**Community flood plan**

**for**

**Relevant street names, Cardiff, Wales**

photo

**Community flood plan**

**for**

**Relevant streets, Cardiff, Wales**

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*Note that this template developed by the Severn Grove, Romilly Crescent and Conway Road community flood plan group is based on the Natural Resources Wales template https://naturalresources.wales/flooding/community-flood-plan/?lang=en . This should also be reviewed as the baseline guidance when preparing a new flood plan. This template is ordered differently with content relevant to Cardiff and the preferences of the local group regarding organisation, tasks and roles. As such, the content should be carefully considered for relevance and applicability.*

Date flood plan last updated: / /

Version number: V

# Introduction- why do we need a flood plan?

Over recent years the UK and World climate has become more unstable and experienced extreme weather events including rainfall due to climate change. The Welsh and UK governments have encouraged local communities to consider how they may prepare for such events.

We live in an area where flooding is possible so a small group of local residents have drafted a flood plan for their streets derived from Natural Resources Wales guidelines.

Overview of risks and noting the likely worsening of effects due to climate change

We are setting up a community flood plan to:

* Set out suggested actions to prepare and act before, during and after flooding
* Give information and links to websites and resources which can help residents and businesses.
* Help to coordinate and guide volunteers.
* Raise awareness of the type and level of flood risk in our streets.

Part 1 deals with suggested actions, information and contacts.

Part 2 describes the area and flood risk of individual streets.

Part 3 deals with the maintenance of the plan.

Note: this plan is primarily a guide for community action and gives local information on flood risk. Whilst care has been taken in its preparation it should not be relied on to be a comprehensive guide. Official guidance on how individuals and businesses should prepare for a flood can be found in this link:

<https://naturalresources.wales/flooding/preparing-for-a-flood/?lang=en>

Residents (pdf version): <https://cdn.naturalresources.wales/media/692046/eng-prepare-for-flooding-residential-flooding-leaflet-eng.pdf>

