



Vale of Glamorgan Council

Community Flood Plan and Extreme Weather Guidance

Cyngor Bro Morgannwg

Cynllun Llifogydd Cymunedol a Chanllawiau Tywydd Eithafol



www.valeofglamorgan.gov.uk

www.bromorgannwg.gov.uk

Introduction

The Vale of Glamorgan has experienced flooding and extreme weather over the last few years, these may affect most of the county and due to the widespread nature of the emergency and duration. It's difficult for the Emergency Services, Local Authorities, Voluntary Agencies, and the utilities to respond rapidly to each affected community. In future circumstances like these, affected communities will benefit from having their own Community Flood Plan.

This document contains guidance on extreme weather and how to prepare a Community Flood Plan, please refer to the template provided below.

DO NOT PUT YOURSELF OR OTHERS AT RISK WHEN PREPARING OR USING YOUR PLAN.

Community Resilience and Community Flood Groups (CFG)

This is the group of people who are interested in their community and ensuring they are prepared. They need to be prepared to act as a link between the community and the flood warnings and information from Natural Resources Wales. Communities can ensure they are prepared as much as possible by signing up to the following.

- Signing up to NRW flood warnings – [Sign up to Flood Warnings](#)
- Checking the Met Office – [Weather Forecast](#)
- Further information is also available on the Vale of Glamorgan's website – [Flooding](#)
- check a rolling 5 day forecast at www.NaturalResources.wales/5-day-flood-risk
- You can view the current local river levels – [NRW River levels, Rainfall & Tidal](#)

This document has been developed by the Vale of Glamorgan Council's Civil Protection Unit in consultation with partner agencies and the community.

Aims and Objectives of the Plan

Aim

To increase the resilience of the community to an emergency by the identification of community procedures.

Objectives

- Identify the risks to the community and relevant response actions
- Identify resources in the community available to assist during an emergency
- Identify vulnerable people in the community
- Provide key contact details.

Activation of the Plan

This plan should be activated when an emergency affects the community, or an emergency has occurred outside the community and support can be given. It should complement any response the emergency services and the local authority offer.

ALWAYS FOLLOW THE ADVICE OF THE EMERGENCY SERVICES FIRST.

Once aware of an emergency, a CFG member must call 101 or 999 (if danger to life) to inform the emergency services of the situation and give the following information:

- Your name
- Your contact numbers
- Details of the incident:
- Flooding Type
- Location
- Estimated (wounded or more severe)
- Hazards and road blockages

If this template has been completed view the Community Flood plan – see [Page 17](#) of the document.

Use the Initial Incident Information Form as a guide for this conversation – see [Section A.1](#) of the template.

Use the Activation Chart as a guide for what actions to take during an emergency – see [Section A.2](#) of the template.

Community Flood Group Briefing Agenda

When the plan is activated it is important to hold a CFG briefing.

This helps identify:

- Details of the emergency
- The severity of the emergency
- Who has been affected?
- Actions to be undertaken and priorities
- Resources available?

This briefing could be at a selected venue or over the telephone. When selecting a venue make sure it is in a safe location and has safe access e.g. access roads not flooded.

Without this brief the community response will be ad-hoc, causing confusion, duplication of resources in some areas and not enough assistance in others.

The agenda for this briefing should follow the acronym ETHANE. By using this acronym all of the information the emergency services and local authority require, will be covered.

Members should be given responsibility for different areas (such as communications, skills, and equipment, talking to the emergency services etc.). Use [Section M](#) of the template.

Undertake briefings regularly, using the same [ETHANE](#) format for the agenda, to monitor the situation and to update each other on their areas. Remember time is of the essence.

ETHANE Format

When the CFG respond to a flooding incident it's important to have clear communication between each other and with the emergency services, local authority, and volunteers.

E	EXACT LOCATION	What is the exact location or geographical area of the incident?	Be as precise as possible, using a system that will be understood by all responders.
T	TYPE OF INCIDENT	What kind of incident is it?	For example, flooding, fire, utility failure or disease outbreak.
H	HAZARDS	What hazards or potential hazards can be identified?	Consider the likelihood of a hazard and the potential severity of any impact.
A	ACCESS	What are the best routes for access and egress?	Include information on inaccessible routes and rendezvous points (RVPs). Remember that services need to be able to leave the scene as well as access it.
N	NUMBER OF CASUALTIES	How many casualties are there, and what condition are they in?	Use an agreed classification system such as 'P1', 'P2', 'P3' and 'dead'.
E	EMERGENCY SERVICES	Which, and how many, emergency responder assets and personnel are required or are already on-scene?	Consider whether the assets of wider emergency responders, such as local authorities or the voluntary sector, may be required.

Community Shelters or Temporary Rest Centres

The local authority will provide Rest Centres if required, to be used as a place of safety for the community.



