

Wilton Town Flood Plan

Introduction

Parts of Wilton lie on a flood plain which may, in times of persistent rain, be affected by overflows from the rivers Nadder and Wylfe.

Flooding is caused by the volume of water in these rivers together with groundwater rising under residential and commercial properties.

Locations of properties that might be at risk, but are not limited to;

- Russell Street
- North Street, Riverside, Wylfe Terrace, Churchill Court, Castle Lane, Crow Lane
- South Street
- Waterditchampton Road from the junction of the A30 to the riding stables
- Wilton Shopping Village

It is the responsibility of the business owner and house-holder to protect their own property and possessions by making sure they take the appropriate and necessary action, ideally prior to a flood event occurring. They should make themselves aware of the current situation, including signing up for flood warning alerts.

This Flood Plan is intended to provide assistance in the event of flooding, contact details of key personnel and recommendations on the procedures to follow, in the event of a flood warning.

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Key Personnel

Names and contact details of key personnel are as follows;

Appointment	Name	Contact
Flood Warden	Anthony Brown-Hovelt	07785291615
Deputy		
Flood Warden (Des)	Steve Walker	07702 510548
Flood Warden (Des)	Linda Martin	01722 742322
Wilton Town Council Clerk	Mrs C. Purves	01722 742093
Wiltshire Council emergency service		0300 456 0105
Wilton	Trevor Batchelder	01722 741143
Waterditchampton (West)	Rachel Ashton-Brown	07792 441273
Waterditchampton (East)		
Environment Agency	Flood line	0845 988 1188 (www.environment-agency.gov.uk)
Environment Agency	Aysha Musson	01258 483359
Wessex Water	Sewage Floodline	0345 850 5959 (24 hours).

Preparing for a Flood

1. Useful Environment Agency links.

a. You can register for free flood warnings at;

<https://fwd.environment-agency.gov.uk/app/olr/register>

b. The Environment Agency offers the opportunity for you to prepare your own flood plan at;

<http://apps.environment-agency.gov.uk/flood/151256.aspx>

c. A live flood warning map for the country can be found at;

<http://apps.environment-agency.gov.uk/flood/142151.aspx>

d. A factsheet of Riparian Responsibilities is shown at;

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/297423/LIT_7114_c70612.pdf

e. Should bus routes/timetables be changed as a result of flooding, details can be found at:
Salisbury Reds, 6 New Canal, Salisbury SP1 1EX,
www,salisburyreds.co.uk, telephone 0845 0727093 8.30am to 6.30pm Monday to Friday,
e-mail talk2us@salisburyreds.co.uk

f. Full information on Statutory Responsibilities can be found at:

<http://www.environmentlaw.org.uk/rte.asp?id=105>

2. Duties of Relevant Authorities

Wilton Town Council

- a. Wilton Town Council will keep a log book of calls made and actions agreed during the danger period and flooding.
- b. Volunteers will erect barriers with sandbags where necessary.
- c. At the first sign of the waters rising in the town, the Flood Warden is to be contacted.
- d. Using the telephone cascade system *the Flood Warden* s)he will alert all those in danger/and raise volunteers for providing assistance.
- e. The Police, Wiltshire Council Highways Department and bus companies will be contacted for liaison on warning signs for roads and information on bus services. The police should be informed of any property that is to be left unoccupied.
- f. Wilton Town Council office will become the Flood Information Centre.
- g. A stock of sand and sandbags is stored behind the pavilion in Castle Meadow.
- h. The Flood Warden or Deputy Flood Warden will be available by telephone during times of emergency.
- i. The Flood Warden will forward details of problems to Wilton Town Council.
- j. The Flood Warden only will provide information to Local Authority Emergency Planning Support Groups to enable them to assist and advise, and will be Wiltshire Council's only point of contact
- k. The Flood Warden will supply details of properties flooded, the extent of the flooding and flood levels to the Environment Agency.

- l. In the case of freezing, a supply of salt is stored in the Castle Meadow Pavilion compound.
- m. The Town Clerk will keep local Councillors informed.
- n. The Flood Warden will, when it is safe to do so, take photographs of flooding in relation to fixed points (such as bridges, walls and gates) noting the date, time, location of incident and direction of view, and record roads and properties that have flooded.
- o. **Social Services:**

Will monitor all people at risk
- p. **Flood Warden & Support Group** will;
 - i. Disseminate flood warnings
 - ii. Distribute sandbags and erect barriers where applicable
 - iii. Provide help and advice where needed
 - iv. Identify vulnerable people
- q. **Wessex Water** will be responsible for;
 - i. Emergency pumping of sewage
 - ii. Clearing blockages in public sewers
 - iii. Repairing burst sewage and water pumping mains