*Possible photos: 1 2 3*

# PART 1

# **Preparations before a flood**

|  | **Action** | **Who** |
| --- | --- | --- |
|  | All residents and businesses |  |
|  | *Set out actions in priority order relevant to area. For example:* |  |
| 1 | Sign up to the flood warning service online [Natural Resources Wales / Sign up to receive flood warnings](https://naturalresources.wales/flooding/sign-up-to-receive-flood-warnings/?lang=en) or by calling Floodline on 0345 988 1188  Keep an eye on Met office weather warnings and/or sign up for email alerts for free <https://www.metoffice.gov.uk/about-us/news-and-media/media-centre/subscribe-to-email-alerts#Warnings> | All community |
| 2 | Prepare a personal flood plan. See [naturalresources.wales/prepareforflood](https://naturalresources.wales/flooding/preparing-for-a-flood/?lang=en),  Think about flood protection for your property:.   * Key online advice to start: [naturalresources.wales/prepareforflood](https://naturalresources.wales/flooding/preparing-for-a-flood/?lang=en), * Most comprehensive online advice we have found for flood protection: <http://www.ciria.com/flooding/advice_sheets.html> * Online advice for professionals and businesses: [Code of practice for property flood resilience C790 (ciria.org)](https://www.ciria.org/Resources/Free_publications/CoP_for_PFR_resource.aspx) * Online products [Blue Pages](https://bluepages.org.uk/)(note:compare prices as some expensive) * Email for advice if above not helpful: [befloodready@naturalresourceswales.gov.uk](mailto:befloodready@naturalresourceswales.gov.uk) | All community |
| 3 | Check if insurance for properties and vehicles covers flooding events | All community |
| 4 | Think about a neighbour you may be able to help in a flood. | All community |
| 5 | Think about ways to improve drainage of rainfall in your garden into the ground and into storage rather than into drains/combined sewer to avoid overloading. | All community |
|  | **Volunteers** |  |
|  | *Set out actions in priority order relevant to area. For example:* |  |
| 6 | Encourage others in community to sign up to the flood warning service. | All volunteers |
| 7 | Offer to help neighbours including those who may need help and agree a plan in advance. | All volunteers |
| 8 | Keep an eye on our local environment eg gully blockages and localised pooling of water. Clear leaves and detritus from gullies, if possible and safe, encouraging adjacent residents and businesses to help if appropriate. Report any issues that cannot be dealt with before bad weather, to flood plan liaison who will report to relevant organisation. | All volunteers |
| 9 | Monitor 5 day flood risk [naturalresources.wales](https://5-day-flood-risk.naturalresources.wales)/5dayfloodrisk for daily forecasts of flooding from rivers, sea and surface water | Key contacts, liaison |
| 10 | Identify key issues and problems with suggested solutions and inform flood plan liaison to send a list with mapped locations to Cardiff Council or other relevant agency. | All volunteers informed by community |
| 11 | Identify measures to improve drainage of rainfall into the ground or storage rather than into combined sewers- in both public and private realms. These are known as ‘sponge city’ or, technically, ‘sustainable urban drainage’ (SuDS) measures. Examples include:   * porous surfacing for front and back gardens and private parking * soakaways for surface drainage and downpipes * water butts or water features to hold some run off in each garden * planting and real grass/lawns to act as natural soakaways * rain gardens in public realm.   Highlight planning legislation that restricts new surfacing in front gardens to porous or permeable or draining into permeable areas. See: <https://www.gov.uk/government/publications/permeable-surfacing-of-front-gardens-guidance>  Volunteer committee to consider suggestions for public realm and put forward via liaison to Cardiff Council or other relevant agencies. | All volunteers informed by community |
| 10 | Consider additional planting such as trees in public and private realms to contribute to the street scene and contribute to sponge city measures. Give associated maintenance guidance to ensure health of trees and avoid dense foliage caused by inappropriate trimming back of branches. Volunteer committee to consider suggestions and put forward via liaison to Cardiff Council or other relevant agencies. | All volunteers informed by community |
| 11 | Consider contributing to catchment-wide communication and actions to reduce likelihood of flooding eg natural flood measures (NFM) such as tree planting and peatland restoration. Volunteer committee to consider suggestions and put forward via liaison to Cardiff Council and other relevant authorities eg *{check)* Rhondda Cynon Taf, Merthyr Tydfil, Bannau Brycheiniog and Welsh Water. | All volunteers |
| 12 | Set up and maintain a Whatsapp group of volunteers. | Liaison |
| 13 | Set up or join a website where this flood plan and links to other information are available for the community. | Volunteer sub-group |
| 14 | Encourage adjacent areas to organise similarly to improve flood protection locally and increase sustainable urban drainage. Communicate with other flood plan areas especially in Cardiff and catchment to share knowledge and experience. | All volunteers |
| 15 | Continue promoting flood plan to community as and when the opportunity arises. | All volunteers |

# Actions immediately before and during a flood

|  | **Action** | **Who** |
| --- | --- | --- |
|  | All residents and businesses |  |
| 1 | Begin using own personal flood plans.  Install flood protection products where appropriate eg hydro sacks, toilet bungs.  Protect belongings and furniture on ground floor or move to upper floor if possible.  Be aware of alerts on media and follow instructions from emergency services as necessary.  Help neighbours if needed and safe.  Never walk or drive through floodwater. It can sweep you off your feet, lift cars (if over 600mm high) and carry other objects. Floodwater is often contaminated and it can hide dangers like open manholes.  If a road is flooded respect road closure signs. Driving through floodwater is not only dangerous but it can also worsen the problems of flooding, pushing waves of floodwater towards other vehicles, front gardens and buildings. | All community |
|  | **Volunteers** |  |
| 2 | Key contacts to alert all volunteers/members of the flood group that the plan has been initiated. | Key contacts |
| 3 | All to begin community actions if safe to do so, recording all actions undertaken by group. For example:   * Alerting neighbours in their allocated street/close. * Assist vulnerable neighbours if safe- alert nearest relatives or friends if prearranged or alert authorities if needed. | All volunteers |
| 4 | All to record flooding observations and send to flood plan liaison via email if possible, or whatsapp if not, when actions 1-3 have been completed. This information will include:   * source of floodwater * depth of floodwater * properties / parts of roads affected * nature of floodwater eg flow/pollution/detritus * Issues such as damage to infrastructure or trees.   Liaison to compile this information and be available for contact with responding organisations. | All volunteers/key contacts. |

