

**TWYFORD PARISH COUNCIL**

**COMMUNITY EMERGENCY PLAN -**

**FLOODING**

**(This can be adapted for any emergency)**

**FEBRUARY 2019**

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Report of Events and Ground Water Levels as happened in Jan / Feb 2014

## Plan Distribution List

Name	Role	Phone number / email address	Issued on
Hampshire and Isle of Wight Local Resilience Forum	Community Resilience Group Laura Edwards	<a href="mailto:HLOWLRF@hants.gov.uk">HLOWLRF@hants.gov.uk</a> 01962 846846 07850 542652	
Neil Jenkins	Emergency Planning & Resilience Officer	<a href="mailto:neil.jenkins@hants.gov.uk">neil.jenkins@hants.gov.uk</a>	
Frances Martin	Director of Planning and Environment	<a href="mailto:frances.martin@hants.gov.uk">frances.martin@hants.gov.uk</a>	
Pete Barty	Waste Management	<a href="mailto:pete.barty@hants.gov.uk">pete.barty@hants.gov.uk</a>	
Dave Shaw	Democratic Services WCC	<a href="mailto:dshaw@winchester.gov.uk">dshaw@winchester.gov.uk</a> 01962 848221	
Raymond Gardner	Asst. Highways Engineer	<a href="mailto:raymond.gardner@hants.gov.uk">raymond.gardner@hants.gov.uk</a>	
Twyford Parish Councillors and Parish Clerk		See Website / phone tree	
David Sullivan	Volunteer Water Watch	<a href="mailto:dmsullper@hotmail.com">dmsullper@hotmail.com</a> 07980 925368	
Andy Roberts and Lucy Roberts	Parishioners and employees of Environment Agency	<a href="mailto:andy.roberts@environment-agency.gov.uk">andy.roberts@environment-agency.gov.uk</a> 07770 350579	
Matt Riley	Employee of Parish Council	<a href="mailto:mattriley05@hotmail.co.uk">mattriley05@hotmail.co.uk</a> 07875 933905	

## Plan Amendment List

<b>Amendment Date</b>	<b>Date for next revision</b>	<b>Details of changes made</b>	<b>Changed by</b>
February 2018	2019	HCC contact changes	Angela Forder-Stent
March 2019	2020	Minor changes - mostly formatting, area codes added to phone numbers	Angela Forder-Stent

## Local risk assessment

<b>Risks</b>	<b>Impact on community</b>	<b>What can the Community Emergency Group do to prepare?</b>
<p>Flooding of Hazeley Road / Bourne Lane and Finches Lane due to high rainfall, natural springs and formation of the Winterbourne.</p> <p>Possible flooding from the river if the volume of water flowing from the Winterbourne is excessive, and the sluices below Norris Bridge are not kept clear.</p>	<p>Flooding of local streets, gardens, cellars and properties.</p> <p>Damage to property from bow waves from traffic.</p> <p>Contamination of water.</p> <p>Sewerage systems overwhelmed by ingress of flood water and householders unable to use their systems</p>	<p>When flooding is inevitable:</p> <p>Establish an emergency responder team - Parish Council and others.</p> <p>Encourage residents to improve home flood defenses, and purchase or hire pumps where appropriate, purchase sand bags, and fit one way flaps to drains and sewers.</p> <p>Work with local emergency responders to establish a plan for the distribution of flood warnings.</p> <p>Identify a location for a rest centre, and hub.</p> <p>Arrange sandbags - purchase or establish if HCC or WCC will supply</p> <p>Continue with monitoring the water levels at Hazeley Down Farm when levels are at 13.6 flooding is inevitable. Sand bags should be organised when levels reach 14.0 - flooding occurs at 12.4</p>

