

# HILTON FLOOD PLAN

Sponsored by: Hilton Parish Council

## Document Configuration Management & Control

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## **INTRODUCTION**

The Hilton Parish Council (PC) has sponsored the development of a Flood Plan to clarify the roles and responsibilities of national and local government bodies and agencies in the case of potential or actual flooding affecting the village. The Emergency Officer (EO) nominated by the PC will manage the development and upkeep of this Flood Plan.

The Flood Plan reflects guidance published by the Environment Agency (EA), Cambridgeshire County Council (CCC) and Huntingdonshire District Council (HDC), as well as advice from the charity The National Flood Forum<sup>1</sup>, and from the Emergency Services and local landowners. The EO has also taken account of the lessons identified in the report into the flash flood in October 2001<sup>2</sup>. The EO will keep the Emergency Plan up to date, principally by an annual review in September each year.

The plan provides guidance to members of Hilton PC and Neighbourhood Watch (NW) groups, who have agreed to work together in the event of a flood situation affecting the village. The plan provides guidance on arrangements for maintaining alertness and awareness, and implementing timely actions to mitigate the consequences of such events. The EO will serve as the focal point for communications regarding any potential or actual flood in the village and will coordinate the implementation of the initial response.

The plan concentrates on the operational aspects of flooding, e.g. protecting life and property and managing the flood.

## **AIM**

The aim of this flood plan is to clarify the responsibilities of the participants and the procedures that will be initiated in the event of a potential or actual flood situation in Hilton.

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<sup>1</sup> <http://www.nationalfloodforum.org.uk/>

<sup>2</sup> Hilton Village, Report on Drainage by David Noble OBE dated 24 July 2002.

## ALERTNESS AND AWARENESS

The most likely type of flooding event to affect Hilton is Flash Flooding<sup>3</sup>, which is not covered by Environment Agency (EA) warnings. The EA manages the risk of flooding from main rivers, reservoirs, estuaries and the sea. On its website, it publishes data on sea and river levels, a three-day forecast of flood risks and flood warnings for areas at risk from river flooding, as follows:

Flood Alert	Flooding is possible. Be prepared
Flood Warning	Flooding is expected. Immediate Action Required
Severe Flood Warning	Severe flooding is expected. Danger to life.
All Clear	Flood warnings no longer in force

The Emergencies Team is registered to receive EA flood warnings by telephone, e-mail and SMS messages. Residents can register individually. Although the EA warnings do not address Flash Flooding, the water levels in the Great Ouse can indicate the capacity of the main river to accept water from the West Brook (and Hall Green Brook). Observations of fields, ditches and minor watercourses by local residents will provide the best indications of potential Flash Flooding to inform decisions on local action.

Flood Risk Areas. The Parish Council has published a [map](#) on the village website<sup>4</sup>. The Emergency Officer (EO) holds a hard copy map, available to residents, which shows areas where water run-off from adjoining land and watercourses occurred during the flash flood of October 2001. Residents can use the map to help judge if their property is at risk of flooding. The EO will decide where and when to scan for cues or changes and will monitor the village for indications of a flood risk. The EO will judge where to position observers. Observers must not be put, or put themselves, at risk.

### Flood Risk Indicators

None of the following factors by itself is an indicator that Hilton is about to be flooded, but the observation of one or more may indicate an increase in the risk of flooding:

Early warning signs may include:

- The depth of water in ditches near St Francis Toft and The Grove.
- The West Brook along the B1040 St Ives Road to the North of Hilton is full from the village to the gravel pits.
- Graveley Way is flooded West of the White Bridge on Graveley Way.
- The West Brook is full at the White Bridge on Graveley Way.
- Crossroads pond is full. Water is pooling on High Street.