The decision to open Rest Centres will be down to the local authority only. However, it may be more appropriate for the community to set up Community Shelters in order to:

- Prevent the community from being evacuated to rest centres, which are likely to be outside of the community
- Provide a place of warmth/safety
- Provide community information relating to the emergency
- Provide warm drinks and food

Community Shelters need to be identified before an emergency occurs. If possible, it would be a good idea to get a plan the building to be used and insert details into the plan, along with any details about the venue, e.g., how many toilets, chairs, Wi-Fi etc. Record these details in [Section E](#).

Vulnerable Locations and Persons

Consider locations that may be more vulnerable to emergencies in your community, such as elderly person's homes, care homes, sheltered accommodation, hospices, and schools. Other locations such as, catteries and kennels should also be considered.

You must also consider people that may be vulnerable when an emergency strikes. These may be people living alone, families with young children, elderly, disabled, pregnant, visitors, homeless, those recovering from a recent illness/ operation, and those that may become distressed during an emergency. List these people and locations in [Sections H & I](#).



This part of the plan is covered by GDPR and this information should not be shared, but stored securely, such as in a sealed envelope in a locked cupboard until it is required for updating or used in an emergency. It is advisable to select a member of the CFG to administer these tasks.

Communications

In an emergency, landlines and mobile phones may be affected, making communicating outside of the community difficult. Tune in to local radio, as messages about the emergency by the Emergency Services, the Council and NRW will be shared here. Details of local radio stations and news stations can be stored in [Section N](#).



Decide how you are going to communicate with the community **BEFORE** an emergency occurs. Inform the community so in an emergency they know where to go for information. Tell the community about the plan so they know who to contact and work together during the emergency.

Methods of communicating with the community could include the issue of written messages on notice boards, a system of runners, door to door, or via a community flood Facebook or WhatsApp group. - record this in [Section N](#).

Social Media

The use of social media in emergencies has a very vital role, not only in delivering vital information to the community.

It is recommended that you have your own channels to allow you to communicate with everyone (e.g., a Twitter or Facebook account) it will also allow you to monitor other organisations that put out emergency information.

The local authority and emergency services will post updates on the incident via their social media accounts. To get updates and information make sure the community are following these pages and accounts.

A list of these accounts is recorded in [Section N](#).



Flooding

What can you expect from Organisations?

Organisations	Organisational Responsibilities
Natural Resources Wales	<ul style="list-style-type: none"> • Issue flood warnings via flood warnings direct • Receive and record details of flooding incidents • Monitor the situation and advise other organisations • Deal with emergency repairs on main rivers and own structure
Local Authority	<ul style="list-style-type: none"> • Coordination of the Council’s response and liaison with their partners • Emergency care for those who have been evacuated from their homes temporarily
Dwr Cymru / Welsh Water	<ul style="list-style-type: none"> • Assess the situation and declare an incident if appropriate • Repair damaged DCWW assets affected by flood events • Liaise with local authority to provide alternative water supplies if piped supply lost or disrupted • Liaise with other agencies as appropriate
South Wales Police	<ul style="list-style-type: none"> • May take a coordination role during an incident • Assist with a local authority evacuation
South Wales Fire & Rescue	<ul style="list-style-type: none"> • Rescue people from flooding • Respond to emergency incidents as required
Property Owners	<ul style="list-style-type: none"> • Move valuable possessions away from possible flooded areas • Switch off electricity and gas supplies at the mains • Prevent water entering your property • Move to safe area if life is at risk

Sandbags

The Vale of Glamorgan Council does not supply sandbags.

It is the responsibility of property owners to take appropriate action to protect their property from flooding.

Sandbags and sandbag supplies can be purchased from local building merchants/suppliers to support people in protecting their property.

The disposal of sandbags is the resident’s responsibility

Flooding

Find out if your community is at risk of flooding by calling Natural Resource Wales Floodline on **0345 988 1188**.
or check www.NaturalResources.wales/LogTermFloodFisk
- add this information to Section D.



Monitor the current warning at www.Flood-Warning.NaturalResources.wales

For flood warnings the community can sign up to receive warnings direct at www.NaturalResources.wales/Flood Warning Sign up.

The flood warning codes are explained below and further information on them can be found at: www.MetOffice.gov.uk/Weather Warnings Guide



FLOOD ALERT

WHAT IT MEANS

Flooding is possible. Be prepared!

WHEN IS IT ISSUED?

Two days to two hours in advance of flooding

IMPACTS LIKELY TO BE SEEN

Flooding on fields, recreation land and car parks

Flooding of minor roads and farmland

RECOMMENDED ACTIONS

Be prepared to act on your flood plan.

Check you Grab Bag and charge up mobile phones.

Prepare a flood kit of essential items.

