

Flood Response Plan for Former Henry Isaac Foundry, St. Ippolyts

Version 1.0

Date: 30th January 2025

Prepared for: Jarvis Homes Ltd

Jarvis
HOMES OF DISTINCTION

www.jbaconsulting.com

Revision History

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Issued to: Andrew Driver, Jarvis Homes Ltd

Prepared by Suzanne Tulloch BSc MSc

Reviewed and authorised by Phil Emonson BSc MSc FCIWEM C.WEM MEPS

JBA Project Manager Harriet Freestone BSc MCIWEM C.WEM

JBA Address Suite C
First Floor, George Parker Bidder Building
4 Babbage Way
EXETER
EX5 2FN

Purpose

This Flood Response Plan has been commissioned by Jarvis Homes in order to look to address Planning Condition 16 and 20.

Contract

This report describes work commissioned by Jarvis Homes Ltd by an instruction dated 02/01/2025. The Client's representative for the contract was Andrew Driver. Suzanne Tulloch and Harriet Freestone of JBA Consulting carried out this work.

Purpose and Disclaimer

Jeremy Benn Associates Limited ("JBA") has prepared this Plan for the sole use of Jarvis Homes Ltd. and its appointed agents in accordance with the Agreement under which our services were performed.

JBA has no liability regarding the use of this Plan except to Jarvis Homes Ltd.

No other warranty, expressed or implied, is made as to the professional advice included in this Plan or any other services provided by JBA. This Plan cannot be relied upon by any other party without the prior and express written agreement of JBA.

The actions contained in this Plan are based upon information provided by others and upon the assumption that all relevant information has been provided by those parties from whom it has been requested and that such information is accurate. Information obtained by JBA has not been independently verified by JBA, unless otherwise stated in the Plan.

The methodology adopted and the sources of information used by JBA in providing its services are outlined in this Plan. The work described in this Report was undertaken between 02/01/2025 and 27/01/2025 and is based on the conditions encountered and the information available during the said period. The scope of this Plan and the services are accordingly factually limited by these circumstances.

Certain statements made in the Plan that are not historical facts may constitute estimates, projections or other forward-looking statements and even though they are based on reasonable assumptions as of the date of the Plan, such forward-looking statements by their nature involve risks and uncertainties that could cause actual results to differ materially from the results predicted. JBA specifically does not guarantee or warrant any estimates or projections contained in this Plan.

This Plan is only for the use of The Former Foundry, St. Ippolyts. Plans cannot anticipate everything, and as such, this Plan should be used as a guidance document during an incident. Human judgement and discretion are required when applying this plan to a flooding incident and by balancing the local risk and situational context. The emergency services guidance should always be prioritised over the actions specified in this plan to protect and preserve life and livelihoods.

This Plan should also be regularly trained and exercised by all relevant staff, and tests should be done with residents or site users. Training should be done at a minimum twice a year to maintain competency in roles and responsibilities. One tabletop exercise should be organised, run, and reviewed yearly, with a full simulation and live test of the plan once every two years. Gaps and identified lessons are to be recorded, and an effective implementation plan developed to embed those lessons. If this training and exercise schedule is not adhered to, JBA can't be held accountable or liable for faults and gaps in the plan.

Unless otherwise stated in this Plan, the assessments made assume that the sites and facilities will continue to be used for their current purpose without significant changes.

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JBA is committed to championing sustainability and has made The Ten Principles of the UN Global Compact part of its culture and operations. We have a Group-wide objective to be a Net Zero carbon emissions business.

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Abbreviations

ADEPT	Association of Directors of Environment, Economy, Planning and Transport
AEP	Annual Exceedance Probability
AOD	Above Ordnance Datum
BBC.....	British Broadcasting Corporation
BDMA.....	British Damage Management Association
CC	Climate Change
EA	Environment Agency
FFL.....	Finished Floor Levels
FRA.....	Flood Risk Assessment
FRP.....	Flood Response Plan
ISO	International Organisation for Standardisation
JBA.....	Jeremy Benn Associates

Definitions

Flood Risk Assessment: A site-specific assessment of all forms of flood risk to the site and the impact of development of the site to flood risk in the area.

