

ALDBOURNE PARISH COUNCIL

FLOOD PLAN FOR THE VILLAGE OF ALDBOURNE

(FIRST ISSUE)

23rd December 2014

**ALDBOURNE PARISH COUNCIL
FLOOD PLAN FOR THE VILLAGE OF ALDBOURNE
DRAFT PLAN**

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1 INTRODUCTION

1.1 Purpose of this Plan

The Plan applies only to the village of Aldbourne. It has been written for, and approved by, Aldbourne Parish Council.

The plan outlines how flooding occurs within the village and describes the actions to be taken by the various statutory bodies, riparian owners, private property owners and the Flood Warden team before, during and after a flood event occurs.

It has been submitted to, and accepted by, the Wiltshire County Council in order to obtain the support of the various services available through the Council for flood events.

The plan will be reviewed and updated after each flood event or when any works affecting drainage and sewerage are carried out. It is a “living” document.

1.2 Disclaimer

The Plan is not intended to establish any new legal liabilities or obligations on the part of any organisation or individual contributing to it or named in it. Its purpose is to set out practical steps which can be taken to minimise the risk, duration and extent of flooding problems within the village of Aldbourne, but no warranty is given or undertaking made that these steps will be successful.

1.3 Layout of this Plan

Following this Introduction:

- Section 2 outlines the primary duties and responsibilities of the main parties involved in relation to flood events.
- Section 3 describes the causes of flooding in the village and the main areas affected
- Section 4 details the actions to be taken by the various bodies in advance of each winter
- Section 5 details the actions to be taken by the various bodies once a warning of possible flooding is issued
- Section 6 details the actions to be taken by the various bodies during a flood event
- Section 7 details the actions to be taken by the various bodies after the flood event has passed

These sections are followed by a number of Appendices which give contact details of people volunteering help and the types of help available.

1.4 Abbreviations

To save space and lengthy repetition the following abbreviations are used in this plan:

APC	=	Aldbourn Parish Council
WC	=	Wiltshire Council
EA	=	Environment Agency

TW = Thames Water Utilities plc
FWT = Flood Warden Team
RO = Riparian Owner(s)
ERT = Aldbourne Emergency Response Team

2 DUTIES & RESPONSIBILITIES OF THE PARTIES INVOLVED

2.1 Individual Property Owners

- Have the basic responsibility to protect their own property from flooding and its effects

2.2 Riparian Owners

- Have a duty to maintain their ditches and watercourses, accepting flow from upstream neighbours and passing it on to their downstream ones. Their duties are described in the booklet "Living on the Edge" published by the EA. Help can be requested from WC and the EA, but may incur charges.

2.3 The Flood Warden Team

- Produces the village Flood Plan
- Coordinates village preparations for flood events
- Disseminates flood warnings
- Distributes equipment and materials from the Flood Store
- Coordinates village response and liaises with authorities during a flood event

2.4 Aldbourn Parish Council

- Approves the Flood Plan produced by the Flood Warden Team
- Submits the Flood Plan to WC for acceptance by the Council

2.5 Aldbourn Emergency Response Team

- Provides assistance to the Emergency Services in the event of an unforeseen emergency and could provide a control centre in the event that the Emergency Services are unable to reach the village. A Flood Event would not normally fall within the ERT definition of an unforeseen emergency.
- In the context of the Flood Plan, its role is to provide additional resources if these are requested by the FWT during a flooding event.

2.6 Wiltshire Council

a. Operational Flood Working Group (South)

- Approves the Flood Plan submitted by APC.
- Coordinates community flood preparation and emergency response
- Provides emergency assistance - sandbags etc
- May enforce clearance of watercourses and ditches by riparian owners

b. Highways Department

- Maintains safe conditions on the roads

- Puts flood warning signs on the highway and organises road closures and traffic diversions
- Clears blockages on highway drainage systems/culverts
- May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system

c. Public Protection

- Assesses sewage contamination and public health risks
- Enforces appropriate action by TW, in coordination with EA

2.7 The Environment Agency

- Monitors ground water and river levels. Issues groundwater flood alerts and warnings for river flooding (Aldbourn is part of the Upper Kennet Flood alert area]
- Ensures that river water quality is monitored and may take enforcement action

