



# Lostwithiel Town Council



## LOSTWITHIEL FLOOD MANAGEMENT PLAN

## **Why We Need A Flood Management Plan.**

The centre of Lostwithiel has flooded countless times since the creation of the town in the early part of the twelfth century. The earliest known written document reported flooding on 18th December 1839, amazingly there are water colour sketches made on site on the day showing the full extent of the flood. Further written articles show major floods during the 19<sup>th</sup> century occurring in 1866 and 1894. Many floods happened in the 20<sup>th</sup> century principally the years 1903; 1928; 1979 & 1999. Although a substantial flood bund was constructed along the river bank in 1960, it hasn't decreased the risk. Lostwithiel is likely to flood again in the future; therefore it was decided to have a written flood management plan.

## **AIMS & OBJECTIVES**

To increase resilience in Lostwithiel to flooding through developing a robust co-ordinated approach via Lostwithiel Town Council Plan that complements the plans of responding agencies.

To increase flood awareness in the community and thus reduce the risk to life and property in a future event.

To provide a guide for Flood Co-ordinators & Flood Wardens

To ensure that when implementing the plan all persons involved are not at anytime at risk or in danger

Identify the risks to the community in the event of localised or more severe flooding along with relevant response actions

Identify vulnerable people living in the risk areas

Identify resources available to assist in an emergency

Provide contact details for the Lostwithiel Flood Management Plan, community resources, emergency services and the local authority.

Ensure that confidentiality is maintained where necessary.

## **OWNERSHIP**

This plan is owned by Lostwithiel Town Council who will be responsible for its publication and distribution to the community of Lostwithiel.

Comments on this plan should be provided in writing to Town Clerk, Lostwithiel Town Council, Fore Street, Lostwithiel. PL22 0BL; [clerk@lostwithieltowncouncil.gov.uk](mailto:clerk@lostwithieltowncouncil.gov.uk)

Or via the Town Council website: <http://www.lostwithieltowncouncil.gov.uk/enquiries.php>

Recipients of this plan are asked to ensure its safe custody.

## **INSURANCE**

All actions carried in accordance with this plan are covered by Lostwithiel Town Council's liability cover

### **How will it work?**

## **PLAN MAINTENANCE AND TESTING**

Lostwithiel Town Council will:

- Co-ordinate responses to a flooding event
- Flood Wardens and Flood Co-Ordinators will meet together quarterly as a minimum
- Ensure that vulnerable people are considered
- Promote self help to potentially affected households
- Review the plan annually as a minimum
- Report annually at the Annual Town Meeting detailing if the plan has been activated and highlighting any alterations to responsible personnel
- Facilitate important information to the community

## **PLAN ACTIVATION**

The Flood Plan will be activated on any or all of the following:

- Receipt of a flood warning by the Environment Agency
- Information received from residents in the water catchment areas
- Analysis of the River Fowey tide table
- Weather predictions from meteorological websites.

## FLOOD WARNING SERVICE

Flood Warning definitions are available from the Environment Agency.



What it means

- 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.



What it means

- 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.



What it means

- Severe flooding. Danger to life

When it's used

- When flooding poses a significant threat to life.