Avoid walking, cycling or driving through floodwater. Farmers should consider moving livestock and equipment away from areas likely to flood.

Keep an eye on local water levels.



FLOOD WARNING

WHAT IT MEANS

Flooding is expected. Immediate action required.

WHEN IS IT ISSUED?

Half an hour to one day in advance of flooding

IMPACTS LIKELY TO BE SEEN

Flooding of homes and businesses

Flooding of rail infrastructure

Flooding of roads with major

impacts Extensive flood plain

inundation

(including caravan parks or campsites)

Flooding of major tourist/recreational attractions

RECOMMENDED ACTIONS

Protect yourself, your family and help others. Move family, pets and valuables to a safe place.

Turn off gas, electricity and water supplies if safe to do so. Put flood products (e.g. air brick covers, flood gates) in place.

Prepare pumps, if you have them.

If you are caught in a flash flood, get to higher ground.



**WARNING
NO LONGER
IN FORCE**

SEVERE FLOOD WARNING

WHAT IT MEANS

Severe flooding. Danger to life.

WHEN IS IT ISSUED?

When flooding poses a significant risk to life or Significant disruption to communities

IMPACTS LIKELY TO BE SEEN

Deep and fast flowing water Debris in the water causing danger Potential or observed collapse of buildings and structures
Communities isolated by flood waters
Critical infrastructure for communities disabled
Large number of evacuees

RECOMMENDED ACTIONS

Stay in a safe place with a means of escape.
Be ready should you need to evacuate from your home. Cooperate with the emergency services.
Call 999 if you are in immediate danger. Call Floodline for up to date information.

WHAT IT MEANS

No further flooding is currently expected for your area.

WHEN IS IT ISSUED?

When a Flood Warning or Severe Flood Warning is no longer in force

IMPACTS LIKELY TO BE SEEN

No new impacts expected from flooding however there still may be standing water following flooding Flooded properties
Flooding or damaged infrastructure

RECOMMENDED ACTIONS

Be careful. Flood water may still be around for several days and be contaminated.
If you have been flooded, ring your insurance company as soon as possible.

Phases and Community Actions

Phases	Description of Trigger	Community Actions
Phase 1	This indicates that there may be a potential problem. Community Flood Plan actions in response to Amber Level Alert, Yellow Level Warning, Alert or Flood Alert affecting the community	Ensure the community have sandbags or other flood defences on standby.
Phase 2	This indicates that some flooding may or has occurred. Community Flood Plan may be activated in response to a Red Level Alert, Amber Level Warning, Flood Warning, or other information received.	Community to support one another in the response to flooding.
Phase 3	This indicates that severe flooding is occurring, or likely to occur. Community Flood Plan may be activated in response to a Red Level Warning, Severe Flood Warning or other information received.	Community resources to support those in need and consider community a shelter.

Community Risk Register

Look through the Community Risk Register for South Wales (which can be found at

[SouthWalesLRF.co.uk/Community Risk Register](http://SouthWalesLRF.co.uk/CommunityRiskRegister))

Think about which emergency situations your community could face e.g. flooding from a river that flows through your village, a major explosion at a nearby factory, or a plane crash. These hazards and threats are best known to local people and therefore best identified by them. This can also incorporate historic emergencies your community has experienced. Put these details in **Section D**.



What can you do?

Your community's response may change in different emergencies. Here are some example scenarios and what should be considered in each one.

Community Shelter

The need may arise to find shelter for people from your community or outside your area. In this scenario you should have already:



- Identified a suitable shelter, such as a village hall, or public house
- Identified suitable members of the community to help manage the shelter
- Have up to date contact numbers for the shelter and the staff
- Identified those in the community that have skills, such as cooking and first aid that will be able to support the people in the shelter.

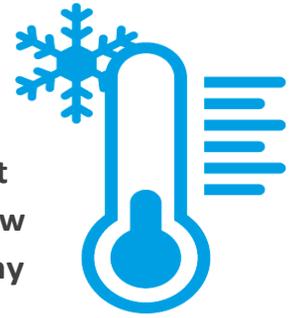
When the shelter is needed you should:

- Contact the key holder and open the shelter and call out the staff
- Make the people as comfortable as they can be and address any needs
- Make contact, if you can, with the Vale of Glamorgan contact centre.

Extreme Weather Guidance

Winter Weather

Nearly all communities, regardless of where they live, are likely to face some type of severe winter weather at some point during the year. Winter storms can range from a moderate snow over a few hours, to a blizzard that lasts for several days. Many winter storms are accompanied by dangerously low temperatures and sometimes by strong winds, ice, sleet, and rain.