**If a** Severe Flood Warning **is issued or if there is danger to life**

|  |  |  |
| --- | --- | --- |
|  | **Action** | **Who** |
| 1 | All be prepared for evacuation if necessary. Responding organisations will notify those who need to be evacuated. | All volunteers and community |
| 2 | Liaison or street contacts to act as a point of contact between flood group and the emergency services if required. | Liaison or street contacts |

# **Actions after a flood**

|  |  |  |
| --- | --- | --- |
|  | **Action** | **Who** |
|  | All residents and businesses |  |
| 1 | Insurance- If your property floods, and you own your property, you should contact your household insurance provider as early as possible. If you rent your home, you should contact your landlord or letting agent. You should also contact your contents insurance provider, as soon as possible. | All community |
| 2 | Take photographs of the waterline and damage to the property inside and out so you are able to show insurance companies and others what has happened. | All community |
| 3 | Help neighbours if needed and safe. | All community |
|  | **Volunteers** |  |
| 3 | Once floodwater has receded each member of the flood group should record their experience of the flood. Share flood observations with flood plan liaison to compile for NRW and Cardiff Council and provide site specific flooding information including:   * if plan activated * if it helped * if any changes need to be made to plan * source of floodwater * depth of floodwater * properties / parts of roads affected * nature of floodwater eg flow/pollution/detritus * Issues such as damage to infrastructure or trees.   NRW contact: [Warning.Informing\_South@cyfoethnaturiolcymru.gov.uk](mailto:Warning.Informing_South@cyfoethnaturiolcymru.gov.uk) | All volunteers/street contacts/liaison |
| 4 | Review effectiveness of personal flood plans. | All volunteers and community |
| 5 | Review effectiveness of community flood plan (see table below) | All volunteers |

# Guidance for community volunteers

Call 999 in an emergency

* Always follow the advice of the Emergency Services
* Floodwater is dangerous: 15cm of fast-flowing water can knock over an adult and 60cm of water can move a car

**Do not**

* Do not carry out any duties as a community volunteer if it is not safe to do so
* Do not work alone, you should always work in pairs or small groups
* Do not stand on or near anything that could get damaged or collapse.
* Do not walk or drive through floodwater and avoid being cut off by floodwater
* Do not attempt to unblock drains, remove drain covers or unblock culverts during a flood

**Do**

* Record the location and contact details of all volunteers during activities
* Remain in clear view of others and wear high visibility clothing
* Be aware of hazards caused by high wind speeds, for example falling roof tiles   
  or debris
* Keep away from floodwater. Wash your hands thoroughly if you touch it

**Flood plan key contacts:**

Role:

Name:

Contact:

Role: eg street lead/contact

Name:   
  
Contact:

Role:

Name:   
  
Contact:

Role:

Name:   
  
Contact:

Role:

Name: TBA  
  
Contact:

Role:

Name:   
  
Contact:

Role:

Name:   
  
Contact:

Role: eg Liaison

Name: Contact:

**Trigger to start community action during a flood:**

Flood **warning** from NRW [Natural Resources Wales / Sign up to receive flood warnings](https://naturalresources.wales/flooding/sign-up-to-receive-flood-warnings/?lang=en)

**Severe** weather warning of rain or thunderstorms for Cardiff area from Met Office <https://www.metoffice.gov.uk/about-us/news-and-media/media-centre/subscribe-to-email-alerts>

River level at ?;ocation **?m** and rising *weblink*

Flooding seen in area/significant flooding in relevant areas and water rising.

