

# **Emergency Plan**

**How the community will respond to an emergency  
including our Flood Response Plan  
and guidance to residents on helping themselves and neighbours**

Version 6.1

November 2025

The full copy of this document contains personal data not approved for publication, indicated in red type. A redacted version may be published excluding this data.

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# 1. Background and the local team

1.1 Our community may face many types of emergency. Each could have a significant effect on the individuals and infrastructure within it. Typical examples of such emergencies include:

- Flooding;
- Extreme weather events such as wind, snow, extreme cold or heat;
- Fires or chemical spills in neighbouring factories or domestic buildings;
- Utilities failure, and;
- Pandemic.

Major incidents will be dealt with by the 'Category 1 Responders': the Emergency Services (Police, Fire & Rescue and Ambulance); and, depending on the nature and scale of the incident, Herefordshire Council, the Environment Agency (EA), the National Health Service (NHS) and voluntary agencies in a combined 'multi-agency response'. However, the local community can play an important role in both residents' preparedness to cope with an emergency and also using local resources and expertise in an emergency, especially when the resources of the emergency services and local authority and NHS may be stretched. The value of a plan such as this was shown during the Covid-19 pandemic in 2020-21.

This Emergency Plan is a version of the previous Community Resilience Plan, which has been in place since 2017. It has been simplified in structure and expanded to include guidance to residents on how they can help themselves and their neighbours to be prepared for an emergency and cope during one. The Plan is therefore available publicly, except for details of resources and people's personal information, which is available to the local emergency co-ordination team and to Herefordshire Council's Emergencies and Resilience Team.

1.2 This Plan is owned and produced by Humber, Ford and Stoke Prior Group Parish Council. The Council has appointed an emergency co-ordination team (see 1.3 below) who are responsible for keeping this plan up-to-date and co-ordinating the community's response in the event of any emergency.

## 1.3 The Emergency Co-Ordination Team

Full copies of this Plan including unpublished details of resources/people (shown in red on the Full Copy) are distributed to the following:

Name	Role	Contact Numbers	Email Address
Philip Brown	Local Emergencies co-ordinator	01885 400696 07939 122219	<a href="mailto:philipbrown60@gmail.com">philipbrown60@gmail.com</a>
Hugh Fowler-Wright	Chairman, HFSP Group PC	07913 819999	<a href="mailto:chairman@hfspgroupparishcouncil.gov.uk">chairman@hfspgroupparishcouncil.gov.uk</a>
James Hinton	Deputy Chairman, HFSP GPC	01568 760949	<a href="mailto:jameshinton75@yahoo.co.uk">jameshinton75@yahoo.co.uk</a>
Tim Yair	Councillor, HFSP GPC	07950 146659	<a href="mailto:timyair@hotmail.com">timyair@hotmail.com</a>
Allan Drew	Clerk, HFSP GPC	01885 400712	<a href="mailto:clerk@hfspgroupparishcouncil.gov.uk">clerk@hfspgroupparishcouncil.gov.uk</a>

	Herefordshire Council's Emergencies and Resilience Team	01432 260000	<a href="mailto:resilienceteam@herefordshire.gov.uk">resilienceteam@herefordshire.gov.uk</a>
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#### 1.4 The Parish Council's role

- Prepare, approve and keep under review this Emergency Plan;
- Appoint a Parish Council Local Emergency Coordinator, Deputy and an Emergencies Working Group to oversee local planning, assistance and recovery;
- Use Parish Council resources (eg Lengthsman) to undertake agreed preventative works (eg for flood risks).
- Provide and monitor agreed other resources (eg stocks of sandbags, salt-grit bins).
- Identify suitable Rest Centre(s) /Place(s) of Safety;
- Assist with the compilation and distribution of agreed advance guidance and other information to residents;
- Receive reports from the Local Emergency Coordinator concerning any incident;
- Arrange, if required, public meetings concerning any incident;
- Liaise with Herefordshire Council and other agencies following any incident, including during the recovery phase.

#### 1.5 Local Emergency Co-ordinator's role (including Deputy)

- Assist with the preparation and review of this Emergency Plan;
- Maintain up-to-date lists of local resources;
- Recruit and brief Area Emergency Wardens;
- Sign up to receive and monitor Flood Warnings and Severe Weather Warnings for the locality;
- Activate provisions of the Emergency Plan under the procedures in section 3 below;
- Liaise with Herefordshire Council's Emergencies and Resilience Team during an emergency;
- Liaise with Area Emergency Wardens during an emergency;
- Deploy resources detailed in the Emergency Plan;
- Make situation reports to other members of the local Emergency Coordination Team (see 1.3 above);
- Following an emergency, make a report to the Parish Council and attend any debrief meetings with Herefordshire Council.