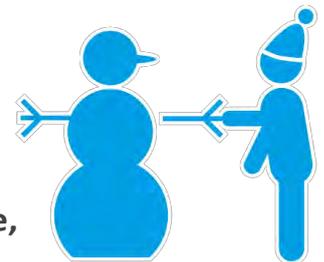
One of the biggest concerns is the winter weather's ability cut off communities and to knock out heat, power, and communications services, sometimes for days at a time. Heavy snowfall and extreme cold can immobilize a wide area.

In a winter weather scenario, you should:

- Check on older neighbours or relatives to make sure they're safe and well. Make sure they're warm enough, especially at night, and have stocks of food and medicines so they don't need to go out during very cold weather.
- Keep up to date with road and weather conditions and severe weather alerts.
- Make sure that your community is ready for cold weather by informing them of how to stay safe this winter. Gov.wales and wales.nhs.uk have useful information on how to KEEP WARM AND KEEP WELL during cold spells.
- Clear your car of any ice or snow, make sure your car is winter ready and you have a car emergency kit.
- Wear suitable clothes and footwear.
- Encourage the community to get the flu jab.

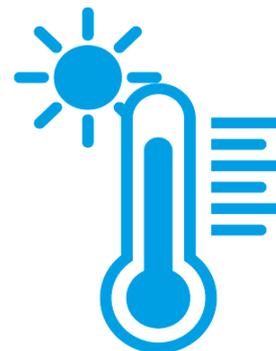
The Snow Code

- There is no law stopping you from clearing snow and ice from paths pavements or public spaces outside your home, the community, or shops.
- Don't be put off clearing snow & ice because you're afraid someone will get injured. Regardless of what you do, pedestrians & drivers have a responsibility to be careful themselves.
- Doing your part may help the local community and will be very helpful to the more vulnerable members of society.
- Go to the following MetOffice.gov.uk/Clearing Paths and Driveways for more information.



Heatwave

Most of us welcome hot weather, but when it's very hot there are health risks. The very young, and the elderly are particularly at risk. Very hot weather can make heart and breathing problems worse.



The Meteorological Office has a warning system that issues alerts if a heatwave is likely. The following advice applies to everybody when it comes to keeping cool and comfortable and reducing health risks:

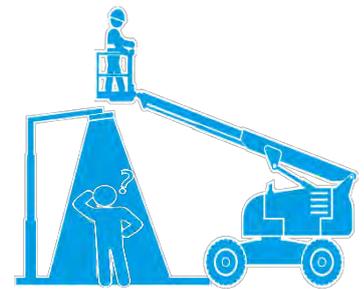
- Take notice of alerts on the radio, TV and [MetOffice.gov.uk/Keeping Cool](https://www.metoffice.gov.uk/keeping-cool) about keeping cool.
- Visit or phone people who are less able to look after themselves, such as older neighbours in the community, relatives and friends, and people with health conditions or mobility problems.
- Shut windows and pull down the shades when it is hotter outside. If it's safe, open them for ventilation when it is cooler.
- Avoid the heat: stay out of the sun and don't go out between 11am and 3pm as this is the hottest part of the day.
- Keep rooms cool by using shades or window treatments, if this isn't possible light-coloured curtains and keep them closed (metallic blinds and dark curtains can make the room hotter).
- Have cool baths or showers and splash yourself with cool water through the day.
- Drink cold drinks regularly, such as water and fruit juice. Avoid tea, coffee, and alcohol.
- If you go outside wear sunglasses, a hat and suitable light loose-fitting clothing and apply sun cream regularly.

IF YOU SUSPECT THAT SOMEONE HAS HEATSTROKE, CALL 999 IMMEDIATELY. HEATSTROKE CAN CAUSE IRREVERSIBLE DAMAGE TO YOUR BODY, INCLUDING THE BRAIN, OR DEATH.

Power Outage

Extreme weather events can cause power outages,

To get the latest information on power cuts local to you, and who to contact for further information go to [EnergyNetworks.org/Whos My Network Operator](https://www.energynetworks.org/whos-my-network-operator)



- Check on vulnerable people in the community
- Keep a torch handy. Avoid using candles and paraffin heaters where you can.
- Keep a wind-up/battery/solar radio ready so you can listen to local radio updates.
- Many modern telephones, especially digital or cordless ones don't work in a power cut. Keep an ordinary analogue one handy.
- Protect sensitive electrical equipment such as computers with a surge protector plug.
- Check in the community If anyone has a mains operated stair lift, check to see if there is a manual release handle that can be used to return the stair lift safely to ground level if it stops working.

Western Power Distribution have a Priority Services Register, so they are aware of residents needs and can advise them accordingly. If anyone in your community is vulnerable ensure they are registered, further information is available at [WesternPower.co.uk/Customers-and-Community/Priority-Services](https://www.westernpower.co.uk/Customers-and-Community/Priority-Services)

Don't assume that the power company know you have no power. Please ring them as soon as possible on **105**. You can also report it online at [WesternPower.co.uk/report-a-power-cut](https://www.westernpower.co.uk/report-a-power-cut) If they already know about the power cut, they should be able to tell you when they expect your electricity to be restored.

