

# Burneside Community Flood Plan



**Community Group:** Burneside Parish Residents Association

**Address:** The Gables, Hollins Lane, Burneside, LA9 6QL

**Quick Floodline Dial Number:** 0345 988 11 88

**Responsibilities:** Agency responsibilities for flooding <https://www.gov.uk/guidance/flood-risk-management-information-for-flood-risk-management-authorities-asset-owners-and-local-authorities>

**Environment Agency flood warnings:** Cumbria Environment Agency - Neighbourhood alert

**Local flood warning trigger** (*when water reaches the bottom of the bridge*): EA text alerts, EA emails alerts, Kendal Community flood team reports.

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# 1: Activation of the plan

The Lead Coordinator will activate the plan **prior** to an Emergency being designated by the Emergency Services. This will be decided by working closely with South Lakeland District Council (SLDC) after they have reviewed the situation with partner agencies.

Coordinators will also monitor several other sources of information, see below:

## Met Office Weather Warnings

<https://www.metoffice.gov.uk/public/weather/warnings>

No Severe Weather	Be Aware	Be Prepared	Take Action

## Environment Agency Flood Warnings

For the flood warning page please [click here](#) or on [Twitter](#) .

Environment Agency Flood Incident Room

Environment Agency Incident Hotline (24 hrs) - 0800 80 70 60

running during flood incidents - XXX



FLOOD ALERT

Flood Alert - Flooding is possible - be prepared



FLOOD WARNING

Flood warning - Flooding is expected - immediate action required



SEVERE FLOOD WARNING

Severe Flood Warning - severe flooding - danger to life

## Local Knowledge

The Burneside Residents Association, local people, CCC councillors, SLDC councillors, Parish Councillors and Kendal FLAG's.