Fluvial flooding: Overland flooding occurring from a river, lake or stream overflowing.

Surface water flooding: Overland flooding occurring from rainwater being unable to drain away through existing drainage systems.

Reservoir flooding: Water escaping from a reservoir, for example as a result of dam failure.

Risk: In flood risk management, risk is defined as a product of the probability or likelihood of a flood occurring, and the consequence of the flood.

The next three pages of the Flood Response Summary are to be printed and made available to residents.

Following the creation of this plan and subsequent updates, this summary is also expected to be shared with all individuals on the site to inform them of the response and evacuation procedures should flooding occur.

Section One is provided within this document as the main Flood Response Plane. Sections Two and Three are provided in a supporting document and provide the data and evidence that has been used to derive this Flood Response Plan.

Flood Response Summary

Person(s) responsible for the plan	Residents
Person(s) responsible for activating the evacuation procedure	Residents
Site name	The former Henry Isaacs Foundry, St Ippolyts
Site address	The former Foundry, Stevenage Road, St Ippolyts, SG4 7NU
Proposed site use	Residential
Nearest hospital	Lister Hospital, Corey Mills Lane, Stevenage, SG1 4AB

Triggers and Response

Phase 1: Be aware and make preparations ready for the possibility of a flood event following the activation of any of these triggers:

- Flood Alert from the Environment Agency.
- Yellow Weather Warning for rainfall by the Met Office.
- Reports and forecasts on local radio, TV stations and / or Met Office Websites indicating potential for heavy rainfall and / or stormy conditions.

Phase 2: Act, adapt and remain vigilant. Residents remain away from flood water. If staying on-site, prepare for the possibility of floodwater entering the site. Phase 2 is activated following any of these triggers:

- Amber Weather Warning for rainfall by the Met Office.
- Local observations by residents or the public that raise concerns of potential flooding in the local area.
- Reports of road closures as a result of flooding in the local area.

Phase 3: Only followed if you are unable to evacuate the site. Seek safe refuge on-site upstairs or at a high level. This phase is triggered when:

- Red Weather Warning for rainfall by the Met Office.
- Severe Flood Warning is issued by the Environment Agency.
- Receive a UK Government Emergency Alert for flooding that poses a risk to life to your phone.
- Reports from the emergency services or local news of flooding onsite
- Advised to seek refuge f the emergency services.
- Observation of localised flooding in rear gardens of the properties.

Emergency Contact Numbers

Organisation	Contact Number
Environment Agency	0345 988 1188
Hertfordshire Constabulary Hitchin Rural, College Road, Hitchin, SG5 1JX	Emergency: 999 Non-emergency: 101
Hertfordshire Fire and Rescue Service	Emergency: 999 Non-emergency: 0300 123 4046
Hertfordshire County Council North Hertfordshire District Council	Urgent but not life-threatening: 0300 123 4040 Report a flood
Affinity Water	0345 357 2407
Electrical emergency number	105
Gas emergency number (24hr)	0800 111 999
Electrical Network Operator	UK Power Networks (East): 0800 316 3105

Evacuation Routes

The evacuation routes are shown in Figure 0-1. Evacuation should be undertaken well before potential flooding and not be attempted if access roads are flooded.

Residents should follow the planned evacuation route from their property to Henry Isaac Mews then out to Brookend Lane.

Residents and visitors from the home located at No. 3 Henry Isaac Mews will utilise the boardwalk (decking) at the rear of No. 2 Henry Isaac Mews. A right of access will be in place with an emergency escape lock placed on the gate between the two properties, allowing residents of No. 3 Henry Mews to reach the road safely.

Once on Brookend Lane residents should head west along Brookend Lane away from the flood water and towards St Ippolyts village.

