

Bisham Parish Council Emergency Response Plan (Flooding) Summary

Edited 10th January 2023

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Part 1 Foreword

There is no statutory responsibility for Parish Councils to plan for, respond to, or recover from emergencies. However it is good practice for communities to identify hazards and make simple plans of how they will respond when faced with an emergency. This plan prepares for the major issues we can anticipate. Any participation by the Parish Councils, action groups or organised volunteers is purely voluntary.

RBWM has provided a template for use by Parish Councils. This document is based on that template and has been produced with support from RBWM and other organisations and individuals. Whilst the Joint Emergency Planning Unit (JEPU) will soon provide advice and assistance in preparing emergency plans, the completion and maintenance of this plan remains the responsibility of Bisham Parish Council or its designated representative. The plan will be kept under review, and sections that are currently incomplete, will be added as part of the ongoing review process.

It should also be recognised that the Parish Council is not an emergency service. It is not trained, equipped, empowered or resourced to carry out the functions of an emergency service. The response should generally be confined to preparing the community, including identifying suitable premises which could be used as command and information posts, temporary refuges and accommodation, preparing lines of communication to residents and to emergency services, providing assistance as requested by emergency services and assisting with the welfare of the community during and after incidents.

There are many potential emergency incidents which could affect our parish (we live under the approach flight path for Heathrow, as well as the flight paths for both White Waltham and Booker airfields, the proximity of the A404, and key industries including use of the River Thames). This Community Emergency Response Plan primarily covers all flood emergencies.

The main threat posed to our neighbourhood statistically, is flooding, both groundwater and fluvial. For this reason this plan is split into two sections.




Section A of the plan will focus specifically on planning for Flooding Incidents.

The plan has been prepared in conjunction with the following emergency planning documents:

RBWM Generic Emergency Plan (Available on the Borough website)

RBWM Generic Flood Plan (Available on the Borough website)

Note: These will be superseded by the JEPU Flood Plan and JEPU Emergency Response Framework in due course

 <p>FLOOD ALERT</p>	<p>Flooding is possible. Be prepared.</p>
 <p>FLOOD WARNING</p>	<p>Flooding is expected. Immediate action required.</p>
 <p>SEVERE FLOOD WARNING</p>	<p>Severe flooding. Danger to life.</p>

Bisham Parish Council Community Flood Plan

Be Prepared for Flooding

Part One: Introduction

Aim of the Community Flood Plan

- To provide a basic plan for use locally prior to, during and after flooding.
- To provide resources in the first instance to assist the community and support the emergency services and local authority.
- To promote local flooding issues and community self-help




Objectives of the Community Flood Plan

- Identify local risks
- Identify vulnerable groups within the community
- Identify key contacts
- Identify a Community Emergency Management Team (CEMT)
- Identify lines of communication
- Identify resources available to the community
- Agree predetermined areas of safety (evacuation and shelter points)
- Assist with Warning and Informing arrangements

Priorities

- To help prevent loss of life or injury within the community (if safe to do so)
- To identify vulnerable groups
- To assist with the protection of habitable property & key infrastructure (if safe to do so)
- To assist with alerting the community prior to a flood event
- To provide information about an initial area of safety (evacuation & shelter points)
- To coordinate activity with the emergency services and local authority
- To provide possible additional resources / manpower (volunteers) if required

Triggers

 FLOOD ALERT	 FLOOD WARNING	 SEVERE FLOOD WARNING	warning no longer in force
<p>Flooding is possible. Be prepared.</p> <ul style="list-style-type: none"> • Forecast of high tide or strong wind • Recorded rainfall which will cause flooding • Recorded or forecast water levels that will cause flooding • Snow melt forecast 	<p>Flooding is expected. Immediate action required</p> <ul style="list-style-type: none"> • Forecast of high tides, surges or strong winds • Heavy rainfall that could cause flash flooding • Snow melt • Observed rising levels – critical trigger point reached • Forecast level or flow – trigger point for flood warning forecast • Site observation (blockage / defence failure • Actual flooding 	<p>Severe flooding. Danger to life.</p> <p>As for flood warning plus:</p> <ul style="list-style-type: none"> • Site observation of severe flooding or major problems with infrastructure and services • Forecasts predict a worsening situation and severe flooding likely • Actual flooding • Professional judgement, including consultation with professional partners 	<ul style="list-style-type: none"> • Rivers back in bank, levels falling and no significant rain forecast • Rivers back below trigger levels that activated initial warning • Alerts issued but no resultant flooding and forecast improved

PART TWO: RISK ASSESSMENT

Bisham Assessment of Flood Risk

The Borough's Generic Emergency Plan & Generic Flood Plan (to be replaced with the JEPU Overarching Adverse Weather Plan and Flood Plan shortly) both high-light the Risk Assessment methodology and the data available for assessing flood risks. Other available documentation includes:

- The National Risk Register (NRR) – www.gov.uk/government/publications/nationalriskregister-2020
- Thames Valley Risk Register (TVRR) - <http://thamesvalleylrf.org.uk>.
- The Strategic Flood Risk Assessment (SFRA) - http://www.rbwm.gov.uk/public/pp_sfra_oct07_report.pdf
- The Environment Agency 1:100 years Flood Map - www.environment-agency.gov.uk

In 2007 the Borough commissioned an SFRA to highlight possible local flooding issues in each community. Extracts from RBWM STRATEGIC FLOOD RISK ASSESSMENT (SFRA) –

Level 1 A Technical Report Supporting the Royal Borough of Windsor and Maidenhead Local Development Framework April 2009 (Revision 04) for Bisham.