## Local Skills and Resources Assessment

Skill/Resource	Who?	Contact details	Location	Non - availability
Medical aid	Doctors and Nurses in Twyford Surgery	01962 712202	Twyford Surgery, Hazeley Road	Saturday afternoon Sunday
River management of sluices				
Environment Agency local contact	Andy Roberts	<a href="mailto:andy.roberts@environment-agency.gov.uk">andy.roberts@environment-agency.gov.uk</a> 07770 350579	Hockley Cottages	
Water / food supplies	Village Shop	01962 712168	High Street	
Waterwatch	David Sullivan	<a href="mailto:dmsullper@hotmail.com">dmsullper@hotmail.com</a>  01962 714063 07980 925368	Army Row Cottages, High Street	
Sand Bags	Assistant Highways Engineer Raymond Gardner	<a href="mailto:raymond.gardner@hants.gov.uk">raymond.gardner@hants.gov.uk</a>	HCC	Weekends
Sand and sand bags – self fill	Sam Gould	<a href="mailto:sam@gould39.freemove">sam@gould39.freemove</a> 07990 502988	Hazeley Cottages	
Bags for sand (approx 300 at Hunter Park)	Matt Riley	01962 715969 07875 933905		
Diversion of heavy lorry traffic to Hazeley Enterprise Park	Jonathan Humphrey	01962 764542		
Hockley Farm, Hants & IOW Trust		Rachel Remnant 0786 777498 Bradley Brown 07747 585433		

## Useful Contacts

### Large pump

John Painton 02380 694412 Fishers Pond fisheries

### Generators

Colden Common PC 01962 713700

### Environment Agency Hotline

To report ground water flooding 0800 807060

### HCC Asst. Director Waste Planning and Environment

Frances Martin 01968 45226 or 07889 280099 [frances.martin@hants.gov](mailto:frances.martin@hants.gov)

**Fire** 02380 644000

### Southern Water

Mike James - [mike.james@southernwater.co.uk](mailto:mike.james@southernwater.co.uk)

Phil Jackson - Resilience & Security Manager - [phil.jackson@southernwater.co.uk](mailto:phil.jackson@southernwater.co.uk)  
07775 954205

Emergency No. 0330 3030368

### Scottish and Southern Energy

0345 072 1905

### Flood Defence Barriers

Simon Phelps Fluvial Innovations - [www.fluvial-innovations.co.uk/floodstop-hire.html](http://www.fluvial-innovations.co.uk/floodstop-hire.html)  
Poole - 01202 678850

### Alton Pumps

[www.altonpumps.com](http://www.altonpumps.com) Contacts of David Sullivan  
Alton - 01420 561661

### Flood Fortress

Trevor Webb [Trevor@floodfortress.co.uk](mailto:Trevor@floodfortress.co.uk) 07775 947948

### Local Lads

Matt Riley 01962 715969 or 07875 933905

Richard Gould 01962 713904

Ken Walker 01962 712786 or 07796 503412

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

<b>Building</b>	<b>Location</b>	<b>Potential use in an emergency</b>	<b>Contact details of key holder</b>
Parish Hall	High Street	Rest Centre / safe place. Hub and meeting room	Ian Wheeler Churchfields 01962 711879
Primary School Hall	School Road	Rest Centre / safe place	- Headmistress 01962 713358
Prep School	High Street	Rest Centre / safe place	Dr Bailey - Headmaster 01962 712269
Church	Church Lane	Rest Centre / safe place	Juliet Hawkes - church warden 01962 808554



