

COMMITTEE REPORT



Subject:	<i>Flood Plan Policy Report</i>
Committee:	<i>The Environment Committee</i>
Item Number:	<i>11</i>
Date:	<i>13 April 2026</i>
Author:	<i>Andrew Hunt, Senior Corporate Officer</i>
Report status:	<i>Decision</i>
Confidential / Exempt:	<i>No</i>

1. Report Summary

- 1.1 The purpose of this report is to ask the Committee to note and approve the Flood Plan.
- 1.2 This report provides the background, options, financial implications, legal and governance considerations, risks, and recommended course of action to support informed decision-making.
- 1.3 Salisbury City Council has produced an updated Flood Plan that explains how the Council, local volunteers, and partner agencies will work together to prepare for and manage flooding in the city. Because Salisbury is at the meeting point of several rivers, flooding is a long-standing risk. The plan sets out the Council's supportive and voluntary role in helping the community get ready for and respond to flood events, without taking on statutory emergency responsibilities.
- 1.4 The Committee is being asked to consider the Flood Plan at this time in order to note its contents and formally approve the updated policy, ensuring clarity around the Council's non-statutory, community support role.

2. Recommendations

It is recommended that the Committee:

- 2.1 Note that the Flood Plan sets out voluntary and supportive actions only and does not confer statutory flood response responsibilities on Salisbury City Council.
- 2.2 Approve the updated Flood Plan policy.

3. Background

- 3.1 The Salisbury City Council Flood Plan was originally developed by the Salisbury Flood Working Group to provide a structured, community-focused framework for preparing for and responding

to flood incidents within the city. Salisbury has a well-documented history of flooding, largely due to its location at the confluence of several rivers, including the Avon, Nadder, and Bourne, which creates an ongoing risk to residents, businesses, infrastructure, and livestock.

3.2 Although Salisbury City Council is not a statutory flood risk management authority, the Flood Plan recognises the need for local coordination, communication, and preparedness to complement the statutory responsibilities held by organisations such as the Environment Agency, Wiltshire Council (as Lead Local Flood Authority), emergency services, and utility providers.

3.3 The policy therefore establishes Salisbury City Council’s role as voluntary, supportive, and community-based, focusing on enhancing local resilience rather than replacing or duplicating statutory duties.

4. Proposal

4.1 The plan aims to identify flood risks affecting the Salisbury community and recognise vulnerable properties and residents, allowing us to support preparedness where possible. It also identifies local resources that can assist during flood incidents and provides practical guidance and clear contact information before and during flood events.

4.2 Under the Flood Plan, Salisbury City Council’s role is limited to supporting, informing, coordinating, and signposting. The Council does not undertake operational emergency response and has limited staffing capacity during flood incidents.

4.3 Key responsibilities include:

- Supporting the coordination of Flood Wardens
- Assisting partner agencies where appropriate
- Supporting communications with residents, Councillors, and the media
- Coordinating post-flood reporting and review

4.4 This approach ensures clarity for Members, officers, volunteers, and residents regarding the scope and limitations of the Council’s involvement.

5. Implications

Implication Area	Impact	Comments / Mitigation
Financial	None	
Legal	Low	The Flood Plan explicitly states that Salisbury City Council has no statutory flood risk management responsibilities and includes a clear disclaimer regarding liability
Risk	Low	The main risks relate to public misunderstanding of Salisbury City Council’s non-statutory role in flood response, and potential reputational risk if residents incorrectly assume SCC has operational responsibilities. This is mitigated through clear messaging within the Flood Plan, proactive communication by Flood Wardens and officers, and strong liaison with lead agencies such as the Environment Agency and Wiltshire Council. There is also a minor risk of volunteer or staff unavailability during severe weather, mitigated through the Flood Coordinator and Deputy arrangements and the structured activation process.
Personnel	Low	The Flood Plan operates primarily through existing staff roles, trained volunteers.
Environmental Impact	Medium	The Flood Plan supports Salisbury City Council’s wider climate resilience objectives by strengthening local preparedness and

		adaptive capacity.
Equalities Impact Statement	Medium	Flooding can disproportionately affect vulnerable residents, including older people, those with disabilities, and households with limited resources. The Flood Plan supports early identification of vulnerable properties and residents and promotes community-based support through Flood Wardens, helping to mitigate adverse impacts.
Community / Public Impact	Medium	The Flood Plan supports early identification of vulnerable properties and residents and promotes community-based support through Flood Wardens, helping to mitigate adverse impacts.
Procurement / Contractual	None	
Property / Asset	Low	There is no direct impact on Council property or assets arising from the approval of this policy. However, during actual flood events, certain SCC operational assets, such as the Tollgate Depot, sandbag stores, or community buildings used as coordination points, may be accessed to support communication, logistics, or temporary welfare arrangements. These impacts are anticipated, limited, and manageable within existing operational procedures.
Data Protection	None	No personal data is affected, nor is a DPIA required.

6. Appendices / Background Papers

6.1 Background papers: Appendix A - Flood Policy April 2026 – DRAFT
Appendix B – Flood Policy – as January 2026



Flood Plan

DRAFT (Apr '26)

Policy Number ../PO/...	Version	Owner	Doc No.	PDF No.	Date Published	Review date	Review Team
XXnnnn	31	Head of Environment	89258		January 2026		(To be completed upon adoption)

Distribution [eg]

Internal: All SCC Staff

External: Website, Flood Co-ordinator, Deputy Flood Co-ordinators, Flood Wardens, Environment Agency, Salisbury BID, Salisbury Police, Wiltshire Council Environmental Services, Wiltshire Council Severe Weather Team, Wiltshire Council Drainage Team

1. Introduction:

This plan was established by the Salisbury Flood Working Group (SFWG) and is designed to provide a basic framework to ensure an effective approach to prepare for a flood incident that may threaten the safety and welfare of the community, both residential and employment property and livestock.

The Plan covers flood incidents in the City of Salisbury.

Objectives

- Identify the flooding risks to the community and act to mitigate them, where possible
- Identify vulnerable properties in the community and develop plans to assist residents where possible
- Identify resources in the community available to assist during an emergency.

The Flood Plan is intended to guide actions in the lead up to a flood and provide contact information during a flood event.

Statutory Responsibilities

Salisbury City Council is not a statutory flood risk management authority and has no statutory duties or powers in relation to flood prevention, flood response, or flood recovery.

Statutory responsibilities for flood risk management sit with other organisations including the Environment Agency, Wiltshire Council (as the Lead Local Flood Authority), highway authorities, water and sewerage undertakers, and emergency services.

This Flood Plan sets out voluntary, supportive, and community-based actions only, intended to assist communication, coordination, and local resilience, and does not replace or duplicate the statutory duties of other agencies.

Disclaimer

Salisbury City Council accepts no liability for any loss or damage arising directly or indirectly from action taken or not taken in reliance on material or information contained within this Flood Plan, or for any failure to activate the plan or to carry out any planned activities in response to a flood alert or warning issued to or by the Flood Working Group and Flood Wardens.