2.8 Thames Water

- Maintain and operate assets used in the provision of water supply and sewage services. Legal responsibilities are set by relevant legislation but in the context of surcharging sewers actions taken to relieve adverse impacts are likely to go beyond regulatory requirements and may include, for example
 - Cleaning up surcharged sewage where the cause is groundwater or fluvial flood infiltration of the sewerage network.
 - Operating temporary mobile emergency sewage pumping systems when sewers are overwhelmed by groundwater

2.9 Southern Electricity

- Maintains and repairs the public electricity supply.
- Attends to emergencies related to electricity which put life at risk

2.10 The Emergency Services

a. Wiltshire Police

- Maintain public safety
- Arrange and enforce emergency road closures and speed restrictions in coordination with Wiltshire Highways Department

b. Wiltshire Fire Service

- Provide emergency services including pumping of water from properties or inundated roads etc.

3 CAUSES OF FLOODING & AREAS AFFECTED

3.1 Causes of Flooding

Aldbourn is located in a chalk downland valley. During the autumn & winter rainfall in normal years, the ground water levels naturally rise in the chalk fields north of the village causing a seasonal stream (the Bourne), fed by the groundwater, to run down Lottage Road, through the centre and down South Street, then flowing for about 4 miles through farmland with occasional buildings until it joins the River Kennet near Ramsbury.

With prolonged or above average intensity rainfall, the groundwater levels rise high enough to be above ground level and springs rise in numerous locations in the lower parts of the village, concentrated particularly along Lottage Road, in the centre and on West Street. In unusually wet seasons lakes form along the line of the Bourne in the fields north of the village either side of Lottage Road and the combined effect of rising springs and surface flow into the village exceed the capacity of the underground culverts resulting in road flooding along Lottage Road, at times making it impassable.

A similar seasonal stream rises in the fields north west of the village and flows in culverts under West Street to enter the Bourne beneath the junction of Oxford Street and the B4192. In extreme conditions, lakes again form in the fields and the flows from these lakes exceed the capacity of the underground culverts resulting in road flooding within and outside the village along the B4192, at times making it impassable.

Once springs rise they continue to flow for weeks or months, because the relatively low rate of discharge of the Bourne, allied to some vertical drainage, takes time to lower the groundwater levels to the point where the springs and the Bourne cease flowing.

The fundamental cause of flooding and its associated problems is therefore rising groundwater.

3.2 Effects of Flooding

3.2.1 Sewer Surcharging

Foul sewerage systems need to be ventilated along their course in order to prevent the build-up of potentially harmful gas and unpleasant odours. This ventilation is provided through stack pipes on properties and the use of industry standard non air-tight manhole covers. Typically these ventilation measures do not cause any adverse issues, but in locations where they are sited at geographically low points and where ground or surface water flooding occurs they enable flood water to enter the sewerage network and this in turn can result in sewage flooding problems.

One solution to this problem is to fit 'low-leak' manholes but the benefits of this have to be evaluated against the risk of causing other issues including odour within customer's properties and septicity (the generation of harmful substances) within the sewerage system

With specific reference to Aldbourne, when groundwater levels are high, a considerable volume of water enters the sewerage system and overwhelms its capacity. In addition when surface water flows in Lottage Road and West Street, it enters the sewers through inspection covers. As a result, the sewers surcharge in a number of locations, along the lower lying lengths of the sewers. Downstairs lavatories and domestic waste drains back up in a number of houses in the village, making them unusable for the duration of the sewer surcharging, and occasionally cause sewage flooding within buildings.

3.2.2 Groundwater Flooding

Rising groundwater has affected a number of properties in the village. Rising springs are sufficiently powerful to damage roads, breaking through tarmac and creating potholes.

3.2.3 Road Flooding

The Bourne is normally capable of taking any water which flows into it without bursting its banks. However heavy rain occurring when groundwater levels are already high can lead to surface water flows, particularly along Lottage Road and West Street, as happened in February 2014. Such flows affect traffic and pedestrians but have not been seen to flood buildings anywhere in the village, although barriers such as sandbags may be needed to ensure this does not occur.