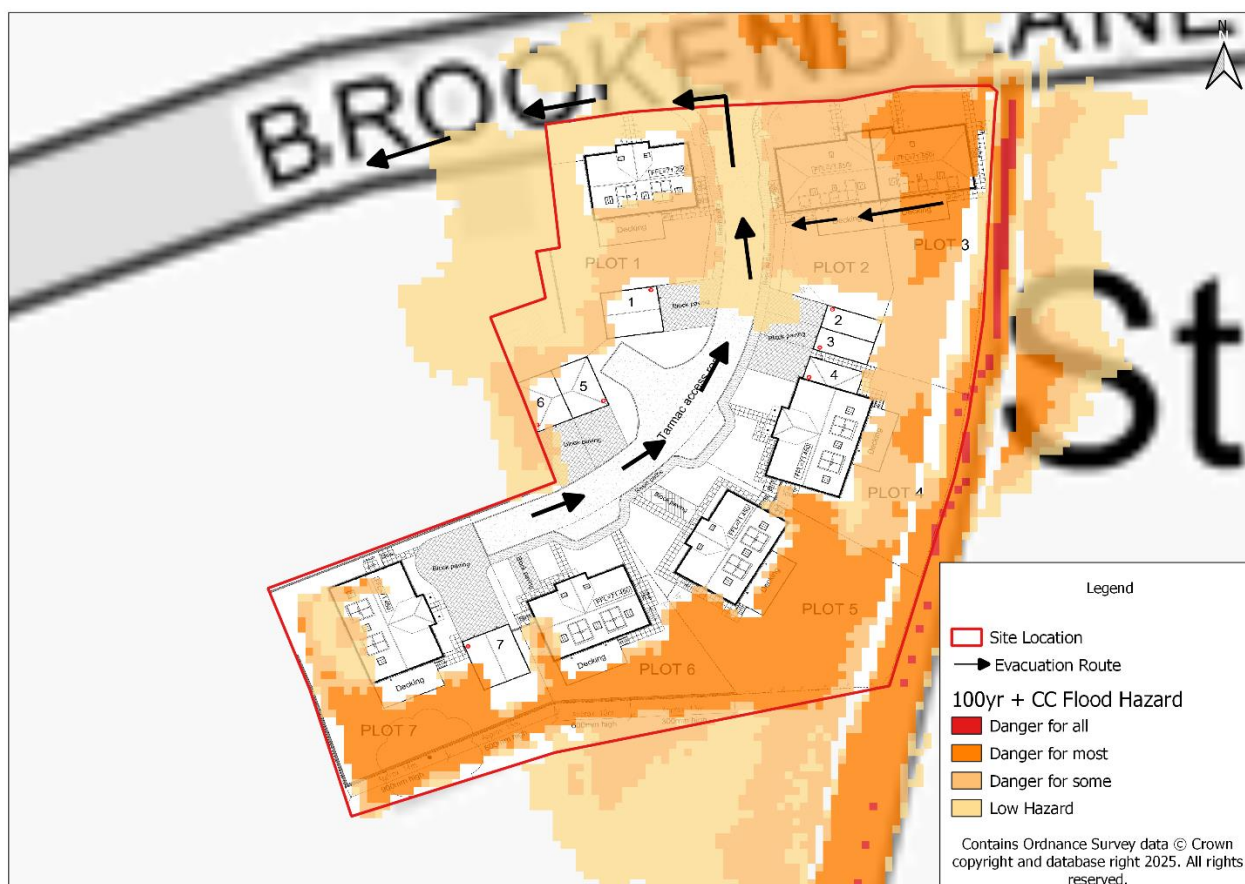


Figure 0-1 - Evacuation Routes to Brookend Lane

Flood Risk Summary

Flood Risk From Rivers

The Environment Agency (EA) Flood Map for Planning indicates that the proposed residential development site at the former Foundry, Stevenage Road, St Ippolyts falls partially within Flood Zone 3. This indicates the site is at high risk of flooding from the St Ippolyts Brook.