What to do

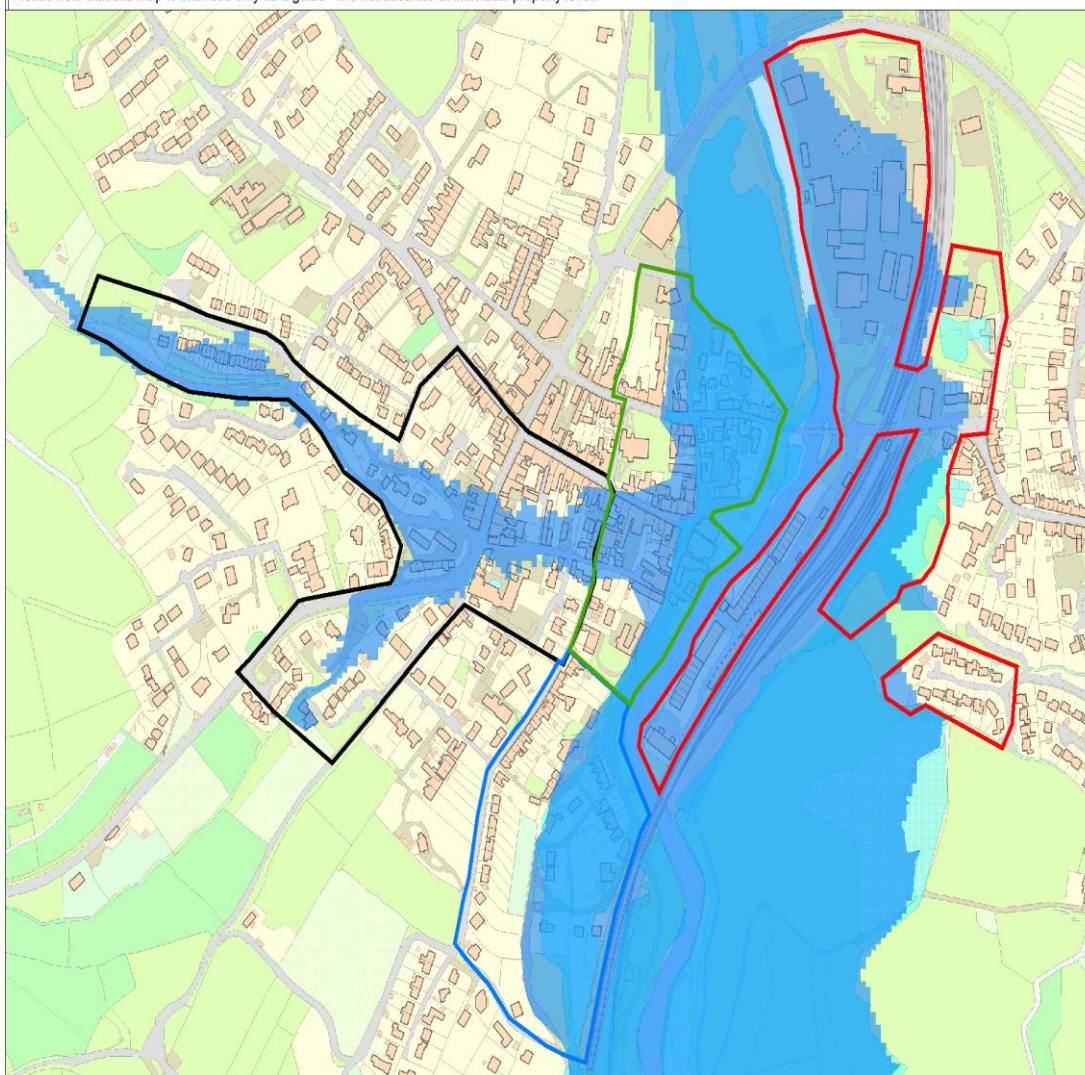
- Stay in a safe place with a means of escape
- Be ready should you need to evacuate from your home.
- Co-operate with the emergency services
- Call 999 if you are in immediate danger

For the purpose of the Flood Management Plan, Lostwithiel has been divided into 4 sectors. These have been drawn as follows:

### Lostwithiel: Flood Management Plan Sectors



Please note that this map is intended only as a guide - it is not accurate at individual property level.



#### Legend

- Grenville Road Sector
- Town Centre Sector
- The Moors Sector
- Uzella Sector
- Fluvial Flood Zone 2
- Tidal Flood Zone 2





Flood Zones are areas, also known as the floodplain, which could be affected in the event of flooding from rivers and the sea. Flood Zones provide a good indication of land at flood risk. Flood Zones are not sufficiently detailed to show whether an individual property is at risk, for example it does not take into account flood defences. Please note that the likelihood of flooding is an assessment based on the information currently available and may change in future due to climate change or other factors.