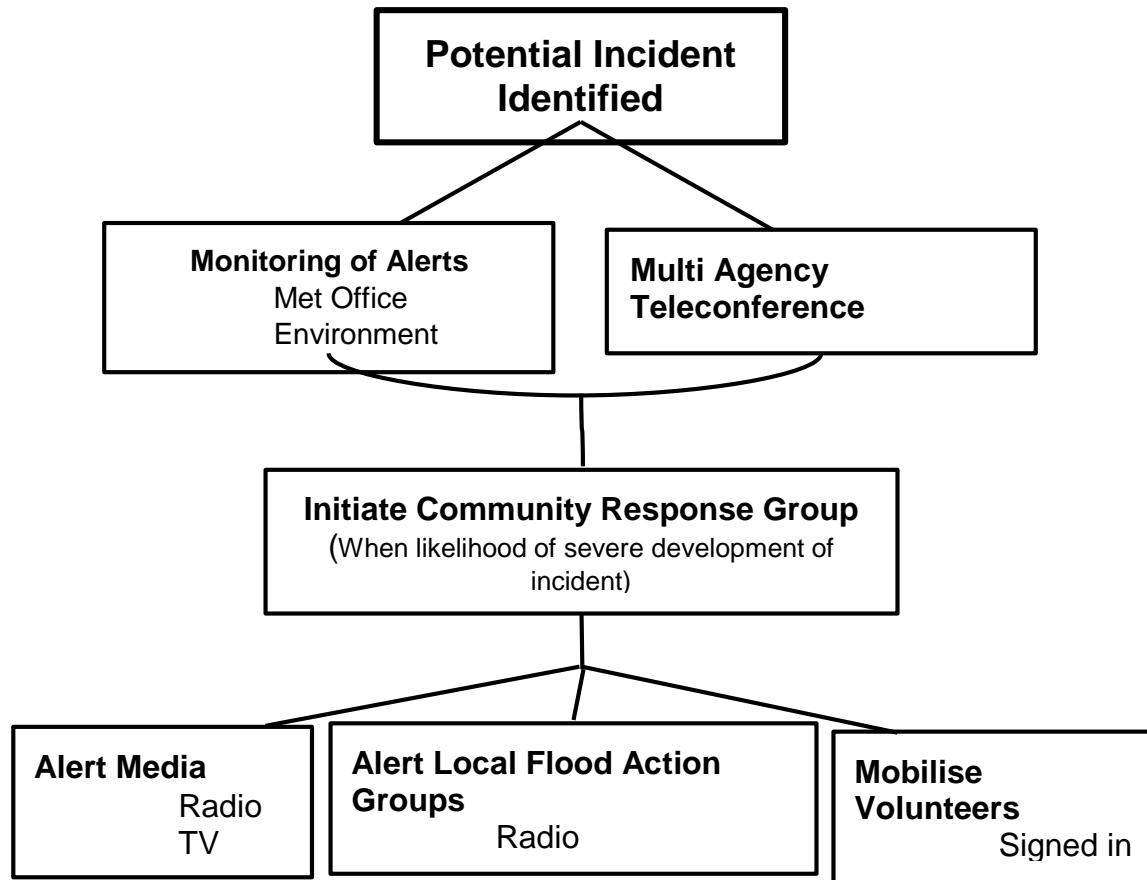
## Agency

Warning from Police, EA or other agency or a request for help

## Information on the News and Radio

BBC Radio Cumbria and Twitter and Face Book pages

## 1A: Activation of the Plan - Operational Flow Chart



## 1B: Activation of the plan - Response Structure

In the case of any foreseeable flooding in the Parish of Burneside, the Environment Agency will initiate their Flood Incident Control Room who will be aware of telephone numbers of the Community Response Group.

Once such contact has been made regular updates will be given by the Environment Agency regarding the likely severity and timing of events as they unfold.

## 2: Plan Activation

This plan will be activated in the case of potential flooding which will be on receipt of notification from alerts given by the Met office, Environment Agency and Multi Agency Teleconference predictions and forecasts. In addition, any other form of emergencies will be notified by telephone from the County Emergency Control or higher authority depending on the level of alert.

The Lead Co-ordinator will contact the Community Response Groups by telephone to gather advice.

Decisions on which group/s of volunteers needed will be made and they will be contacted immediately, also the decisions on the type of assistance that we can provide and the equipment needed. 4a is not an exhaustive list and will adapt to the situation and local needs.

Key holders to the flood store will be contacted first.

Burnside flood store will be opened; residents will be alerted by social media and other contact routes such as telephone, door knocking and email

All paperwork, hand out kits and all other necessary provisions will be ready and available.

All volunteer leaders must keep in touch by telephone/radio to ensure supplies can be maintained and updates provided for information of Emergency Services.

No volunteers should enter flood water - this is because open manholes, deep drains and river banks are hidden from view - there is a high risk of drowning.

The volunteer role involves 'Warning and Informing' the local community to prepare themselves and in some cases 'Assist' with putting flood defences in place. However, it does not involve the manual handling or moving property or possessions, which presents a high risk of back injury.

### 3A: Locations at risk of flooding - Flood warnings

Area number	Location of risk	Trigger level	Actions
Area 1	Bridge Street New street New road Old church Road Steels row	Resident warning Drains breaching River levels alert from EA Drains breaching – surface and foul. River levels alert from EA	Contact residents directly Fit flood resilience measures Issue sandbags Place flood diverters Support moving of furniture Ensure safety plan in action Ensure safe place is reminded
Area 2	Carling steps Carlingdale Sprint Holme	Resident warning River levels alert from EA Stream breaching	Contact residents directly Fit flood resilience measures Issue sandbags Support moving of furniture Ensure safety plan in action Ensure safe place is reminded
Area 3	Bryce Institute area	Resident warning River levels alert from EA Cellar flooding	Contact residents directly Fit flood resilience measures Issue sandbags Support moving of furniture Ensure safety plan in action Ensure safe place is reminded
Area 4	Bowston corner	Resident warning River levels alert from EA	Contact residents directly Fit flood resilience measures Issue sandbags Support moving of furniture Ensure safety plan in action Ensure safe place is reminded

### 3B: Locations at risk of flooding - source of flooding

Area number	Location at risk	Source of flooding	Direction of flooding
Area 1	Bridge Street New street New road Steels row	Drains River Kent Stream behind croppers Flow down New Street	Overflow from drains Surface water from behind croppers Barnsdale runner over topping Multi directional surface water from car parks and roads
Area 2	Carling dale Carling steps Sprint home Burneside road	Drains River Kent Stream is multi directional Fields above Flow down Burneside road	Overflow from culverts and drains Multi directional surface water Streams over flowing Fields behind Carling steps
Area 3	The Bryce Institute area	Field out back Surface water	Overflow Fields behind the Bryce
Area 4	Bowston Corner	Fields Overflow Blocked drains	Fields behind and in front Up from blocked drains

