



**WILTON**  
Town Council

# Wilton Community Flood Plan

Plan last updated on: 28/11/2019

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## 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 Wylde. 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, Wylde Terrace, Churchill Court, Castle Lane, Crow Lane
- South Street
- Waterditchampton Road from the junction of the A30 to the riding stables
- Wilton Shopping Village

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.

## REMEMBER!

It is the responsibility of the business owner and house-holder to protect their own property Page | 1 prior to a flood event occurring. They should make themselves aware of the current situation, including signing up for flood warning alerts.

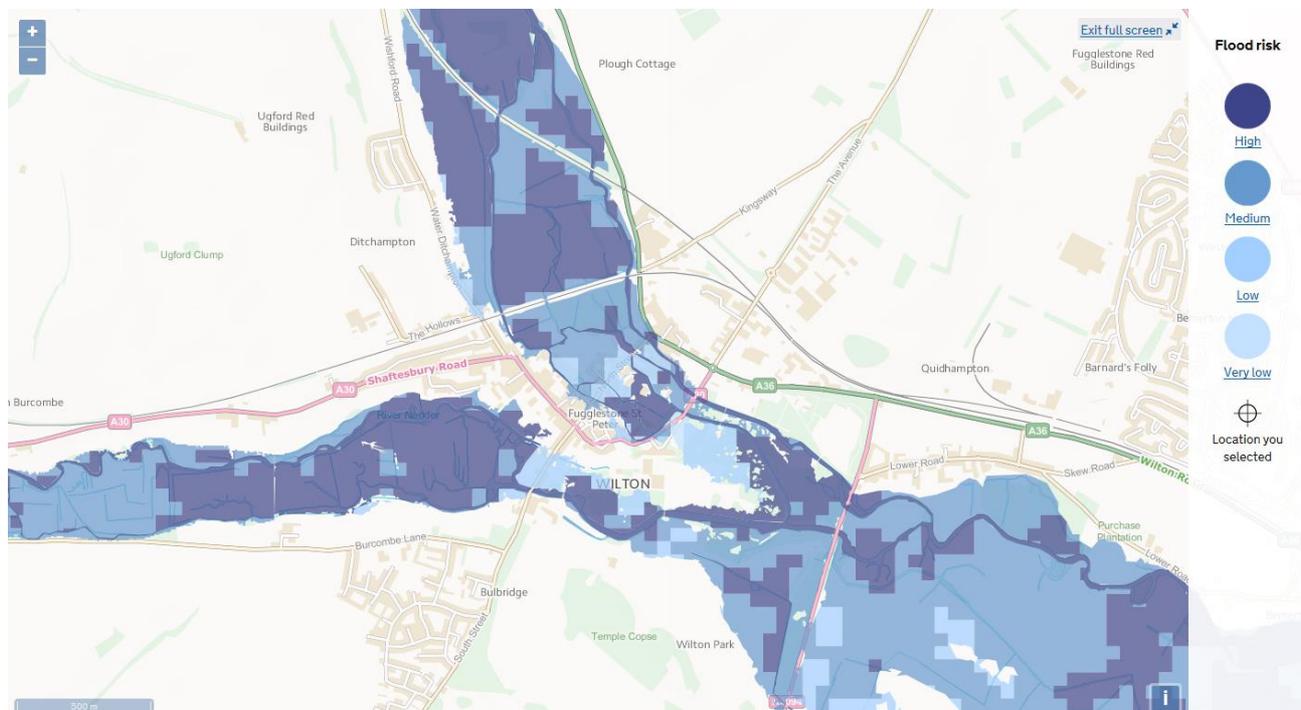
# Key Personnel

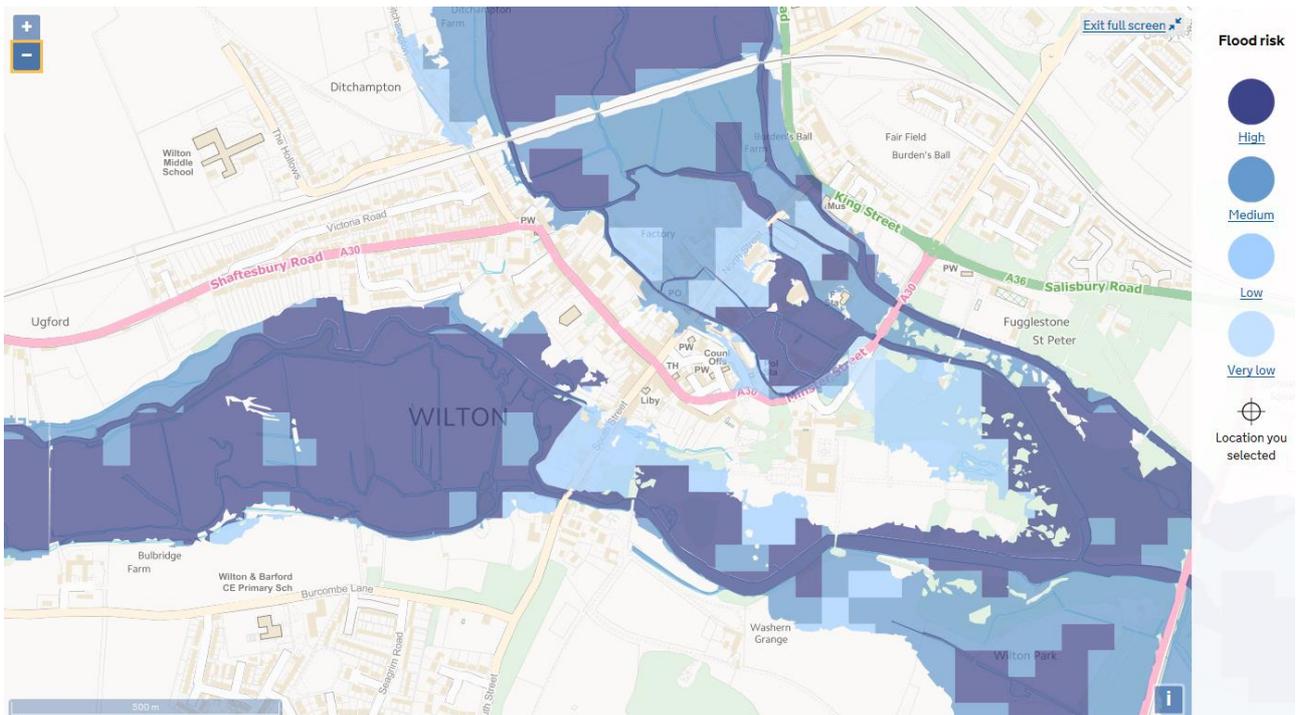
Names and contact details of key personnel are as follows;

| Appointment                      | Name                 | Contact                     |
|----------------------------------|----------------------|-----------------------------|
| Wilton Town Council Clerk        | Steve Milton         | 01722 742093<br>07701032010 |
| Wilton Town Council Assist Clerk | Mark Bastick         | 01722 742093                |
| Flood Warden (East)              | Anthony Brown-Hovelt | 07785291615                 |
| Flood Warden (West)              | Rachel Ashton-Brown  | 07792 441273                |
| Wiltshire Council emergency line |                      | 0300 456 0105               |
| Wilton Town Council liaison      | Trevor Batchelder    | 01722 741143                |
| Environment Agency               | Flood line           | 0845 988 1188               |
| Environment Agency               | Aysha Musson         | 01258 483359                |
| Wessex Water                     | Sewage Floodline     | 0345 850 5959               |

# Assessing the risk

The following maps shows the areas within Wilton that are most at risk of flooding.





## Impact assessment

| Risks        | Impact on community  | What can the Community Emergency Group do to prepare?  |
|--------------|--|--|
| Preparedness | <p><b>MODERATE</b><br/>Lack of resilience in times of civil emergency</p> <p>Lack of available resources when needed</p> | <ul style="list-style-type: none"> <li>• Adopt civil resilience plans</li> <li>• Hold regular meeting of the Wilton Flood Group to identify and resolve local issues</li> <li>• Recruit and train community resilience volunteers</li> <li>• Run an emergency exercise</li> <li>• Create an inventory of community assets</li> </ul> |