2. Key Contacts:

ESSENTIAL SERVICES	
Emergency Fire, Police, Ambulance	999
BT Open Reach	0800 023 2023 (Option 1)
Electricity Emergency (Network Operator is SSE)	0800 31 63 105 (24 hours)
Environment Agency Floodline (to register for alerts and to hear alerts and river information)	0345 988 1188 (24 hours)
Environment Agency Incident Line (to report flooding, river obstructions or other EA incidents)	0800 80 70 60
Gas Emergency (National Service - all providers)	0800 111 999 (24 hours)
Highways England (A36)	0300 123 5000 info@highwaysengland.co.uk
Network Rail	0345 711 4141
NHS Direct (Non-emergencies)	111
Salisbury City Council	01722 342860 Info@salisburycitycouncil.gov.uk
Wessex Water - Emergency	0345 600 4600
Wiltshire Council Switchboard	0300 456 0100
Wiltshire Council Highways (to report flooding, blocked drains etc)	0300 456 0105 localhighways@wiltshire.gov.uk Out of hours, select highways option to report flooding
Wiltshire Council Severe Weather Team	0300 456 0100 weather.team@wiltshire.gov.uk
Wiltshire Council Drainage Team	0300 456 0100 drainage@wiltshire.gov.uk
Wiltshire Police	101
Salisbury Flood Coordinator	See Salisbury City Council

3. Flood Zone Information

3.1. Flood Zones

Salisbury is divided into 10 Flood Zones (A – J).
See also **Annex D** - Flood Action Card

Zone A	River Avon - Five Rivers Leisure Centre to A36 Churchill Way West bridge including Ashely Road and surrounds
Zone B	River Avon - Central Car Park and Maltings Car Park from A36 Churchill Way West bridge to Crane Street bridge
Zone C	River Avon / Nadder - Churchfields Industrial Estate to Crane Bridge
Zone D	River Avon / Nadder - Cathedral Close
Zone E	River Avon - Exeter St, St Ann's St and A 36 triangle
Zone F	River Nadder - Lower Road from rear of golf course to Cherry Orchard Lane
Zone G	River Avon / Bourne – New bridge Road bridge to A36 Tesco Roundabout
Zone H	River Avon – Stratford Sub Castle – Mill Lane to South Wilts Grammer School
Zone I	River Nadder / Avon - Harnham St Georges Road to New Bridge Road bridge
Zone J	River Bourne – Milford – Laverstock Road to Queen Manor Road

3.2. Flood Zones Maps

The Flood Zone Maps are included in the Action Cards. These maps have been downloaded from the Environment Agency revised flood mapping which can be found at <https://flood-map-for-planning.service.gov.uk/>.

3.3. River Levels

Information on river levels within the Salisbury area can be checked online at:-

<https://check-for-flooding.service.gov.uk/river-and-sea-levels/salisbury-wiltshire>

3.4. Weather and Flood Risk Forecasts

Met Office weather forecast for Salisbury




<http://www.metoffice.gov.uk/public/weather/forecast/gcndx0wq3>

Met Office weather warnings

<http://www.metoffice.gov.uk/public/weather/warnings/>

4. Weather, Flood Alerts, And Warnings

4.1. Flood Alerts and Warnings Hierarchy

<p>Flood Alert</p> <p><i>Flooding is possible – be prepared</i></p>	
<p>When is an Alert issued?</p> <p>2 hours to 2 days in advance of flooding</p> <p>What causes an Alert?</p> <ul style="list-style-type: none"> • Forecasts indicate that flooding from rivers or the sea may be possible • Forecasts of high tides, surges or strong winds 	<p><i>Flood Alerts can be triggered by an EA river gauge reaching a specific level or on a rainfall forecast</i></p> <p><i>The EA will issue Flood Alerts</i></p>
<p>Flood Warning</p> <p><i>Flooding is expected – immediate action required</i></p>	
<p>When is a Flood Warning issued?</p> <p>half an hour to one day in advance of flooding</p> <p>What causes a Flood Warning?</p> <ul style="list-style-type: none"> • Forecast flooding from rivers or the sea • High tides and surges combined with strong wind • Forecast heavy rainfall potentially causing flash flooding of rivers 	<p><i>Flood Warnings are issued when properties are expected to flood.</i></p> <p><i>The EA will issue Flood Warnings</i></p>
<p>Severe Flood Warning</p> <p><i>Severe Flooding - danger to life</i></p>	
<p>When is a Severe Flood Warning issued?</p> <p>When flooding poses a threat to life</p> <p>What causes a Severe Flood Warning?</p> <ul style="list-style-type: none"> • Actual flooding where the conditions pose a risk to life and/or widespread disruption to communities 	<p><i>The EA will issue Severe Flood Warnings</i></p>
<p>Warning no longer in force</p> <p><i>Flood warnings and alerts are no longer in force</i></p>	

4.2. Weather and Flood Warnings and Actions:

Met Office Severe Weather Warning	
Triggers	Actions
Severe weather is forecast from the Met Office.	Flood Co-ordinators monitor Environment Agency's website (River Levels etc on the Internet) & Met Office website
Reports of surface water flooding	If concerned, Flood Co-ordinators use Environment Agency Incident Line 0800 80 70 60 to check conditions and provide feedback or ask to speak to the Blandford Duty Officer. Or phone Wiltshire Council 0300 456 0100 (Out of hours – select highways to speak to the Duty Engineer).
Flooding of low-lying land and roads adjacent to rivers	

5. Roles and Responsibilities for this Policy:

5.1. Internal:

5.1.1. Salisbury City Council

- Support the preparation of the Flood Plan and co-ordination of the Flood Wardens
- Provide support and assistance to the Flood Coordinator / Wardens as required
- Provide support and assistance to Wiltshire Council and the emergency services as required.
- Coordinate a post-flooding report from the area as required.
- To train, prepare and monitor the SCC team preparedness for flooding
- To manage and coordinate SCC's response to flooding

Note:- SCC's role is limited to supporting, informing and signposting and has no operational emergency response powers and limited staffing capacity during a flood.

5.1.2. Flood Coordinator

- To lead the response to flooding in Salisbury for SCC
- To be responsible for the production of the Flood Plan
- To initiate its implementation
- To liaise with Flood Wardens in their zones
- To provide flood information to support partner organisations and emergency services
- To lead liaison with the media

In a major event, a rota will be drawn up and the role of Flood Coordinator will be shared by the Deputy Flood Coordinators.

5.1.3. Deputy Flood Coordinator

- To support the Flood Coordinator
- To deputise for the Flood Coordinator in their absence and as required
- To liaise with Flood Wardens in their zones
- To act as a Flood Warden, if they are available

5.1.4. Flood Wardens

- Understand the flood risk within their Zone
- Raise flood awareness and residents' responsibilities in protecting their property
- To generally monitor and report river levels and flood risks (eg fallen trees, blocked drains etc)
- To provide real time information about flood conditions in the event of a flood
- Collect any information about a flood and advise the Flood Coordinator
- See also **Annex A** - Flood Warden Role Profile
- See also **Annex B** - Flood Warden Legal Responsibilities and Advice

5.2. External:

5.2.1. Environment Agency

- Maintain flood defences
- Issue flood Alerts and Warnings
- Receive and record details of all flood incidents
- Monitor the situation and advise other organisations
- Deal with emergency repairs and blockages on main rivers and own structures
- Liaise with emergency repairs and blockages on private riparian owners' land

5.2.2. Emergency Services

- Rescue
- Respond to all emergency incidents as required

5.2.3. Wessex Water

- Emergency over pump or tank at pumping stations
- Clear blockages in public sewers and outfall grills
- Repair burst sewage and water mains.