## 4A: Actions to be taken before a flood - local flood actions - immediate

Area number	Location at risk	Action / trigger	Local action	Equipment required
Area 1	Bridge Street New street New road Steels Row	Ea warnings Social media alerts Text messages Telephone calls	Implement flood resilience plan and support access to resources where safe. Open the flood store. Remind residents of designated place of safety - church	Flood resilience gates Sand bags Wheelbarrows Drain rods Road signs Ready flood pumps
Area 2	Carling Dale Carling Steps Sprint Holme Burneside road	Ea warnings Social media alerts Text messages Telephone calls	Implement flood resilience plan and support access to resources where safe. Open the flood store. Remind residents of designated place of safety - church	Flood resilience gates Sand bags Wheelbarrows Deploy flood pumps Road barriers
Area 3	The Bryce institute area	Ea warnings Social media alerts Text messages Telephone calls	Implement flood resilience plan and support access to resources where safe. Open the flood store. Remind residents of designated place of safety - church	Flood resilience gates Sand bags Wheelbarrows Road signs
Area 4	Bowston corner	Ea warnings Social media alerts Text messages Telephone calls	Implement flood resilience plan and support access to resources where safe. Open the flood store. Remind residents of designated place of safety - church	Flood resilience gates Wheelbarrows Road signs



## 4B: Actions to be taken during a flood - local volunteers

Key holders and key contacts in bold.

Name	Other details
<b>Gayle Howarth</b>	Key holder for flood store Resident association committee member
Mandy Coleman	Local PCSO
June Hill	Church key holder. Will open church in times of emergency
<b>Rev Nigel Davies</b>	Key holder for flood store Church key holder
<b>Derek Wade</b>	Key holder for flood store Resident association committee member Parish councillor
<b>Gary Walker</b>	Key holder for flood store Carlingdale area contact
<b>Steve Lees</b>	Key holder for flood store Resident association committee member
<b>Trisha Holt</b>	Key holder for flood store Resident association committee member
<b>Mandi Easton</b>	Key holder for flood store Resident association committee member

Reminder - No volunteers should enter floodwater - this is because open manholes, deep drains and river banks are hidden from view - there is a high risk of drowning.

The volunteer role involves 'Warning and Informing' the local community to prepare themselves and in some cases 'Assist' with putting flood defences in place. However, it does not involve the manual handling or moving property or possessions, which presents a high risk of back injury.

## 4C: Actions to be taken during a flood - Important telephone numbers

Organisation	Tel:	Website / Email:	Twitter
<b>Emergency Services</b>	<b>999 emergency</b> <b>101 non-emergency</b>		@Kendalpolice @Cumbriafire
<b>South Lakeland District Council</b>		<a href="http://www.southlakeland.gov.uk">www.southlakeland.gov.uk</a>	@SouthLakelandDC
Daytime	01539 733333		
Out of hours	08704 286905/6 (leave a message and a member of staff will call you back)		
<b>Cumbria County Council</b>		<a href="http://www.cumbria.gov.uk">www.cumbria.gov.uk</a>	@CumbriaCC
Daytime	01228 606060		
Out of hours			
- General	01228 606060		
- In case of concern for vulnerable adults or children	01228 526690 (adults) 0333 240 1727 (children)		