|   |   |   |
|---|---|---|
| <p>Carriageway flooding</p>               | <p><b>MODERATE</b><br/>           Danger to motorists<br/>           Inconvenience for pedestrians</p>                            | <ul style="list-style-type: none"> <li>• Monitor drains, ditches and gullies</li> <li>• Request gully clearance and drain jetting</li> <li>• Request removal of leaves, silt and straw from carriageways</li> </ul>   |
| <p>Blocked ditches and drains</p>         | <p><b>MODERATE</b><br/>           Increased flood risk for property holders<br/>           Increased risk of farm land floods</p> | <ul style="list-style-type: none"> <li>• Monitor the local drainage system</li> <li>• Issue advice to riparian owners</li> <li>• Identify and promote remedial actions</li> <li>• Serve notice on riparian owners to keep drains and ditches clear and flowing.</li> </ul>  |
| <p>Rising groundwater warnings issued</p> | <p><b>MODERATE</b><br/>           Increased anxiety for those likely to be impacted</p>   | <ul style="list-style-type: none"> <li>• Initiate this plan</li> <li>• Stock up with sandbags</li> <li>• Check the barrier, purchase fuel for the pump – put barrier volunteers on standby.</li> <li>• Issue information to local flood plan stakeholders</li> <li>• Flood Wardens liaise with affected properties</li> </ul> |
| <p>Imminent flood warning issued</p>      | <p><b>HIGH</b><br/>           Demand for sandbags, home protection measures put in place.</p>                                     | <ul style="list-style-type: none"> <li>• Cascade alerts initiated</li> <li>• Crow Lane cleared of vehicles</li> <li>• Deploy barrier - procedure</li> <li>• Initiate gel bag distribution</li> <li>• Warnings issued to 'at risk' properties.</li> <li>• Evacuation centre put on notice</li> </ul>                           |

|              |   |   |
|--------------|---|---|
| Flood events | <p><b>SEVERE</b></p> <p>Properties flooded</p> <p>Roads blocked</p> <p>Access to emergency services restricted</p> <p>Lives at risk</p> | <ul style="list-style-type: none"> <li>• Initiate civil emergency plan (WC)</li> <li>• Evacuate affected householders to rest centres</li> <li>• Maintain communications with residents and stakeholders</li> </ul> |
|--------------|---|---|

## Responsibilities before and during flood events

### Wilton Town Council will:

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1. Support the Flood Warden in monitoring drainage issues in the Town, responding with actions as required.
2. Ensure that issues identified by Flood Wardens are referred to appropriate agencies for action.
3. Make and keep under review arrangements to prepare for and deal with flooding, including keeping this community flood plan up to date and available on its website.
4. Investigate flooding incidents and record information that may assist with the monitoring and prevention of risk
5. Supply details of properties flooded, the extent of flooding and flood levels to the Environment Agency.
6. Analyse the flooding events and identify any problems experienced in order to find solutions.
7. Working with the statutory authorities, help liaise with riparian owners to ensure watercourses are kept free from obstruction and operating effectively
8. Recruit and support the Town's community flood wardens.
9. Recruit volunteers to help erect barriers, deploy sandbags and assist with other tasks that may be necessary during a flood.
10. Keep a log book of calls made and actions agreed during flood incidents
11. Notify the Police, Wiltshire Council Highways Department and local bus companies of the need for warning signs for roads, diversions and changes to bus services.
12. Notify the Police of any property left unoccupied due to flood.

13. Set up a local Flood Information Centre at its offices in Kingsbury Square during times of emergency.
14. Ensure that information is made available to members of the public affected by the flood
15. Maintain a stock of sand/sandbags/gel sacks at the Castle Meadow Pavilion compound.
16. Maintain a supply of salt at the Castle Meadow Pavilion compound.
17. Once instructed by the Environment Agency, deploy the emergency flood barrier in Crow Lane (See Appendix 5).
18. Deploy 'road flooded' and 'access required' (Crow Lane) signs as necessary
19. Assist Wiltshire Council in setting up a rest center for people evacuated from their properties during a civil emergency.
20. Ensure local Councillors are kept informed as the incident unfolds.
21. At the first sign of the waters rising in the town or upon warnings received from the Environment Agency, contact the Flood Wardens, who will:
  - a. Be available by mobile telephone during times of emergency.
  - b. Be the designated point of contact for the Local Authority Emergency Planning Support Group during times of flood
  - c. Use the telephone cascade system, to alert all those in danger
  - d. Raise volunteers to provide assistance
  - e. Maintain contact with Wilton Town Council.
  - f. Provide details of properties flooded, the extent of the flooding and flood levels to the Environment Agency.
  - g. 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.