Bisham is situated in Character Area WM2 and is classified as lying in Zone 1 Low Probability for Fluvial Flooding.

“Whilst Bisham is not usually directly affected by river flooding, it is important to highlight that the village is entirely surrounded by low lying ground, isolating the area during flooding conditions. This represents a major concern with respect to public safety.

Notwithstanding this, the River Thames drains a considerable catchment area and flooding is typically a result of long duration, regional rainfall events. The Environment Agency issue warnings of anticipated river flooding within this reach, and due to the relatively long catchment response times, timely forewarning of a River Thames flood should be possible. The Environment Agency endeavours to provide a two hour warning prior to a flood event for main rivers. This enables the Council, emergency services, residents & businesses to prepare in an endeavour to minimise property damage and risk to life.”

The village is bordered by the River Thames along its West and North flanks. The water flow is controlled by the weir gates at Temple and Marlow. In times of prolonged rain both in the local vicinity and upstream the river is prone to flood. This particularly affects the properties which lie along these two boundaries. The low lying nature of some areas in the parish make them also prone to the rapid rise of groundwater. Additionally Bisham Brook breaches its banks and poses a threat to the houses which lie adjacent to it including The Green and Bisham Court. Further issues occur when the pump in Longridge is compromised affecting properties in Quarry Wood Road.

Local Risk “Checkpoints”

Points of reference should be used to monitor local flood levels independently of any established systems. These points should be checked at regular intervals and records kept.

Location	Identification Point	Check
Temple Island		Level of Water Flow rate.
Bisham Brook	The Bridge	Level of Water
Parish Land	The Slipway	Level of Water Flow of Water
Houses near Quarry Wood Road corner of Bisham Road		Ground water level
Quarry Wood Road	Longridge	River level, Presence of Sewerage

Keeping watercourses clear is important for helping to prevent flooding and to speed drainage after a flood. Maintenance of the ‘main river’ watercourses is the responsibility of the Environment Agency, and of landowners for other smaller watercourses. Bisham Parish Council undertakes regular maintenance of Bisham Brook where it flows through Parish owned land (Green Lanes by the Orchard and Playground).

The Environment Agency has a maintenance programme for its watercourses, which takes account of flood risk and biodiversity. Works include weed spraying and desilting.

RBWM is committed to assessing any flood that occurs in the borough, including those caused by a blocked watercourse.

Key Sites at Risk

(Schools / Sheltered Housing / Livestock / Heritage / Utilities)

In many cases there will be no rescue service, and the residents and businesses must be prepared to protect themselves (and their customers) – see Appendix H. The sites are listed in stream order - upstream first.

Name	Address	Contact	Remarks
Marlow Sailing Club	Temple Lane		
Hyde Farm	Bradenham Lane SL6 6PQ		Livestock Rented out Office Space
Bisham Abbey	Marlow Road, Bisham SL7 1RR		Residential Bronze Hub
The Bull Inn	Marlow Road, Bisham SL7 1RR	Owner	Function Room Restaurant
Town Farm	Marlow Road, Bisham SL7 1RR		Livestock Farm Shop Rented Storage Areas
All Saints Church	Church Lane, Bisham		
Bisham School	Church Lane, Bisham SL7 1RW	The Head of School	Playground Floods Adjacent to River
White Lodge	Bisham Road, Bisham, SL7 1RP	Manager	21 rooms for the elderly plus staff
Marlow Rowing Club	Marlow Bridge Lane Bisham SL7 1RH	Chairman	Club facilities, public café, bar
McDonald Compleat Angler	Bisham Road, Bisham SL7 1RG	The Manager	Accommodation Restaurants,
Longridge Activity Centre	Quarrywood Road, Bisham, SL7 1RE	The Manager	Accommodation All ages

Residential Areas at Risk

Name	Address	Contact	Remarks
	Houses at Marlow Bridge end of Bisham Road (both sides)		
	Houses adjoining the Slipway		
	Houses adjoining Town Farm		
	Houses on the Green		
	Houses in Bisham Court		
	Houses adjoining The Orchard		
	Houses on Temple Mill Island		

PART THREE: ROLES & RESPONSIBILITIES

Multi Agency:

The roles and responsibilities for the emergency services and lead responding agencies are listed in the Borough's generic plans. These include details of:

- Thames Valley Police (TVP)
- Royal Berkshire Fire & Rescue Service (RBFRS)
- South Central Ambulance Service Trust (SCAST)
- The Environment Agency (EA)
- The Met Office

The Royal Borough of Windsor and Maidenhead

In addition to the Borough's normal services, the following will also be considered once a "Flood Warning" is issued (not for a "Flood Alert").