## 2. Before an emergency - preparation

### 2.1 Risk assessments and how the community will be prepared to respond

Risk	Impact on Community	How the community will prepare and respond
Local flooding from heavy rainfall	<ul style="list-style-type: none"> <li>• Roads impassable in places</li> <li>• Damage to vehicles at flooding locations</li> <li>• Damage to property in Zone 1 flood areas and other flood-risk properties</li> </ul>	<ul style="list-style-type: none"> <li>• Publish advice to residents on flood resilience (Appendix 8)</li> <li>• Encourage residents to improve home flood defences</li> <li>• Maintain list of locations at risk of flooding (Appendix 5)</li> <li>• Keep drains and ditches clear (Lengthsman and HC)</li> <li>• Work with landowners and HC to improve drainage at known problem spots</li> <li>• Encourage residents to sign up to flood and weather warnings</li> <li>• Have a supply of emergency sandbags at locations in the parishes (see Appendix 4)</li> <li>• List of local resources (equipment and expertise) to help with any response (Appendix 2)</li> </ul>
Severe weather	<ul style="list-style-type: none"> <li>• Roads impassable or dangerous</li> <li>• Some properties cut-off</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage residents to have own plan and emergency equipment/vital stocks (Appendix 7)</li> <li>• Encourage residents to sign up to weather warnings</li> <li>• Maintain salt-grit bins, keep reserve stock of salt-grit (Appendix 6)</li> <li>• List of local resources (equipment and expertise) to help with any response (Appendix 2)</li> </ul>
Prolonged loss of electricity or water supply	<ul style="list-style-type: none"> <li>• Risk to health and disruption to most normal activities</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage residents to have own plan and emergency equipment/vital stocks (Appendix 7)</li> </ul>
Major incident (eg accident) or health crisis (eg pandemic)	<ul style="list-style-type: none"> <li>• Direct impact on residents</li> <li>• Indirect impact (eg need to provide facilities)</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure information available to residents (eg through WhatsApp groups).</li> <li>• List of local resources (equipment and expertise) to help with any response (Appendix 2)</li> </ul>
All risks	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Local Emergency Co-ordinator to liaise with Herefordshire Council and ensure information passed to residents, eg through door-knocking</li> <li>• Network of Area Emergency Wardens to monitor small areas (approx. 7-20 houses), report to the Local Emergency Co-ordinator and assist with co-ordinating any response to a location in their area (Appendix 3)</li> </ul>

## 2.2 Advice and advance warnings

This Plan includes appendices with **advice to residents** on being prepared for an emergency: generic advice (Appendix 7) and **specific advice on flood resilience** (Appendix 8).

**Advance warnings of severe weather** (rain, thunderstorms, wind, snow, lightning, ice, extreme heat and fog) are issued by the UK Meteorological Office and can be accessed on the MetOffice website [www.metoffice.gov.uk](http://www.metoffice.gov.uk) or through various mobile phone apps. Anyone can also sign up on the MetOffice website to receive emailed weather alerts for selected regions (for our area, West Midlands and Wales are relevant).

**Flood Alerts** are issued by the Environment Agency (EA), in categories from Flood Alert (flooding possible – be prepared), Flood Warning (Flooding expected – act now) and Severe Flood Warning (danger to life – act now). These can be accessed on the EA website or through the Herefordshire Council website: [www.herefordshire.gov.uk/community/severe-weather-and-flooding/](http://www.herefordshire.gov.uk/community/severe-weather-and-flooding/)

Anyone can also sign up to receive emailed flood alerts for selected areas (see link on HC website).