<sup>3</sup> The main types of flooding events are defined as follows:

- TIDAL (Sea)
- FLUVIAL (River)
- FLASH (Rainwater running off roads, ditches and fields)
- GROUNDWATER (High water table)
- SEWAGE (Sewers, rising mains and pumping stations)
- POTABLE WATER (Mains failure)

<sup>4</sup> <http://www.hilton-village.com/index.php/hilton-map-2010-history-1164>

The depth of water backing up from the culvert under Tithe Close and in the ditch in front of Kidmans Farm Cottage.  
Flooding on Potton Road South from the chicane toward New Farm.  
Toilets are slow to drain in properties along Graveley Way.  
Water bubbling up beneath the wall of Cross Farm House, High Street.  
Drain covers bubbling along Graveley Way and adjacent roads.

More urgent warning signs may include:

Water overflowing from the West Brook at the White Bridge, and running east along Graveley Way.  
Water from the fields flowing into Graveley Way and running East.  
Water flooding Tithe Lane and over-flowing into Kidmans Close.  
Water from fields North West of the village entering gardens in Chequers Croft, Westbrook, New England and The Paddocks .  
Water overflowing from the pond at the Crossroads.  
Water emerging from the sewers in New England and Westbrook.  
Water overflowing from the main ditch on the Green at the bridges near The Limes and Rose Cottage.

## IMPLEMENTATION OF REMEDIAL MEASURES

### Home Owners and Residents

Home Owners and Residents should recognise that they have the primary responsibility for protecting their property from damage by flooding. Neither local action by the Parish Council nor external assistance from local authorities or government agencies can guarantee to protect all properties in the village from potential flooding. Guidance on preparing for a flood is published on the [Gov.UK website](#)<sup>5</sup> and by the charity [The National Flood Forum](#)<sup>6</sup>. Home Owners and Residents are advised to take the following actions:

Find out if you are at risk. Detailed guidance is on the [Gov.UK website](#)<sup>7</sup>, including a link to an interactive map on the Environment Agency (EA) website that depicts the risk of surface water flooding. The EO holds a hard copy map showing the areas of the village affected during the flash flood in October 2001. Keep a check on EA flood warnings and perhaps register to receive direct warnings.

Prepare a personal flood plan including things to do and contact details to know. The EA template leaflet [LIT4112](#) can be downloaded via the Gov.UK website<sup>8</sup> or in hard copy from the EO.

Improve the flood protection of the property. The Gov.UK website publishes guidance on sources of professional advice. Prevent water from entering the property, if possible.

Huntingdonshire District Council will only bring sand bags to houses (not businesses) in imminent danger of flooding. Moreover, the volume and speed of their contribution is uncertain. The Council recommends that householders should purchase and fill their own sandbags in advance. A leaflet [LIT 3833](#)<sup>9</sup> on how to use sandbags is available to download from the Gov.UK website.

Store valuable possessions above levels liable to be flooded.

Home Owners and Residents can help by keeping watercourses near their properties clear of debris and free-flowing.

Riparian Owners. A home owner whose land is adjoining, above or with a watercourse running through it is termed a 'riparian owner'. The

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<sup>5</sup> <https://www.gov.uk/prepare-for-a-flood/find-out-if-youre-at-risk>

<sup>6</sup> <http://www.nationalfloodforum.org.uk/>

<sup>7</sup> <https://www.gov.uk/prepare-for-a-flood/find-out-if-youre-at-risk>

<sup>8</sup>

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/292927/geho0709bqpu-e-e.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/292927/geho0709bqpu-e-e.pdf)

<sup>9</sup>

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/297840/Sandbags\\_How\\_to\\_use\\_them\\_properly\\_for\\_flood\\_protection.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/297840/Sandbags_How_to_use_them_properly_for_flood_protection.pdf)

associated rights and responsibilities are explained in a leaflet issued by Cambridgeshire County Council<sup>10</sup>. In broad terms, riparian owners must let water flow through their land without obstruction, pollution or diversion. They must maintain the watercourse and keep it clear of litter and debris that could cause an obstruction. Landlords and Residents should agree the division of these responsibilities.