- Activation of the Emergency Operations Centre (EOC)
- Provision of Multi Agency coordination & cooperation
- Provide direction to the Community Emergency Management Teams (CEMT)
- Where possible provide a Local Authority Liaison Officer (LALO) for each affected community
- Manage the short & long term requirements of the welfare needs for the community
- to inform the CEMT of opening/closing of sluice gates or other river flow controls

Parish Council

In completing a community flood plan, the Parish Council agree to:

- Manage and maintain the plan
- Promote flood plans at local level
- Appoint a Parish Flood Coordinator and Community Emergency Management Team (CEMT)
- Take an active role in preparing and responding to flooding
- Follow guidance set by the Joint Emergency Planning Unit
- Identify local equivalent "Emergency Operation Centre"
- Maintain any essential equipment

Parish Flood Coordinator

The Parish Flood Coordinator should be the key focal point in the community for planning and responding to an emergency.

The Parish Flood Coordinator must:

- Be responsible for the completion and maintenance of the Community Flood Plan
- Create a Community Emergency Management Team (CEMT) that will be located at the Local Emergency Operation Centre in the Parish Office during an emergency.
- Note that the list of equipment required for the LEOC is specified in Appendix G
- Manage and identify the roles & responsibilities of any designated volunteers
- Provide a point of contact for the Joint Emergency Planning Unit.
- Maintain a system for identifying vulnerable persons as a principle aim (see Part 7)

- Ensure accurate records are maintained including an **Incident Log** (Appendix B)
- Convene the CEMT on instruction from the Borough EOC or when he/she deems it necessary.
- Stand down the LEOC and CEMT when EA warning codes fall below “Flood Warning” and LALO agrees.

Self Help Community Flood Plan (Unrestricted Version) Emergency Planning Unit Page 17

The Flood Co-ordinator should:

- Reside in the community but not directly compromised by flooding
- Ensure confidentiality is maintained where necessary
- Be covered by Parish Council insurance for making decisions affecting the community
- Have the backing of the Parish Council to represent the community
- Have a good understanding of the community and surrounding areas
- Be able to activate community support

Flood Warden

Flood Wardens are volunteers appointed by their local Parish Council. Their primary duty is:

- Updating the flood warning boards on receipt of alerts from either the Environment Agency or the Local Authority.
- Assist with Warning & informing residents of changes to the alerts (if safe to do so)

The Flood Wardens are managed by the Joint Emergency Planning Unit. Whilst they are not expected to undertake any direct activity in a flooded area, the Parish council’s Insurance covers them when they are carrying out their specific duties.

The contact details for the Flood Warden in Bisham are given in Part Nine.

Flood Marshalls

Generic term for any ad hoc volunteer acting either on the behalf of the Emergency Planning Unit or at the request of a Parish Council.

Flood Marshalls may be requested to perform many various functions, such as:

- Monitoring
- Warning & Informing
- Assisting the vulnerable
- Provide a visible presence in the area

Marshalls will need to:

- Be fully briefed on relevant H & S matters
- Understand their specific role at the incident
- Be clearly identifiable
- Be equipped to perform their function accordingly

Parish councils will need to consider appropriate:

- Insurance cover
- Lone working policies
- Resource implications
- Methods of communication

Parish Council Community Drivers

- None

The Community

- Must ensure they take adequate precautions to protect themselves, their families and their homes
- Should try to assist vulnerable neighbours (if appropriate and safe to do so)
- Must not take any actions which may hinder / endanger responders
- Should comply with the instructions of responders / volunteers

Individuals / Homeowners / Businesses

- Prepare their own flood plan
- Prepare a flood grab bag
- Have adequate insurance
- Move to an area of safety whilst egress routes are dry
- Prevent water from entering the building
- Switch off electricity & gas at the mains
- Move valuable possessions off the floor

PART 4: COMMAND & CONTROL

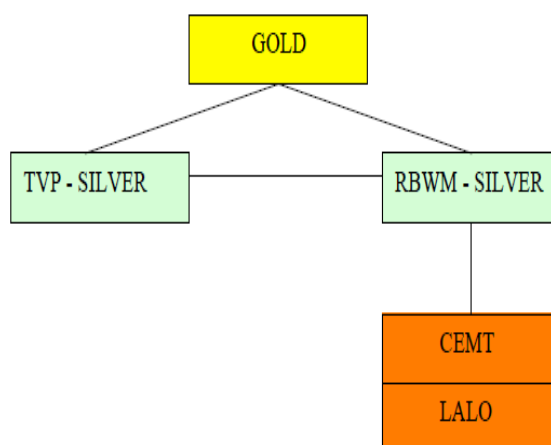
The Borough Emergency Operations Centre (EOC) will be established as the main focal point for directing community welfare operations.

Thames Valley Police “Silver Command” will normally act as the lead agency in coordinating all emergency responses, however during a flood event coordination may be transferred to the Local Authority due to the amount of resources being arranged from within the organisation. Either way the communication lines for the Community Emergency Management Teams (CEMT) will be via the Local Authority Liaison Officer (LALO)/ Borough Emergency Operations Centre (EOC).