Highways Hotline	<b>03003 032992</b> (office hours)		
<b>Environment Agency:</b>		<a href="http://www.environment-agency.gov.uk">www.environment-agency.gov.uk</a> <a href="mailto:enquiries@environment-agency.gov.uk">enquiries@environment-agency.gov.uk</a>	@EAgency
General Enquiries	03708 506 506		
Floodline	0345 988 1188 (24 hrs)		
Incident Hotline (for reporting flooding, blocked culverts, etc.)	0800 807060 (24 hrs)		
<b>United Utilities:</b>	0345 672 3723 (24 hrs - water)	<a href="http://www.unitedutilities.com">www.unitedutilities.com</a>	@unitedutilities
<b>Electricity North West:</b>	0800 195 4141 105 (Report a power cut)	<a href="http://www.enwl.co.uk">www.enwl.co.uk</a> <a href="#">Power outage map</a>	@ElectricityNW
<b>National Gas Emergency Service:</b>	<b>0800 111 999</b> (24hrs - gas leak/emergency)	<a href="http://www2.nationalgrid.com/UK/Safety/Gas-emergency">www2.nationalgrid.com/UK/Safety/Gas-emergency</a>	@nationalgriduk
<b>BBC Radio Cumbria</b>	0345 3051122	<a href="mailto:radiocumbria@bbc.co.uk">radiocumbria@bbc.co.uk</a>	@BBC_Cumbria
<b>Lakeland Radio</b>	01539 737380	<a href="http://www.lakelandradio.co.uk">www.lakelandradio.co.uk</a>	@LakelandRadio
<b>Local Place of Safety key holder:</b>			<b>Nigel Davies &amp; June Hill</b>
Daytime			Available from the vicarage
Out of hours (if different)			Flood team to get In touch with Key holders for the church. (key holders for flood stores identified in <b>bold</b> above)

## 4D: Actions to be taken during a flood - Emergency – Volunteers taking action when an emergency is imminent

Please consider the following, as a volunteer you may be asked to:

- Make contact with Police – consider what information will they need
- Decide which volunteers to contact first
- Decide what to say to volunteers when contacting them:
- Explain that we will log volunteers in and out of the response effort for safety purposes (ask volunteers to take a mobile with them)
- Remind volunteers that response is just about warning and informing – no one should enter flood water or put themselves at risk.
- Know what area are the volunteers to cover?
- Let other volunteers know what to tell the public – what information?
- Send messages to evacuate or just be prepared?
- Know what reception centres are open?
- Volunteers and the public can get the latest news by listening to Radio Cumbria
- Use of the hand out and its concerns
- Feed any information gathered/issues to the Coordination Team
- What to do with information on vulnerable people:
- Make a record of people who need assistance
- Prioritise those people who would not be able to keep themselves safe – pass this information onto the emergency services.
- People in need of urgent assistance – onsite volunteers should call 999 without delay.

## **4E: Actions to be taken during a flood - simple safety precautions when responding**

### **CHECK IN BY TELEPHONE WITH OTHER VOLUNTEERS OFTEN**

#### **WHAT TO TAKE**

Wear high visibility tabard/jacket (as supplied)

Wear warm waterproof clothing suitable for the conditions

Carry a charged bright torch - and a spare torch

Wear stout footwear with a good grip on the soles

Carry fully charged phone and a whistle

Carry plasters, alcohol wipes and a small bandage - only to be administered by a qualified first aider

Take easy snack food e.g. chocolate bar

Take a bottle of water or a flask

#### **WHAT TO DO/NOT TO DO**

Always work with at least one other person

Tell someone where you are going and when you expect to return

Provide a contact number for yourself to the Coordination Team

Do not enter any flood water for any reason

Take shelter indoors when you need to or are advised to do so

Avoid manual handling activity such as heavy lifting, lowering, carrying, pushing and pulling

