

FLOODING GUIDANCE

Guidance on flooding and
community resilience in Runnymede

Updated November 2018



We recommend that you keep this leaflet for future reference

Flooding responsibilities and contacts

It can be difficult to know exactly who is responsible for what. If there is threat to life you should call 999. In other instances, hopefully this table will help make it clearer:

Who?	What?	Telephone	Website/webpage/text info.
Runnymede Borough Council	Rest centres, housing, assisting with transportation, government grant schemes promotion, management of public open spaces, provision of Environmental Health advice, and Building Control	01932 83 83 83 Out of hours emergency: 01932 425 060	www.runnymede.gov.uk/floods Please also take a look at, and follow, our social media accounts. We will use these to provide up to date emergency information. RBCEmergency – on Facebook @RunnymedeBC – on Twitter
Surrey County Council	Lead Flood Authority. Surface water flooding management highways management, animal health, Rights of Way, social care and health information	Switchboard: 0300 200 1003 Flooded Highways: 0300 2001003 Locality Team (social care): 01932 794800 Out of hours: 01483 517898	www.surreycc.gov.uk www.surreycc.gov.uk/roads-and-transport www.surreycc.gov.uk/social-care-and-health Report an issue using "Report It" on the Surrey County Council website (General enquiries about flooding: flooding.enquiries@surreycc.gov.uk)
	Trading Standards information	03454 040506	www.surreycc.gov.uk/business-and-consumers/trading-standards
UK Power Networks	Run the electricity supply network (we would advise that you do not contact your energy supplier e.g. SSE, EDF, Virgin etc. as these companies are your own electricity supplier but do not run the electricity supply network)	0800 316 3105	www.ukpowernetworks.co.uk Sign up for text alerts: https://www.ukpowernetworks.co.uk/power-cut/text-updates Or text: "Power" followed by your postcode to 80876
Affinity Water	Drinking water	Emergency number: 0345 357 2407	www.affinitywater.co.uk
Thames Water	Sewage, flooded sewers, and sewage clearing	0800 316 9800	www.thameswater.co.uk
Environment Agency	General flooding advice Report a flood	03708 506 506 0800 80 70 60	www.gov.uk/environment-agency
	Floodline: check the current alert and warning status, and sign up for future automated notifications	0345 988 1188	www.gov.uk/check-flood-risk
Insurance	To advise what is and is not insured and to process claims	<i>Various - specific to the company</i>	<i>Various - specific to the company</i>

How Runnymede Borough Council aims to help

The Council has an experienced team who work towards increasing the resilience of Runnymede to flooding, and who also coordinate the flood response from the Borough Emergency Centre during a major incident. This response can consist of the following during a major incident:

- Further supporting the established community volunteer groups to increase community resilience.
- Working with partner agencies to support vulnerable residents.
- Facilitating the running of Community Sandbag Distribution Centres.
- Assisting evacuation through our community transport and opening Rest Centres for residents in need of temporary shelter
- Providing short and long term accommodation solutions for residents who have needed to evacuate their homes.
- Assisting in community clear up following flooding.

Community resilience

Local knowledge, experience and goodwill is one of the Borough's main assets before, during and after a flood event.

Runnymede Borough Council, like other responding agencies, is constantly seeking ways to learn from past events and continually improve its processes for dealing with flooding on such a large scale. The Council are now working closer than ever with local residents to harness this experience, goodwill, and effort. It is recognised that formalising volunteer roles and offering additional help and support to community groups will help to establish robust and effective communication networks, and maximise resources for localised needs.

We work with the Environment Agency and Surrey County Council to prepare local communities to cope in times of emergency. We provide community groups with templates and advice on how to create a community plan that complements the plans of the emergency services and other responding agencies. We also hold events to bring community groups together to discuss their plans and share knowledge, issues and experiences.

If you are interested in setting up a community group, or already have a group and would like to know more, please contact us so we can update you on important news and events. We can also answer any questions you might have, or meet to discuss potential or existing plans.