Parish Flood Coordinators will be advised of a dedicated telephone line for their use.

If resources allow, a Local Authority Liaison Officer (LALO) will be provided for liaison with the group at their base. The LALO will be responsible for passing on all requests for local authority assistance and will monitor local authority participation at the incident.

Standard Command & Control Structure



CEMT = Community Emergency Management Team based at Bisham Abbey
LALO = RBWM Local Authority Liaison Officer

BISHAM LOCAL EMERGENCY OPERATIONS CENTRE (LEOC) -Bronze Hub

This will be located in **BISHAM ABBEY, Marlow Road, Bisham, SL7 1RR**

The decision to stand down the LEOC will be taken by the Parish Flood Coordinator in consultation with the LALO and will normally occur when the EA warning level drops below “Flood warning”

ON DECLARATION OF AN EMERGENCY

- The plan will be triggered either on the direction of the Borough's EOC or when local conditions demand. In particular this will happen on receipt of warnings from upstream parishes at Hurley and Bisham.
- The Parish Flood Coordinator will open the LEOC in Bisham Abbey, will ensure that all members of the CEMT are notified of the emergency and will summon them to the LEOC.
- CEMT members will sign in on arrival.
- Contact will be established with the Borough's EOC.
- Flood Marshalls will be contacted and summoned to the LEOC as required.
- Flood Marshals will be given HiVis Vests as appropriate. They will be dispatched in twos to the top priority named risk areas. They will also be given 'Bisham Flood Plan Summary' leaflets to hand out, plus drop-cards for when residents are not in.
- Survivor Centres (see Part Nine) will be directed to open up and prepare to receive people in need of shelter. CEMT will ensure they have advice on treatment of hypothermia.
- Volunteers for these centres will also be notified and requested to proceed to their designated centre.

NOTE: During the COVID Pandemic all meetings will be virtual and COVID Safe

GENERAL PROVISIONS

- A leaflet to advise Bisham residents what to do in the case of a flood emergency has been produced and distributed
- Pets. The general provision for handling the pets is to ring the RSPCA branch for our area, phone 01895 833417.
- Once people who need to use the Survivor Centres are safely relocated, RBWM will send transportation to take people to the Rest Centre.
- The emergency services are then expected to take over.
- The EA alert will advise when warnings are no longer in force.
- RBWM will then help and advise regarding the aftermath of those affected by flood damage.
- All Flood information in the lead up to a flood incident should be via the Flood Warden and RBWM EPO (who will inform EA).

PART 5: EMERGENCY COMMUNICATION

Parish Flood Coordinators will be advised when the EOC is operational and of the dedicated routes of communication to the EOC. These will be:

- Direct land line
- Fax
- Email
- Radio (if provided)

- Any EOC numbers provided MUST only to be used for directly related flooding issues.
- The number is not to be made public or abused at any time – if this happens the line be withdrawn.

The Local Authority Liaison Officers (LALO) will usually carry a mobile phone and a handheld radio.

The Emergency Planning Unit may also be able to access other forms of emergency mobile communications if required.

Regular updates will be provided by the EOC as necessary (preferably by email).

The general public should be directed to the Borough's normal switchboard number, Emergency Hotline (if established) or the Borough website / emergency web page.

Community Communication Structure

The LEOC, located at Bisham Abbey will be the focal point during a flood emergency for the CEMT, Marshals, Flood Warden, Parish Council Community Drivers, RBWM EOC and LALO, and Emergency services personnel.

If calls for assistance are received at the LEOC from the public, and cannot be dealt with locally, they will be forwarded to the EOC.

All emergency calls will be advised to call 999.

Land and mobile telephone networks could be taken out by a flood. The amateur radio network, RAYNET (see Part Nine), can be used to transmit emergency messages. Two-way radios are being procured for the LEOC.

PART 6: WARNING & INFORMING

Chapter 7 of the Borough Generic Flood Plan comprehensively covers available public information sources.

Media Management

The Borough works to agreed standard Multi Agency protocols with the emergency services, Environment Agency and Met Office. Our Press Office will work with these agencies in providing standard, accurate and timely multi agency messages suitable for dissemination at all levels.

The Media plan also has a list of those persons who have undertaken training and are cleared to act as spokespersons for the Borough. Every effort will be taken to manage the Media in a proper manner, including providing facilities, regular updates and access to “the story”.

Although the Borough will not dictate who can and cannot talk to the press. All responding volunteers should recognise the need to prevent confusion and refrain from commenting to the media until receiving press office advice/support. (All requests to be made via the EOC).

The local responder agencies recognise that national information may not properly reflect local conditions and will ensure an accurate single message across the services is provided.

Flood Warnings

There are four levels of warning: -

FLOOD ALERT	Flooding is possible. Be prepared.
FLOOD WARNING	Flooding is expected. Immediate action required.
SEVERE FLOOD WARNING	Severe flooding. Danger to life
WARNING NO LONGER IN FORCE	There are no Flood Alerts or Flood Warnings currently in force in the area.