You can also view and report power cut information via Weston Powers live power cut map [Live Power Cut Map](#).

General Advice

General advice to the public regarding flooding.

Before a Flood Preparation

Prepare a Flood kit and include the following:

Pack a small bag with essential belongings and include warm clothes, torch (check batteries), radio (wind up or battery powered), non-perishable food, water, other drinks, mobile phone (pre input useful numbers), any medicines that you might need to take, any important documents that you have and a first aid kit. Keep this bag easily accessible.

- **Collect personal belongings, including insurance and bank details, and essential telephone numbers together, and keep them in a waterproof bag.**
- **Move people, pets, valuables, and sentimental items upstairs or in a high place downstairs.**
- **Keep a separate list of useful telephone numbers to hand (this should include your local Council, your insurance company and Floodline – 0845 988 1188.**
- **Find out where and how to turn off your Gas and Electricity. Ensure that you switch it off if flooding is imminent before evacuating.**
- **If possible, move electrical equipment and furniture upstairs.**
- **Any furniture that you cannot move upstairs, try to raise well off the floor.**
- **Alert neighbours and assist the elderly, infirm and those with small children.**
- **Block doorways and air bricks**
- **Avoid walking and driving through floodwater, there could be hidden hazards.**
- **Keep up to date with local radio for further information and announcements and via Floodline 0845 988 1188.**

During a Flood

- **Continue to listen to situation updates on your local radio, local authority web site, social media accounts and via Floodline 0845 988 1188.**
- **Keep dry and out of floodwater if possible**
- **Stay in your property, if safe to do so, until advised otherwise by the emergency services or the floodwater has receded.**
- **If you need emergency help or evacuating call 999 and ask for the fire service.**
- **Do not walk or drive through flowing floodwater.**
- **If it is necessary to walk through shallow floodwater, take care for hidden holes, obstacles, or other hazards**
- **Do not walk on riverbanks, sea defences or cross bridges over torrential rivers.**
- **Avoid contact with floodwater and wash any exposed parts before handling food or attending to wounds.**
- **If possible, move electrical equipment and furniture upstairs.**

If evacuation becomes necessary

- Stay calm and do not panic.
- Police officers and / or other officials will try to visit all properties at risk to advise on the requirement to evacuate.
- If road conditions permit, move vehicles to unaffected areas and ask friends / family if you can share their parking facilities.
- You will hear about the location of the rest centre via Police officers and / or other officials and your evacuation point for transport if this is being provided.
- Try to check that any elderly / vulnerable family members or neighbours know about the evacuation and / or if they need assistance getting to and from the rest centre.
- Listen to the advice of the authorities and follow any instructions to leave a property.

After a flood / returning home

Contact your insurers as soon as possible and follow their advice.

- Most insurers have a 24hr helpline. Do not throw away damaged goods until your insurer has authorised you to do so. It is a good idea to take photographs of the damage.
- Check the safety of electricity and gas before use. A qualified electrician needs to check any electrical equipment and circuits that have been exposed to floodwater.
- Avoid contact with any remaining floodwater or items having had contact with floodwater unless wearing protective gloves / clothing.
- Boil all tap water until it is declared safe by the water supply company
- Wash yours and your children's hands frequently with bottled water if your supply has not been declared fit for use. Disinfect any children's toys.
- Dispose of any contaminated food, including tinned food, defrosted food, and packaged food that have been exposed to floodwater.
- Seek medical assistance if any health issues appear, especially flu like symptoms.
- Ventilate your property whilst taking care for security.
- Do not throw rubbish and furniture outdoors; wait for an organised collection.
- During these hard times, bogus / cowboy builders / traders are frequently offering their services. Make sure that you get a written quotation that is on letter headed paper with a landline contact number and address.

Additional Actions

To increase the usefulness of this Community Flood Plan the following actions should also be considered:

1. Collection or pooling of Emergency Resources – e.g. blankets, camp beds, flood defences, bottled water, torches, etc.
2. Making the community aware of the benefits of Community Resilience and Emergency Planning
3. Regular Review and Updating of the Community Flood Plan



Health & Safety

Emergency situations by their very nature can be dangerous. People will take greater risks to help each other than they might in normal circumstances. Emergencies can be exciting, leading some people to lose all their common sense – which can quickly turn a responder into requiring help or into a casualty.

Where plant machinery and special purpose vehicles are used it is vital to ensure, where possible, that people using them are experienced, trained, and qualified and that someone is keeping an overall watch on safety issues. Think through what is being attempted, what might go wrong and what can be done to reduce the chances of something untoward happening.