Detailed hydraulic modelling for the site was run for the 1 in 100 year (1%AEP) with climate change (+19%) flood event. The model results show that the proposed development site does experience some flooding during this scenario to a maximum flood depth of 1.03m close to the brook. Depths away from the brook are shallower, with maximum modelled depths of 0.50m.

During this scenario, the hazard to people classification varies across the site, with a significant flood hazard (danger for most) for Plot 3 and the rear gardens of Plots 4, 5, 6 and 7. The remainder of the site has moderate (danger for some) or low (caution) degree of flood hazard.

Safe access and egress is possible along Henry Isaac Mews and west onto Brookend Lane. The hazard to people classification shows that Henry Isaac Mews has a low hazard to people during the 1 in 100 year with climate change flood event. The egress route for residents of number 3 is across the decking of number 2 and out to Henry Isaac Mews, as shown in the Evacuation Route Map.

Flood Risk from Surface Water

The Environment Agency's Risk of Flooding from Surface Water (RoFSW) map has been consulted to assess flood risk from surface water. The surface water risk varies across the site. Areas at the eastern, southern and northern boundary are at high risk. Central areas of the site are considered medium and low risk. The roads surrounding the site also show variance from low to high risk of flooding from surface water.

Flood Risk from Groundwater

No specific records of groundwater flooding at the development site and the immediate surrounding area have been found in the documents reviewed. The risk of flooding from groundwater is considered to be low.

Flood Risk from Reservoirs

The Environment Agency's Risk of Flooding from Reservoirs map has been consulted to assess flood risk from reservoir breaches and this risk is considered to be very low within the site.

Section One: Flood Response

1 Phase One: Be Aware and Prepare

The Residents are responsible for monitoring triggers and enacting the responses.

1.1 Phase One Trigger Levels

Phase One of the plan will be enacted as a result of any of the following triggers being met:

- The Environment Agency issues a Flood Alert for the area.
- The Met Office issues a Yellow Weather Warning for rainfall in the area.
- Reports and forecasts on local radio, TV stations and/ or Met Office websites indicated the potential for heavy rainfall and / or stormy conditions for the area.

1.2 Response for Residents

1. Remain vigilant. Monitor local news stations and weather and flood-related services (Met Office, EA, local and national TV/radio stations, etc.) for worsening conditions.
2. Inform friends and family that flooding is possible and suggest they stay away from the area.
3. Tie / anchor down or move objects to a safe location that could float away.
4. Move private vehicles from nearby roads to higher ground.
5. Check welfare stocks and check vulnerable residents have medication.
6. Monitor triggers listed in Phase Two: Act, Adapt and Remain Vigilant and prepare to activate.

2 Phase Two: Act, Adapt and Remain Vigilant

The Residents are responsible for monitoring triggers and enacting the responses. Throughout this phase, if there is any risk to life, then any individual must call 999 and request emergency services. Await their instructions and prioritise them over those listed in the plan.

2.1 Phase Two Trigger Levels

Phase Two of the plan will be enacted as a result of any of the following triggers being met:

- Met Office issues an Amber Weather Warning for rainfall in the area.
- Local observations by residents or the public that raise concerns of potential flooding in the local area.
- Reports of road closures as a result of flooding in the local area.

2.2 Response for Residents

1. Check for flooding in England on the [Government website](#) or by calling Floodline on 0345 988 1188 to see if your local area is affected.
2. Prepare for evacuation if conditions worsen.
3. Prepare a grab bag ready to potentially leave the property.
4. Inform your household, visitors and neighbours of the possibility of flooding in the local area.
5. Monitor the triggers listed in Phase Three: Survive and Containment and be prepared for the possibility of activating it.
6. It is not a requirement at this stage to evacuate, however residents may choose to leave.

3 Phase Three: Survive and Containment

The Residents monitor triggers and enact the responses. Throughout this phase, if there is any risk to life, then any individual must call 999 and request emergency services. Await their instructions and prioritise their advice over the ones listed in the plan. You are responsible for your own safety and that of those to whom you have a duty of care.