Note: The EOC does not open for “Flood Alerts” and will evaluate the threat level of a Flood Warning prior to opening the EOC.

Flood Boards are located at:

Temple	Entrance to Temple Mill Island
Bisham	School Corner by the School sign
Bisham	Entrance to Marlow Bridge Lane by Marlow Rowing Club

Public Information messages will be provided on:

Radio Berkshire	104.1 – 104.4 FM
Time FM	106.6 FM#
210 FM	102.9 – 103.4 FM
Television	BBC / ITV

Local message distribution

All Bisham residents are strongly recommended to register with the EA automated flood warning service. This warning service will be the instigator for actions from the RBWM and the Bisham CEMT.

Bisham Abbey will be the location for the LEOC in the village, for the Parish Flood Co-ordinator, Flood Marshals, Environment Agency, RBWM Liaison Officer, TVP NSO and emergency services during a flood emergency.

On completion of this flood plan, the Bisham CEMT will produce a Bisham-specific leaflet for residents to be distributed before or during a flood. It will include the EA Floodline Warning Direct and radio stations to tune into, etc

PART 7: RESOURCE / CAPABILITIES

Local Authority

Types of assistance that local authorities will be expected to provide include:

- | | |
|--|---|
| <input type="checkbox"/> Road clearance | <input type="checkbox"/> Emergency Rest Centres |
| <input type="checkbox"/> Transport for evacuees | <input type="checkbox"/> Environmental Health Advice |
| <input type="checkbox"/> Care for Special Needs | <input type="checkbox"/> Waste Collection |
| <input type="checkbox"/> Welfare & Psychological Support | <input type="checkbox"/> Advice on dangerous structures |
| <input type="checkbox"/> Decontamination of Land and Buildings | <input type="checkbox"/> Public Information |
| <input type="checkbox"/> Temporary Mortuary Facilities | <input type="checkbox"/> Plant and Labour |
| <input type="checkbox"/> Recovery & Restitution Planning | |

In addition, the Emergency Planning Unit is continuing to develop a resource database, which includes equipment and services available across the Berkshire Unitary Authorities. There are also arrangements with other suppliers to access further resources, equipment & services.

The Borough only maintains essential equipment for its own staffing needs. Bisham Parish Council has identified a need for duckboards, so residents can walk across shallow water and high vis. jackets for the CEMT and volunteers.

Blue light services have advised that it is very important for them to be able to identify people with local knowledge at the scene of an emergency.

Communities should put in place local arrangements as any major flood incident may prevent any spare Borough resources being utilised.

Bisham Local Emergency Operations Centre (Bronze Hub)

Name	Address	Contact	Facilities and Resources
LEOC	Bisham Abbey Marlow Road Bisham SL7 1RR		as Below

Parish Council Resources

Item	Location	Contact
Sand and Sand Bags	Bisham Abbey	Flood coordinator
Duck Boards	Bisham Abbey	Flood Coordinator
2 Way Radio (x2)	Bisham Abbey	Reception
Emergency Mobile Phones (x2)	Bisham Abbey	Reception
Torches (x4)	Bisham Abbey	Reception
Hi Vis Vests (x10)	Bisham Abbey	Reception
Waterproof Gloves (x10)	Bisham Abbey	Reception

Parking Availability

Where residents can/should park if properties are flooded will be advised

RBWM Transport

RBWM can arrange transport from Survivor Centres to Rest Centres using RBWM mini buses (wheelchair adaptable) and private bus/coach companies. This will normally take a minimum of 2 hours to establish and is dependent on accessibility.

The Berkshire Fire and Rescue Service boat could be transported by road from Reading.

Safe access / Exit Routes / Rendez Vous Points

RBWM in conjunction with the CEMT will:

- Pre plan safe routes above known flood levels. The main road through Bisham is on high ground and connects with Marlow and the A404. In a severe flood the lower parts of Quarrywood Road, Temple Lane, The Green and Church Lane could be inaccessible.
- Provide route mapping for the area
- Agree road closures and diversions (see Appendix J)
- Put in place Traffic Management solutions
- Identify suitable Rendezvous Points

Survivor Centres

These are some local buildings which are capable of providing a safe area to shelter, whilst larger Rest Centres are being established for short term welfare requirements.

- Survivor Centres will need to be immediately available
- Rest Centres will take 2 hours to establish

Name	Address	24 Hour Contact	Capacity
The Compleat Angler	Bisham Road, Bisham, SL7 1RR	The Duty Manager	
The Girl Guide Hut	Quarry Wood Road		
The Bull Inn	Marlow Road Bisham SL7 1RR		
Bisham School	Church Lane, Bisham SL7 1RW		
Bisham Abbey	Marlow Road, Bisham SL7 1RR	The Duty Manager	

Rest Centres

Those persons affected will be moved to a dedicated Rest Centre designed to deal with larger groups of people over a reasonable period of time (24 - 72 hrs). Every effort will be made to make the Centres as bearable as possible but residents should be encouraged to make their own arrangements with friends and family for short-term accommodation.