5.2.4. Wiltshire Council

- Co-ordinate all emergency arrangements including support as detailed in the 'Wiltshire and Swindon Local Resilience Forum: Salisbury Flood Plan Emergency Planning Support'
- Maintain safe conditions on highways
- Put flood warning signs on highways
- Organise road closures and traffic diversions
- Initiate National Highways response to flooding
- Clear blockages on highway drainage systems
- Advise National Highways for A36 related issues
- Protect property from flooding by water from the highway (optional)
- Support emergency assistance - providing sandbags (optional)
- Clear blocked watercourses etc...
- Advise & support private landowners to clear blocked watercourses etc...
- Manage environmental health / pollution incidents

6. Actions:

6.1. Initiation of the Flood Plan

The Flood Plan (FP) will be initiated by the Flood Coordinator (FC), or in their absence a Deputy Flood Coordinator (DFC) OR the City Council CEO

The trigger for initiation could be:-

- A flood alert or warning from the EA or Wiltshire Council
- Flood information being reported from a Flood Warden to the Flood Coordinator
- Flood information being reported from any reliable source to the Flood Coordinator

If the FP is initiated by the FC prior to receiving a Flood Alert / Warning the FC will contact:-

- Wiltshire Council via switchboard, or drainage team, or out of hours contact the Duty Engineer
- The Environment Agency via their incident line 0800 807060

6.2. During Wet Weather prior to Flood Alerts

Who	Actions
Flood Coordinator (FC)	<ol style="list-style-type: none">1. Monitor EA website for river and groundwater levels2. Monitor Met Office Weather Warnings3. Review availability of DFCs & FWs.
Deputy Flood Coordinator (DFC)	<ol style="list-style-type: none">1. Liaise with FC as required
Flood Warden (FW)	<ol style="list-style-type: none">1. Report river level and flooding to FC/DFC as required2. Visit "At Risk Properties"3. Distribute Flood prevention guideline leaflet4. Check known gulleys for blockages and advise WC cc. FC
City Clerk (CC)	<ol style="list-style-type: none">1. Liaise with FC2. Apprise SCC Managers3. Review preparedness of equipment and personnel

6.3. Flood Alert

Who	Actions
Flood Coordinator (FC)	<ol style="list-style-type: none">1. Inform DFC's, FW's & SCC that Flood Plans may be initiated2. Request DFC's / FWs monitor river / groundwater levels
Deputy Flood Coordinator (DFC)	<ol style="list-style-type: none">1. Liaise with FC as required
Flood Wardens (FW)	<ol style="list-style-type: none">1. Visit and advise residents at risk of flooding to be prepared2. Monitor river / groundwater levels and report back as required

City Clerk (CC)	<ol style="list-style-type: none"> 1. Brief staff/managers 2. Verify Location and access to sandbags / signage etc – See also Annex C - Salisbury City Council Sandbag Policy 3. Verify location of FW grab bags 4. Use Social Media to post EA Alerts
Wilts Council	<ol style="list-style-type: none"> 1. Clear Identified “at risk” gullies.

6.4. Flood Warning – Local Incident – Immediate Actions

Who	Actions
Flood Coordinator (FC)	<ol style="list-style-type: none"> 2. Inform DFCs, FW’s & SCC that Local Flood plan response has been initiated 3. Advise EA and WC Flood Plan is initiated
Deputy Flood Coordinator (DFC)	<ol style="list-style-type: none"> 1. Prepare to coordinate information gathering and transmission onwards
Flood Warden (FW)	<ol style="list-style-type: none"> 1. Collect flood “Grab Bag” for affected Zone 2. Gather information and report to SCC Environmental Services Team 3. Advise residents at risk of flooding
City Council CEO (CEO)	<ol style="list-style-type: none"> 1. Brief staff/managers 2. Allocate resources dependant on required response

6.5. Flooding Warning - Major Incident - Immediate Actions

Who	Actions
Flood Coordinator (FC)	<ol style="list-style-type: none"> 1. Inform DFC, FW’s and SCC CEO that the Flood Plan has been initiated. 2. Advise EA and WC Flood Plan is initiated. 3. Relocate to SCC Depot Flood Control Centre, or, wherever Emergency Services set up command centre 4. Prepare to coordinate information gathering and transmission onwards
Deputy Flood Coordinator (DFC)	<ol style="list-style-type: none"> 1. Inform their Zone Flood Wardens that plan has been initiated 2. Prepare to coordinate information gathering and transmission onwards
Flood Warden (FW)	<ol style="list-style-type: none"> 1. Collect flood “Grab Bag” 2. Gather information and report this to FC / DFC’s 3. Advise residents at risk of flooding
SCC CEO	<ol style="list-style-type: none"> 1. Set up Flood Control Centre in Tollgate Road Depot or debus to wherever emergency services have located 2. Brief staff/managers 3. Allocate resources dependant on required response

6.6. Subsequent Actions – Post Flood Plan Initiation

Who	Actions
Duty Flood Coordinator (FC or DFC)	<ol style="list-style-type: none"> 1. Coordinate information gathering and transmission 2. Lead liaison with EA and WC for Salisbury 3. Draft medium/long term rota/support for DFCs/FWs
Flood Warden (FW)	<ol style="list-style-type: none"> 1. Gather information and report this to SCC Head of Environmental Services 2. Consider medium to long term support needs of FWs and feedback to SCC Head of Environmental Services
SCC CEO (SCC)	<ol style="list-style-type: none"> 1. Support FC in whatever capacity as necessary 2. Oversee SCC staff team response and plan for prolonged staff support as appropriate 3. Initiate deployment of resources as necessary
SCC Comms Team	<p>Lead - Head of Business Operations</p> <ol style="list-style-type: none"> 1. Initiate Communications Plan 2. Advise FC on liaison with media, drafting statements as required 3. Keep SCC website up to date 4. Deliver social media output
SCC Grounds & Streetscene Team	<p>Lead - Head of Environmental Services</p> <ol style="list-style-type: none"> 1. Distribute any sand bags/gel sacs and other flooding equipment as necessary 2. Stand by to assist FC by monitoring river and ground water levels 3. Stand by to assist emergency services as required (i.e. local guides)
SCC Other Staff	<p>Lead – Head of Communities</p> <p><u>Activate Communities Team</u> – prepare to staff SCC community spaces in support of evacuation/rest centres in liaison with WC</p> <p><u>Corporate Support Staff</u> – prepare to support FC to undertake his duties</p> <p>Lead – Head of Corporate Services</p> <p><u>All other staff</u> – stand by to assist with general duties in support of SCC/WC/EA flood response, appropriate to their skills, experience and training</p>

6.7. Post Flooding Incident Reporting

Who	Actions
Flood Coordinator (FC/DFC)	<ol style="list-style-type: none"> 1. Liaise with FWs and SCC to coordinate the collation of feedback about the incident using Post Incident Forms (Annex E) 2. Review the Flood Plan and make recommendations for changes 3. Meet with EA/WC to review incident as required

Flood Warden (FW)	<ol style="list-style-type: none"> 1. Assist in the collation of any feedback about the incident and support the FC/DFC to gather this information. 2. Complete post incident form and return to FC 3. Ensure any other relevant information including photos are collated and passed to FC/DFC
SCC CEO	<ol style="list-style-type: none"> 1. Assist FC/DFC to collate feedback from staff and FWs 2. Review role of SCC in relation to the Flood Plan

7. Communications

7.1. Control Centre

The Duty Flood Coordinator will be based at the Tollgate Road Depot or Emergency Services control centre when the situation is such that this is necessary to aid effective communications.

SCC may establish a co-ordination point / Control Centre at, and / or make available to other agencies the Tollgate Road Depot to support communication and logistics, subject to the need of the lead agencies.