3.2.4 Bow Wave Effects

While surface water flows do not typically enter buildings, traffic driving at excessive speed (anything over 10 mph) through areas of lying and flowing surface water create bow waves and spray which do affect both parked vehicles and properties adjacent to the road. This is particularly unpleasant when mixed with surcharging sewage.

3.3 Location of flooding

The main areas affected by flooding are shown in the map in Appendix 1. 3.4
Triggers for Flood Alert

Various indicators will be used to assess whether groundwater or sewer levels are rising to critical levels:

- Level of ground water at Water Acre borehole – monitored by EA
- Ground water flood alerts - issued by EA
- Level of Aldbourne sewers –monitored by TW
- Bourne rising – FWT
- Springs rising, Lottage Road – FWT

3.5 Measures to reduce the risk of flooding and its effects

3.5.1 Principles

There is nothing that can be done to prevent prolonged periods of wet weather leading to rising groundwater levels. Any efforts to reduce the risk of flooding therefore need to focus on removing ground and surface water from the village as quickly as possible when groundwater levels rise and preventing the sewers suffering the effects of ground and surface water through:

- Infiltration below ground into the public sewers and into private lateral sewers
- Inundation of public and private sewer manholes and waste gullies from fluvial or pluvial flooding

Long term, economically viable measures to achieve this through infrastructure improvements are under discussion between the Aldbourn Drainage Improvement Group (DIG) and the bodies concerned – WC, TW and EA. These are not covered in this plan but a brief summary of steps currently under consideration or implementation are set out in Appendix 10.

Shorter term, annual precautions and measures to reduce flood risk are addressed in Section 4 of this plan.

4 ACTIONS TO BE TAKEN TO MAINTAIN FLOOD PREPAREDNESS

4.1 By Individual Property Owners

- Recognise their basic responsibility as householders to protect their own property against flooding.
- Learn the meaning of the different flood alerts and warnings issued by the EA and what they mean as regards the risk of flooding to their own property
- If they have experience of flooding in previous years (due to rising groundwater, surcharging sewers or flows of surface water), consider the steps they can take to flood proof their property (see Wiltshire Council leaflet “Flooding Advice and Information” for more detail). Professional advice is recommended before embarking on property protection measures. . Grants may be available from WC for such work.
- Carry out a simple risk assessment of their property and acquire any protective materials or equipment judged necessary
 - Gel bags, sandbags, flood boards, air brick covers, bungs for downstairs lavatories and sinks, electric pumps. The National Flood Forum has a directory of suppliers.
 - Personal equipment such as waders.
- Note that Wiltshire Council will provide a limited supply of sandbags free of charge to domestic properties that have been flooded or are in imminent danger of flooding. The supply will be prioritised by level of need, or vulnerability (for example the elderly or infirm). Sandbags and similar materials supplied through the village Flood Stock will be distributed by the Flood Wardens on the same basis. Residents in low risk areas should acquire their own supply of sandbags at their own discretion.

4.2 By Riparian Owners

- Read the booklet “Living on the Edge” and other literature available from the EA and WC to become familiar with their duties and responsibilities as RO.
- Ensure that the section of each watercourse for which they are responsible has been maintained to the cross-sectional area directed by the EA and WC or APC.

4.3 By the Flood Warden Team

Each autumn the Flood Warden team will organise the following as necessary:

- Contact WC, TW and the EA to discuss the level of flood risk and assess actions which need to be taken.
- Update list of volunteers willing to help with flood prevention and flood response actions.
- Identify potentially vulnerable residents who may be affected by rising groundwater, surcharging sewers etc.

- Check whether culverts and open sections of the Bourne are clear and arrange for their clearance as necessary, by WC or APC / DIG volunteers.
- Coordinate delivery of equipment and materials for Flood Stockroom with WC (see Appendix 6).
- Prepare communications (leaflets and website script) for use if flooding occurs
- Produce calendar showing availability of Flood Wardens and Volunteers over the period November / April.
- Check condition of grips on Ewen's Hill, and Four Barrows Bridleway and instigate maintenance as necessary
- Monitor triggers for flood alert (see Section 3.4)