Flood Zone 2 shows the extent of an extreme flood from rivers or the sea. These outlying areas are likely to be affected by a major flood, with up to a 0.1 per cent (1 in 1000) chance of occurring each year.

1:1,600 Correct as of the 1st October 2013

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Environment Agency, 100024198, 2013

The Flood, risks and alerts & Flood Warnings available for the Lostwithiel sectors are as follows:

<b>Sector No</b>	POTENTIAL FLOOD RISK SOURCE					FLUVIAL FLOOD WARNING		TIDAL FLOOD WARNING	
	SURFACE WATER	FLUVIAL	FLUVIAL	FLUVIAL	TIDAL	Flood Alert	Flood Warning	Flood Alert	Flood Warning
		Tanhouse Stream	River Cober	River Fowey	Sea	River Fowey	River Fowey: Trekeivesteps to Lostwithiel	South Cornwall Coast	South Cornwall Coast: Land's End to Plymouth
									
1	✓	✓	✓			✓			
2	✓			✓	✓	✓	✓	✓	✓
3	✓			✓	✓	✓	✓	✓	✓
4	✓			✓	✓	✓	✓	✓	✓

# ROLE OF FLOOD WARDENS AND FLOOD CO-ORDINATORS

## Flood Warden

### Your Role Before a Flood

#### ***Understanding flood risk within your sector***

The risk of flooding that your community faces changes over time. New buildings, roads and even farming and land use practices can affect flood risk. Watercourses, culverts and drains can be affected by debris that could restrict their flow. PLEASE REMEMBER IT IS NOT WITHIN YOUR ROLE TO CLEAR DEBRIS FROM ANY OF THESE STRUCTURES. Keep aware of how changes within your sector may impact on the risk of flooding.

You can play an important role by acting as the “eyes and ears” of the local authorities. Report any debris in watercourses or culverts to the Flood Co-ordinator.

#### ***Identify properties at risk of flooding***

Some properties are at greater risk of flooding than others. Knowing which properties are more likely to flood and possible flow routes of flood water can help you to become better prepared for an emergency. To help, take a look at a flood risk map of your local area. Consider which properties have flooded in the past. Also, look for properties in low lying areas or close to watercourses.

#### ***Identify vulnerable individuals***

Your strength as a community volunteer is your detailed knowledge of your local area and the people living within it. Build up an understanding of who lives in your sector and especially anyone who may require priority attention during a flood such as the elderly or less mobile.

Once you have identified vulnerable individuals within your community keep this information safe and secure. Your Flood Co-ordinator or Town Council may manage a list but you are advised to remember the information without writing it down.

#### ***Support community plan training and activities***

You are encouraged to take part in any training for community volunteers. This is to provide you with information to help you to carry out your role in a safe and responsible way. The training will be updated and repeated on a regular basis.

Your community plan forms the basis of your community’s response to flood risk. You should familiarise yourself with the contents of the plan and how to respond during a flood. You should always follow the guidance and advice set out in the plan as well as any training you have received to ensure you do not place yourself or others at unnecessary risk.

Your community plan will be tested on a regular basis. This is to test that the plan works well and to learn from any problems or shortcomings. It is also a good way of making sure you know what to do in an emergency. You are encouraged to support these “dry runs” or drills and take part, where possible.

Town Council will hold regular meetings to discuss issues related to flooding in the local community. You are encouraged to attend these meetings, where possible, to keep up to date with developments and issues.

### ***Help raise flood awareness***

Helping to raise flood awareness within the community is an important activity within the Flood plan. Households and businesses may benefit from useful information such as; how to prepare for flooding, steps to protect property and emergency contacts. You may be asked to help with the door-to-door distribution of leaflets and newsletters, for example.

### ***Assist with the recruitment of community volunteers***

As a member of the community you may be ideally placed to identify other people with the enthusiasm, skills and attitude to support the community during an emergency. If you know of anyone suitable to be a community volunteer refer them to your Flood Co-ordinator.