In any major incident the Flood Coordinator may relocate to A.N Other location as dictated by the emergency services or other agency

7.2. Press / Media Liaison

The Duty Flood Coordinator will lead the liaison with the media other agencies. The Duty Flood Coordinator will be the first point of contact for press enquiries and will issue press notices etc. With the support of the SCC CEO

The Duty Flood Coordinator will, in liaison, with SCC CEO lead the publication of information on the City Council's website and social media, to provide up to date information for local residents.

The SCC CEO will brief SCC staff on the current situation in order to allow them to respond to queries from the public.

The SCC CEO with the approval of the Flood Coordinator, will provide updates to SCC councillors, especially those whose wards are experiencing or at threat of flooding.

8. LIST OF ANNEXES

Annex A	Flood Warden Role Profile
Annex B	Flood Warden Legal Responsibilities and Advice
Annex C	Salisbury City Council Sandbag Policy
Annex D	Flooding Action Card – Sample
Annex E	Post Incident Feedback Form

Annex A - Flood Warden – Key Responsibilities

Before a Flood: -

- Understand the flood risks within your local area
- Identify properties at risk of flooding
- Help raise flood awareness and preparedness with residents
- Assist with the recruitment of flood wardens
- Support community training and activities

During a flood do this: -

- Monitor and report
- Provide information and reassurance to residents
- Report any urgent issue or “threat to life” to the Emergency Services
- Assist with distribution of sandbags if available
- Assist with community coordination and welfare checks
- Use the Hi-Viz in your grab bag so people can see you, especially at night
- Use WhatsApp and SMS for quick updates – keep your phone charged
- Stay in contact with SCC coordination points

During a flood DO NOT: -

- Try and stop the water – you won’t!
- Enter the water - you are of no help if you have drowned!
- Try rescue attempts - you are of no help if we have come and rescue you also!
- Ingest flood water – you don’t know what else is in it!
- Do anything else that may put your safety at risk!

After a Flood: -

- Submit information you have collected about the flood
- Help to relay information to the local community
- Support your community

Annex B - Flood Warden Legal Responsibilities and Advice

Flood Wardens are volunteers and do not receive payment. There is no contract between a Flood Warden and Salisbury City Council or the Environment Agency. The Flood Warden is advised how to carry out their duties by the Environment Agency.

If damage is caused by a Flood Warden, who is liable?

As you will be directed by Flood Coordinators acting for Salisbury City Council, The City Council will add you to its list of Volunteers which indemnifies you against liability arising from your actions unless you act negligently.

It should be stressed that in an emergency it is possible that a Flood Warden will be under considerable pressure. By taking reasonable care, and following the agreed actions laid out in the Flood Plan and associated documents, the Warden would be protected against civil claims. The best endeavours principle would normally apply. Only where negligence is shown to be malicious could a Warden be found to be at fault. Standard parish council insurance coverage is usually valid against this sort of claim

What if a Flood Warden is injured?

The Environment Agency will not be liable for Flood Warden injuries unless the injury arose due to their negligence. The Environment Agency will never ask a Flood Warden to carry out any duties that would place them in danger.

Annex C - Salisbury City Council – Sandbag Policy


SCC holds a limited supply of sand and empty sandbags as well as gel sacs for distribution at times of emergency. The Council will try to help where it can, but it should be noted that it is the property owner's responsibility to protect their property from flooding.




The sandbags/gel sacs that SCC has in store may be distributed on a 'needs' basis to properties at imminent risk of flooding. They will not supply sandbags to defend gardens, sheds, outbuildings or other such structures.

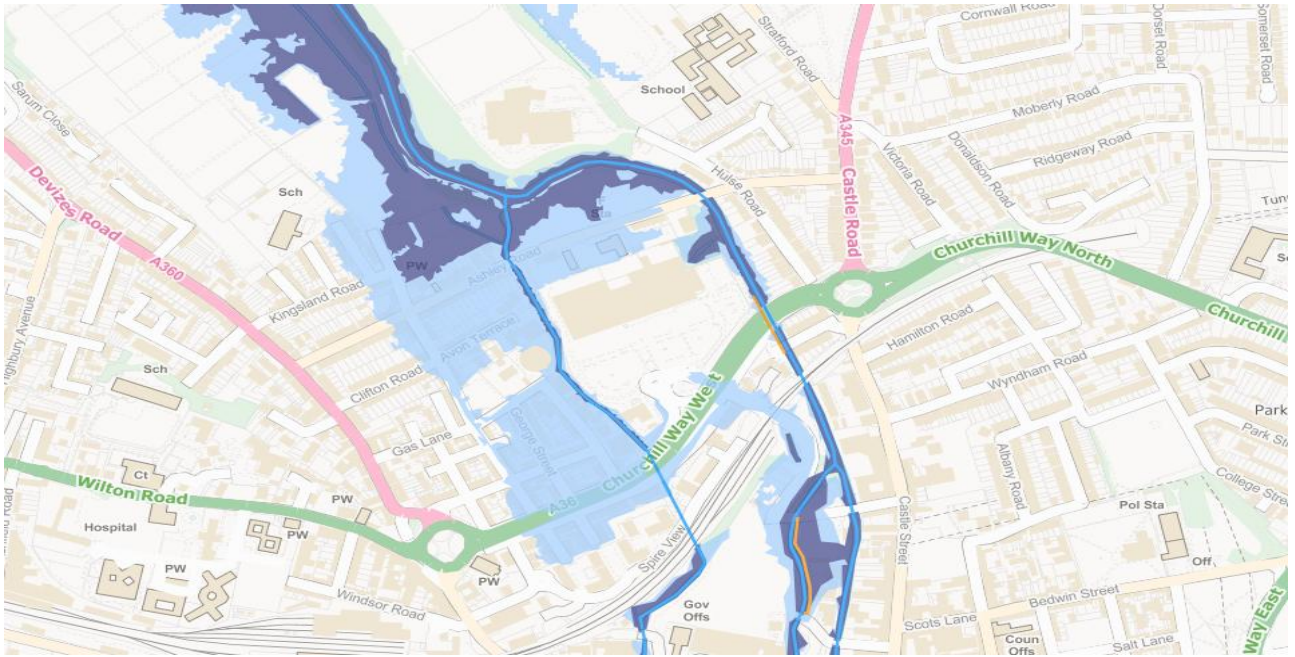
Authority to issue sandbags and gel sacs is vested in the Duty Flood Coordinator.

Once issued, sandbags and gel sacs become the property of the property owner and it is the owner's responsibility to dispose of them responsibly.

Annex D – Flooding Action Card Sample

Salisbury City Council Flood Warden Action Card Xxx 2019	
Zone X	Flood Wardens Andrew Smith 01722 000000, 07000 000000 Angela Brown 01722 000000, 07000 000000
Description of zone	River Avon from X to X
Warning Area	111FWFAVOMXXX
Contacting Flood Control/Flood Coordinator	
By radio: Primary Channel 1 Secondary Channel 2 Your Call sign: “Alpha X-ray” Flood Control (Guildhall): “Salisbury Control”	Your Deputy Flood Coordinator is John White 07000 000000 or 01722 000000
By email: info@salisburycitycouncil.gov.uk By phone: 01722 342860 OR 07967 343011	
Areas to Monitor and at Risk	
<p><i>General description of known flooding areas and flood progression within zone.</i></p> <p><i>Information on particular areas/properties at risk (if any).</i></p>	
Flood Status	What To Do
 <p>Flood Alert</p>	<ul style="list-style-type: none"> • Monitor river level, local drains, highways, and report back to Flood Coordinator • Report any sewer, highways, property and river flooding back to Flood Coordinators (FC) /Deputy Flood Coordinators (DFC) • Report any blocked drains in flood zones to FC/DFC