4.4 By Aldbourne Parish Council

- Review the Flood Plan developed by FWT and submit it to WC for comment/acceptance
- Provide a suitable location for a Flood Stockroom, to store equipment and materials provided by WC for use in the event of flood – see Appendix 5. Deadline 31st October each year.
- Arrange for the clearing of excess weed and any other obstructions from the adopted section of the Bourne along South Street and for the collection and appropriate disposal of the material removed. Deadline: By 31st October each year.
 - In 2013 and 2014 hand clearing was carried out by volunteers from DIG and material was removed by WC.
 - In future years, approval will be sought from the EA to spray weed at an earlier stage of the year, allowing weed to rot in situ. Party responsible for this work to be established.
- Where watercourses are blocked, identify riparian ownership where possible and, if this is clear, issue them with letters (templates provided by WC) and the EA Booklet "Living on the Edge" to ensure they are aware of their duties and responsibilities. For any location where such ownership is not clear, work with FWT, DIG and WC to find a practical means of ensuring the Bourne is cleared of any obstructions.

4.5 By Wiltshire Council

- Review and accept the Flood Plan submitted by APC.
- Check the condition of the main roadside ground and surface water drains and culverts in the village for which they are responsible. By 1st October each year repair any damage and ensure clear of blockages and excess silt..
- Remove excess silt and any other material from open section of the Bourne in Lottage Road, to ensure it has an appropriate gradient.
- Deliver stock of materials as set out in Appendix 7

- If APC is unable to persuade RO to fulfil their statutory obligations, take appropriate enforcement action as the Lead Local Flood Authority (for the Bourne North of the Square).

4.6 By the Environment Agency

- Approve necessary measures to clear the adopted section of the Bourne, from the Square downstream along South Street, of excess weed growth and obstructions.
- Monitor groundwater levels and issue an alert to FWT, APC, WC and TW if groundwater is likely to reach critical levels.
- If APC is unable to persuade RO to fulfil their statutory obligations, take appropriate enforcement action (for the Bourne South of the Square where it is designated as a Main River).

4.7 By Thames Water

- Check the condition of the main sewage lines through the village and down to Whittonditch pumping station, repair any damage and ensure clear of blockages.
- Ensure that they have in place a Drainage Strategy and Infiltration Reduction Plan, agreed with the EA and are therefore in a position to request approval for emergency discharge of surcharging sewers into the Bourne if this should become necessary.
- Monitor sewer levels and issue warnings to FWT, WC (Highways and Public Protection Departments) and the EA if surcharging occurs or is imminently expected.

5 ACTIONS TO BE TAKEN WHEN FLOOD WARNING ISSUED

Once the triggers detailed in Section 3.4 indicate that groundwater flooding, surface water flooding or sewer surcharging is imminent, the following actions will be put into effect:

5.1 By Individual Property Owners

- Be alert to flood warnings and physical situation
- Deploy flood protection measures necessary for their property.
- If groundwater or sewage are likely to enter the property, move furniture and other possessions upstairs or place them on bricks etc. to avoid damage.
- Check that any vulnerable neighbours are able to take similar measures.

5.2 By Riparian Owners

- Ensure that all possible loose obstructions have been removed and the watercourse is free to pass the required flows indicated by the EA

5.3 By the Flood Warden Team

- Alert other parties as per the system set out in Appendix 3
- Issue notices and communications leaflet on village noticeboard, post office, library, the Aldbourne Net
- Liaise with other authorities to ensure preparatory steps are taken.
- Alert Emergency Response Team to possible flood event

5.4 By Wiltshire County Council

- Prepare to make road closures and speed limitation measures in the village roads identified in Appendix 5

5.5 By the Environment Agency

- Ensure that any unavoidable discharges made by TW are made in line with the infiltration reduction plan. In the event that an agreed plan does not exist, the EA will ensure appropriate action is taken to reduce the impact of the discharges on the Bourne
- Ensure river water quality is monitored should surcharging occur

5.6 By Thames Water

- Liaise with the EA and other resilience partners to ensure that risks and appropriate actions are identified and addressed in a timely way. Remedial actions may include overpumping from flooded sewers into the Ald Bourne, action which will require a discharge license from the EA.