## **Your Role During a Flood**

### **Prioritise your own safety at all times**

**Your priority at all times is to ensure your own safety and not to place yourself at unnecessary risk of injury or harm. DO NOT ENTER FLOOD WATER AT ANY TIME.**

### **Report to the Flood Desk**

On receiving a flood warning or notification from the Flood Co-ordinator, you should report to the Flood Desk. The Flood Co-ordinator will issue PPE & Grab Bags and allocated duties. Please note you must have attended the Flood Warden Training.

### **Relay information to the Flood Co-ordinator**

The Emergency Services, local authorities or the Environment Agency may call upon Flood Warden's assistance to relay information to the community. This may be to warn the public of a potential flood and particular areas to avoid or to provide information to promote health and wellbeing. This would involve door-to-door visits to engage with individual properties, this would be co-ordinated by the Flood Co-ordinator.

### **Follow guidance from the emergency services at all times**

The Emergency Services and the Police in particular take the lead during a flood event, on their arrival all Flood Wardens will be stood down and should report to the Flood Desk. Follow their advice at all times as you may be placing yourself and others at risk of harm if you do not. Remember, you are not a member of the uniformed emergency services. If you are told to evacuate from an area follow the guidance you are given.

### **Provide the emergency services with local knowledge and information**

Your strength as a community volunteer is your detailed knowledge of your local area and the people living within it. Relay this information to the Flood Co-ordinator during a flood. Be mindful the information may relate to individual properties or persons and should be managed responsibly at all times.



### **Collect information about the flood**

Information you collect and record during a flood can be important to the Environment Agency and other authorities when analysing the cause and how to reduce risk in the future. Notes and especially photographs on flow routes and water levels can be very useful. These should be passed to the Flood Co-ordinator.

### **DO NOT place yourself at risk at any time**

**Your safety is a priority. Follow the guidance set out in your training and do not undertake activities that may place yourself at unnecessary risk.**

### **DO NOT attempt to operate or repair flood defence structures or equipment**

**The unauthorised use of flood defence equipment could increase the risk of flooding or hide problems that should be addressed by the relevant authority via the Flood Co-ordinator. Do not use any equipment you have not been trained or authorised to use, e.g. helping householders to fit flood gates.**

### **Your role AFTER a flood**

#### **Submit information you collected about the flood**

Information you collect and record during a flood can be important to the Environment Agency and other authorities when analysing the cause of the flooding and how to reduce risk in the future. Submit your information to the Flood Co-ordinator.

#### **Help to relay information to the local community**

You may be able to support your community by relaying useful information after a flood. Newsletters and door-to-door visits can help keep people informed after an emergency. Information may relate to personal safety, hygiene, insurance claims or the risk of further flooding.

#### **Support your community**

It can take many months for individuals, households and businesses to recover from flooding and return to normal daily life. This recovery process can be stressful and impact upon people in different ways. As a member of the community you may be able to provide support to those affected.

### **Chain of Command**

**In a flood situation all Flood Wardens must take direction from the Flood Co-ordinator at all times. All instructions and information will be fed through the Flood Co-ordinator to ensure Flood Wardens are kept up to date and to ensure the safety of all volunteers**

## Flood Co-ordinator

### Your Role Before a Flood

#### ***Understanding flood risk within your sector***

The risk of flooding that your community faces changes over time. New buildings, roads and even farming and land use practices can affect flood risk. Watercourses, culverts and drains can be affected by debris that could restrict their flow. PLEASE REMEMBER IT IS NOT WITHIN YOUR ROLE TO CLEAR DEBRIS FROM ANY OF THESE STRUCTURES. Keep aware of how changes within your sector may impact on the risk of flooding.

You can play an important role by acting as the “eyes and ears” of the local authorities.

#### ***Identify properties at risk of flooding***

Some properties are at greater risk of flooding than others. Knowing which properties are more likely to flood and possible flow routes of flood water can help you to become better prepared for an emergency. To help, take a look at a flood risk map of your local area. Consider which properties have flooded in the past. Also, look for properties in low lying areas or close to watercourses.