<p><i>Flooding is possible – be prepared</i></p>	
 <p>Flood Warning</p> <p><i>Flooding is expected – immediate action required</i></p>	<ul style="list-style-type: none"> • Collect your grab bag from the Guildhall • Work with FC/DFC and other volunteers to inform residents that a flood warning has been issued. • Monitor river level, local drains, highways, and report back to FC/DFC • Report to FC/DFC when properties start to flood • Provide local intelligence to emergency services via FC/DFC • If evacuation of residents required, liaise with FC/DFC or on-site emergency service • Monitor extent and times of flooding for post event feedback if safe to do so • Encourage residents to deploy own flood protection products
 <p>Severe Flooding</p> <p><u>Severe Flooding - danger to life</u></p>	<ul style="list-style-type: none"> • Work with FC/DFC to inform residents and businesses that a severe flood warning has been issued if safe to do so. • Advise Emergency Services of vulnerable residents requiring assistance to evacuate • Provide information and support to emergency services if required • Assist Wiltshire Council, Environment Agency and Emergency services & FC/DFC if requested. Check with FC/DFC if concerned about request. • If safe to do so monitor extent of flooding and provide feedback following incident • Keep assessing situation on ground and if weather/flooding conditions worsen you must withdraw to place of safety advising Flood Coordinator of your actions. <p style="text-align: center;">Stay out of water</p> <p style="text-align: center;">Your own safety is paramount and you should not under any circumstances place yourself in danger or at risk of harm.</p>
 <p>Warning no longer in force</p> <p><i>Flood Warnings and Alerts no longer in force</i></p>	<ul style="list-style-type: none"> • In liaison with the Flood Coordinator report local concerns as a result of flooding, e.g. blocked drains • Attend wash up meeting held and assist setting up local meetings for residents with EA and Wiltshire Council to gather information • Ensure any relevant information gathered is collated and passed to appropriate coordinator • Attend meeting to Review plan



Annex E – Post Incident Feedback Form

Salisbury Flood Plan	Post Incident Report Form
Name of Person Completing Form:	Contact Details – <i>please provide an email address and/or telephone number:</i>
Date Form Completed	Role during Incident
	Flood warden/Deputy Flood Coordinator/Flood Coordinator/other (please specify) * <i>delete as appropriate</i>
Flood Zone of Incident (if known)	Your Location during the incident
Date of incident	Type of Incident
YOUR OBSERVATIONS	
What went well	
What was difficult	
Suggestions and Recommendations for future events	

Extent of flooding (photographs welcome)
When complete please return to Salisbury City Council for attention of the City Chief Executive Officer



Flood Plan

Policy Number ../PO/...	Version	Owner	Doc No.	PDF No.	Date Published	Review date	Review Team
XXnnnn	31	??	89258		January 2026		

Distribution [eg]

Internal: All SCC Staff

External: Website, Flood Co-ordinator, Deputy Flood Co-ordinators, Flood Wardens, Environment Agency, Salisbury BID, Salisbury Police, Wiltshire Council Environmental Services, Wiltshire Council Severe Weather Team, Wiltshire Council Drainage Team

Policy Name:

Policy No:

Date approved:

Review date:

1. Introduction:

This plan was established by the Salisbury Flood Working Group (SFWG) and is designed to provide a basic framework to ensure an effective approach to prepare for a flood incident that may threaten the safety and welfare of the community, both residential and employment property and livestock.

The Plan covers flood incidents in the City of Salisbury.

Objectives

- Identify the flooding risks to the community and act to mitigate them, where possible
- Identify vulnerable properties in the community and develop plans to assist residents where possible
- Identify resources in the community available to assist during an emergency.

The Flood Plan is intended to guide actions in the lead up to a flood and provide contact information during a flood event.

Statutory Responsibilities

Salisbury City Council is not a statutory flood risk management authority and has no statutory duties or powers in relation to flood prevention, flood response, or flood recovery.

Statutory responsibilities for flood risk management sit with other organisations including the Environment Agency, Wiltshire Council (as the Lead Local Flood Authority), highway authorities, water and sewerage undertakers, and emergency services.

This Flood Plan sets out voluntary, supportive, and community-based actions only, intended to assist communication, coordination, and local resilience, and does not replace or duplicate the statutory duties of other agencies.

Disclaimer

Salisbury City Council accepts no liability for any loss or damage arising directly or indirectly from action taken or not taken in reliance on material or information contained within this Flood Plan, or for any failure to activate the plan or to carry out any planned activities in response to a flood alert or warning issued to or by the Flood Working Group and Flood Wardens.

2. Key Contacts:

ESSENTIAL SERVICES	
Emergency Fire, Police, Ambulance	999
BT Open Reach	0800 023 2023 (Option 1)
Electricity Emergency (Network Operator is SSE)	0800 31 63 105 (24 hours)
Environment Agency Floodline (to register for alerts and to hear alerts and river information)	0345 988 1188 (24 hours)
Environment Agency Incident Line (to report flooding, river obstructions or other EA incidents)	0800 80 70 60
Gas Emergency (National Service - all providers)	0800 111 999 (24 hours)
Highways England (A36)	0300 123 5000 info@highwaysengland.co.uk
Network Rail	0345 711 4141
NHS Direct (Non-emergencies)	111
Salisbury City Council	01722 342860 Info@salisburycitycouncil.gov.uk
Wessex Water - Emergency	0345 600 4600
Wiltshire Council Switchboard	0300 456 0100
Wiltshire Council Highways (to report flooding, blocked drains etc)	0300 456 0105 localhighways@wiltshire.gov.uk Out of hours, select highways option to report flooding
Wiltshire Council Severe Weather Team	0300 456 0100 weather.team@wiltshire.gov.uk
Wiltshire Council Drainage Team	0300 456 0100 drainage@wiltshire.gov.uk
Wiltshire Police	101
Salisbury Flood Coordinator	See Salisbury City Council

3. Flood Zone Information

3.1. Flood Zones

Salisbury is divided into 10 Flood Zones (A – J).
See also **Annex D** - Flood Action Card

Zone A	River Avon - Five Rivers Leisure Centre to A36 Churchill Way West bridge including Ashely Road and surrounds
Zone B	River Avon - Central Car Park and Maltings Car Park from A36 Churchill Way West bridge to Crane Street bridge
Zone C	River Avon / Nadder - Churchfields Industrial Estate to Crane Bridge
Zone D	River Avon / Nadder - Cathedral Close
Zone E	River Avon - Exeter St, St Ann's St and A 36 triangle
Zone F	River Nadder - Lower Road from rear of golf course to Cherry Orchard Lane
Zone G	River Avon / Bourne – New bridge Road bridge to A36 Tesco Roundabout
Zone H	River Avon – Stratford Sub Castle – Mill Lane to South Wilts Grammer School
Zone I	River Nadder / Avon - Harnham St Georges Road to New Bridge Road bridge
Zone J	River Bourne – Milford – Laverstock Road to Queen Manor Road

3.2. Flood Zones Maps

The Flood Zone Maps are included in the Action Cards. These maps have been downloaded from the Environment Agency revised flood mapping which can be found at <https://flood-map-for-planning.service.gov.uk/>.