# Contacts and sources of information

**In an emergency**

* Call the emergency services **999** 
  + The police have general control and co-ordination of response
  + Ambulance service for medical assistance
  + Fire and rescue service
* Call the RSPCA emergency line **0300 1234 999** for animal rescues. Do not put your life or someone else’s life in danger to attempt an animal rescue

**If flooding is happening**

* For information about the live flooding situation and advice call Floodline **0345 988 1188** or   
  **Type talk: 0345 602 6340** (for the hard of hearing)
* To report flooding inside a property or find out the response to the flooding in your area contact Cardiff Council as below:

**Cardiff Council emergency telephone numbers:**

C2C contact centre 029 2087 2087. This is manned between 8:30-5pm Monday to Friday. Also available out of hours to report a ‘highways issue by pressing 5.

**Social media:** *(note EVAC Cardiff is not fully operational at the moment)*

Facebook: [**@evaccardiff**](https://www.facebook.com/evaccardiff/)

Twitter: [**@evaccardiff**](https://twitter.com/evaccardiff)

Gwe: | Web: [**www.evaccardiff.co.uk**](http://www.evaccardiff.co.uk/)

* To report or to get information about power cuts call **105**
* To report a gas or carbon monoxide emergency call **0800 111 999**
* To find out about road closures check with your local authority, or for motorways and trunk roads call [Traffic Wales](https://traffic.wales/) **0300 123 1213**
* To find out about impacts on public transport call [Traveline](https://www.traveline.cymru/) **0800 464 00 00**

**Who contacts who within the flood plan** **during a flood**

* The **flood plan liaison or street contacts** will confirm when the flood plan is active via Whatsapp and/or email. If the street contacts not available **any volunteer** can activate the plan.
* **Volunteers** should contact the relevant street contacts as first port of call with any observations or issues
* The **flood liaison** will gather local information from street contacts and be a single point of contact for speaking to other organisations

**To report an incident before bad weather arrives or report a flood**  
Where possible only one person (liaison or street contact/s) should report issues to help relevant organisations to respond. These are:

|  |  |
| --- | --- |
| **Source of flooding** | **Organisation to be contacted** |
| * Main rivers * Sea * If you’re not sure where the water is coming from | **Natural Resources Wales** Call 24/7 incident line **0300 065 3000** or report an incident online [naturalresources.wales/reportit](https://naturalresources.wales/reportit?lang=en) |
| * Surface water * Ordinary watercourses * Roads (like gullies- the drainage grills by kerbs) | Cardiff Council Connect 2 Cardiff (C2C) contact centre **029 2087 2087 press 5** |
| * Burst water main * Sewers | **Welsh Water**  Sewerage: **0800 085 3968**  Water: **0800 052 0130** |

**To register for flood warnings**

Link to register for flood warnings is [Natural Resources Wales / Sign up to receive flood warnings](https://naturalresources.wales/flooding/sign-up-to-receive-flood-warnings/?lang=en)

**To register for weather warnings**

Met office weather warnings and/or sign up for free email alerts <https://www.metoffice.gov.uk/about-us/news-and-media/media-centre/subscribe-to-email-alerts>

**Live flooding information  
  
Online**

5 day flood risk forecast for Wales: <https://5-day-flood-risk.naturalresources.wales>   
Live flood warnings and alerts: <https://flood-warning.naturalresources.wales>   
River levels, sea and rainfall: <https://rivers-and-seas.naturalresources.wales>

**Social media**

[twitter.com/NatResWales](https://twitter.com/NatResWales)  
[facebook.com/NatResWales](https://www.facebook.com/NatResWales/)

Facebook: [**@evaccardiff**](https://www.facebook.com/evaccardiff/)

Twitter: [**@evaccardiff**](https://twitter.com/evaccardiff)

**By phone**

Floodline is a 24/7 flood information service for Wales, England and Scotland. You can hear pre-recorded information about warnings in force, advice, or speak to someone.

Call: **0345 988 1188**   
Type talk: **0345 602 6340** (for the hard of hearing)

**Quickdial** for local recorded update of West Cardiff/Taf situation: **197117**

**Radio**

Radio Cardiff (98.7 FM) is a community radio station

BBC Radio Wales (103.9 FM)

# Community information

# Local sources of information

**Online community groups:**

Whatsapp group for flood plan group/volunteers.