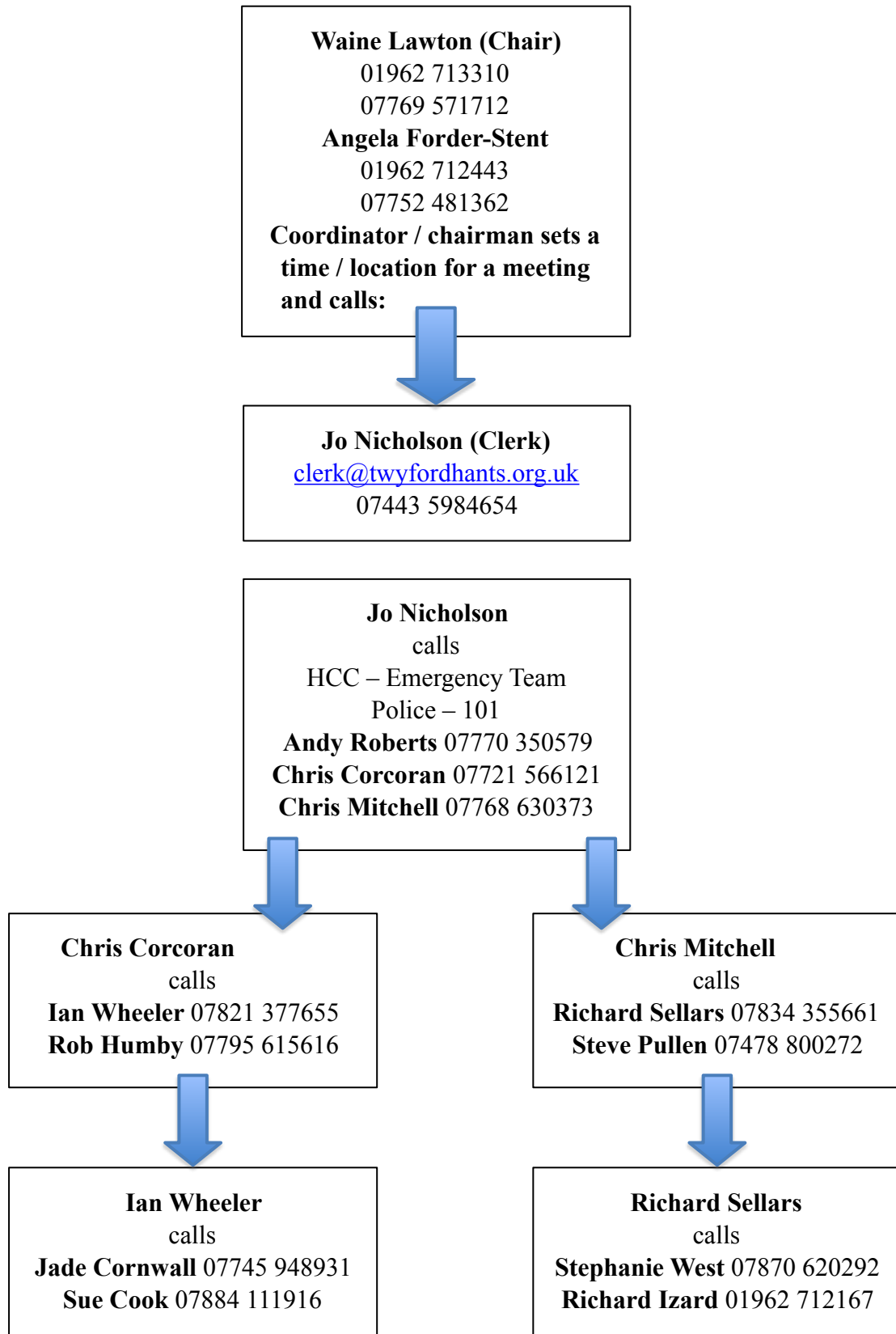
## Emergency Contact List

Name:	<b>Angela Forder-Stent</b>
Title:	<b>Parish Council Emergency Coordinator</b>
24hr Telephone Contact:	01962 712443 or 07752 481362
Email:	<a href="mailto:forderstent@talktalk.net">forderstent@talktalk.net</a> <a href="mailto:af-stent@hotmail.co.uk">af-stent@hotmail.co.uk</a>
Address:	Glenview, Hazeley Road, Twyford

Name:	<b>Waine Lawton</b>
Title:	<b>Parish Council Chairman</b>
24hr Telephone Contact:	01962 713310
Email:	<a href="mailto:waine.lawton@talktalk.net">waine.lawton@talktalk.net</a>
Address:	Hollyhill, Bournefield, Twyford

## Telephone Tree

The phone tree works as a pyramid, with the coordinator at the top making the first call to two or more people. In turn, they call an assigned set of people and so on, until the tree is complete.