See section 4.1 for Evacuation and safe refuge.

3.1 Phase Three Trigger Levels

Phase Three of the plan will be enacted as a result of any of the following triggers being met:

- Met Office issues a Red Severe Weather Warning for rainfall in the area.
- The Environment Agency issues a Severe Flood Warning for the area.
- UK Government Emergency Alert for flooding that poses a risk to life is issued to your phone.
- Reports from the emergency services or local news of flooding onsite.
- Advised to evacuate or seek refuge by the emergency services.
- Observation of localised flooding in rear gardens of the properties.

3.2 Response for Residents

1. If a Severe flood warning has been issued, seek further details online (<https://check-for-flooding.service.gov.uk/>) or by calling Floodline on 0345 988 1188.
2. Follow advice in the UK Government Emergency Alert messaging.
3. Residents to follow evacuation route as outlined in section 4.1
4. If local access roads risk flooding or egress route is compromised remain inside.
Do not walk or drive through flood water. Contact the emergency services for advice. The properties are not expected to flood and can be considered safe refuge.

4 Evacuation and safe refuge

4.1 Evacuation route

Residents should be familiar with the evacuation route and process. This information should be shared with visitors should it be necessary.

Any advice from emergency services should be followed.

The evacuation route is shown with black arrows in Figure 4-1. Residents and visitors should evacuate their homes onto Henry Isaac Mews and head north onto Brookend Lane. From there they should head west away from the flood waters of St Ippolyts Brook. Residents should follow Brookend Lane west for approximately 250m to where the main part of the village of St. Ippolyts is located. Residents should then seek safe refuge with friends or family.

Residents and visitors from the home located at No. 3 Henry Isaac Mews will utilise the boardwalk (decking) at the rear of No. 2 Henry Isaac Mews to reach the road safely. A right of access will be in place with an emergency escape lock placed on the gate between the two properties. Access will be available at all times as stipulated in the property deeds and will require no third party involvement for No. 3 to evacuate through No. 2's garden.