3.3. River Levels

Information on river levels within the Salisbury area can be checked online at:-

<https://check-for-flooding.service.gov.uk/river-and-sea-levels/salisbury-wiltshire>

3.4. Weather and Flood Risk Forecasts

Met Office weather forecast for Salisbury





<http://www.metoffice.gov.uk/public/weather/forecast/gcndx0wq3>

Met Office weather warnings

<http://www.metoffice.gov.uk/public/weather/warnings/>

4. Weather, Flood Alerts, And Warnings

4.1. Flood Alerts and Warnings Hierarchy

<p>Flood Alert</p> <p><i>Flooding is possible – be prepared</i></p>	
<p>When is an Alert issued?</p> <p>2 hours to 2 days in advance of flooding</p> <p>What causes an Alert?</p> <ul style="list-style-type: none"> • Forecasts indicate that flooding from rivers or the sea may be possible • Forecasts of high tides, surges or strong winds 	<p><i>Flood Alerts can be triggered by an EA river gauge reaching a specific level or on a rainfall forecast</i></p> <p><i>The EA will issue Flood Alerts</i></p>
<p>Flood Warning</p> <p><i>Flooding is expected – immediate action required</i></p>	
<p>When is a Flood Warning issued?</p> <p>half an hour to one day in advance of flooding</p> <p>What causes a Flood Warning?</p> <ul style="list-style-type: none"> • Forecast flooding from rivers or the sea • High tides and surges combined with strong wind • Forecast heavy rainfall potentially causing flash flooding of rivers 	<p><i>Flood Warnings are issued when properties are expected to flood.</i></p> <p><i>The EA will issue Flood Warnings</i></p>
<p>Severe Flood Warning</p> <p><i>Severe Flooding - danger to life</i></p>	
<p>When is a Severe Flood Warning issued?</p> <p>When flooding poses a threat to life</p> <p>What causes a Severe Flood Warning?</p> <ul style="list-style-type: none"> • Actual flooding where the conditions pose a risk to life and/or widespread disruption to communities 	<p><i>The EA will issue Severe Flood Warnings</i></p>
<p>Warning no longer in force</p> <p><i>Flood warnings and alerts are no longer in force</i></p>	

4.2. Weather and Flood Warnings and Actions:

Met Office Severe Weather Warning	
Triggers	Actions
Severe weather is forecast from the Met Office.	Flood Co-ordinators monitor Environment Agency's website (River Levels etc on the Internet) & Met Office website
Reports of surface water flooding	If concerned, Flood Co-ordinators use Environment Agency Incident Line 0800 80 70 60 to check conditions and provide feedback or ask to speak to the Blandford Duty Officer. Or phone Wiltshire Council 0300 456 0100 (Out of hours – select highways to speak to the Duty Engineer).
Flooding of low-lying land and roads adjacent to rivers	

5. Roles and Responsibilities for this Policy:

5.1. Internal:

5.1.1. Salisbury City Council

- Support the preparation of the Flood Plan and co-ordination of the Flood Wardens
- Provide support and assistance to the Flood Coordinator / Wardens as required
- Provide support and assistance to Wiltshire Council and the emergency services as required.
- Coordinate a post-flooding report from the area as required.
- To train, prepare and monitor the SCC team preparedness for flooding
- To manage and coordinate SCC's response to flooding

Note:- SCC's role is limited to supporting, informing and signposting and has no operational emergency response powers and limited staffing capacity during a flood.

5.1.2. Flood Coordinator

- To lead the response to flooding in Salisbury for SCC
- To be responsible for the production of the Flood Plan
- To initiate its implementation
- To liaise with Flood Wardens in their zones
- To provide flood information to support partner organisations and emergency services
- To lead liaison with the media

In a major event, a rota will be drawn up and the role of Flood Coordinator will be shared by the Deputy Flood Coordinators

5.1.3. Deputy Flood Coordinator

- To support the Flood Coordinator
- To deputise for the Flood Coordinator in their absence and as required
- To liaise with Flood Wardens in their zones
- To act as a Flood Warden, if they are available

5.1.4. Flood Wardens

- Understand the flood risk within their Zone
- Raise flood awareness and residents' responsibilities in protecting their property
- To generally monitor and report river levels and flood risks (eg fallen trees, blocked drains etc)
- To provide real time information about flood conditions in the event of a flood
- Collect any information about a flood and advise the Flood Coordinator
- See also **Annex A** - Flood Warden Role Profile
- See also **Annex B** - Flood Warden Legal Responsibilities and Advice

5.2. External:

5.2.1. Environment Agency

- Maintain flood defences
- Issue flood Alerts and Warnings
- Receive and record details of all flood incidents
- Monitor the situation and advise other organisations
- Deal with emergency repairs and blockages on main rivers and own structures
- Liaise with emergency repairs and blockages on private riparian owners' land

5.2.2. Emergency Services

- Rescue
- Respond to all emergency incidents as required

5.2.3. Wessex Water

- Emergency over pump or tank at pumping stations
- Clear blockages in public sewers and outfall grills
- Repair burst sewage and water mains.

5.2.4. Wiltshire Council

- Co-ordinate all emergency arrangements including support as detailed in the 'Wiltshire and Swindon Local Resilience Forum: Salisbury Flood Plan Emergency Planning Support'
- Maintain safe conditions on highways
- Put flood warning signs on highways
- Organise road closures and traffic diversions
- Initiate National Highways response to flooding
- Clear blockages on highway drainage systems
- Advise National Highways for A36 related issues
- Protect property from flooding by water from the highway (optional)
- Support emergency assistance - providing sandbags (optional)
- Clear blocked watercourses etc...
- Advise & support private landowners to clear blocked watercourses etc...
- Manage environmental health / pollution incidents

6. Actions:

6.1. Initiation of the Flood Plan

The Flood Plan (FP) will be initiated by the Flood Coordinator (FC), or in their absence a Deputy Flood Coordinator (DFC) OR the City Council CEO

The trigger for initiation could be:-

- A flood alert or warning from the EA or Wiltshire Council
- Flood information being reported from a Flood Warden to the Flood Coordinator
- Flood information being reported from any reliable source to the Flood Coordinator

If the FP is initiated by the FC prior to receiving a Flood Alert / Warning the FC will contact:-

- Wiltshire Council via switchboard, or drainage team, or out of hours contact the Duty Engineer
- The Environment Agency via their incident line 0800 807060

6.2. During Wet Weather prior to Flood Alerts

Who	Actions
Flood Coordinator (FC)	<ol style="list-style-type: none">1. Monitor EA website for river and groundwater levels2. Monitor Met Office Weather Warnings3. Review availability of DFCs & FWs.
Deputy Flood Coordinator (DFC)	<ol style="list-style-type: none">1. Liaise with FC as required
Flood Warden (FW)	<ol style="list-style-type: none">1. Report river level and flooding to FC/DFC as required2. Visit "At Risk Properties"3. Distribute Flood prevention guideline leaflet4. Check known gulleys for blockages and advise WC cc. FC
City Clerk (CC)	<ol style="list-style-type: none">1. Liaise with FC2. Apprise SCC Managers3. Review preparedness of equipment and personnel

6.3. Flood Alert

Who	Actions
Flood Coordinator (FC)	<ol style="list-style-type: none">1. Inform DFC's, FW's & SCC that Flood Plans may be initiated2. Request DFC's / FWs monitor river / groundwater levels
Deputy Flood Coordinator (DFC)	<ol style="list-style-type: none">1. Liaise with FC as required
Flood Wardens (FW)	<ol style="list-style-type: none">1. Visit and advise residents at risk of flooding to be prepared2. Monitor river / groundwater levels and report back as required

City Clerk (CC)	<ol style="list-style-type: none"> 1. Brief staff/managers 2. Verify Location and access to sandbags / signage etc – See also Annex C - Salisbury City Council Sandbag Policy 3. Verify location of FW grab bags 4. Use Social Media to post EA Alerts
Wilts Council	<ol style="list-style-type: none"> 1. Clear Identified “at risk” gullies.