The Emergency Planning Unit will dictate which Centre will be used on the day.

Vulnerable Lists

The various Multi Agency organisations and Utility companies hold standard lists of recognised vulnerable residents but these may be difficult to access at short notice in a flood.

The LEOC expects to have access to social services list of vulnerable households via the RBWM LALO.

The LEOC will co-ordinate non-emergency support to vulnerable people and residents are encouraged to exercise good neighbourliness by visiting anyone they are concerned about or reporting them to the LEOC.

Anyone on these lists will be treated as a priority. However some people may be vulnerable

but are not currently identified by formal routes. In these cases local knowledge will be necessary to identify additional vulnerable persons. i.e.

Elderly – not very mobile

Physically disabled

Learning difficulties

Persons with young children

Blind / sight impaired

Deaf / hearing impaired

Temporary vulnerabilities (i.e. broken limbs, pregnancy, etc)

The Emergency Planning Unit does not recommend keeping such lists in advance, only to have an awareness of possible vulnerable members of the community.

Pets

The Borough has limited arrangements with the RSPCA / State Veterinary Service and some local Veterinary clinics. Requests for these services should be progressed via the EOC.

Livestock

The Borough has no arrangements for the safe removal of livestock.
Farmers should make their own alternative arrangements.

Sandbags

The Borough holds a quantity of sandbags for strategic purposes.
Sandbags have to be used in large numbers and to be skilfully laid out to be effective (see Appendix L). Protecting a single door properly may require 36 bags. Installing door guards and closable air-bricks in advance, available in many DIY stores, is more practical in most cases.

In extreme situations there may be a store of sandbags at Bisham Abbey.

PART 8: RECOVERY

A Multi Agency Recovery Working Group (RWG) will be established as soon as possible after the event occurs. The group will be chaired by the Local Authority to facilitate all aspects of the recovery with an aim of establishing normality as soon as possible.

All areas of the community should be represented within the group.

The above group will look at the community and infrastructure as a whole.

Name	Contact Details	Representing	Comments

Home Owners and businesses are responsible for their own individual recovery strategies. Unfortunately, in past flood events in other areas, criminals have taken flood victims money by pretending to be traders who can make flood repairs. To try and prevent this from happening, Bisham Parish Council has created a list of known local traders. This is not a recommendation of their work, but that they are genuine traders known to local councillors. The list will be made available as required.

Name	Address	Service	Contact

Key advice to residents includes:

- BEWARE of danger from sewage overflow, electrical and gas problems when returning to your property
- make records and photograph damage
- call your insurer

- ask for help if you are struggling

PART 9: CONTACT LIST

RBWM

24 hr Control Room		Out of Hours Emergencies ONLY
Duty Officer	Via 24HR Control Room	Request for Assistance or sandbags
Emergency Planning Officer		Work Number – daytime OOOH via 24hr control room
RBWM Customer Service Centre		Normal working hours
RBWM “Silver” Control Room: EOC	TBA	Only activated during an emergency

External Agencies

Police	999	
Fire	999	Emergencies
Ambulance	999	Emergencies Only
Environment Agency		Incident Hotline General Enquiries Floodline Jubilee River operation info

Note: Other direct numbers will be issued as required on the day **or are restricted.**

Community Emergency Management Team

Name	Phone Number	Email
Flood Warden		
Colin Lemmings - Flood Coordinator		

Volunteers / Marshalls

Name	Phone Numbers	Email

Boats

Name	Contact Details	Description
None		

Other Local Contacts

Name	Contact Details	Description
None		

Support Organisations Outside Bisham

Name	Contact Details	Description
Raynet		Amateur radio network with 38 stations in Berkshire
BERKSHIRE ESOG		Emergency Support Organisations Group (members include Thames Valley Police (also representing Berkshire religious groups), South Central Ambulance Service, Royal Berkshire Fire and Rescue, Berkshire Local Authorities, British Red Cross Hampshire and Berkshire 4 x 4 Response, RAYNET, RSPCA, WRVS, St John Ambulance)
Hampshire and Berkshire 4X4 response group		http://www. Hampshire 4x4 response. co.uk/
RSPCA local branch		

PART 10: GLOSSARY OF TERMS

CEMT	Community Emergency Management Team (for Cookham, based at LEOC)
EA	Environment Agency
EOC	Emergency Operations Centre (for the whole of Windsor and Maidenhead)
EPO	Emergency Planning Officer
EPU	Emergency Planning Unit
H & S	Health & Safety
LALO	Local Authority Liaison Officer
LEOC	Local Emergency Operations Centre (for Cookham at Parish Office, High Rd)
LRF	Local Resilience Forum
NRR	National Risk Register
PPE	Personal Protective Equipment
RBFRS	Royal Berkshire Fire & Rescue Service
RBWM	Royal Borough Windsor & Maidenhead
RSPCA	Royal Society for the Protection of Cruelty against Animals
RVP	Rendezvous Point
RWG	Recovery Working Group
SCAST	South Central Ambulance Service Trust
SFRA	Strategic Flood Risk Assessment
TVP	Thames Valley Police Thames Valley Risk Register