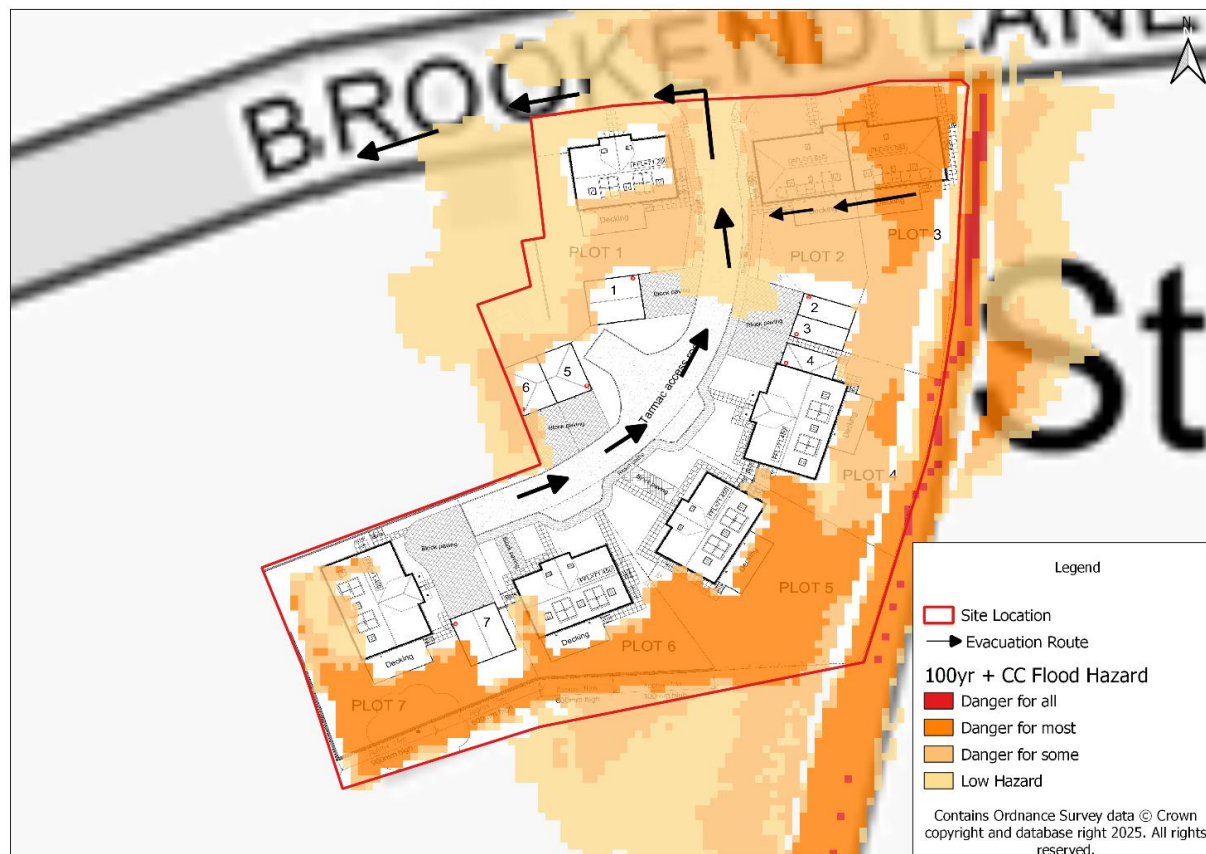


Figure 4-1: Evacuation route

4.2 On site-containment

Residents should not walk or drive through floodwater, if flooding has already occurred and the evacuation route is no longer passable, on site containment will be necessary.

Containment in a safe refuge is when individuals will remain within the property when flooding occurs. The finished floor levels have been set above the design flood level, 1 in 100 year AEP + 19% CC and therefore are considered to be a safe refuge.

The properties provide suitable welfare facilities and will be safely above the flooded area. Provided residents and visitors have sufficient access to food, water, medicines and warmth, the safe refuge location is suitable for the full-modelled duration of fluvial flood events.

In the unlikely event that it is unsafe to remain on-site indoors, the emergency services should be contacted.

Rescue by emergency services from the safe refuge is feasible along the access road. in the modelled scenario.

4.3 Access Road Flooding

According to modelling of 1 in 100 + 19% CC event, garden flooding will start to occur prior to flooding of Brookend Lane and Henry Isaac Mews. The hazard rating for majority of the access road is rated low (caution). Brookend Lane to the east of the entrance to Henry Isaac Mews has a moderate (danger for some) and significant (danger for most) hazard rating, therefore it is important that the evacuation route to the west is followed.

In the event that flooding does occur on the access roads, residents should take the following actions:

- Do not walk or drive into flood water.
- Remain indoors / away from flood water if the access road is flooded.
- Contact North Hertfordshire District Council / Hertfordshire County Council and inform them that the access road has flooded.
- Contact the emergency services if at any point there is a danger to life.

Access routes are modelled to remain accessible to emergency services vehicles in a 1 in 100-year plus 19% climate change event.

4.4 Assessing Risks to Safe Refuge

When determining whether on-site containment in a safe refuge remains a safe option, consider the following elements:

- What is the potential duration for the flood event? / How long are you likely to be in the refuge location?
- What is the time of day? If the event continues into the night, you may be there for additional hours until it is light and safe to move out of the building.
- Are there any medical conditions which take priority?
- Are there enough resources on the site to care for all present?
- Are radios or televisions accessible to listen to updates?

4.5 Warning and Lead Times

The Environment Agency provides a flood warning service, notifying of the possibility of a fluvial flood from the St Ippolyts Brook. This is the most reliable source for predicting a fluvial flood event, and the resulting preparation measures that need to be taken.

Advice for the public on Floodline: 0845 988 1188

- Flood Alert: River Ivel from Langford to Blunham, including the rivers Purwell, Hiz, Flit and Hit

The Environment Agency aims to provide between 2 and 12 hours lead time between a Flood Alert being issued.