#### ***Identify vulnerable individuals***

Your strength as the Flood Co-Ordinator is to build up an understanding of who [lives](#) in Flood Areas and especially anyone who may require priority attention during a flood such as the elderly or less mobile.

Once you have identified vulnerable individuals within your community keep this information safe and secure.

#### ***Support community plan training and activities***

You are encouraged to take part in any training for community volunteers. This is to provide you with information to help you to carry out your role in a safe and responsible way. The training will be updated and repeated on a regular basis.

Your community plan forms the basis of your community’s response to flood risk. You should familiarise yourself with the contents of the plan and how to respond during a flood. You should always follow the guidance and advice set out in the plan as well as any training you have received to ensure you do not place yourself or others at unnecessary risk.

Your community plan will be tested on a regular basis. This is to test that the plan works well and to learn from any problems or shortcomings. It is also a good way of making sure you know what to do in an emergency. You are encouraged to support these “dry runs” or drills and take part, where possible.

The Town Council will hold regular meetings to discuss issues related to flooding in the local community.

### ***Help raise flood awareness***

Helping to raise flood awareness within the community is an important activity within the Flood plan. Households and businesses may benefit from useful information such as; how to prepare for flooding, steps to protect property and emergency contacts. You may be asked to help with the door-to-door distribution of leaflets and newsletters, for example.

### ***Assist with the recruitment of community volunteers***

As a member of the community you may be ideally placed to identify other people with the enthusiasm, skills and attitude to support the community during an emergency.

### **Your Role During a Flood**

#### **Prioritise your own safety at all times**

**Your priority at all times is to ensure your own safety and not to place yourself at unnecessary risk of injury or harm. DO NOT ENTER FLOOD WATER AT ANY TIME.**

#### ***Relay information to the Emergency Services, Local Authority, Environment Agency and Flood Wardens***

Based in the Community Centre you would be responsible for the communication between the Flood Desk, Flood Wardens and the Emergency Services, local authorities or the Environment Agency . This may be to warn the public of a potential flood and particular areas to avoid or to provide information to promote health and wellbeing.

#### ***Follow guidance from the emergency services at all times***

The Emergency Services and the Police in particular take the lead during a flood event. Follow their advice at all times as you may be placing yourself and others at risk of harm if you do not. Remember, you are not a member of the uniformed emergency services.

#### ***Provide the emergency services with local knowledge and information***

You are the link between the volunteers and the Emergency Services and should ensure all parties are kept aware of the flood situation – please note all information should be passed to you by the volunteers and not direct to the Emergency Services.

#### ***Collect information about the flood***

Information you collect and record during a flood can be important to the Environment Agency and other authorities when analysing the cause and how to reduce risk in the future. Notes and especially photographs on flow routes and water levels can be very useful after a flood.

#### **DO NOT place yourself at risk at any time**

**Your safety is a priority. Follow the guidance set out in your training and do not undertake activities that may place yourself at unnecessary risk.**

#### **DO NOT attempt to operate or repair flood defence structures or equipment**

**The unauthorised use of flood defence equipment could increase the risk of flooding or hide problems that should be addressed by the relevant authority. Do not use any equipment you have not been trained or authorised to use, e.g. helping householders to fit flood gates**

## **Your role AFTER a flood**

### **Submit information you collected about the flood**

Information you collect and record during a flood can be important to the Environment Agency and other authorities when analysing the cause of the flooding and how to reduce risk in the future.

### **Help to relay information to the local community**

You may be able to support your community by relaying useful information after a flood. Newsletters and door-to-door visits can help keep people informed after an emergency. Information may relate to personal safety, hygiene, insurance claims or the risk of further flooding.

### **Support your community**

It can take many months for individuals, households and businesses to recover from flooding and return to normal daily life. This recovery process can be stressful and impact upon people in different ways. As a member of the community you may be able to provide support to those affected. Refer members of your community to a suitable authority or expert for further guidance and advice.