Applied Resilience supports the Community Resilience Groups on behalf of Runnymede Borough Council. If you wish to become involved in a group please email: info@appliedresilience.org



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Sandbags

There is no legal duty or requirement for Runnymede Borough Council (or anyone) to provide sandbags to residents for any reason.

Traditionally Runnymede has done its best to fill and deliver sandbags to residents requesting them, however this has been less effective than desired for a number of reasons.

In most cases of flooding, sandbags are ineffective at preventing flood water from entering a property and in some cases where they may be helpful around 20-30 sandbags are required per property (often many more).

With the risk of flooding in Runnymede so high, the Council cannot possibly come close to filling and delivering a sufficient number of sandbags to all those requiring them.

Runnymede Borough Council recommends that households consider what they can do to protect their properties. There are a number of products available that can help defend properties. More information can be found on the National Flood Forum's website (www.nationalfloodforum.org.uk)

Rest centres

The primary purpose of a Rest Centre is to enable the assessment of affected people's needs during an incident, and in extreme cases to provide basic amenity for people who have evacuated their homes, with provisions such as meals and overnight accommodation. Two types of assessment will be carried out for any person sheltered at a Rest Centre:

- 1. Housing options assessment:** This is the responsibility of Runnymede Borough Council. This involves considering all of the housing options that may be available for a flood victim, including the provision of emergency accommodation and subsequently longer term housing options. This process works alongside the Adult Social Care assessment, to address any vulnerabilities that are identified amongst flood victims by Runnymede Borough Council staff.
- 2. Adult Social Care Assessment:** This is the responsibility of Surrey County Council. This process involves assessing the specific needs of any flood victim who may be identified as vulnerable, or is previously known to the multi agency services already regularly assisting them. It is then the responsibility of Adult Social Care to ensure these individuals may access specific and suitable support, including any necessary medication and health professionals. This will also include the placement into residential care of any flood victims for whom this level of care is required.

A Rest Centre is intended to provide short term shelter only, therefore Runnymede Borough Council will have a member of the Transport Team present to assist in moving individuals to more suitable, long term accommodation.



Rest centre locations

The location of a Rest Centre is tactically determined, based on the extent and nature of the incident at the time. However, a number of possible sites have been carefully predetermined, based on the suitability of their location and facilities. These predetermined locations are as follows:

Eileen Tozer Day Centre – Crouch Oak Lane, Addlestone, Surrey, KT15 2AN

Manor Farm Day Centre – Manor Farm Lane, Egham, Surrey, TW20 9HR

Woodham & New Haw Day Centre – Amis Avenue, Addlestone, Surrey, KT15 3ET

Egham Orbit – Vicarage Road, Egham, Surrey, TW20 8NL

The work of our partner agencies

Environment Agency

Runnymede Borough Council is working with the Environment Agency to help residents become more resilient in emergencies. The Environment Agency's free Floodline service, gives flooding forecasts, local situation updates and advice for residents and professional partners 24 hours a day, seven days a week (0345 988 1188).

The Environment Agency's maintenance teams continue to carry out annual maintenance and respond to incident reports on the main rivers in Runnymede including the Chertsey and Addlestone Bournes, and the Meadlake Ditch. The works have included tree and vegetation clearance, blockage removal and de-silting. Runnymede Borough Council support this work for the areas where they are riparian owners as well as carrying out their own maintenance.

The Environment Agency also support community groups to raise flood awareness and prepare for flood incidents. Information on creating a personal flood plan and a community flood plan can be found on their website.

Surrey County Council

Surrey County Council (SCC) as Lead Local Flood Authority for the Runnymede area is responsible for managing instances of surface water flooding. However, insufficient watercourse maintenance is often the cause and this remains the responsibility of the relevant private landowner. If you need to report a flood to SCC, please use the 'Report It' link page at www.surreycc.gov.uk, call their Contact Centre on 03456 009 009, or email floodingenquiries@surreycc.gov.uk. To report highway related issues please use the 'Report It' links or visit the "Roads and transport" page at www.surreycc.gov.uk/roads-and-transport.