6 ACTIONS TO BE TAKEN DURING A FLOOD

The full scope of action to be taken will depend on the scale and extent of any flooding, but all parties should be prepared to take some or all of the following action:

6.1 By Individual Property Owners

- Monitor the threat to their property, deploy protection measures and seek assistance through the FWT if these are inadequate (but as per Section 4.6 note the limit to the number of sandbags etc. which WC can make available and that provision of these will be dictated by the need to protect the most vulnerable properties).
- Switch off electricity and gas at the mains if the property is flooded.
- Do NOT weigh down sewer inspection hatches to prevent surcharging from them. The likely effect is that sewage will emerge elsewhere in the property!
- Do not allow surface water flooding to enter the foul sewerage system, either via waste gullies or manhole covers. If this occurs it will cause sewage flooding elsewhere in the village.
- Do not discharge groundwater from any location (basements, gardens, wells etc.) to the foul sewerage system. Again this will cause sewage flooding elsewhere in the village.
- Avoid entering deep or fast flowing water.
- Advise their insurance company promptly if they anticipate making a claim for damage to their property
- Record the extent of groundwater and surface water flooding and sewer surcharging. Take photographs, recording location and date.

6.2 By Riparian Owners

- Monitor the performance of their section of the watercourse but ON NO ACCOUNT attempt to enter or remove blockages to flow. This is a high risk action to be taken only by those trained and qualified and with suitable equipment. If the flows do bring major obstructions (e.g. trees, branches or other large obstructions) notify the Emergency Services of the need for them to be removed.

6.3 By the Flood Warden Team

- Organise distribution of equipment and materials from Flood Stockroom as required. If anyone seeks more than a reasonable share of materials explain distribution policy, but avoid confrontation and, if necessary in the unlikely event of an aggressive response, request the assistance of the authorities.
- Coordinate sharing of privately owned pumps as detailed in Appendix 4, noting that the owner of the pump may not be able to offer it for use if they need it themselves.

- Request additional supplies of flood protection materials (e.g. sandbags) from WC if stock held is judged insufficient (see Section 4.6 for extent to which public supply of sandbags is available to householders).
- In the event of serious surface water flooding, organise volunteers to keep storm water drains clear and erect barriers with sandbags etc. as per plan in Appendix 6. In doing so be aware of traffic and other risks. Under no circumstances enter any culvert, or deep or fast flowing water.
- Monitor situation and liaise with WC, TW, Wiltshire Fire Service, the Parish Clerk and the local Wiltshire Councillor on further assistance required.
- Maintain a log of phone calls, other communications and events. Record the extent of groundwater and surface water flooding and sewer surcharging. Take photographs, recording location and date.

6.4 By Aldbourn Parish Council

Ensure that FWT is in operation and has all necessary support

6.5 By Wiltshire County Council

- Provide additional sandbags and /or supply of sand and empty bags or other assistance if requested by FWT
- Monitor surface water drains and culverts and where possible take action to clear any which become blocked
- Monitor any sewage contamination of the streets or private property and ensure that TW take all possible steps to eliminate this as per 6.7 below.
- Introduce traffic calming measures detailed in Appendix 5.

6.6 By the Environment Agency

- Monitor level of contamination of the Bourne

6.7 By Thames Water

- Work with the FWT to monitor the extent of sewer surcharging with a view to ensuring an appropriate response.
- If flooding occurs implement appropriate steps which may include, for example:
 - Organising an immediate programme of cleaning of any sewage surcharging from inspection hatches or other sources, to be continued on a daily basis until surcharging ceases. Note from past experience this may take several months.
 - Deploying an over-pumping arrangement and commencing discharge of excess sewage through it into the Bourne, as per EA approval (see Section 5.7).

6.8 By Wiltshire Fire Service

- In the event of serious flooding of roads and/or property (as occurred in West Street and the centre of the village on 14th February 2014), provide assistance in pumping

surplus water into the Bourne. From 2014 experience the most likely locations requiring this are the Square and the culvert at The Malt House.

6.9 By the Aldbournne Emergency Response Team

- In the event of a serious flooding event, provide assistance to the FWT if they require additional resources. For example assist in moving furniture upstairs in vulnerable properties.