3. DURING FLOODING

a. **The Town Council and Flood Warden will:**

- i. Investigate flooding and record information including flood level
- ii. Supply details of properties flooded, the extent of flooding, and flood levels to the Environment Agency.
- iii. Analyse the flooding event and identify any problems experienced in order to find solutions.
- iv. Provide portaloos (in conjunction with Wiltshire Council)
- v. Deploy the 'Road Flooded' signs as necessary

b. **Wessex Water:**

- i. Emergency pumping of sewage
- ii. Clearing blockages in public sewers
- iii. Repair burst sewage and water pumping mains
- vi. May take action to protect property from flooding by water from the public water mains or discharges from the public sewerage systems
- v. Provision of portaloos (in conjunction with Wiltshire Council) Wessex Water
- vi. May take action to protect property from flooding by water from the public water mains.

c. **Southern Electricity:**

- i. Attends to emergencies relating to electricity which put life at risk
- ii. Attends emergencies at their own service installations

d. **British Gas**

- i. Attends to emergencies relating to electricity which put life at risk
- ii. Attends emergencies at their own service installations

e. Community police:

- i. Responsible for public safety
- ii. Provide “Police Slow” signs and where necessary enforce temporary speed limits
- iii. Apply for roads to be closed

f. Social Services:

Will monitor all people at risk.

g. Environment Agency

- i. Issues groundwater information
- ii. Receives and records details of all flooding incidents
- iii. Monitors the situation and advises other organisations
- iv. Responds to pollution incidents

h. At risk Property Owners:

- i. Move to a safe area if relevant
- ii. Prevent water entering property if possible
- iii. Keep an emergency pack of torch and radio with batteries, candle, matches, camping gas cooker ring and bottled water.
- iv. Switch off electricity and gas at the mains
- v. If planning to be away, inform police and ensure a third party has a key in order to check for problems.
- vi. Move valuable possessions above floor areas liable to flooding
- vii. Block downstairs wc’s – e.g. with half-filled sandbags.
- viii. Put plugs into sinks & baths and weigh them down; disconnect the washing machine and dishwasher outlets.
- ix. Weigh down manhole covers with something heavy.
- x. Notify Flood Warden of foul drainage problems.
- xi. Move cars from flood risk area.

i. Wiltshire Council - Highways Department/ Emergency Planning Unit/Drainage Management

- i. Maintain safe conditions on the roads
- ii. Put flood warning signs on the highway & organises road closures and traffic diversions.
- iii. Clear blockages on highway drainage systems/culverts
- iv. May take action to protect property from flooding by water from the highway
- v. Where there is a failure of the highway drainage system co- ordinate evacuation where required.
- vi. Arrange Rest Centre facilities with WCC Social Services
- vii. Co-ordination of other agencies (Volunteers etc)
- viii. Co-ordinates Community emergency response.
- ix. Emergency assistance – provide empty sandbags.
- x. Clear blocked watercourses etc.
- xi. Environmental Health issues – pollution
- xii. Emergency planning support group liaison
- xiii. In conjunction with Wessex Water will supply portaloos.
- xiv. Co-ordinate clean-up after the event.
- xv. Clear blockages in grills and siphon.
- xvi. Provide portaloos and appropriate facilities in relevant properties.
- xvii. Provide access to places where pipes are creating an obstruction.

(There is a range of free booklets issued by the Environment Agency, which give advice on protecting your property. Copies of these are available at the Council Office)

j. Riparian owners (owners of land adjacent to a watercourse)

Riparian owners have a duty to maintain their ditches and accept flow from their upstream neighbours and pass it on to their downstream neighbours. Assistance can of course be requested. See Appendix 4

k. Other Residents

- i. If it can possibly be avoided please do not drive through the water. If it is essential to drive through please remember to keep your speed to the absolute minimum to avoid wash into flooded houses.
 - ii. Be aware that washing machine and dishwasher waste etc. can cause water surges into at risk properties.
- l. Businesses are responsible for securing and evacuating their premises together with ensuring the safety of staff and equipment. This will include making staff aware of impending flood issues.

4. Whose responsibility is it to provide flood defences?

Under civil law, individual property owners are responsible for protecting their property and land from flooding. Bodies also play a major role in providing flood and coastal defence. The Environment Agency has the primary responsibility in flood and coastal defence. See the link at **paragraph 1f** for more information.

5. Hard Copies

If you do not have access to the internet or would like a hard copy of any of these appendices, please contact the Town Clerk.

Appendices

Appendix	Detail
1	Environment Agency's "Are you prepared for flooding?"
2	Personal Flood Plan
3	Business Flood Plan
4	Riparian Responsibilities