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## 3. During an emergency

### 3.1 Plan Activation

The response provisions of this Emergency Plan will be triggered by any of:

- Herefordshire Council's Emergency Planning Duty Officer phoning the Local Emergency Co-ordinator
- Notification of an emergency to the Local Emergency Co-ordinator by the Emergency Services or other informant
- Publication of an Environment Agency Flood Warning ("flooding is expected")
- Publication of a MetOffice Amber or Red Severe Weather Warning

### 3.2 Flood or Severe Weather Warnings

On receipt of an Environment Agency Flood Warning ("flooding is likely") or MetOffice Amber or Red Severe Weather Warning, the Local Emergency Co-ordinator will:

- Publicise this to residents immediately through social media (eg Parish WhatsApp group), with a reminder of guidance to residents in this Plan
- Identify any locations particularly at risk (see Appendix 6) and monitor these through liaison with Area Emergency Wardens (see Appendix 3)
- Prepare for arrangements to deploy resources which may be needed, eg sandbags or other equipment (Appendix 2)

### 3.3 Emergency Plan procedures

On notification of an emergency, the Local Emergency Co-ordinator will:

- Contact appropriate Area Emergency Wardens (see Appendix 3) to ensure information is passed to residents and situation reports are received from Wardens
- Identify and deploy local resources as required (see Appendix 2), working with the Emergency Services as appropriate
- Notify Herefordshire Council's Emergencies and Resilience Team of the situation
- Contact other members of the Local Emergencies Co-ordination Team to notify them and agree any sub-division of tasks

### 3.4 Recording and Reporting procedures

On activation of the response provisions of this Plan, the Local Emergency Co-ordinator will maintain a summary log of the incident and responses. A template for this Log is at Appendix 1.

## 4. After an emergency

### 4.1 Reports

On conclusion of the incident, as recovery from the incident commences, the Local Emergency Co-ordinator will make a summary written report to the other members of the Local Emergencies Co-ordination Team. This will be reported in due course to the Parish Council. A summary report may also be requested by Herefordshire Council's Emergencies and Resilience Team.

### 4.2 Recovery measures

The Local Emergency Co-ordinator working with other members of the Local Emergencies Co-ordination Team will:

- Remove any temporary warning signs once these are not needed
- Liaise with Herefordshire Council about re-opening of roads
- Record locations of flooding and any flooded properties (reports from Area Emergency Wardens)
- Record properties/persons affected by any emergency
- Clean and maintain any equipment or premises used
- Refresh any supplies used (eg sandbags, grit-bins)



## Appendix 2. Local Resources – lists of people and things

### Key Emergency Contacts

CONTACT	TELEPHONE	EMAIL AND/OR POSTAL ADDRESS
Emergency Services (Police, Fire, Ambulance)	<b>999 or 112</b>	
Police non-emergency number	<b>101</b>	
Power cuts or emergencies	<b>105</b>	
Herefordshire Council Emergency Planning Duty Officer	<b>01432 260850</b>	<a href="mailto:resilienceteam@herefordshire.gov.uk">resilienceteam@herefordshire.gov.uk</a>
Environment Agency floodline	0345 988 1188	
Herefordshire Council flood report (other than main rivers)	01432 261800	<a href="http://www.herefordshire.gov.uk/reportaflood">www.herefordshire.gov.uk/reportaflood</a>
Welsh Water (burst water main or sewer flood)	0800 0853968	
Herefordshire Council: Council tax	01432 260360	<a href="mailto:counciltax@herefordshire.gov.uk">counciltax@herefordshire.gov.uk</a>
Herefordshire Council: Business rates	01432 260373	<a href="mailto:businessrates@herefordshire.gov.uk">businessrates@herefordshire.gov.uk</a>
Herefordshire Council: vulnerable adults	01432 260101	<a href="http://www.herefordshire.gov.uk/social-care-support/contact-adult-social-care">www.herefordshire.gov.uk/social-care-support/contact-adult-social-care</a>
HC Locality Steward		
Independent flooding advice: National Flood Forum	01299 403055	<a href="http://nationalfloodforum.org.uk">nationalfloodforum.org.uk</a>
Police Community Support Officer		
Police Community Support Officer (lives in Stoke Prior)		
Wye Valley NHS Trust	01432 355444	
Leominster Community Hospital (no minor injuries unit)	01568 614211	
Leominster Dental Access Centre	01568 619380	
Ryelands Surgery, Leominster	01568 614141	
RSPCA	0300 330 1451	
Red Cross	01905 450400	
Parish Clerk	Allan Drew 01885 400712	<a href="mailto:clerk@hfspgroupparishcouncil.gov.uk">clerk@hfspgroupparishcouncil.gov.uk</a>
Parish Lengthsman		
Neighbouring parishes:		
Leominster Town	Julie Debbage 01568 611734 07554 070820	<a href="mailto:townclerk@leominstertowncouncil.gov.uk">townclerk@leominstertowncouncil.gov.uk</a>
Bodenham	Jane Legge 07940 120348	<a href="mailto:clerk@bodenhamparishcouncil.gov.uk">clerk@bodenhamparishcouncil.gov.uk</a>
Hope-under-Dinmore	Lesley Hay 01544 318624 07540 252828	<a href="mailto:thelesleyhay@hotmail.co.uk">thelesleyhay@hotmail.co.uk</a>
Pencombe		<a href="mailto:clerk@pencombegrouppc.org.uk">clerk@pencombegrouppc.org.uk</a>
Hatfield and District	Sue Hanson 01568 760248	<a href="mailto:hatfieldgpc@gmail.com">hatfieldgpc@gmail.com</a>