Hostility - remain calm and sympathetic or back away

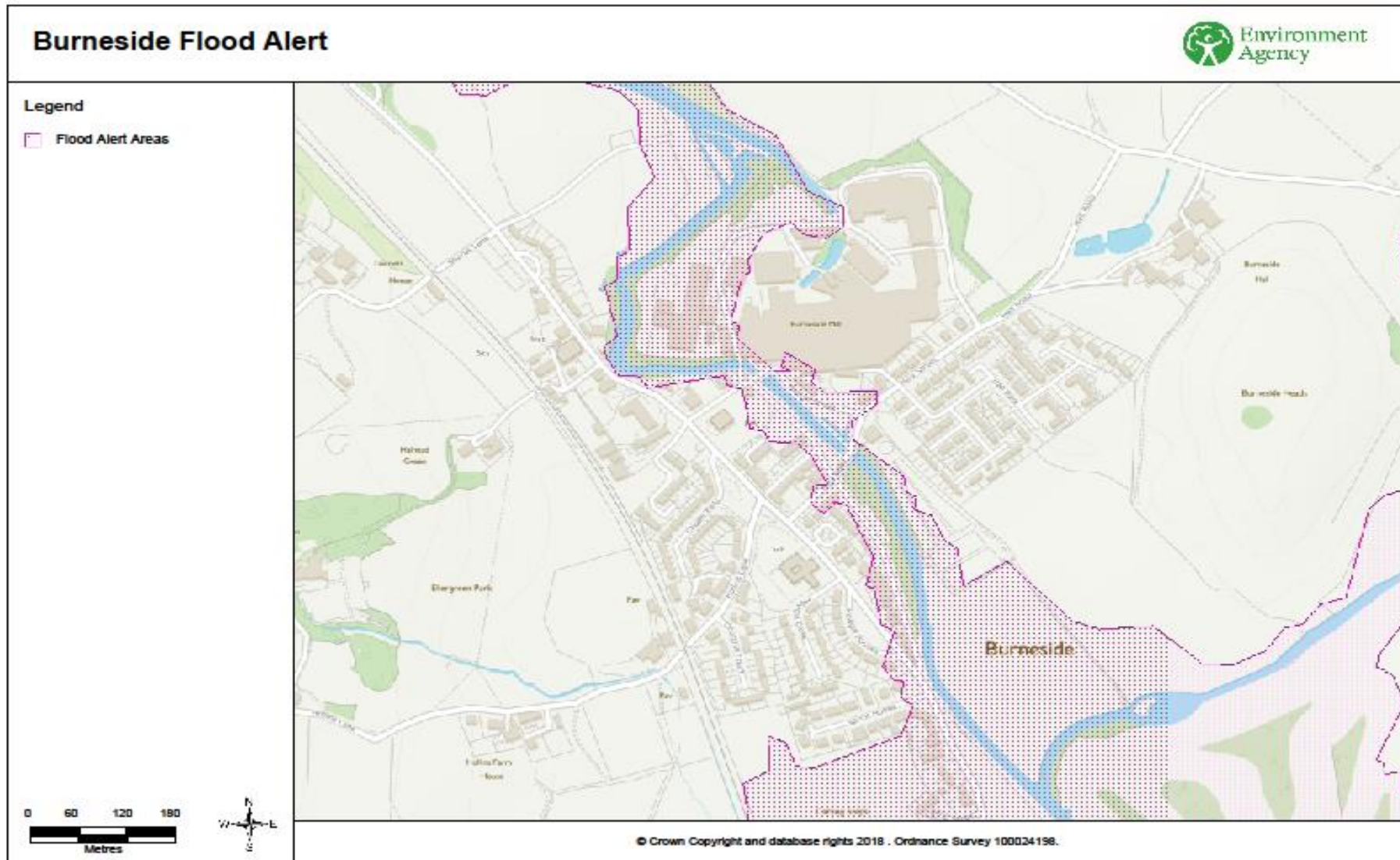
Avoid poorly lit areas where possible

Take regular breaks as and when needed

Avoid being near heights or drops

Do not visit properties where you suspect that animals are not adequately controlled.