6.4. Flood Warning – Local Incident – Immediate Actions

Who	Actions
Flood Coordinator (FC)	<ol style="list-style-type: none"> 2. Inform DFCs, FW’s & SCC that Local Flood plan response has been initiated 3. Advise EA and WC Flood Plan is initiated
Deputy Flood Coordinator (DFC)	<ol style="list-style-type: none"> 1. Prepare to coordinate information gathering and transmission onwards
Flood Warden (FW)	<ol style="list-style-type: none"> 1. Collect flood “Grab Bag” for affected Zone 2. Gather information and report to SCC Environmental Services Team 3. Advise residents at risk of flooding
City Council CEO (CEO)	<ol style="list-style-type: none"> 1. Brief staff/managers 2. Allocate resources dependant on required response

6.5. Flooding Warning - Major Incident - Immediate Actions

Who	Actions
Flood Coordinator (FC)	<ol style="list-style-type: none"> 1. Inform DFC, FW’s and SCC CEO that the Flood Plan has been initiated. 2. Advise EA and WC Flood Plan is initiated. 3. Relocate to SCC Depot Flood Control Centre, or, wherever Emergency Services set up command centre 4. Prepare to coordinate information gathering and transmission onwards
Deputy Flood Coordinator (DFC)	<ol style="list-style-type: none"> 1. Inform their Zone Flood Wardens that plan has been initiated 2. Prepare to coordinate information gathering and transmission onwards
Flood Warden (FW)	<ol style="list-style-type: none"> 1. Collect flood “Grab Bag” 2. Gather information and report this to FC / DFC’s 3. Advise residents at risk of flooding
SCC CEO	<ol style="list-style-type: none"> 1. Set up Flood Control Centre in Tollgate Road Depot or debus to wherever emergency services have located 2. Brief staff/managers 3. Allocate resources dependant on required response

6.6. Subsequent Actions – Post Flood Plan Initiation

Who	Actions
Duty Flood Coordinator (FC or DFC)	<ol style="list-style-type: none"> 1. Coordinate information gathering and transmission 2. Lead liaison with EA and WC for Salisbury 3. Draft medium/long term rota/support for DFCs/FWs
Flood Warden (FW)	<ol style="list-style-type: none"> 1. Gather information and report this to SCC Head of Environmental Services 2. Consider medium to long term support needs of FWs and feedback to SCC Head of Environmental Services
SCC CEO (SCC)	<ol style="list-style-type: none"> 1. Support FC in whatever capacity as necessary 2. Oversee SCC staff team response and plan for prolonged staff support as appropriate 3. Initiate deployment of resources as necessary
SCC Comms Team	<p>Lead - Head of Business Operations</p> <ol style="list-style-type: none"> 1. Initiate Communications Plan 2. Advise FC on liaison with media, drafting statements as required 3. Keep SCC website up to date 4. Deliver social media output
SCC Grounds & Streetscene Team	<p>Lead - Head of Environmental Services</p> <ol style="list-style-type: none"> 1. Distribute any sand bags/gel sacs and other flooding equipment as necessary 2. Stand by to assist FC by monitoring river and ground water levels 3. Stand by to assist emergency services as required (i.e. local guides)
SCC Other Staff	<p>Lead – Head of Communities</p> <p><u>Activate Communities Team</u> – prepare to staff SCC community spaces in support of evacuation/rest centres in liaison with WC</p> <p><u>Corporate Support Staff</u> – prepare to support FC to undertake his duties</p> <p>Lead – Head of Corporate Services</p> <p><u>All other staff</u> – stand by to assist with general duties in support of SCC/WC/EA flood response, appropriate to their skills, experience and training</p>

6.7. Post Flooding Incident Reporting

Who	Actions
Flood Coordinator (FC/DFC)	<ol style="list-style-type: none"> 1. Liaise with FWs and SCC to coordinate the collation of feedback about the incident using Post Incident Forms (Annex E) 2. Review the Flood Plan and make recommendations for changes 3. Meet with EA/WC to review incident as required
Flood Warden (FW)	<ol style="list-style-type: none"> 1. Assist in the collation of any feedback about the incident and support the FC/DFC to gather this information. 2. Complete post incident form and return to FC

	3. Ensure any other relevant information including photos are collated and passed to FC/DFC
SCC CEO	1. Assist FC/DFC to collate feedback from staff and FWs 2. Review role of SCC in relation to the Flood Plan

7. Communications

7.1. Control Centre

The Duty Flood Coordinator will be based at the Tollgate Road Depot or Emergency Services control centre when the situation is such that this is necessary to aid effective communications.

SCC may establish a co-ordination point / Control Centre at, and / or make available to other agencies the Tollgate Road Depot to support communication and logistics, subject to the need of the lead agencies.

In any major incident the Flood Coordinator may relocate to A.N Other location as dictated by the emergency services or other agency

7.2. Press / Media Liaison

The Duty Flood Coordinator will lead the liaison with the media other agencies. The Duty Flood Coordinator will be the first point of contact for press enquiries and will issue press notices etc. With the support of the SCC CEO

The Duty Flood Coordinator will, in liaison, with SCC CEO lead the publication of information on the City Council's website and social media, to provide up to date information for local residents.

The SCC CEO will brief SCC staff on the current situation in order to allow them to respond to queries from the public.

The SCC CEO with the approval of the Flood Coordinator, will provide updates to SCC councillors, especially those whose wards are experiencing or at threat of flooding.

8. LIST OF ANNEXES

Annex A	Flood Warden Role Profile
Annex B	Flood Warden Legal Responsibilities and Advice
Annex C	Salisbury City Council Sandbag Policy
Annex D	Flooding Action Card – Sample
Annex E	Post Incident Feedback Form

Annex A - Flood Warden – Key Responsibilities

Before a Flood: -

- Understand the flood risks within your local area
- Identify properties at risk of flooding
- Help raise flood awareness and preparedness with residents
- Assist with the recruitment of flood wardens
- Support community training and activities

During a flood do this: -

- Monitor and report
- Provide information and reassurance to residents
- Report any urgent issue or “threat to life” to the Emergency Services
- Assist with distribution of sandbags if available
- Assist with community coordination and welfare checks
- Use the Hi-Viz in your grab bag so people can see you, especially at night
- Use WhatsApp and SMS for quick updates – keep your phone charged
- Stay in contact with SCC coordination points

During a flood DO NOT: -

- Try and stop the water – you won’t!
- Enter the water - you are of no help if you have drowned!
- Try rescue attempts - you are of no help if we have come and rescue you also!
- Ingest flood water – you don’t know what else is in it!
- Do anything else that may put your safety at risk!

After a Flood: -

- Submit information you have collected about the flood
- Help to relay information to the local community
- Support your community

Annex B - Flood Warden Legal Responsibilities and Advice

Flood Wardens are volunteers and do not receive payment. There is no contract between a Flood Warden and Salisbury City Council or the Environment Agency. The Flood Warden is advised how to carry out their duties by the Environment Agency.

If damage is caused by a Flood Warden, who is liable?

As you will be directed by Flood Coordinators acting for Salisbury City Council, The City Council will add you to its list of Volunteers which indemnifies you against liability arising from your actions unless you act negligently.

It should be stressed that in an emergency it is possible that a Flood Warden will be under considerable pressure. By taking reasonable care, and following the agreed actions laid out in the Flood Plan and associated documents, the Warden would be protected against civil claims. The best endeavours principle would normally apply. Only where negligence is shown to be malicious could a Warden be found to be at fault. Standard parish council insurance coverage is usually valid against this sort of claim

What if a Flood Warden is injured?