DO NOT ENTER FLOODWATER.

Moving floodwater can be extremely powerful and dangerous - 15 cm of fast flowing floodwater can knock you off your feet and 30 cm can move a family car. There are often unseen hazards such as dislodged inspection covers. Floodwater will probably contain raw sewage.

YOU ARE NOT EXPECTED TO CARRY OUT THE ROLE OF THE EMERGENCY SERVICES.

To protect the health and safety of your community – draw up some standard safety check lists and include them in your plan.

Also consider insurance issues, the Authorities, Emergency Services and Natural Resource Wales do not provide insurance for individual responses. Insurance is up to the Town Council, Community Council, or community group to consider and finance.

The Council's insurance will not cover unauthorised actions or actions they are unaware of.

NOW COMPLETE YOUR COMMUNITY FLOOD PLAN

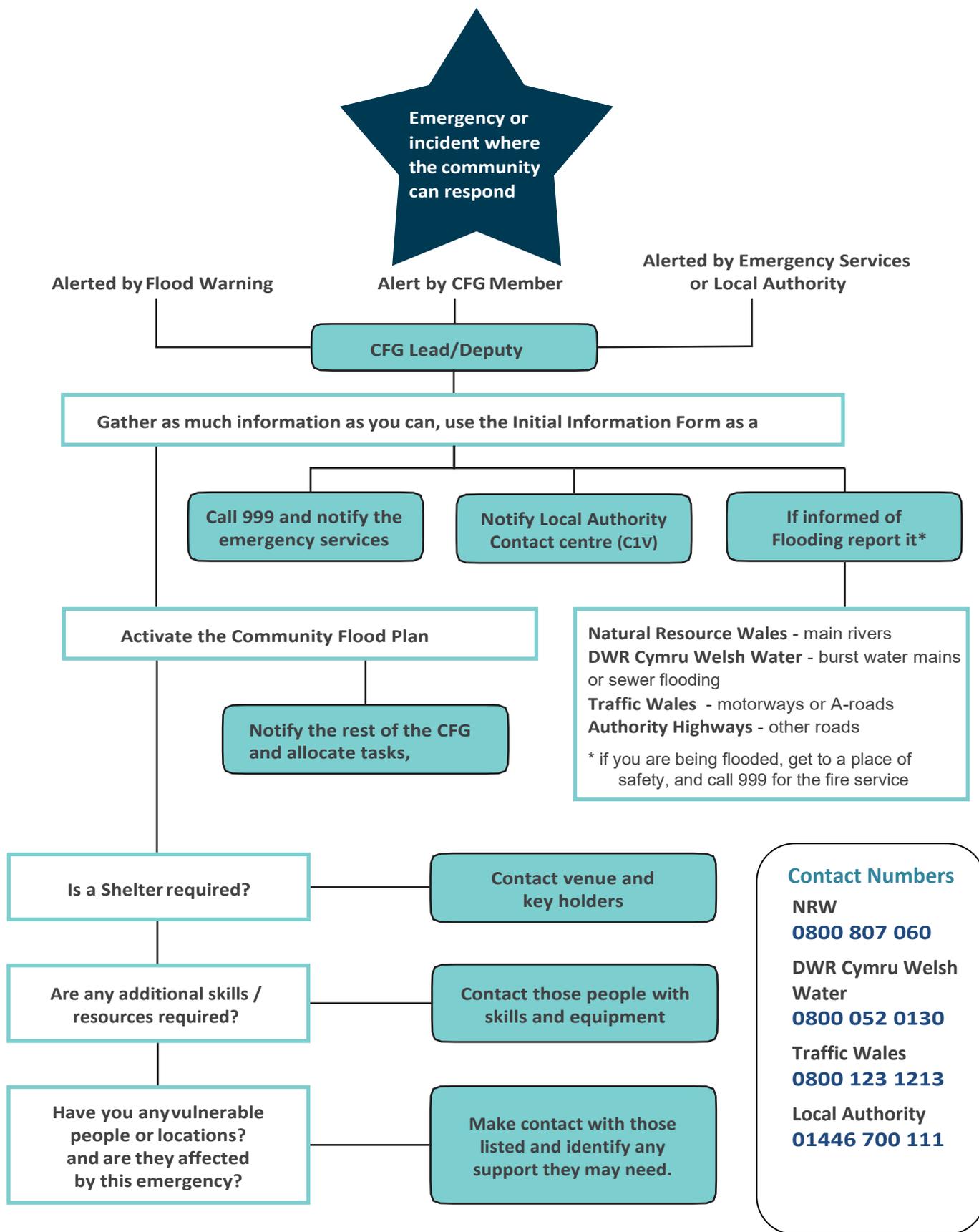
A1 Initial Incident Information Form

Use this form to record initial information received on the incident. Complete as many boxes as possible. Start your log as soon as possible.