Resilience checklist

In advance of flooding

Personal and household resilience can make a real difference to the extent to which people are affected by a flood, and how quickly they can recover once waters have receded. Planning is crucial in order to develop resilience.

There are many steps that we recommend you consider to prepare yourself for any potential flooding, including devising your own personal flood plan and engaging with local community groups. Further steps you should consider include:

- Store important documents safely, preferably in a high place and in polythene bags to protect them from flood water.
- Think about how to keep flood water out of your home. Sandbags are limited in their effectiveness and often difficult to source during a flood. The National Flood Forum provides a lot of guidance on household flood prevention measures and products that are available.
- Check that your insurance policy covers you for flooding.
- Sign up for the Environment Agency's flood alert and warning service, which will notify you by telephone, email and SMS when flooding is becoming increasingly likely.
- Familiarise yourself with the flood alerts and warnings issued by the Environment Agency, so that you understand what it means and what you should do when one is issued.
- Identify who you can turn to during flooding – friends or family who can help you store possessions and stay somewhere safe when flooding is imminent. Similarly, look out for neighbours, friends and family who may need help themselves.
- If you have pets, identify somewhere safe you can take them when flooding is imminent.
- If you have a car, identify somewhere safe to move it to prior to a flood. Do not attempt to move your car if it is already in flood water.

We also advise that you prepare a flood kit which can be quickly accessed when flooding is imminent and will equip you with everything you may need. You should consider including the following in your flood kit:

- Important documents, such as your passport or insurance certificates.
- A wind up torch and radio, in case of a loss of power.
- Rubber gloves and wellington boots.
- A first aid kit, including any prescription medicine.
- Bottled water – the water from the tap may become contaminated during flooding.
- Non-perishable or tinned food.
- Blankets and warm clothing, in case of a prolonged loss of power.



During flooding

The greatest priority during a flooding event is your own safety and wellbeing. An important part of protecting yourself and your family is ensuring that you are fully aware of the ongoing situation, and know where to access the most up to date information. Below, is a list of advised actions that you should carry out during a flooding event:

- Switch off all electrical and gas appliances at the mains – make sure beforehand that you know how to do this quickly.
- Monitor websites distributing flooding information, including www.runnymede.gov.uk and www.environment-agency.gov.uk
- Monitor local press, radio and regional TV; such as www.getsurrey.co.uk, BBC Radio Surrey, ITV London Tonight and BBC London News.
- Pay close attention to the advice given by the emergency services and local authority. Take all warnings seriously and respond quickly.
- **Don't** enter flood water. Only six inches of fast flowing water can knock a person over and there may be unseen hazards beneath the surface.
- **Don't** drive through flood water. Less than two feet of water can be enough to float a vehicle.
- Avoid any contact with flood water. It may be contaminated with sewage and other hazardous substances. Wear rubber gloves and boots, and wash thoroughly if you do accidentally come into contact with flood water.
- **Don't** ever attempt to swim through flood water.
- **Don't** enter a property that has been flooded unless you are certain that it is structurally safe. If in doubt it should be checked by a professional.
- **Don't** turn on your electricity or gas supplies until they have been checked by a qualified electrician/engineer. Be aware of gas leaks – do not smoke or use any open flames.
- **Don't use petrol or diesel generators indoors as the exhaust fumes contain carbon monoxide, which can kill. If using portable heating appliances to dry out your home, ensure that they are well ventilated and are monitored carefully.**

Rogue traders

Rogue traders often attempt to take advantage of flood victims, as people who have been affected are usually very tempted to take the first offer to restore their property as quickly as possible.

Remember that you should never agree to have work done by someone who appears at your door unannounced. If you are concerned, you should contact the Trading Standards Rogue Trading Team on 0845 051 0845.

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www.runnymede.gov.uk