PART 11: APPENDICES

Appendix A

Ref:	Parish Flood Co-ordinator Action Card
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1	When alerted, START A LOG , and record you actions and decisions.
2	Activate Community Emergency Management Team (CEMT) as required
3	Open local operations centre if necessary
4	Establish links with Borough Emergency Operations Centre
5	Conduct Risk assessments
6	Brief Teams
7	Consider opening survivor centres and establishing RVP's
8	Consider infrastructure checks / patrols
9	Consider activating warning procedures
10	Identify vulnerable and assist when applicable

Responsibilities:	
1	Ensure everyone maintain logs of all events, actions and decision.
2	Manage the Community Emergency Management Team
3	Designate Roles & Responsibilities
4	Ensure accurate and timely reporting to EOC
5	Coordinate and prioritise local response
6	Liase with Local Authority Liaison Officer (LALO)
7	Implement working routines / shift patterns if required
8	Authorise expenditure of Parish funds if necessary
9	Ensure Safety briefs are carried out

Appendix B

Incident Log

The Information contained in this log may be of use to agencies and local authorities following an incident to establish what actually occurred. Please do not destroy/

Log Keeper Colin Lemmings
Page 1 of 1

Date	Time	Event	Action

INCIDENT LOG

The information contained in this log may be of use to agencies and local authorities following an incident to establish what actually occurred. Please do not destroy.

Log Keeper.....

Incident.....

Page.....**of**.....

Date	Time	Event	Action

Appendix C

Appendix D

Health & Safety Notice

Flood water is dangerous. There is a possibility of drowning, being swept away, contamination or underwater hazards. All rescue operations will be the responsibility of the emergency services.

Don't wear yourself out before work clothes are wet.

H & S Dynamic Risk Assessment

Activity:

Location:

Hazard	Who is at risk	What is done now	Risk Rating	What needs to be done	Target date

Appendix E

Flood warden risk assessment form

Location:

Completed by:

Date:

Potential hazards identified	Likelihood of occurrence (L)	Risk severity (S)	Risk rating (LxS)	Accept initial risk (Y/N)	Comments or precautions	Accept modified risk (Y/N)
Vehicle access/ egress						
Vehicle parking						
Use of high visibility jacket						
Traffic						
Adverse weather conditions						
Slip & trip hazards						
Footpaths / crossings						
Fences, gates, bridges						
Vegetation, livestock, farm traffic						
Equipment to be carried						
Hostile people / residents						
Approach to flooding						
Flooding area access / egress						
Flood view						
Falling / being pulled into water						
Falling objects						
Lone worker hazards						
Pollution issues						
Other						

Appendix F

Post event record sheet

Event

Completed by:

[illegible]

Appendix G

A suggested kit list for Community Emergency Management Teams and volunteers

Office

Landline
Fax
Email
Mobile phone
Contact list
Flood plan
Borough Emergency Plan
Community Flood Plan
Incident Log pads
Flip charts
Assorted stationary
White boards
Back-up power supply
Batteries
Radio (wind-up)

Marshall's

Whistles
Tabards
Torches (wind-up)
Wellingtons
Waterproofs
Mobile phone
Contact list
Hard hats
Life jackets
Life line
Safety gloves
Safety Knives
Disposable cameras/video camera
Two way radios
Notepad & pens

Appendix H

FLOODING- ADVICE TO HOUSEHOLDERS

Flooding happens quickly and often when you least expect it. It's easy to lose each other at times like this. Preparing an Emergency flood plan will help you through a serious situation. Creating the plan with your children, explaining what to do and even practising the plan will prepare them for the time when you may need it.

There is no dry escape route from Cookham Village in the worst case of flooding. The causeway will be closed to all traffic. Residents and businesses can register with the Environment Agency's free Floodline Warning Direct service at 0845 988 1188 to receive advanced warnings of flooding.

Make an Emergency Flood Plan:

A List of Useful Numbers	e.g. your local council, the emergency services, your insurance company and the Environment Agency's Floodline 0845 988 1188.
Flood Kit	Make sure you prepare a Flood Kit containing: key personal documents, torch, battery or wind-up radio, mobile phone, rubber gloves, Wellington boots, waterproof clothing, first aid kit and blankets.
Children's Essentials	Make a list of the vital items you will need. For example, milk, baby food, sterilized bottles and spoons, nappies and wipes, nappy bags, spare clothing, comforter, favourite toy or best teddy.
Medication	Would you need to take any family medication?
Valuable and Sentimental Belongings	Get into the habit of storing them upstairs or in a high place downstairs.
Flood Boards & Sandbags	Have a few flood boards or sandbags prepared to block doorways and airbricks.
Gas and Electricity	Do you know where to turn them off, even in the dark?
Car	Where would you move it to?
Evacuation	If the flooding is severe, you may be evacuated. What would you need to take with you and what provision can you make for your family pets? If you choose to leave the house, do you know where you would go and how you would get there? If you decide to stay in the house but decamp upstairs, make a list of all the things you will need.