Get Insurance. The Gov.uk website includes advice on how to get insurance, even for properties that are difficult to insure, and how to reduce the premium or excess.

Get help during a flood. The Gov.UK website includes guidance on how to seek help from local Fire and Rescue Service and how to report hazards with utilities or overflowing sewers. Switch off electricity and gas supplies at the mains. Take photographs and keep a record of events, including water levels. Contact the local council regarding temporary accommodation, if necessary.

Get help after a flood. Contact your insurance company as soon as possible and follow their guidance. Keep a diary and details of all expenditure. The Gov.UK website contains guidance on dealing with health hazards such as spilt sewage after a flood. Contact the local council for extra rubbish collection and for advice on disposing of contaminated sandbags.

The complementary roles of the Home Owner/Resident and the Emergency Officer are illustrated in the attached Flow Chart, including: iterative annual tasks; actions in response to an elevated risk or actual flood; and, actions following an actual flood.

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<sup>10</sup> The rights and responsibilities of a riparian owner. Cambridgeshire County Council.

## The Role of the Emergency Officer

The Emergency Officer(EO) will monitor the state of the fields, ditches and watercourses running through the village and decide when flooding, or the risk of flooding, requires action to mitigate the consequences. The EO will co-ordinate actions with local resources pending the arrival of specialist Emergency Services.

Level of Response. By considering the factors prevailing in the village, the priorities for action in Hilton have been set as follows<sup>11</sup>:

PRIORITY	FLOODING AFFECTING	RESPONSE
1	People	Action to protect life
2	Occupied houses	Action to protect life and property
3	Unoccupied property	Action to protect property
4	Roads	Action to maintain traffic flow

Under Priority 1, the EO will consider the needs of the old, the infirm or those with special needs when assisting people. The EO will keep a register of residents who are old, infirm or who may need extra help during a flood.

## Communications

The EO will use village websites to disseminate information, including this Flood Plan.

Residents are invited to contribute information about flooding or rising water to the EO either by telephone or upwards through the Neighbourhood Watch (NHW) cascade, described at Annex B to the main Emergency Plan.

Inevitably, there will be omissions and inaccuracies in reported data. The EO will act as the focal point and will interpret the information to identify the potential consequences and decide when flooding is expected. The EO will endeavour to warn residents at risk either by telephone or through the NHW cascade plan.

The EO will notify Parish Councillors if flooding is expected and update them on developments at intervals.

Where practicable, the EO will keep residents informed of what is happening. The EO will communicate with NHW to enable them to inform and advise affected residents.

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<sup>11</sup> The level of response from authorities will depend on what is flooded, or is at risk of being flooded, and the availability of staff. Factors that will be considered include the needs of elderly or infirm residents, the classification of roads and the risk of environmental pollution from stored chemicals. There are 5 priority categories:

PRIORITY FLOODING AFFECTING RESPONSE  
1 People Action to protect life  
2 Houses Action to protect life and property  
3 Roads Action to protect life and property  
4 Commercial property Possible action to protect property  
5 Gardens/agricultural land No action

The EO will inform the police 'Silver' Control press office at Hinchingsbrooke.

Diary. The EO will maintain a diary of any flood event, including a record of decisions and actions, financial records, and a log of in- and out-bound communications.

Emergency Box. The EO will lodge the Emergency Box in the Methodist Church Hall and will keep the contents in good condition and fit for use. The contents of the Box are listed at Annex A to the main Emergency Plan.

Relief Building. The EO will hold keys for the designated Relief Building, the Methodist Church Hall (Tel 01480 830351), and will decide when to activate the Flood Coordination Cell in the Relief Building.

The EO will inform HDC duty Emergency Planning Officer (tel 01480 434167).

*Note: Ignore any request to enter numeric message code and await the operator's voice requesting a message.*

*State "Hilton PC has opened its flood cell. Contact 01480 830351".*

*The message will be read back.*

The complementary roles of the Emergency Officer and the Home Owner/Resident are illustrated in the attached Flow Chart, including: iterative annual tasks; actions in response to an elevated risk or actual flood; and, actions following an actual flood.