7 ACTIONS TO BE TAKEN FOLLOWING EACH FLOOD EVENT

7.1 By Individual Property Owners

- Submit insurance claims
- Submit any claims for financial assistance or reduction in charges from WC and TW

7.2 By the Flood Warden Team

- Advise residents affected by groundwater, surface water flooding or sewage of the financial help available from WC, TW and other authorities.
- Collate records of the flood event from residents and flood wardens and pass on to WC, EA and TW.
- Revise Flood Plan in the light of events and success or failure of particular measures.
- Hold a post flooding “lessons learned” meeting with all the statutory bodies (to include review of any new or improved systems of prediction or response).

7.3 By the Parish Council

- Review and approve revised Flood Plan and submit to WC

7.4 By Wiltshire Council

- Arrange collection of used sandbags etc, once risk of further flooding has passed.
- Inspect and clear surface water drains and culverts which may have been blocked by silt or debris.
- Respond promptly to claims for financial compensation or assistance from residents affected by flooding in accordance with scheme rules.
- Review and approve revised Flood Plan.

7.5 By the Environment Agency

- Review trigger levels for issuing flood alerts and warnings and update water quality and ecological records for the Bourne.

7.6 By Thames Water

- Take appropriate action which may include, for example:
 - Inspecting and clearing public sewers in the village which may have become blocked with silt or debris.
 - Inspecting and clearing main sewer line to Whittonditch Pumping Station .
 - Responding promptly to requests for cleaning of property affected by sewage.
 - Processing claims under its Customer Guarantee Scheme promptly, in accordance with the established arrangements.
 - Updating records of trigger levels and the extent of sewer surcharging

APPENDIX 2: CONTACT NAMES AND NUMBERS

Public List

Name	Agency	Telephone	Email or website	Specific Role
Thames Water	TW			
24 Hour customer helpline		0800 316 9800 or 0845 9200 800		Reporting blocked sewers / surcharging sewers etc
Customer Guarantee Scheme		0845 9200 800	www.thameswater.co.uk/cgs	Claims for reduction in service charges
Wiltshire Council	WC			
Main switchboard	WC	0300 456 0100		24 hour point of contact with all council services including out of hours emergencies
Highway Asset Management Team	WC	0800 232323 / 01225 777234 (from a mobile)		Blocked storm drain / Highway drainage problems
Public Protection	WC		publicprotectioneast@wiltshire.gov.uk	Concerns about sewage contamination in the street etc
	WC	0300 456 0100	www.wiltshire.gov.uk/floodreliefsupport	Claims for reduction in rates and grants related to flooding
Environment Agency	EA			
Environment Agency 24 hour incident reporting (First point for recording incidents)	EA	0800 80 70 60		For flooding concerns, ask for a call back from West Thames Area – Duty Flood Warning Officer (North) For pollution concerns ask for a call back from West Thames Area – Environment Management Duty Officer (South)
Flood alerts and warnings	EA	0845 988 1188 or 0345 988 1188	www.environment-agency.gov.uk	
National Customer Contact Centre	EA	03708 506 506	enquiries@environment-agency.gov.uk	
Aldbourn				
Karen Clay	Parish Clerk		aldbournepc@yahoo.co.uk	
Peter Lawler	Parish Council		Lawler1.t21@btinternet.com	Chairman
Nick Josephy*	FWT	07990 554076	nickjosephy@hotmail.com	
Graham Cook*	FWT	01672 540179	gingercook@hotmail.com	
Jim Oliver*	FWT	07950 950064	jim.oliver@prores.co.uk	
Alan Watson*	FWT	01672 540580	alan@valnalan.fsnet.co.uk	

*key contact in flooding event

Restricted Circulation List has additional personal contact details in each organisation.