## Local skills and resources available

Skill/Resource	Who?	Contact details	Location	Notes
List of all residents				
List of parish councillors				
Parish WhatsApp Group				
Lengthsman				
Filled sandbags (70)			Great Marston Farmhouse stables HR6 0NJ	
Filled sandbags (50)			Stoke Prior Village Hall HR6 0LG	
Filled sandbags (50)			Brook House, Steen's Bridge HR6 0RT	
Salt-grit bins	Parish Clerk Allan Drew		<b>See Appendix 6</b>	
Salt-grit bags (1.5 tonnes)			Great Marston Farmhouse stables HR6 0NJ	
Public payphone		01568 760667	Humber Close HR6 0LT	
Defibrillator			Stoke Prior Primary School	
Public Access Defibrillator			Phonebox outside The Lamb, Stoke Prior HR6 0NB	
Public Access Defibrillator			Risbury Village Hall phonebox	
Qualified General Nurse				
Qualified Nurse				
First-aider				
First-aiders				
First-aider				
Chainsaw				
Chainsaw				
Chainsaw				
Chainsaw				
Chainsaw				
Radio equipment				
Tractors and 4x4 (Risbury)				
Tractors and 4x4 (Stoke Prior)				
Tractors and 4x4 (Ford)				
4x4 Land Rover				
JCB with bucket & other heavy equipment				
Generator				
2 submersible pumps (mains) & 50m flat hose				
Scaffolding tower (4 lifts) with platform				

## Rest Centres / Places of safety

Building	Location	Potential use in an emergency and facilities	Contact details of key holder
Risbury Village Hall	Risbury Cross HR6 0NQ	Rest Centre/place of safety. Parking for 6 vehicles. Accessible. Chairs and tables. M&F toilets. Kitchen with kettles, crockery etc.	
Stoke Prior Village Hall	Stoke Prior HR6 0LG	Rest Centre/place of safety. Parking for 2 vehicles only on road. 24 steps access. Disabled drop-off access via adjacent private road. Chairs and tables. M&F toilets. Kitchen with kettles, crockery etc.	
Stoke Prior Community Primary School	Stoke Prior Lane HR6 0ND	Rest Centre/place of safety (out of school hours): Toilets Internet Connectivity (with permission from Head to supply passwords) Hall + 4 classrooms with seating Basic First Aid supplies Defibrillator 3 first-aid trained staff and 2 children first-aid trained staff when school open & staffed.	

## Identification of vulnerable groups and individuals

The community has a number of people who, during an incident, may be considered as 'vulnerable' and therefore should be considered a priority for support. Below is a list of community organisations that may be helpful in identifying vulnerable people or communities in an emergency.

Organisation	Name and role of contact	Phone Number
Leominster CofE Team Ministry		
Humber Parochial Church Council		
Stoke Prior Parochial Church Council		
Womens' Institute		
Stoke Prior Community Primary School		
Community Wheels		
Royal Voluntary Services		

## **Maps and other information**

A 1:50,000 scale OS map extract of the Group Parish is at Appendix 2.

In the Local Emergencies Co-Ordinator's office there are several large-scale maps of the Group Parish and the villages on pin-boards.

The Local Emergencies Co-Ordinator also holds a list of residents' names, addresses and contact details where permission for this data to be held has been provided.