Whatsapp group/s for streets.

**Alternative arrangements if usual communications are disrupted:**

None at present.

**Safe places for volunteers to meet:**

Review possible locations

Note overall problem of access to safe place during flooding- potential dangers below water surface.

**Where to move cars:**

Review if possible or realistic.

**Location of evacuation centre:**

Review. Eg *This will be determined at the time of any incident depending on centre availability. Residents will be informed by emergency services on the ground helping support evacuation where necessary as to where to receive support/further information.*

**Local resources**  
Resources in community that could be helpful before, during or after a flood. Resources could include a first aid kit, purpose made flood products (for example, flood gates) or a two-way radio system.

|  |  |  |  |
| --- | --- | --- | --- |
| **Resource** | **Location** | **Contact** (key holder) | **Availability** |
|  |  |  |  |
|  |  |  |  |

**Community flood volunteers**  
All members/volunteers of the flood plan should sign up to the free Flood Warning Service to receive direct messages about the flood risk in the area. [Natural Resources Wales / Sign up to receive flood warnings](https://naturalresources.wales/flooding/sign-up-to-receive-flood-warnings/?lang=en) or call Floodline on **0345 988 1188**.)

**Caveat**  
*Note that it is the responsibility of each property owner/resident to take appropriate action to forewarn themselves and prepare for flooding. Flood plan volunteers/members will undertake their best endeavours to carry out the tasks mentioned in this flood plan but have no liability whatsoever for any damage or harm arising in the case of flooding or a potential flooding situation.*

*Contact information may not be included in a published plan but would likely be available to other volunteers.*

| **Name** | **No.** | **Road** | **Mobile no.** | **Home phone no.** | **Email** | **Zone/street** |
| --- | --- | --- | --- | --- | --- | --- |
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# 

# PART 2

# Flood risk identified in the community

Describe location of area, nearest river and distance from sea, the range of levels. NRW mapping shows current flood risks- see over page.

The area’s **river flood risk** status is generally ? . Note variations.

**Surface water flooding** risk is focussed on ?. Note hotspots with levels of risk and if there are combined or separate sewers for surface water and sewage.

**Sea flood risk** is located ? and is a ? risk. The rest of this plan area has **?** risk. The Cardiff Bay barrage plays a role in protecting Cardiff from flooding from the sea.

The effect of the 1979 river flood event (1979), prior to flood protection bunds being put in place, affected ?. The nearest point to the plan area was ? away at its closest point (see map on following pages).

The 2020 river flood (1 in 80 year) event was contained by flood defences.

The superficial geology of the neighbourhood is ?. The geology means ? *eg that rain water can drain away through the ground quickly but also may mean that when saturated, water may force its way up through the ground through hydrostatic pressure?*

Combined sewers and gullies are located along each road and mapped in following pages?

Flooding is most likely to impact the following properties:

eg

* A large number of houses and ground floor flats, particularly those with cellars. Upper floor flats may be affected by electricity, gas and water supply being cut off.
* Shops- ?
* Churches- ?
* Pubs- ?
* Restaurants- ?
* Cafes- ?
* Businesses- ?

**River flood risk map** source <https://flood-risk-maps.naturalresources.wales/?locale=en>

**Surface water flood risk map**

**Sea flood risk map**

**Sea flood risk map**

**Previous recorded extent of floods map**

**Combined sewer and gully location**

# Description of street or zone 1

**including associated cul de sacs, courts, closes, blocks of flats and old folks’ homes.**

|  |  |
| --- | --- |
| **Map** (note- need to accurately define boundary of overall plan area on an up to date map) | |
| Map of zone | |
| **Description of zone and issues** | Note road, development pattern and levels.  Note ground cover in public and private realms eg hard non- permeable and permeable surfaces, soft surfaces and issues. Look at how sustainable the urban drainage is.  The main drainage issues are: |
| **Other environmental issues** | Other issues include:   * Eg trees, noise, parking, litter. |