**List of community organisations that may be helpful in identifying vulnerable people or communities in an emergency**

<b>Organisation</b>	<b>Name and role of contact</b>	<b>Phone number</b>
Care Group	Colin Francis - Chairperson	01962 713033 0333 0440556
Twyford Surgery		01962 712202
Churchwardens	Juliet Hawkes Jane Rogers	01962 808554 01962 713894

## Activation triggers

- 1) On receipt of call from Hampshire County Council Emergency Planning Duty Officer.
- 2) On receipt of flood warning from the Environment Agency. (Clerk signed up to groundwater alerts)
- 3) When the Winterbourne is forming in the fields of Hazeley Farm, and the ground water levels are 14.0, the Parish Council emergency subcommittee should meet to:
  - a) Watch the progress and speed of the formation of the Winterbourne. It may take several days to reach the village.
  - b) Alert the emergency officers of HCC that we could be approaching a critical situation and will need assistance, sand bags etc. if the Bourne progresses.
  - b) When the ground water levels are 12.5 (the danger level is 11.8), the plan is to be activated immediately.

The flow of the Winterbourne will start. The springs in the Parish Hall Car Park will flow and the Gilbert Room will be under threat of flooding. The Bourne will reach the Bourne Lane / Hazeley Road junction, and quickly progress to the village. The springs in the lower end of Hazeley Road will add to the flow. The progress must be carefully watched and monitored through the culvert and meadows to the river for signs of water backing up from the culvert in Finches Lane, or the river is unable to cope with the added water.

## Sand Bags

Approximately 500 bags will be needed on Hazeley Road by Army Row Cottages to protect the cottages from external and internal flooding.

Approximately 4 - 500 bags will be needed for the Parish Hall Car Park to redirect the flow from the field.

Approximately 2 - 300 bags will be needed in Hazeley Road close to Littlebourne Lodge to control the flow from the Twyford Prep school playing fields.

Smaller numbers of bags will be required by each of the properties in Finches Lane close to the junction with the High Street.

St Mary's Terrace will require approximately 100 – 150 bags

100 – 150 bags for Littlebourne field to protect houses in Hazeley Road

Smaller numbers will be required in other locations.

Approximate initial requirement 2000

## First steps in an emergency

	<b>Instructions</b>	<b>Tick</b>
1	Ensure that you are in no immediate danger	
2	Call 999 if necessary (unless already alerted) Alert the emergency officers of HCC Call Environment agency to inform of groundwater flooding 0800 807060	
3	Activate the telephone tree to call out all Parish Councilors to an emergency meeting and to action the points below.	
4	Establish a place of safety for a hub centre, and for communication to the community via email alerts	
5	Appoint a team to deal with communications, daily updates should be posted on notice boards and via village email system	
6	Appoint a team to provide basic refreshments and support for victims and helpers	
7	Create sign up lists via village email system and the village shop for volunteers willing and able to help with physical tasks and clerical support.	
8	Establish a wish list for helpful machinery and start to source them	

## Alternative arrangements for staying in contact if usual communications have been disrupted

<b>Communication Type</b>	<b>Name of contact</b>	<b>Location</b>
Word of mouth	All Parish councilors to co-ordinate their area of the village	
Posters	Communication team to organise	Throughout village and Post Office and Stores

## Appendix

### 2014 FLOOD IN TWYFORD

12th January - Ground water measure 17.1. The first indication that the water levels were rising - cellars around the village end of Hazeley Road start to show water, and the springs in the Watson's field (opposite the Parish Hall car park) starts to bubble. The spring on Finches Lane opposite St Mary's Terrace was flowing.