APPENDIX 3: KEY COMMUNICATION PROCESS

Action	Trigger	Action By	Person to be contacted	Process / Comment
Need to communicate with village, on flood related issues	As necessary	WC TW EA	FWT* FWT* FWT*	Telephone and/or email as per Appendix 2. In each case copy Aldbourn Parish Council Clerk on email if appropriate.
Flood Warning – Actions as per Section 5 initiated	EA Groundwater Flood Alert TW Sewer Level Warning High groundwater levels in village	EA TW FWT FWT	FWT* FWT* WC TW	FWT to register with EA Flood Warnings Direct scheme. No formal scheme but TW to advise if aware that sewer surcharging imminent. Telephone and/or email to WC Operations Room emergency number (TO BE ADVISED) and M Cook, R Malton. Courtesy email to individual contacts.
Flood Event – Actions as per Section 6 initiated	Springs rising in Lottage Road / Groundwater on roads Sewers surcharging anywhere in village	FWT FWT	WC TW	Telephone and /or email to WC Operations Room emergency number (TO BE ADVISED) and M Cook, R Malton. Telephone TW call centre. Courtesy email or phone call to individual contacts as necessary. Escalation number held by NJ / FWT

Alert Wiltshire Council to Public Health issue	Sewers surcharging anywhere in the village	FWT FWT	WC Public Protection. EA	Telephone WC Main Switchboard and email publicprotectioneast@wiltshire.gov.uk Call pollution incident hotline (see Appendix 2). Courtesy email to Anda Tsilka.
Request Thames Water to clean surcharging sewage	Sewers surcharging anywhere in the village	FWT	TW	Telephone TW call centre. Courtesy email or phone call to individual contacts as necessary. Escalation number held by NJ/FWT
Oversee issue of sandbags	Anticipation of need to direct and convey surface water flow.	FWT	FWT	FWT or volunteers to attend/supervise Coors Barn.
Order more sandbags etc	Existing stock as per Appendix 7 running short	FWT	WC	Telephone Operations Room emergency number (TO BE ADVISED).
Request traffic calming measures	Continuous surface water flooding of streets.	FWT	WC	Telephone Wiltshire Council Operations Room emergency number or Switchboard. Follow up courtesy call to Martin Cook.
Request Road Closure	Water more than 150 mm deep in Lottage Road or West Street	FWT	WC	Telephone Wiltshire Council Operations Room emergency number or Switchboard. Follow up courtesy call to Martin Cook.
TW overpump/alleviate sewer surcharging	Significant surface sewage affecting public	TW (WC Public Protection to	EA	Approval to be obtained from EA. TW then to initiate appropriate action, e.g over-pumping into Bourne.

		intervene as necessary)	FWT	To be kept advised by email or telephone.
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*FWT: order to be contacted: Nick Josephy, Graham Cook, Jim Oliver, Alan Watson

