much lower. It is important to read the content of yellow warnings to determine which weather situation is being covered by the yellow warning.

Amber Warning: There is an increased likelihood of impacts from severe weather, which could potentially disrupt your plans. This means there is the possibility of travel delays, road and rail closures, power cuts and the potential risk to life and property. You should think about changing your plans and taking action to protect yourself and your property. You may want to consider the impact of the weather on your family and your community and whether there is anything you need to do ahead of the severe weather to minimise the impact.

Red Warning: Dangerous weather is expected and, if you haven't already done so, you should take action now to keep yourself and others safe from the impact of the severe weather. It is very likely that there will be a risk to life, with substantial disruption to travel, energy supplies and possibly widespread damage to property and infrastructure. You should avoid travelling, where possible, and follow the advice of the emergency services and local authorities.

Appendix K Wiltshire Council Gritting Routes



Appendix L

Role of a Community Flood Warden Team

The role of the Community Flood Warden Team is primarily one of communication, and there are many ways in which Community Flood Wardens can help their local community in times of flood. These include:

- ✓ Assist with the creation and maintenance of a Community Flood Plan with the Environment Agency and local council.
- ✓ Have an understanding of the roles and responsibilities of the different agencies and to whom to report issues to.
- ✓ Monitor the condition of local drains, culverts, brooks and other watercourses and report any defects or blockages to the appropriate agency.
- ✓ Distributing flood-related information to the public.
- ✓ Encouraging individuals to sign up for the Environment Agency's free flood warning service. Sign up for flood warnings - GOV.UK (www.gov.uk)
- ✓ Reinforce flood warning information to the community when they are issue d.
- ✓ If safe to do so, visit people at risk to ensure that warnings have been recei ved.
- ✓ Call for assistance on behalf of people who are struggling to carry out essential actions to safeguard themselves or their property.
- ✓ Have local knowledge and information on the latest flood situation (the Environment Agency will help with this).
- ✓ Liaise with the Environment Agency, local council and emergency services on local conditions and needs on the ground.
- ✓ Note and report local flood event details.
- ✓ If possible, set up local patrols to monitor the situation.
- ✓ Work within your physical capabilities.

What must a Community Flood Warden <u>never</u> do?

Community Flood Wardens should never place themselves in a position where their safety is at risk.

In particular, they **should not**:

- × Place themselves at risk and undertake any activity that places them in dan ger.
- × Overstretch your physical capabilities
- × Enter flood water.
- × Put themselves at risk to attempt any form of rescue operation.
- × Attempt to clear blocked drains, gullies, ditches or watercourses.
- × Take responsibility for moving anyone's personal property.
- × Take responsibility for protecting anyone's property.

They should always call the emergency services or the relevant agency to deal with such situations.