The Environment Agency will not be liable for Flood Warden injuries unless the injury arose due to their negligence. The Environment Agency will never ask a Flood Warden to carry out any duties that would place them in danger.

Annex C - Salisbury City Council – Sandbag Policy


SCC holds a limited supply of sand and empty sandbags as well as gel sacs for distribution at times of emergency. The Council will try to help where it can, but it should be noted that it is the property owner's responsibility to protect their property from flooding.




The sandbags/gel sacs that SCC has in store may be distributed on a 'needs' basis to properties at imminent risk of flooding. They will not supply sandbags to defend gardens, sheds, outbuildings or other such structures.

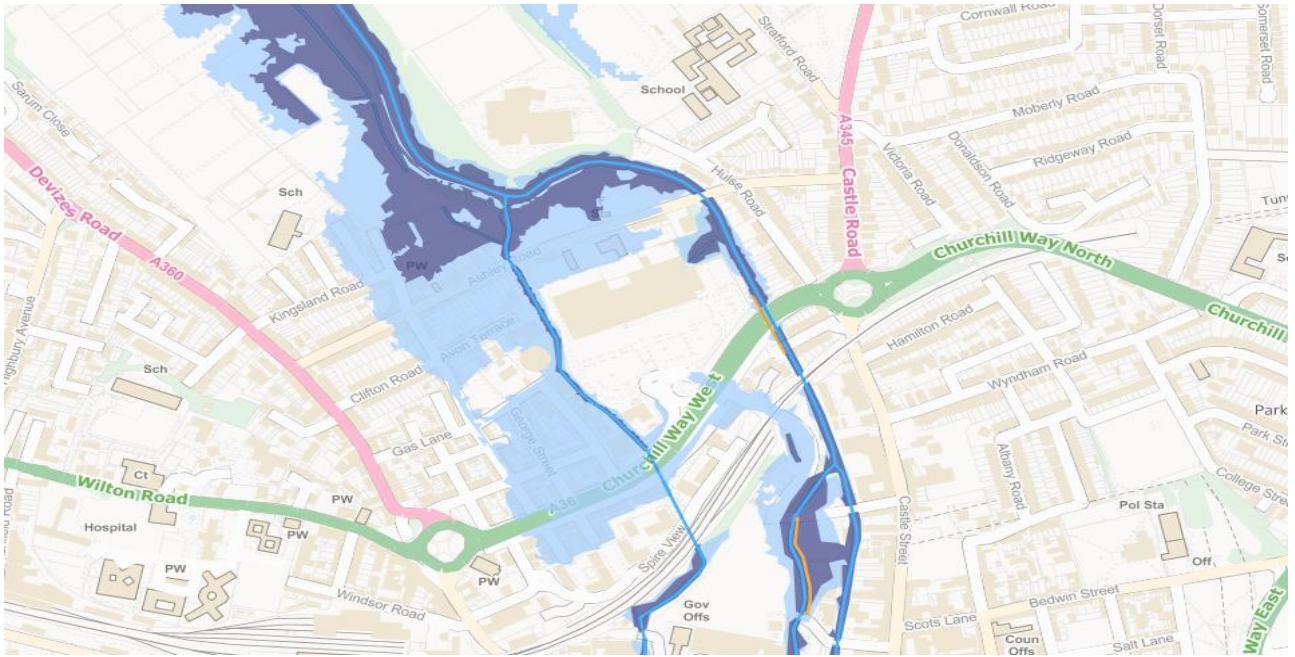
Authority to issue sandbags and gel sacs is vested in the Duty Flood Coordinator.

Once issued, sandbags and gel sacs become the property of the property owner and it is the owner's responsibility to dispose of them responsibly.

Annex D – Flooding Action Card Sample

Salisbury City Council Flood Warden Action Card Xxx 2019	
Zone X	Flood Wardens Andrew Smith 01722 000000, 07000 000000 Angela Brown 01722 000000, 07000 000000
Description of zone	River Avon from X to X
Warning Area	111FWFAVOMXXX
Contacting Flood Control/Flood Coordinator	
By radio: Primary Channel 1 Secondary Channel 2 Your Call sign: “Alpha X-ray” Flood Control (Guildhall): “Salisbury Control”	Your Deputy Flood Coordinator is John White 07000 000000 or 01722 000000
By email: info@salisburycitycouncil.gov.uk By phone: 01722 342860 OR 07967 343011	
Areas to Monitor and at Risk	
<p><i>General description of known flooding areas and flood progression within zone.</i></p> <p><i>Information on particular areas/properties at risk (if any).</i></p>	
Flood Status	What To Do
 Flood Alert	<ul style="list-style-type: none"> • Monitor river level, local drains, highways, and report back to Flood Coordinator • Report any sewer, highways, property and river flooding back to Flood Coordinators (FC) /Deputy Flood Coordinators (DFC) • Report any blocked drains in flood zones to FC/DFC

<p><i>Flooding is possible – be prepared</i></p>	
 <p>Flood Warning</p> <p><i>Flooding is expected – immediate action required</i></p>	<ul style="list-style-type: none"> • Collect your grab bag from the Guildhall • Work with FC/DFC and other volunteers to inform residents that a flood warning has been issued. • Monitor river level, local drains, highways, and report back to FC/DFC • Report to FC/DFC when properties start to flood • Provide local intelligence to emergency services via FC/DFC • If evacuation of residents required, liaise with FC/DFC or on-site emergency service • Monitor extent and times of flooding for post event feedback if safe to do so • Encourage residents to deploy own flood protection products
 <p>Severe Flooding</p> <p><u>Severe Flooding - danger to life</u></p>	<ul style="list-style-type: none"> • Work with FC/DFC to inform residents and businesses that a severe flood warning has been issued if safe to do so. • Advise Emergency Services of vulnerable residents requiring assistance to evacuate • Provide information and support to emergency services if required • Assist Wiltshire Council, Environment Agency and Emergency services & FC/DFC if requested. Check with FC/DFC if concerned about request. • If safe to do so monitor extent of flooding and provide feedback following incident • Keep assessing situation on ground and if weather/flooding conditions worsen you must withdraw to place of safety advising Flood Coordinator of your actions. <p style="text-align: center;">Stay out of water</p> <p style="text-align: center;">Your own safety is paramount and you should not under any circumstances place yourself in danger or at risk of harm.</p>
 <p>Warning no longer in force</p> <p><i>Flood Warnings and Alerts no longer in force</i></p>	<ul style="list-style-type: none"> • In liaison with the Flood Coordinator report local concerns as a result of flooding, e.g. blocked drains • Attend wash up meeting held and assist setting up local meetings for residents with EA and Wiltshire Council to gather information • Ensure any relevant information gathered is collated and passed to appropriate coordinator • Attend meeting to Review plan



Annex E – Post Incident Feedback Form

Salisbury Flood Plan	Post Incident Report Form
Name of Person Completing Form:	Contact Details – <i>please provide an email address and/or telephone number:</i>
Date Form Completed	Role during Incident
	Flood warden/Deputy Flood Coordinator/Flood Coordinator/other (please specify) * <i>delete as appropriate</i>
Flood Zone of Incident (if known)	Your Location during the incident
Date of incident	Type of Incident
YOUR OBSERVATIONS	
What went well	
What was difficult	
Suggestions and Recommendations for future events	

Extent of flooding (photographs welcome)
When complete please return to Salisbury City Council for attention of City Clerk