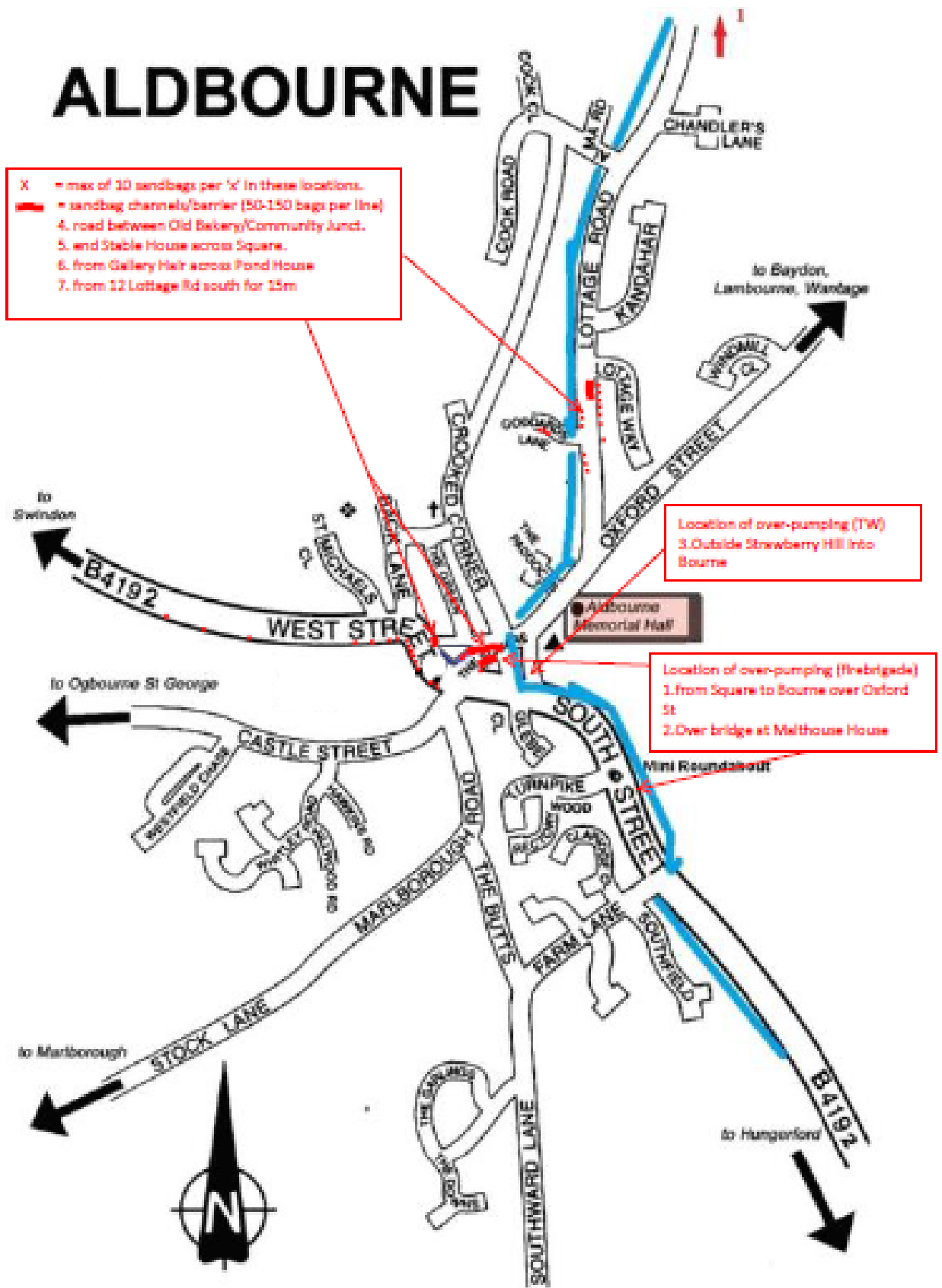
APPENDIX 4: PEOPLE WILLING TO LEND PUMPS (subject to requirements for their own property)

Restricted Circulation List held by Flood Wardens

APPENDIX 5: PLACES AGREED FOR ROAD CLOSURE/TRAFFIC CONTROL

1. Lottage Road
 - a. When surface water appears on the lower section of Lottage Road, introduce signage and barriers to restrict traffic flow and reduce traffic speed and minimise bow wave / splashing of parked vehicles, pavements and property
 - b. If surface water exceeds 150 mm in depth, close road.
2. West Street and Square
 - a. When surface water appears on the street, introduce signage and if necessary barriers to restrict traffic flow and reduce traffic speed and minimise bow wave / splashing of parked vehicles, pavements and property.

APPENDIX 6. SANDBAG / BARRIER AND PUMPING PLAN



APPENDIX 7: CONTENTS OF FLOOD STOCKROOM

Location: Lean to section of Coors Barn between 20 and 22 West Street, Aldbourn, SN82BS

Contents:

Item	Number	Comment
One ton bag of sand	2	
Empty sandbags	100	
Gel sacs	100	
Florescent tabards	4	For Flood Warden use
Road flood warnings signs	4	For use in Lottage Road or West Street as necessary

APPENDIX 8: VOLUNTEERS WILLING TO HELP FLOOD WARDENS

Restricted Circulation List held by Flood Wardens

APPENDIX 9: PROPOSED LONG TERM INFRASTRUCTURE IMPROVEMENTS

The following longer term improvements to infrastructure are under discussion between DIG (the Aldbourne Drainage Improvement Group) and Wiltshire Council, Thames Water and the Environment Agency.

- Wiltshire Council
 - Renewal of Goddard's Lane Culvert and re-profiling of Bourne above it. Ongoing.
 - Renewal / expansion of Lottage Road Culvert Autumn 2014 or 2015
- Thames Water
 - Identification of locations where water is entering the sewerage system and measures to prevent it
 - Lottage Road area
 - Post Office / Square area
 - Installation of one way sewer inspection covers, preventing down flooding of surface water