## EXTERNAL ASSISTANCE

External Assistance. The EO will request external assistance when appropriate. The following organisations and agencies may offer advice or external assistance. The appropriate contact will depend on the source of the flooding, as follows:

Source of flooding	Flood Risk Management Authority
Main River – the larger and more significant watercourses, as indicated on a statutory DEFRA map.	Environment Agency: Floodline: 0345 988 1188 or 0845 988 1188. Incident Hotline: 0800 80 70 60
Public Highway drainage (generally gullies) - Surface water run off from roads.	County Council 0345 0455200 (out of hours in an emergency call the police)
Surface water sewers (from roofs and hard standings). If two or more properties are connected or it is in public highway	Anglian Water Services 03457 145 145
Foul water sewers (toilet water, washing machines etc). If two or more properties are connected or it is in public highway	Anglian Water 03457 145 145
Ordinary Watercourse – watercourses that are not considered main rivers, and are not sewers	District Council See District Council website for further information
Water supply and associated pipes.	Cambridge Water 01223 706 050

Police. The principal responsibilities of the Police are:

- To co-ordinate the emergency services in a major flood incident and help with evacuation of people from their homes where it is necessary.
- To establish and activate "Silver Control", as necessary

Fire and Rescue Service. The principal actions of the Fire and Rescue Service are:

- To respond to all emergency incidents, as required
- To assist home owners and residents, with fire service personnel and equipment where a need is identified.
- They may also pump out floodwater (Contact your local service to ask. There may be a charge for this service).

Environment Agency (EA). The principal responsibilities of the EA are:

- To monitor the weather situation and issue flood warnings for the sea, main rivers, ground water, reservoirs and estuaries.
- To monitor the situation and advise the public, other responding organisations and the media.
- To build, maintain and operate flood defences, and to deal with emergency repairs and blockages on main rivers.
- To receive and record details of all flooding incidents.
- To respond to pollution incidents.
- To advise on waste disposal issues.

Cambridgeshire County Council (CCC) Highways. The principal responsibilities of CCC are:

To place flood warning signs on roads; to organise road closures and traffic diversions; and, to clear blockages on highway drainage systems.

To work with the police, fire and rescue services and the Environment Agency to co-ordinate responses during severe flooding.

To deal with road closures and disruption to social services.

To investigate disruption caused by overflowing drains.

Huntingdonshire District Council (HDC). The principal actions of HDC are:

To co-ordinate the local authority response.

To house people who are evacuated.

To supplement the EA's dissemination of flood warnings.

To work with riparian owners to keep watercourses clear.

To provide advice on home and food safety.

To clean streets.

To prepare and exercise emergency plans

Note: HDC will only bring sand bags to houses (not businesses) in imminent danger of flooding. The volume and timescale of their response to requests is uncertain. The Council recommends that householders purchase and fill their own sandbags in advance. A leaflet [LIT 3833](#)<sup>12</sup> on how to use sandbags is available to download from the Gov.UK website.

Parish Council (PC). The principal actions of the PC are:

To disseminate Flood Watch information (by local agreement with EA).

To activate local Emergency Plans.

To distribute sandbags delivered by HDC.

Water Companies. Cambridge Water (01223 706 050) provide the fresh water supply to Hilton and cover associated problems. Anglian Water (03457 145 145) cover the foul water and sewers. The principal responsibilities of Anglian Water are:

To investigate issues with overflowing sewers and deal with blockages in public main sewers.

To repair burst main sewers and water pumping mains.

To arrange emergency over-pumping or tankering at pumping stations, if necessary. Water Companies may provide portable toilets (but only in some cases).

Electricity, Gas and Telecommunication Companies. The principal actions of the Electricity, Gas and Telecommunications Companies are:

Attend to emergencies relating to their service at properties where life may be at risk.