### **The Environment Agency will:**

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1. Monitor groundwater and river level information and provide this to partners (including WTC)
2. Maintain records of flood risks and incidents
3. Analyse available data and forecast risks

4. Disseminate information to appropriate bodies and those at risk including an alert system
5. Respond to pollution incidents
6. Monitor flood risks and issue flood warnings
7. Ensure that Wilton Town Council is notified of likely or impending flood events
8. Support Wilton Town Council in its preparations for and response to flood events
9. Take appropriate actions to mitigate and avoid flooding
10. Provide help and advice where needed during a flood event

#### **Wiltshire Council will:**

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1. Coordinate the local response to major flooding incidents
2. Initiate the County civil resilience plan
3. Deploy a local authority incident officer
4. Establish and manage Bronze, Silver and Gold command as necessary
5. Monitor all persons at risk
6. Ensure that arrangements are made to secure the safety of persons at risk, particularly older and vulnerable people.
7. Ensure the continued wellbeing of persons at risk during the incident, including the removal of people from their homes where necessary
8. Liaise with primary care services to ensure medications and medical support is available to those at risk.
9. Ensure structural safety assessments are undertaken.
10. Maintain safe conditions on the roads
11. Put flood warning signs on the highway and organise road closures and traffic diversions.
12. Clear blockages on highway drainage systems/culverts
13. Take action to protect property from flooding by water from the highway
14. Where there is a failure of the highway drainage system co-ordinate evacuation

where required.

15. Arrange Rest Centre facilities
16. Provide emergency assistance – e.g. sandbags.
17. Clear blocked watercourses etc.
18. Liaise with and ensure that riparian landowners maintain their watercourses to the required standards and take such enforcement action as may be necessary.
19. Monitor environmental health issues
20. In conjunction with Wessex Water, supply temporary toilets where required.
21. Co-ordinate clean-up after the event.
22. Clear blockages in grills and siphons.
23. Provide access to places where pipes are creating an obstruction.

#### **Wessex Water will:**

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1. Undertake emergency pumping of sewage
2. Clear blockages in public sewers
3. Repair burst sewage and water pumping mains
4. Take action to protect property from flooding by water from the public water mains or discharges from the public sewerage systems or water mains
5. Provide portaloos and fresh water supplies where required
6. Take action to protect property from flooding by water from the public water mains.

#### **Southern Electricity will:**

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1. Respond to emergencies relating to electricity which put life at risk
2. Respond to emergencies at their own service installations

#### **Wiltshire Police will:**

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1. Be responsible for public safety
2. Provide “Police Slow” signs and where necessary enforce temporary speed limits

3. Apply for roads to be closed
4. Maintain the security of evacuated properties
5. Provide a first response at emergencies in accordance with Wiltshire's civil emergency plan

#### **At risk Property Owners will:**

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1. Take reasonable actions to protect their homes.
2. Collect and deploy sandbags/gel sacks when instructed.
3. Move to a safe area when instructed
4. Prevent water entering property if possible
5. Keep an emergency pack of torch and radio with batteries, candle, matches, camping gas cooker ring and bottled water.
6. Switch off electricity and gas at the mains
7. If planning to be away, inform police and ensure a third party has a key in order to check for problems.
8. Move valuable possessions above floor areas liable to flooding
9. Block downstairs wc's – e.g. with half-filled sandbags.
10. Put plugs into sinks & baths and weigh them down; disconnect the washing machine and dishwasher outlets.
11. Weigh down manhole covers with something heavy.
12. Notify Flood Warden of foul drainage problems.
13. Move cars from flood risk area.
14. Ensure medications are accessible in the case of evacuation

#### **Riparian owners will:**

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1. Maintain their ditches and accept flow from their upstream neighbours and pass it on to their downstream neighbours - assistance can be requested (see Appendix 4)
2. Liaise and work with the agencies listed above to mitigate and avoid flood risks

## Other Wilton residents will:

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1. Take care not to drive through flood water. If it is essential to drive through please remember to keep your speed to the absolute minimum to avoid wash into flooded houses.
2. Avoid taking sandbags unless absolutely essential.
3. 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. Understand that, under the law, individual property owners are responsible for protecting their property and land from flooding.