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### Appendix 3. Area Emergency Wardens

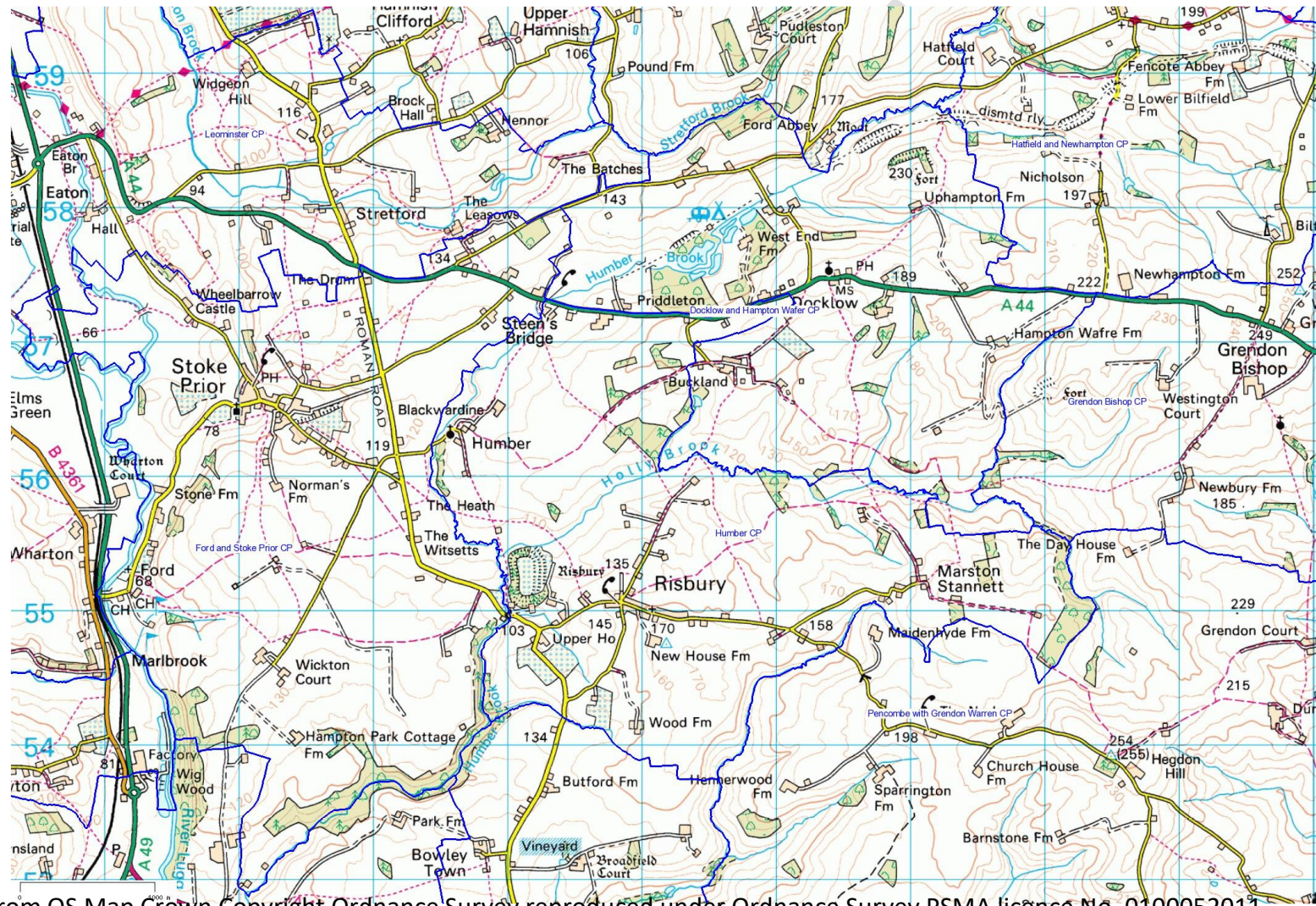
Area Name	Description	Properties	Warden	Address	Email	Mobile	Phone
Marston (south)	Marston cottages to Marston House	6					
Marston (north)	Lower Marston Farm to Shepcote	7					
Turning Ways	from Hollydene to Maidenhyde Brook	7					
Risbury East 2	from The Stables to Brick House	11					
Risbury East 1	From Risbury Chapel to Gallop View	7					
Risbury Central (north side)	from Risbury Cross to Fenmaurs	15					
Risbury Central (south side)	from Leilas Oak to Orchard Cottage including New House Farm	15					
Poplands Lane	from Rose Villa to Stirbridge Farm	16					
Risbury West	School Hill from Schoolhouse, Upper House, Blacksmiths Lane	10					
Risbury Camp	Risbury Court to Hollywell Farm	7					
Blackwardine/ The Heath	from Sunnybank Farm to Hill Top Farm and Blackwardine Kennels	13					
Wickton Lane	all properties accessed by Wickton Lane from the north	9					
Hampton	properties accessed from A417	3					