# Description of street or zone 2

**including associated cul de sacs, courts, closes and blocks of flats.**

|  |  |
| --- | --- |
| **Map** | |
| Map of zone | |
| **Description of zone and issues** | Note road, development pattern and levels.  Note ground cover in public and private realms eg hard non- permeable and permeable surfaces, soft surfaces and issues. Look at how sustainable the urban drainage is.  The main drainage issues are: |
| **Other environmental issues** | Other issues include:   * Eg trees, noise, parking, litter. |

# Description of street or zone 3

**including associated cul de sacs, courts, closes and blocks of flats.**

|  |  |
| --- | --- |
| **Map** | |
| Map of zone | |
| **Description of zone and issues** | Note road, development pattern and levels.  Note ground cover in public and private realms eg hard non- permeable and permeable surfaces, soft surfaces and issues. Look at how sustainable the urban drainage is.  The main drainage issues are: |
| **Other environmental issues** | Other issues include:   * Eg trees, noise, parking, litter. |

# PART 3

# Plan maintenance

**Record of testing**

This is a record of all the tests of communication or different scenarios, outside of an actual flood event. This can help to trial the plan and identify any areas to improve before you have to use it in a flood event.

|  |  |
| --- | --- |
| **Test event 1** |  |
| Date of test |  |
| Type of test |  |
| Things that worked well |  |
| Things that could be improved |  |
| Record of feedback to organisations |  |
| Date changes agreed (if needed) |  |

|  |  |
| --- | --- |
| **Test event 2** |  |
| Date of test |  |
| Type of test |  |
| Things that worked well |  |
| Things that could be improved |  |
| Record of feedback to organisations |  |
| Date changes agreed (if needed) |  |

|  |  |
| --- | --- |
| **Test event 3** |  |
| Date of test |  |
| Type of test |  |
| Things that worked well |  |
| Things that could be improved |  |
| Record of feedback to organisations |  |
| Date changes agreed (if needed) |  |

**Record of flooding events**This is a record of all flooding impacting the community. To review the effectiveness of the community flood plan, and whether any changes are needed. This should be written by an agreed volunteer with contributions from others and a meeting of volunteers to finally review and agree.

|  |  |
| --- | --- |
| **Flood event 1** |  |
| Date and time of flooding |  |
| Description of what happened |  |
| Things that worked well |  |
| Things that could be improved |  |
| Record of feedback to organisations |  |
| Date changes agreed (if needed) |  |

|  |  |
| --- | --- |
| **Flood event 2** |  |
| Date and time of flooding |  |
| Description of what happened |  |
| Things that worked well |  |
| Things that could be improved |  |
| Record of feedback to organisations |  |
| Date changes agreed (if needed) |  |

**Version History**

|  |  |  |
| --- | --- | --- |
| **Version number** | **Date of amendment** | **Date distributed** |
| V1 |  |  |
| V3 |  |  |
| V4 |  |  |
| V5 |  |  |
| V6 |  |  |
| V7 |  |  |
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**Distribution list**

|  |  |  |
| --- | --- | --- |
| **Name** | **Organisation or role** | **Contact details** |
| Volunteers | as noted above |  |
| Rhys Hatton? | Cardiff Council resilience team- emergency management officer |  |
| Simon Dooley? | Cardiff Council Team Leader Flood and Coastal Risk Management |  |
| ? | Cardiff Council, local councillor |  |
| ? | Cardiff Council, local councillor |  |
|  | Cardiff Council, local councillor |  |
|  | Shops |  |
|  | Pubs/venues |  |
|  | Restaurants |  |
|  | Care homes/sheltered housing |  |
| Wider community |  |  |
| *Note NRW do not require a copy of the plan, just notification that it is active or not. Contact:* Parod am Lifogydd / Be Flood Ready [parodamlifogydd@cyfoethnaturiolcymru.gov.uk](mailto:parodamlifogydd@cyfoethnaturiolcymru.gov.uk) |  |  |