CALL INFORMATION

INCIDENT DETAILS

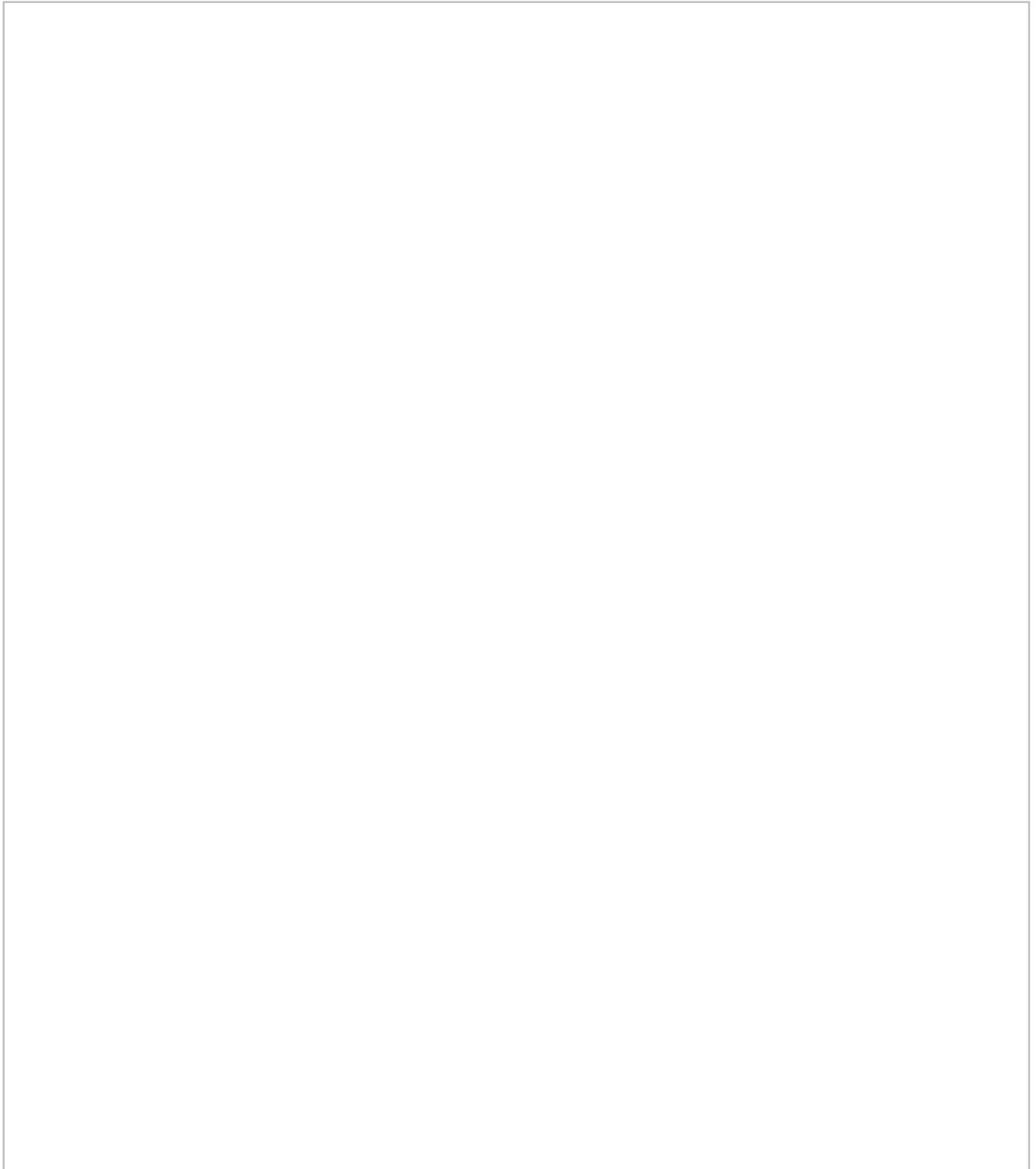
A2 Activation Chart



A3 Generic Emergency Action Check List

	Action	Tick when complete
1	If it is possible that the emergency services are not aware, call 999 as soon as possible (see Section A.1 above) for information to give)	<input type="checkbox"/>
2	Contact and inform authorities. Take note of any safety advice given to you and discuss at the CFG meeting.	<input type="checkbox"/>
3	Keep a decision/action log and record the following: <ul style="list-style-type: none"> • Any decisions you have made • Who you spoke to and what you said? • Any information received 	<input type="checkbox"/>
4	Contact <ul style="list-style-type: none"> • Other members of the CFG (see Section A for contact details) • Those specifically under threat • The Town Council or Community Council via the Clerk • Volunteers and key holders as appropriate 	<input type="checkbox"/>
5	Have CFG briefing.	<input type="checkbox"/>
6	Decide on actions. Consider the need for a Community Shelter, checking on vulnerable people, flood defences, providing blankets.	<input type="checkbox"/>
7	Inform the community of the emergency and actions being undertaken.	<input type="checkbox"/>
8	Inform the community of any advice given to you from the Local Authority, NRW, Floodline or the emergency services. Request the community to tune into the local radio or news station.	<input type="checkbox"/>
9	Inform the local Authority contact centre of any decisions made.	<input type="checkbox"/>
10	Remember to regularly liaise with the Local Authority and the local responders to maintain the safety of the community.	<input type="checkbox"/>
11		<input type="checkbox"/>
12		<input type="checkbox"/>
13		<input type="checkbox"/>
14		<input type="checkbox"/>
15		<input type="checkbox"/>

B. Map of Community - to aid the response for people who may not be familiar with the area, that are using the Plan during an emergency.



C. Pictures/Descriptions of Landmarks within Community - e.g. Church.



E. Community Shelters/Temporary Rest Centres

Key Holder Name	Address	24hr Contact Number(s)
<p>Other information:</p>		

Key Holder Name	Address	24hr Contact Number(s)
<p>Other information:</p>		

Key Holder Name	Address	24hr Contact Number(s)
<p>Other information:</p>		

F. Skills within the Community

Include experience/qualifications, address and 24-hour contact numbers. e.g. Doctors, nurses, plumbers, child care specialists, emergency resilience volunteers, etc.

G. Equipment within the Community

Include owner, address and 24-hour contact numbers. E.g. 4x4 vehicles, chain saws, camping equipment, boats, etc.

H. Vulnerable Locations

(This section should be kept separate from the main document and kept in a sealed envelope in a locked location)