Area Name	Description	Properties	Warden	Address	Email	Mobile	Phone
Humber	all properties accessed from Church Road	5					
Humber Close	Nos 102-129	25					
Steen's Bridge East	from Brook House to Stephens Cottage (excluding Humber Close)	7					
Steen's Bridge West	the Bridge to Highbury and Stoke Prior Lane to Humber Marsh	12					
Fairmile	from the A44 junction to Summerhill, and The Chapel	11					
School Lane	From Grovefields to the School	7					
The Drum	From The Drum to The Paddocks	3					
Stoke Prior Farms	the area NW of the railway embankment to Grovefields corner	8					
Stoke Prior East 1	from the railway embankment to Old Hall	6					
Stoke Prior East 1	Eastmead and The Hollies	6					
Stoke Prior East 3	Ashbed Cottage to Trap House	7					
Normans Lane	all properties accessed by Normans Lane plus Tudor Cottage, Close Cottage and The Pink House	12					
Stoke Prior Central (north)	Croft Gate to Post Office excluding cul-de-sac	12					
Stoke Prior Central (south)	Church House to Village Hall excluding The Bury	11					

Area Name	Description	Properties	Warden	Address	Email	Mobile	Phone
The Bury	all properties in The Bury	10					
Cul-de-Sac	all properties in the Cul-de-Sac, Stoke Prior	8					
Stoke Prior Road North	From The Slough to Prior House	7					
Ford Lane	from the A49 to The Bury Farm	14					
Stretfordbury (out of parish)	From the Drum crossroads to Stretford Brook	7					

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## Appendix 4. Extract map of the Group Parish



Extract from OS Map Crown Copyright Ordnance Survey reproduced under Ordnance Survey PSMA licence No. 0100052011

## Appendix 5. Locations at risk of flooding

No.	Location	Risk/trigger	Pre-emptive measures
1	Ford: Flood plain from River Lugg and C1112	Flooding from River Lugg after heavy rain to some properties and C1112 road at Ford bridge to Golf Club.	
2	Stoke Prior Lane (C1110) between The Slough and Castle Cottage	Run-off flooding on road at dip near Cross Cottage in heavy rain, from runoff to east (footpath SP32A).	Lengthsman to inspect ditch near Cross Cottage quarterly and keep clear
3	Central Stoke Prior (junction of C1110 and C1112 at war memorial to Church)	Run-off flooding from The Prill in heavy rain, affecting road to St Luke's church, some properties and waste-treatment plant for The Bury	Lengthsman to inspect culvert from The Prill and ditch towards church quarterly and keep clear
4	Stoke Prior – C1112 lower School Lane from The Priory to junction with C1110	Run-off flooding from road and nearby pond in heavy rain, affecting road and some properties	Lengthsman to inspect quarterly and keep ditches clear
5	The Heath: C1110 between Heath Farm and footpath SP19	Run-off flooding from adjacent land in heavy rain, affecting road	Lengthsman to inspect sumps quarterly and report to Herefordshire Council if needing clearing
6	Steens Bridge	Flooding from Humber Brook after heavy rain, affecting some adjacent properties including Humber Close	
7	C1110 east of Humber Bridge	Run-off flooding from road to west in heavy rain, affecting road and cutting access between Risbury and Stoke Prior	Lengthsman to inspect grips quarterly and keep clear to enable run-off to soak into verge and ditch. Lengthsman to inspect drain at bottom of hill quarterly and rod if required.
8	Humber Brook at Risbury Mill	Flooding from Humber Brook after heavy rain, affecting some properties	
9	Bottom of School Hill, Risbury (C1110)	Run-off flooding from road to east in heavy rain, affecting road west of Lowbrook	Lengthsman to inspect ditch on School Hill and drain at bottom of hill quarterly and clear if required.
10	Risbury, C1110 east of Butterfield to Holly Barn	Run-off flooding from land to south in heavy rain, affecting some properties and road	Lengthsman to inspect ditch I quarterly and clear if required.

