

Herefordshire Flood Groups

Community Flood Plans

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Working as a community to be better prepared for flooding

Helps to share local knowledge and concerns

- Share equipment and resources
- Identify and assist less able people
- Helps you recover quickly

Flood plans set out the actions to take at identified trigger points.

Every area and group is different – be realistic

Guidance and templates are available.



Step 1 - What do you want to achieve and what is feasible at each stage:

Peacetime preparation
Immediately before a flood
During a flood
After a flood

Step 2 - Assess what you already know and need to find out – risk assessments / GDPR.

[Learn more about this area's flood risk - Check your long term flood risk - GOV.UK \(check-long-term-flood-risk.service.gov.uk\)](https://www.gov.uk/check-long-term-flood-risk.service.gov.uk)

Step 3 - Bring the triggers and actions together into a plan

Step 4 - Test the plan and share with Herefordshire Council



Peacetime preparatory actions

Think how information will be communicated to residents and emergency services during a flood

- describe or map emergency routes and evacuation points
- list contact information and locations of residents who need help and who could provide help
- list volunteers and their contact information
- think about how to scale up your response if a flood gets worse

Make sure you comply with [GDPR regulations](#)

Think what a flood would look like in your area, so you know what to look out for.

These could include:

- water level trigger points on a bridge or lamppost
- the direction a flood could come from
- the latest [river, sea, groundwater and rainfall levels](#)

Think how to help people in your community. Volunteers could help:

- with communication and administration
- to move furniture and other possessions
- to check on vulnerable neighbours



Peacetime preparatory actions

Some examples of information you could include in your plan are:

- the flood warnings that you are registered for
- local flood triggers, for example if the water reaches the bottom of a bridge
- a list of locations at risk, their trigger level and actions to take
- any equipment you might need
- what timescale you might need to do your plan
- location and contact details of vulnerable people - Make sure you comply with [GDPR regulations](#)
- emergency contact information

Make a list of important contacts, including: building services - utility suppliers - volunteers/flood wardens

Make a list of information about people who can help: installing flood protection products - moving people to safe locations - emergency storage - emergency supplies - medical support



Actions immediately before a flood

Flood Warnings have been issued and flooding is expected.

What triggers have been identified for actions you plan to take.

Actions during a flood:

Roads may be blocked by flood water – properties impacted.

The emergency services are responsible for making sure the public are safe and co-ordinating the incident response. Do not put yourself or others at risk.

Actions after a flood

Flood waters have receded and clean up ongoing.

Follow your flood plan.



Advice, Resources and Templates

[Sign up for flood warnings - GOV.UK \(www.gov.uk\)](https://www.gov.uk/sign-up-for-flood-warnings)
[personal flood plan](#)
[what to do before or during a flood](#)

[National Flood Forum – A charity to help, support and represent people at risk of flooding.](#)

[The Flood Hub](#)

[Floodguidance.co.uk - Free flood advice for the UK](https://www.floodguidance.co.uk)

[Communities Prepared – A Groundwork South Project](#)

Community Flood Plan Templates

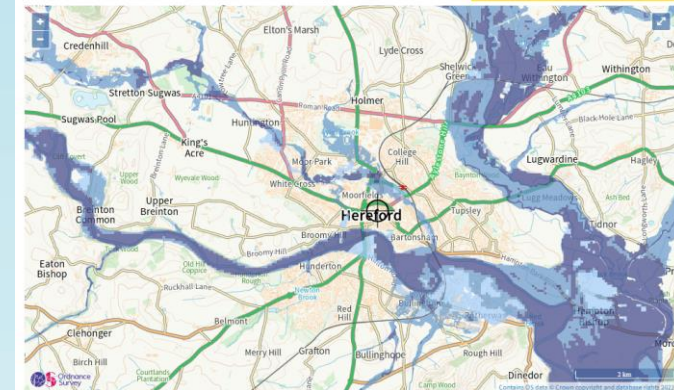
[Natural Resources Wales / Community flood plan](#)
[Flooding – Herefordshire Council](#)

Learn more about this area's flood risk

Select the type of flood risk information you're interested in. The map will then update.

Flood risk:

Location:



Extent of flooding from rivers or the sea

● High ● Medium ● Low ● Very Low ○ Location you selected

[Check your long term flood risk - GOV.UK](https://www.gov.uk/check-your-long-term-flood-risk)



[Handbooks – Communities Prepared](#)

A Guide to Rural Community Resilience



Floodline 0345 988 1188

			
Manual Ref	Herefordshire County Community/Parish Flood Plan Category	Issue Date	Template V2.1 Date
	Restricted		Nov. 2023 8 of 14
2C – Actions to be taken during a flood: Key contacts during a flood			
If there's an urgent risk to people or property from flood water	Emergency services	999	
Emergency Planning	Herefordshire Council	The Emergency Planning Duty Officer can be contacted on 01432 260850 or by phoning the council switchboard on 01432 260000 and asking to speak to the Emergency Planning Duty Officer resilience@herefordshire.gov.uk 0345 988 1188	
Flooding to your property from main rivers (Rivers Arrow, Dore, Frome, Leason, Lugg, Teme, Wye and the Pinsley and Worm Brooks)	Environment Agency	01432 261800 www.herefordshire.gov.uk/reportaflood	
Flooding to your property from other rivers, brooks, streams or groundwater	Herefordshire Council	01432 261800 www.herefordshire.gov.uk/reportaflood	
Flooding from a burst water main or sewer flooding	Welsh Water Severn Trent Water	0800 085 3988 0800 783 4444	
Flooding on a road or footpath	Herefordshire Council	01432 261800 www.herefordshire.gov.uk/reportrainage	



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**Thank you,
and please come and
speak to us on our
stand**