# Appendix A




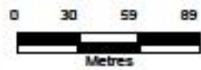
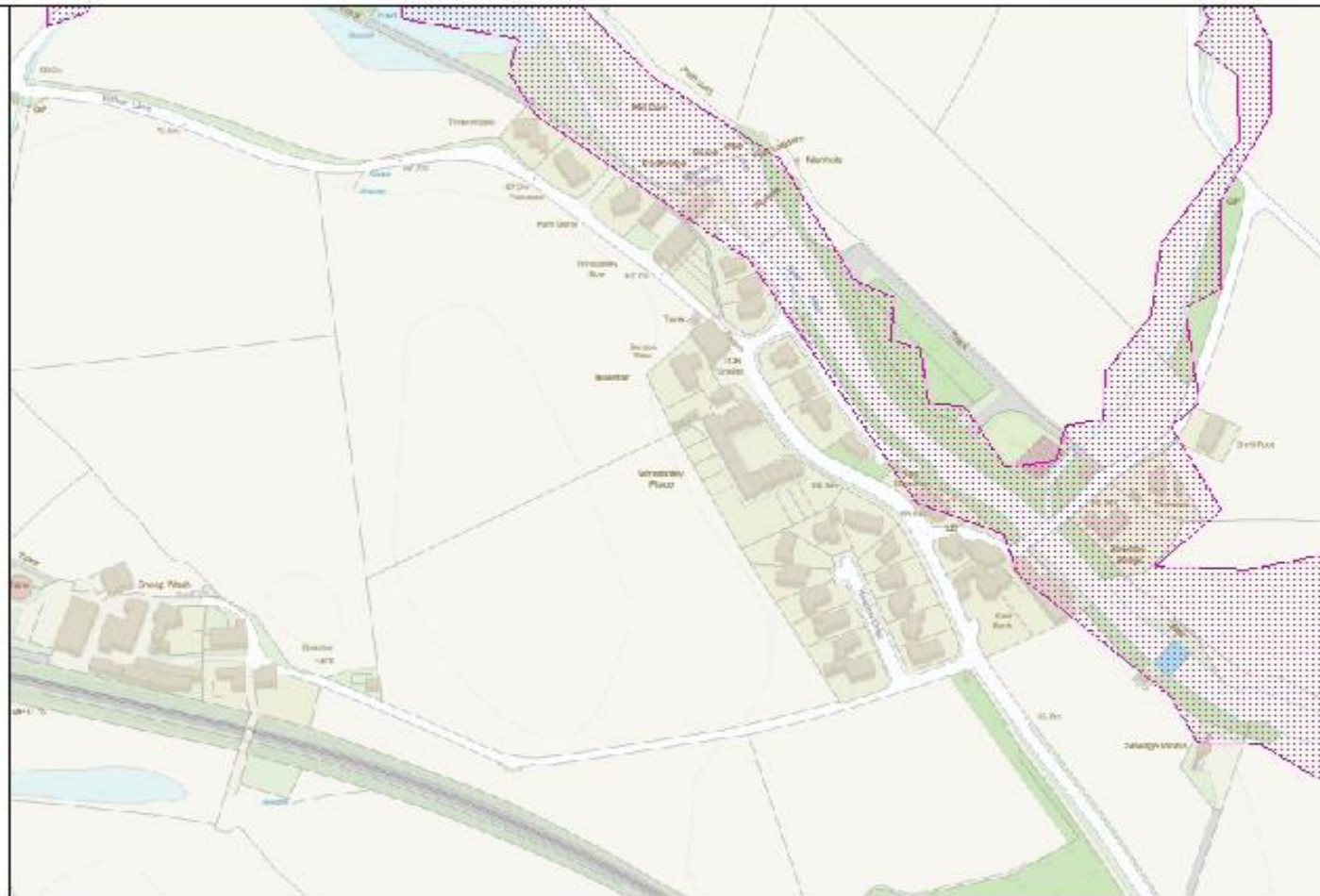