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## Appendix 6. Location of Salt-Grit bins

<i>Ref</i>	<i>Road</i>	<i>Location</i>	<i>SO Grid Ref</i>
GB1	U94011 Marston Lane	Cherry Blossom, 1 Marston Cottages	568 552
GB2	U94011 Marston Lane	200m W of Marston Cottages	566 552
GB3	U94009 Poplands Lane	Outside Poplands Farm outbuilding	550 554
GB4	C1113 Bowley Lane	Opposite Upper House Farm	547 547
GB5	C1113 Bowley Lane	50m S of junction with U94010	544 543
GB6	C1110	The Stables, Risbury	553 529
GB7	C1110	Oaklands, Risbury	550 540
GB8	C1110	School Hill, 100m W of The School House	546 550
GB9	C1110	Junction with C1113 Bowley Lane	543 548
GB10	C1110	Mill Pitch (west side), 50m N of junction with C1113	542 548
GB11	C1110	Mill Pitch (east side) 70m N of junction with C1113	542 549
GB12	C1110	Mill Pitch, 25m SE of entrance to Risbury Mill	541 549
GB13	C1110	Opposite Causeway	527 561
GB14	C1110	Junction with C1112 (opp The Pink Cottage)	523 566
GB15	C1110	Junction with C1112 Ford Lane (opposite The Prill)	521 566
GB16	U94005 Church Road	Corner 100m N of Humber Bridge	534 562
GB17	U94005 Church Road	Opposite Humber Grange	536 564
GB18	C1112 Ford Lane	Outside Leominster Golf Club	512 551
GB19	C1112 Ford Lane	E side of bridge over River Lugg (north side)	511 551
GB20	C1112 Stoke Prior Lane	Corner by 'Grovefields' entrance	525 567
GB21	C1112 Stoke Prior Lane	80m West of Stoke Prior Community School	528 567
GB22	C1112 Stoke Prior Lane	100m East of Stoke Prior Community School	529 567
GB23	U94030 Humber Close	Junction with A44	544 573
GB24	U94008 Buckland Lane	30m up lane from A44 on S side	553 572
GB25	C1110	School Hill, 15m west of Gate House entrance	545 549
GB26	C1110	20m east of SP27	538 552

## Appendix 7. General guidance to residents

Writing down some important information now and preparing some emergency supplies will help you and any others you live with be ready for emergencies. Having a plan written down could help you in situations where you have no electricity, phone, or internet connection.

Download this plan and fill it in. Discuss it with those you live with. Print it out - or write it out - and keep it somewhere safe and easy to find in a power cut.

### In an emergency

#### *If the emergency is outside the home then:*

- Go in - depending on the emergency you might need to close all windows and doors
- Stay in
- Tune in - monitor national and local news and follow official advice for what to do next - check local radio stations and local TV broadcasts and other trusted sources, such as your local emergency services social media accounts

#### *If the emergency is inside the home then:*

- Get out
- Stay out
- Ring 999

### Meeting point

In certain situations, you may need to leave your home for your own safety. Decide where you will meet others - this could be a community hub if you have one nearby. Always follow advice from emergency services about when it is safe to return home.

Agreed meeting point:	
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### Important contact numbers for services you might need

Emergency services	999
NHS non-emergency number	111
Police non-urgent	101
To report a power cut	105
GP	

### Who else might you need to contact in an emergency?

For example, family - those within your household as well as other family members, schools or childcare, your employers, carers or clinical teams.

Name	Mobile number(s)	Landline number


**Others you might want to check in on**

If you are in the position where you are able to offer help to your community (and it is safe to do so), you could start by checking on others such as your neighbours. Make a record of their details here:

Name	Address	Landline	Mobile

**Current medication**

Medication name	Dose	How often	Who takes it

**Radio stations for local or national updates**

BBC Radio 2	88-91 FM
BBC Radio 4	92-95, 103-105 FM
BBC Hereford & Worcester	94.7/104/104.6 FM

**Insurance details**

Type	Insurance company	Policy No.	Phone
Buildings			
Contents			

**Utilities**

If you have time and it is safe to do so, you might need to turn off the mains water, gas or electric to your home during an emergency. Familiarise yourself with where these are located.

**WARNING:** You can turn the water and electricity back on yourself but NOT THE GAS. This must be done by a qualified engineer.