I. Vulnerable Persons

(This section should be kept separate from the main document and kept in a sealed envelope in a locked location)

J. Neighbouring Town/Community Council Contact Details

K. Useful Local and Private Companies

Include Business Name, service type and contact details.

M. Emergency Contact Details

Name	Telephone number	Name	Telephone number
Crime Stoppers	0800 555 111		
Emergency Services	999 (Emergency)		
Emergency Services (Non-Emergency)	101		
Natural Resource Wales	0800 80 70 60 (24hrs)		
Floodline	0345 988 1188		
Vale of Glamorgan Contact Centre (C1V)	01446 700 111		
Traffic Wales Flooding, Blocked Drains	0300 123 1213		
Wales & West Gas Leaks	0800 111 999		
Weston Power Power Cuts	105		
DWR Cymru Welsh Water Water Leaks	0800 052 0130		
Town/Community Council Clerk			

N. Communication Details

Local Radio Stations	BBC Radio Wales - 92.3 FM / Capital FM – 106.2 FM	
Twitter e.g. LA, NRW, Police, SWF&R	Cardiff & Vale UHB	@CV_UHB
	Local Authority	@VOGCouncil
	Local Authority Welsh	@CBroMorgannwg
	South Wales Police	@SWPolice
	South Wales Fire	@SouthWalesFireAndRescue
	Natural Resource Wales	@NatResWales
	Met Office	@MetOffice
	Welsh Government	@WelshGovernment
	Welsh Ambulance Service	@WelshAmbulance
	Dŵr Cymru Welsh Water	@DwrCymru
		@
Websites e.g. LA, NRW, Police, SWF&R	www.valeofglamorgan.gov.uk www.metoffice.gov.uk www.cavuhb.nhs.wales www.south-wales.police.uk www.southwales-fire.gov.uk www.metoffice.gov.uk www.gov.wales www.ambulance.wales.nhs.uk www.dwrcymru.com www.floodre.co.uk www.	
Media Channels	BBC News - Sky News - ITV News (TV & Online) Wales Online, Barry & District	
Other Communication Channels e.g. Facebook group		
Other Communications e.g. WhatsApp, Skype group		
Other Resources e.g. voluntary groups		

REMEMBER!

In Case of Emergency... Steps to Safety

If the emergency is happening now:

If the danger is outside:

GO IN, STAY IN, TUNE IN

If the danger is inside:

GET OUT, STAY OUT & call the Emergency Services 999

Always follow instructions from the Emergency Services

DISCLAIMER:

This Self-Help Community Flood Plan Guidance and template has been produced by the Vale of Glamorgan Council, alongside Natural Resource Wales, to assist communities in preparing for an emergency incident in their communities. The County Council and Natural Resource Wales will not be held responsible for any damage, loss, or injury to persons or property as a result of using this document.

**This document has been developed with partners and
Community Flood Groups**

www.ValeofGlamorgan.gov.uk

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This guidance was based on the original format by Northamptonshire County Council