# Bowston with Flood Alert Area



## Legend

 Flood Alert Areas



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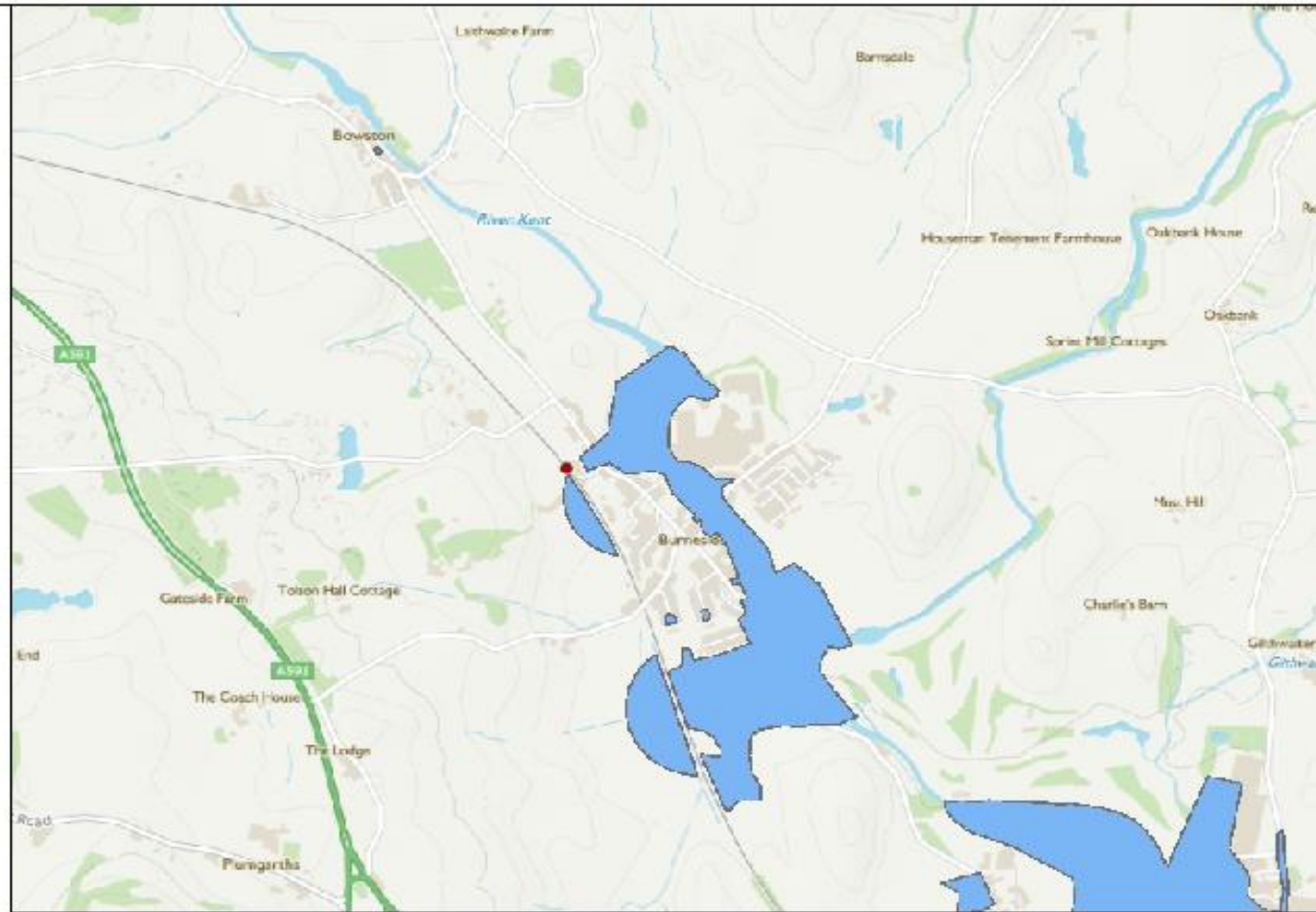


# Burneside and Bowston 2015 flood outline



## Legend

■ Winter 2015/16



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## Appendix B

Dear Resident,

Here are some helpful tips for use during an emergency.

- Do not panic
- Check your gas and electricity are still on, is your heating working?
- Check food supplies (have you enough for a short while?)
- Have you got a torch?
- If you are flooding try to get the important stuff upstairs, we may be able to assist.
- If the water reaches a socket your power will go off immediately.
- If you need sandbags they will be available from the District Council, again we may be able to assist.
- If you can't make a hot drink then let the flood team Volunteers know.
- **If you have a very urgent problem, need a doctor or ambulance, if there is no one near to help phone the emergency services immediately.**

Appendix C

If there is no electricity or the phones and broadband are down

**PLEASE PLACE THIS CARD IN YOUR FRONT FACING  
WINDOW PREFERABLY  
DOWNSTAIRS WITH THE DATE AND TIME OF YOUR  
REQUEST.  
WE WILL BE WITH YOU AS SOON AS WE CAN TO  
ASSIST OR GIVE FURTHER  
INFORMATION.  
ASSISTANCE NEEDED**

Date: \_\_\_\_\_

Time: \_\_\_\_\_

## Appendix D

Progress housing appendix

Awaiting this information

## Appendix E

# South Lakes Housing

South Lakes Housing currently have 67 properties in Burneside. Should a flood or emergency event affect any of our properties we would encourage our Customers to contact us directly, so we can support them.

There are a number of ways in which they can do this:-

Website / Live Chat: [www.southlakeshousing.co.uk](http://www.southlakeshousing.co.uk)

Telephone: 0300 303 8540

Email: [customerservices@southlakeshousing.co.uk](mailto:customerservices@southlakeshousing.co.uk)