Utility	Shut off location	Supplier phone number
Water stop cock		
Gas isolation valve		

Electricity isolation switch		
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### **Emergency supplies and grab-bag**

Consider what supplies you and your household might need during an emergency lasting a few days. Put together an emergency grab bag of those essential items and documents that you might need and are not easily available to buy if you have to leave your home for a day or longer – medication, insurance documents, and identity documents, for example.

#### ***Emergency grab-bag contents***

- Battery or wind-up torch
- Portable power bank for charging your mobile phone
- Car-charging adaptor for mobile phone
- Battery or wind-up radio to get updates during a power cut
- Spare batteries for torch or radio
- First aid kit
- Wet wipes and hand sanitiser
- A few days of essential medication (see list above)
- Bottled water
- Small amount of cash
- A copy of this Plan
- House and car keys

#### ***Items to keep at home for an emergency***

- Non-perishable food that does not require cooking (eg tins, long-life milk)
- Baby supplies (eg nappies and formula)
- A stock of fresh clean water in plastic containers in case supply is cut off
- A can of spare fuel for your car
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## Appendix 8. Guidance to residents on flooding

### Introduction

Over recent years, extensive rainfall and subsequent flooding events, have become more frequent. Unfortunately, this is something we must all learn to adapt to, to ensure our own safety and that of others, to find ways to mitigate damage to our homes and property, and minimise disruption as far as is possible. Whilst the local authorities, - Hereford Council, Police, Fire and Ambulance Services – all have a responsibility to respond to such events, the fact is resources are limited and they cannot be everywhere they may be needed, when they are needed. Therefore, it falls to each and everyone of us to think about and make a plan of what we can do if extensive rainfall is forecast with the risk of flooding in your area, with a view to keeping yourself and your loved ones safe and your property protected as far as possible.

### Suggested Actions

- First and foremost, ensure you, your family and pets are safe. Agree with family and other residents, a procedure for preparation and evacuation if needed.
- Make sure you have essential documents easily to hand in waterproof protective covering, for example insurance details, passport, medical documents
- Keep mobile phone chargers easily to hand and the phones fully charged.
- Draw up and keep a list of important phone numbers to hand.
- Keep a bag of essential items ready to pick up and go at short notice, for example change of clothes, medications, pet food.
- Keep a stock of fresh water in plastic containers in case the water supply is cut or contaminated.
- Join the local Parish Whatsapp, Facebook and other social media groups to access and share local information
- Sign up for Met Office, or similar, weather warning apps to receive notifications and prior notice of potential events in your area
- Get to know your local area, landowners and neighbours, and find out where there are water courses, streams or ditches which may need clearing. If you are unsure, contact the Parish Council who may be able to provide details.
- Join forces with your neighbours to ensure local drains and ditches are kept clear of debris and rubbish and repaired if required.
- Check your own property and ensure any drains, ditches, streams which run across it, are kept clear and free running.
- Think about what personal possessions, documents, photos etc, which could be lost in the event your home is flooded. Plastic storage crates, with securely fitted lids, can be used to store these items which can be moved to a safe area, such as upstairs.
- Wooden blocks or bricks can be used to lift furniture above the water line. Place chairs and smaller items on tables.
- Use pegs or other means to lift curtains above the water level.
- Move items in floor standing cupboards to higher levels.

### Safety First!

- Flood water is classified as Black water, which means it is likely to be polluted by sewage or other contaminants. Do not come into contact with flood water with naked skin and wash any skin with clean water and soap as soon as possible after contact.
- Black water contaminated areas must be properly cleaned using the appropriate cleaning products. Ideally this should be carried out by professional cleaners.

- Do not drive or walk through flood water; the road surface could have been washed away or there may be dangerous hazards which are not visible. There may also be an undercurrent that is not visible but which could be dangerous. Driving into flood water may invalidate car insurance.
- Keep a supply of non perishable food and water in a safe place in the event you may become cut off and unable to get to the shops.
- Make a plan for how you will prepare your property and evacuate if required; and **share** this with everyone in your property.
- Do your research to find out where the nearest supply of parish supply of sandbags are stored and who to contact.

### Useful websites

Other information and guidance can be found on the following websites:

[www.flood-Mary.com](http://www.flood-Mary.com)

<https://bdma.org.uk/information-support-sector/for-property-owners/>

<https://www.nfumutual.co.uk/news-and-stories/how-can-i-protect-my-home-from-flooding/>

<https://www.herefordshire.gov.uk/flooding-2/flood-management/4>

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