The meadows started to flood before this date.

On the route of the Bourne ponds appeared and gradually increased.

22nd. January - Ground water measure -13.8 HCC checked the drains on the route of the Bourne through the village. Many residents started to pump water away from their properties - Army Row Cottages, Twyford Post Office and Stores, Cask House, Littlebourne Lodge.

4th February - Ground water measure - 12.5 The Parish Council informed vulnerable properties to prepare for flooding, and purchased sand bags. A careful note of the river level was made.

5th February - Ground water measure - 12.4 Toilets begin to fail - Army Row Cottages, St Mary's Terrace.

7th February - Ground water measure -11.8 Water started gathering around the Gilbert Room of the Parish Hall. That evening there was suddenly a significant flow across Bourne Lane. Parish Councillors tried to block the water from entering the Gilbert Room but failed.

8th February- the Bourne was seriously flowing and the depth increased, the Parish Hall car park was filling with water. Properties on Finches Lane- 3 bungalows, Sycamore House and St Mary's Terrace and houses on the opposite side of Hazeley Road from the Parish Hall started pumping water from their homes. Toilets were unuseable in St. Mary's Terrace and much of Hazeley Road. Portaloos were placed for residents.

Volunteers erected barriers and put out cones to direct the traffic safely through the water, and placed more sand bags around vulnerable properties, this continued with help from HCC Highways, and Rob Humby - District Councillor - throughout weekend.

9th February. levels still rising. Sewage appearing in gardens of St Mary's Terrace and in Parish Hall Car Park. HCC took the decision to close Hazeley Road. A rota was organised to man the barriers at the High Street and at the junction of Bourne Lane. Arrangements made to:-

Open the entrance to the Hazeley Enterprise park through \Northfields.

Man the barrier at Morestead end of Hazeley Road.

Inform parents of Twyford Prep School not to approach the school via Hazeley Road.

Transfer Twyford surgery patients to the Colden Common Surgery.

The water collected outside the Old Fire Station to a depth of 1 foot and more. HCC sucked out the drains.

10th February. Barriers manned, volunteers organised parking for shop and surgery. River levels very high.

11th February. It was agreed that more sandbags were required - environment agency donated bags, TPC purchased sand, volunteers filled bags. Water level rose outside the Old Fire Station - large pump brought into operation to pump water directly into culvert.

12th February. Rained for 2 hours when water level suddenly rose outside the Old Fire Station. Large pump set to again pump water directly into culvert. River levels very high, culvert very full. Borrowed generator.

13th February. Weather good but following the experience of the previous day and the dreadful weather forecast for the next day, prepared more sandbags, HCC sucked out drains. Set up Incident Room in Cask House garage. Fire and Rescue Service visited.

14th February. Very stormy day, but water levels did not rise significantly in Twyford although it did at Morestead. WCC installed "posh" loos at the Old Fire Station. Fire and Rescue visit.

15th February. Storm damage - trees down, masonry fell from Parish Hall. Riverside cottages - sewage in garden. Work started to clear the Parish Hall Car Park lake.

16th February. -Volunteers again worked on Parish Hall Car Park - will need small pump to maintain levels. Moved barrier back to Parish Hall car park.

17th February - More work on Parish Hall Car Park - opened for patient's parking. River levels beginning to drop.

18th February. Tom Waldren -HCC assessed that tomorrow it may be possible to open the road as far as Bourne Lane.

19th February. - Water levels dropped overnight therefore opened the length of Hazeley Road with signage, cones and sand bags to protect properties.

20th February - Southern Water inspection of sewers and tanker pumping sewage from manhole by Parish Hall Car Park. "Posh" loos removed

21st February - sewers beginning to work, but took another 10 days following jetting and further tankering before sewers were working satisfactorily.