**You will be responsible for the co-ordinating of the Flood Volunteer Team and ensuring all are stepped down on the arrival of the Emergency Services.**

Flood Wardens allocated to each sector as listed below:-

<b>SECTOR 1</b>	<b>UZELLA – covering Uzella Park, Tanhouse Road, Edgumbe Road and South Street</b>
FLOOD WARDENS	
<b>SECTOR 2</b>	<b>THE MOORS – covering The Moors and Parc Road</b>
FLOOD WARDENS	
<b>SECTOR 3</b>	<b>TOWN CENTRE – covering Quay Street, Fore Street, North Street And The Parade</b>
FLOOD WARDENS	
<b>SECTOR 4</b>	<b>GRENVILLE ROAD – covering Grenville Road, Brunel Quays, Trewithian Parc and Restormel Industrial Estate</b>
FLOOD WARDENS	

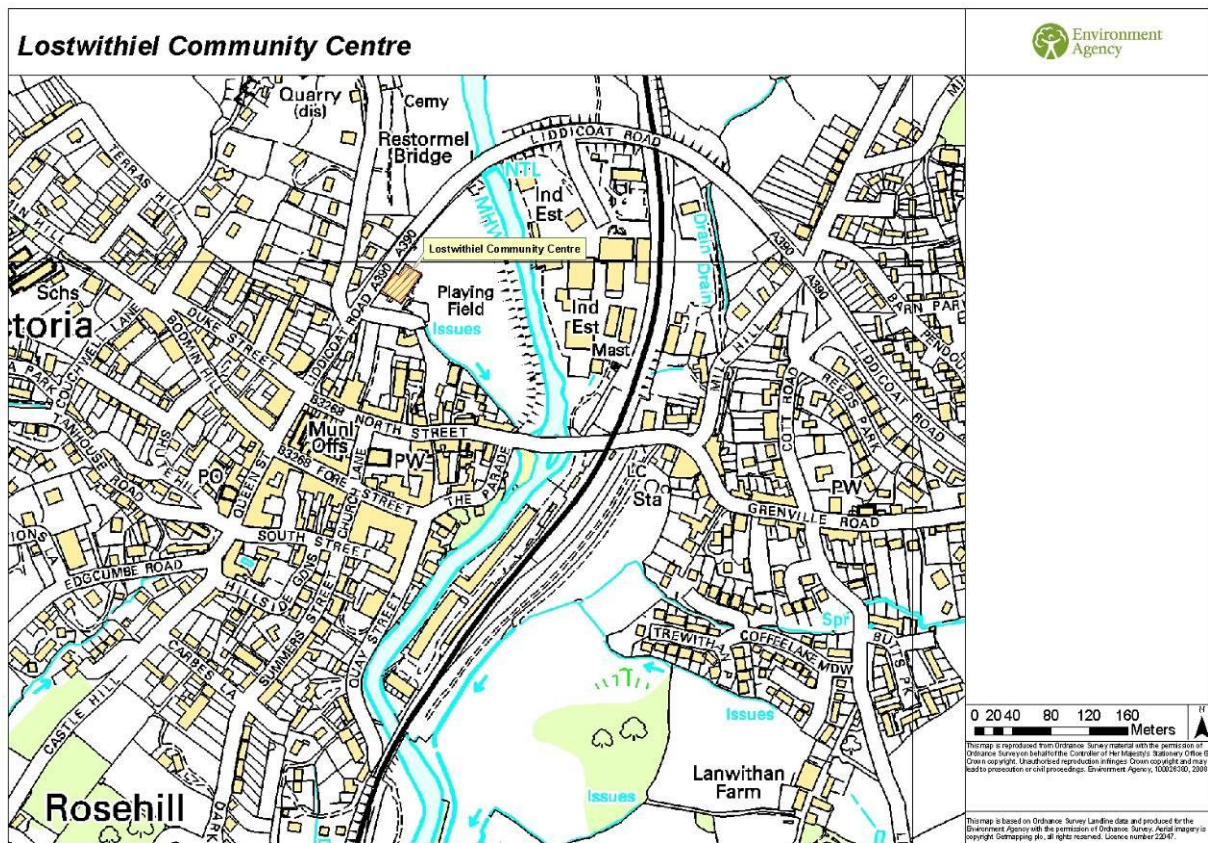
**Flood Co-ordinators:**

All Flood Wardens and Flood Co-ordinators should:

- live in the locality,
- Engage in the planning and response process
- Register to receive flood warnings and flood alerts relevant to their sector
- Encourage residents in their sector to register for relevant flood warnings and flood alerts
- Keep residents up to date on amendments or changes to the plan

## EMERGENCY RESPONSE AND CARE CENTRE

Lostwithiel Community Centre Tel: 01208 872207



### USEFUL CONTACTS

#### The National Flood Forum

Snuff Mill Warehouse,  
Bewdley,

Worcestershire. 2EL DY12

Tel: 01299 403055

Admin: 01299 403101

E- mail Amanda Davies (Office Manager) [amanda.davies@floodforum.org.uk](mailto:amanda.davies@floodforum.org.uk)

#### Cornwall Council Highways

Tel: 0300 1234 222

[roadtransportandparking@cornwall.gov.uk](mailto:roadtransportandparking@cornwall.gov.uk)

#### Environment Agency

Cornwall Area Office.

Sir John Moore House,

Victoria Square, Bodmin. PL31 1EB

Tel : 0370 8506506

## Environment Agency Flood line

08459 88 11 88

Emergency Contact Information

<b><i>Emergency Contact Information</i></b>	
Devon and Cornwall Constabulary	999
Fire and Rescue Services	999
Ambulance Service	999
Environment Agency (Flood line)	0845 988 1188
South West Water Authority	<b>0844 346 2020</b>
Lostwithiel Town council	01208 872323

### **FLOOD WARDEN MANAGEMENT PROCEDURES**

The overall aim of this flood management plan is to reduce the risk of life.

Each individual should assess each situation to check if safe to proceed and request help if required.

Remember, volunteers are not trained members of emergency services.

At no time should a volunteer undertake activity for which they have not been trained

During periods of heavy or prolonged rain, the following procedures should be followed

**BEFORE A FLOOD :** Each warden will try to carry out an assessment of flood risk based on:

- Flood Warnings: <http://www.environment-agency.gov.uk/homeandleisure/floods/31618.aspx>
- Local tidal knowledge : <http://www.foweyharbour.co.uk/weather-tides.html>
- Observation of meteorological data [http://www.metoffice.gov.uk/weather/uk/sw/sw\\_forecast\\_weather.html](http://www.metoffice.gov.uk/weather/uk/sw/sw_forecast_weather.html);
- BBC weather site <http://news.bbc.co.uk/weather/> ;
- River levels <http://www.environment-agency.gov.uk/homeandleisure/floods/riverlevels/default.aspx>
- TV & Radio news
- If the warden feels that flooding will occur, do not wait for a Flood Alert
- If a Flood Alert has been issued.

### **WHAT TO DO**

- The Flood Warden should contact a Flood Co-ordinator, report to the Flood Desk, and act on instructions from the Flood Co-ordinator.
- Residents should be encouraged to protect their own property and to deploy their own emergency equipment if they have any and locate their 'Emergency Grab Bag',

- **PLEASE NOTE THE FLOOD – COORDINATOR WILL ALLOCATE FLOOD WARDENS IN PAIRS, UNDER NO CIRCUMSTANCES SHOULD A FLOOD WARDEN ACT ALONE.**

Suggested Emergency Grab-Bag Contents

<i>Suggested Emergency Grab-Bag Contents</i>	<i>Tick</i>
Torch and spare batteries	
Bottled water.	
Snack bars or other foods.	
Note book and pencil.	
Special items e.g. glasses, contact lenses, hearing aid batteries	
Hand Sanitiser.	