Attend to flooding emergencies at their own service Installations

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<sup>12</sup>

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/297840/Sandbags\\_How\\_to\\_use\\_them\\_properly\\_for\\_flood\\_protection.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/297840/Sandbags_How_to_use_them_properly_for_flood_protection.pdf)

## **REPORTING AND FOLLOW-UP**

The EO will investigate flooding and record factual information including the location, the extent and the depth of the flooding.

The EO will report river flooding to the Environment Agency incident hotline 0800 807060 and, after checking for data protection issues, supply details of properties flooded, the extent and depth of flooding.

Note that part of the Crossroads Pond, including the outlet alongside St Ives Road towards the Five Arch Bridge, lies within the highway markers and the EO should report associated issues to the County Council highways department using the highways fault reporting service.

The EO should report flooding from surface water, groundwater or ordinary watercourses (open ditches, culverts and drains) to Huntingdonshire District Council.

Within one week of a flood event, the EO will deliver an initial factual report to the PC. The report should be distributed to residents affected by flooding. The report will include any lessons learnt, recommendations for improvements or schemes to alleviate the effects of flooding on properties in the village. The report will include an initial assessment of associated funding required.

The PC will consult local authorities and the EA and will decide on follow-up actions including schemes to alleviate flooding of property.

The PC will inform riparian owners of remedial measures needed to watercourses.

### **Maintenance of the Flood Plan**

The EO will manage the upkeep of the Emergency Plan and the Flood Plan, including at least an annual revision in September.

After any potential or actual flood event, the EO will review and update the plans to reflect any lessons learnt.

The EO will deliver draft updates to the PC for their criticism and approval.

## CONTACT TELEPHONE NUMBERS

Organisation	Tel - Office hrs	Tel – Other times
Police - Emergency	999	24 hour
Police – Non-emergency	101	24 hour
Fire or Rescue - Emergency	999	24 hours
Fire or Rescue - Non-emergency	101	24 hours
Fire & Rescue Service	01480 444500	24 hours
East of England Ambulance Service	0845 6013733	
Environment Agency flood line	0345 988 1188 or 0845 988 1188	24 hour
Environment Agency Hotline	0800 80 70 60	24 hour
Listen to recorded flood warning information for your area or speak to an operator for advice 24 hours a day		
Cambridgeshire County Council Emergency Planning	01223 257471	01223 257471
Cambridgeshire County Council -Highways	0345 045 5200 (Option 3)	Out of hours, contact the police.
Huntingdon District Council (HDC)	01480 388388	01480 434167
When HDC activates its Incident Room, it may publish other numbers on Radio Cambridgeshire		
Cambridge Water – Water supply	01223 706050	24 hour
Anglian Water – Sewage report online or telephone	0800 771 881 or 03457 145 145	24 hour
Electricity Distributor UK Power Networks - East	0800 783 8838	24 hour
Gas Supply - Report a gas leak	0800 111 999	24 hour
Phone Line - Faults and Technical Help	<a href="http://www.bt.com/help/phone">www.bt.com/help/phone</a>	
	0800 800 151	24 hour

County Councillor	Mr Ian Bates	01480 830250
District Councillor	Mr Ian Bates	01480 830250
Chairman of Hilton Parish Council	Mr Peter Balicki	01480 831787
Clerk to Hilton Parish Council	Mrs Jo Perez	01480 831106
Hilton Emergency Officer	Mrs Doreen Bates	01480 830250
Hilton Deputy EO and NHW Village Coordinator	Mr Ken Harris	01480 831658
Flood Coordination Cell (Methodist Church)		01480 830351
Fenstanton Parish Council		01480 465300
Fenstanton Neighbourhood Watch		01480 395284

## HILTON FLOOD PLAN - FLOW CHART

The role of the Resident/Homeowner is explained on pages 6 & 7, and that of the Emergency Officer on pages 8 & 9