Don't wait for a flood to find out whether your plan works. Try it now!

Appendix I

YOU ARE BEING EVACUATED TO AN EMERGENCY PLACE OF SAFETY

IMPORTANT INFORMATION FOR PEOPLE BEING EVACUATED

The basic facilities you can expect at the Place of Safety you can expect are:

- Safe Shelter
- Refreshments
- First Aid
- Reliable information about the incident and when it is safe to return

Please bring with you:

- Any prescribed medication taken regularly by you or your family or any prescriptions for such medication
- Spectacles, hearing aids, walking frames, sticks etc. that you need
- Your address book
- A mobile phone if you have one, and its charger / spare battery
- Things for daily living such as a toothbrush, towel, change of underwear
- Things you may need for your baby, such as warm clothing, foods and milk powder, etc
- Your cheque books, credit cards, cash cards and / or money
- Any pets that cannot be left indoors and food for them

Before you leave your home remember to:

- Ensure all naked flames are extinguished and gas appliances turned off
- Close all windows and doors
- Turn off any mechanical ventilation
- Ensure refrigerators and freezers are closed
- Leave food and water for any pets that can be left indoors
- Secure your home

Thank you for your co-operation

THE PLACE OF SAFETY IS LOCATED AT:

PLEASE MAKE YOUR WAY THERE NOW

**If you need assistance please let the Police Officer / volunteer know.
If you know your neighbours may require assistance please bring this to our
attention**

Appendix J Safe Route Map

Appendix K Flood Warden Drop Card

Appendix L Sandbag advice



USING SANDBAGS SENSIBLY!

It's more than just filling sandbags, stacking them up and building walls and barriers.

USING SANDBAGS WHICH ARE PROPERLY FILLED AND PLACED CAN EFFECTIVELY DIVERT WATER AROUND INSTEAD OF THROUGH BUILDINGS. SANDBAGS DO NOT, HOWEVER, GUARANTEE A WATER-TIGHT SEAL.

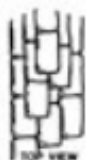
A CORRECTLY FILLED SANDBAG SHOULD ONLY BE FILLED $\frac{1}{3}$ TO $\frac{2}{3}$ FULL, AND TIED NEAR THE TOP. THIS ALLOWS THE SAND INSIDE THE SANDBAG TO MOVE AND MOLD WITH THE GROUND OR OTHER SANDBAGS WHEN THEY ARE LAID ON TOP OF EACH OTHER TO PREVENT GAPS FOR WATER INGRESS.



USE POLYPROPELENE SANDBAGS WHENEVER POSSIBLE.

SANDBAGS SHOULD BE FILLED WITH HEAVY-BODIED OR SANDY SOIL. AVOID FINE SAND AND GRAVELLY OR ROCKY SOILS.

CORRECT



BARRIERS

FOR EFFECTIVE BARRIERS, LAY SANDBAGS SO THAT THE BARRIER IS BUILT UP WITH ALL THE JOINTS BETWEEN THE SANDBAGS STAGGERED AND COVERED BY OTHER SANDBAGS. AS EACH SANDBAG IS PLACED, IT SHOULD BE WELL STAMPED DOWN TO FILL ANY VOIDS BETWEEN THE ROWS AND LAYERS.

WRONG!



DOORWAYS & AIRBRICKS

SANDBAGS CAN *BEST* BE USED TO HELP PROTECT DOORWAYS AND AIRBRICKS IF A WATERPROOF LAYER IS PLACED BEHIND PROPERLY FILLED AND STACKED BAGS. USE HEAVY PLASTIC, PVC, OR WATERPROOF CANVAS, ABOUT 1.5 BY 1.5 METRES, AND IF POSSIBLE TAPE TO THE DOOR FRAME. PLACE SANDBAGS FIRMLY AND STAGGER AS SHOWN, AND WRAP PLASTIC UP AND OVER THE TOP FROM THE INSIDE, AS SHOWN. AIRBRICKS SHOULD BE DONE IN A SIMILAR FASHION, ENSURING THE SANDBAGS ARE FIRMED UP AGAINST THE WALL, LEAVING NO GAPS. THE WATER-PROOF SHEETING IS ALWAYS ESSENTIAL FOR PROTECTION OF DOORWAYS AND AIRBRICKS.



Flood warden drop card

Your local Community Flood Warden called but you were not home/busy. Their name is: _____

They will call again in the near future, or can be contacted on this phone number: _____

Alternatively, call the Environment Agency's Floodline on **0845 988 1188**.

The Floodline quickdial code for this area is: _____

Flood warden drop card

Your local community flood warden called to warn you of possible flooding in the area, but you were busy/out. Please contact them on this phone number: _____

For more information please call the Environment Agency's Floodline on **0845 988 1188**.

The Floodline quickdial code for this area is: _____

Flood warden drop card

Your local Community Flood Warden called but you were not home/busy. Their name is: _____

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The Floodline quickdial code for this area is: _____

PROTECTING DOORWAYS & AIRBRICKS WITH SANDBAGS.



Vulnerable Properties and People

[illegible]