## Being prepared

### Useful Environment Agency links

[Register for free flood warnings](#)

[Environment Agency - Live flood warnings](#)

[Guidance for those owning watercourse \(riparian owners\)](#)

Should bus routes/timetables be changed as a result of flooding, details can be found at:

#### **Salisbury Reds**

[www.salisburyreds.co.uk](http://www.salisburyreds.co.uk),

0845 0727093 8.30am to 6.30pm Monday to Friday,

[talk2us@salisburyreds.co.uk](mailto:talk2us@salisburyreds.co.uk)

## Local skills and resources assessment

| Skill/Resource                | Who?                       | Contact details            | Location   | When might be unavailable? |
|-------------------------------|----------------------------|----------------------------|--|----------------------------|
| Trained first aider           | Wilton Surgery             | 01722 746810               | Market Place   |                            |
| 4x4 owner/driver              | Wiltshire Fire and Rescue  | Jim Twomey<br>07970868573  | Wilton Fire Station  |                            |
| Chainsaw owner (tree surgeon) | Greg Gent<br>A P Tree Care | 07810342750<br>07557405611 |  |                            |
| Water/food supplies           | Co-operative               | 01722 744311               | North Street   |                            |
| Medical Supplies              | Lloyds Pharmacy            | 01722 742289               | North Street   |                            |
| GP                            | Wilton Surgery             | 01722 746810               | Market Place   |                            |
| Defibrillators                | Wilton Town Council        | 01722                      | Castle Meadow Pavilion<br>The Greyhound PH<br>Community Centre | 24/7                       |

## Key locations identified with emergency services for use as places of safety

| Building             | Location     | Potential use in an emergency | Contact details of key holder         |
|----------------------|--------------|-------------------------------|---------------------------------------|
| Michael Herbert Hall | South Street | Advice centre/rest centre.    | Mrs Pauline Woodward<br>07747 563 822 |
| Wilton Community     | West Street  | Advice centre/rest            | Dawn Humphries<br>01722 744859        |

|                             |             |                            |                                     |
|-----------------------------|-------------|----------------------------|-------------------------------------|
| Centre                      |             | centre.                    |                                     |
| Castle Meadow Pavilion      | Castle Lane | Advice centre/rest centre. | Wilton Town Council<br>01722 742093 |
| Bob Blandford Memorial Hall | King Street | Advice/Rest Centre         | Wilton Scouts<br>07847 850 395      |
| Diocesan Education Centre   | The Avenue  | Advice/Rest Centre         | Zoe Shaw<br>01722 746942            |

## List of community organisations that may be helpful in time of emergency

| Organisation                        | Name and role of local contact | Phone number                 |
|-------------------------------------|--------------------------------|------------------------------|
| Good Neighbours Scheme              | Val O'Keefe                    | 07557 922034                 |
| Neighbourhood Watch                 | Rachael Ashton-Brown           | 07792 441273                 |
| Church                              | Mark Wood<br>Jonathan Greening | 01722 742393<br>01722 743377 |
| Christian Fellowship                | Marion Powell                  | 01722 742925                 |
| Wilton & District Link Scheme       | Community First                | 01722 741241                 |
| Men's Shed                          | Dan Kelley                     |                              |
| Wilton Rotary                       |                                | 01725 510679                 |
| Mike & Sue's Taxi<br>M Stone Travel |                                | 01722 743828<br>01722 743579 |

# Appendices

| Appendix | Detail  |
|----------|---|
| 1        | Environment Agency's "Are you prepared for flooding?"       |
| 2        | Personal Flood Plan   |
| 3        | Business Flood Plan   |
| 4        | Riparian Responsibilities                                   |
| 5.       | Procedure for the deployment of the Crow Lane Flood Barrier |