Table 4-1 - Flood Alert and Warning Summary

Flood code	What it means
 Flood Alert	Flooding is possible, be prepared
 Flood Warning	Flooding is expected, immediate action is required
 Severe Flood Warning	Severe flooding and danger to life
Warning no longer in force	Warning has been removed in the last 24 hours

Further details and explanations of flood alerts and warnings are provided in Section 3.3 of the supporting documentation.

There is currently no national system available that could forewarn surface water flooding. To indicate the chance of flooding, residents are advised to refer to the Met Office weather forecast and local radio station updates, regularly check the EA 5-day forecast, and sign up for the Met Office Severe Weather Warning System.

5 Flood Response Plan Background

5.1 Aim and Objectives

This Flood Response Plan records the contingency measures drawn up to maximise the safety of persons at the residential development at the former Foundry, Stevenage Road, St Ippolyts, SG4 7NU.

Aim:

To minimise the risk of harm to residents, visitors and any other individuals present at the site and promote safety at the development of the former Henry Isaacs Foundry, St Ippolyts during a flood and immediately after a flood event.

Objectives:

- To reduce the risk to life;
- To establish procedures for activating the Plan;
- To establish procedures for evacuation
- To establish procedures for on-site containment;
- To define the areas of responsibility for those participating in the Plan.

5.2 Scope

This Flood Response Plan has been informed by the Flood Risk Assessment (FRA) completed by JBA Consulting in February 2023 on behalf of Jarvis Homes Ltd for the residential development at the former Foundry, St Ippolyts, Hertfordshire.

The Flood Response Plan has been written for a fluvial / surface water flood event from the St. Ippolyts Brook which could impact the development.

The Flood Response Plan does not detail short- or long-term recovery actions after a flooding event at the site. However, possible initial recovery actions to be taken in the immediate aftermath of the flood event have been provided.

This plan has been based on the following guidance documents:

- The Civil Contingencies Act 2004;
- Flood risk emergency plans for new development; guidance for planners – Environment Agency and ADEPT Flood risk emergency plans for new development (2019);
- Local planning guidance.

5.3 Who is Responsible for the Plan?

In this plan, the term “Resident” refers to the persons living or visiting the proposed development site and who will use this plan during a flood event.

Under the 'Contingency Planning' sections of the 2004 Civil Contingencies Act, it states that emergency plans should be maintained, and although the residents are not responding agencies as defined by the Act, it is good practice that such plans include the provision to carry out regular exercises of the plan.

5.4 Critical Success Factors

To prompt different phases of this flood response plan, please refer to the below.

5.4.1 Key information for residents

- Receive app notifications or sign up for severe weather warnings from the [Met Office Weather App](#), and [Met Office: Guide to email alerts](#);
- Go to [Gov UK: Sign up for flood warnings](#) to receive Flood Alerts from the Environment Agency;
- Inform residents across the development of the [Gov UK: Flooding website](#) to check flood warnings, how to prepare for flooding and what to do before, during and after a flood;
- Refer Residents to [Personal Flood Plan](#) templates;
- Residents can become members of any local flood groups and provide guidance on developing a [Community Flood Plan](#).

5.5 Health and Safety

For the success of the flood response plan, residents and visitors must acknowledge the following before undertaking any evacuation procedures.

- If there is a risk to life at any stage of the evacuation or containment process, the emergency services should be called on 999. Request their assistance and await their instructions.
- “Each individual should assess each situation to check it is safe to proceed and request help if required. Those on site have not been trained as a member of the emergency services and should never be asked to do anything that could put their life at risk.”
- Never walk or drive through flood water.
- Throughout each stage of the response plan, residents are to assess the health and safety risks.

5.6 Familiarisation

It is important that residents and visitors become familiar with this plan and its contents. This ensures all residents are aware of the evacuation and containment processes, understand their responsibilities during a flood event, know the risks, and can guide any additional personnel on site.

Alongside this, it will be beneficial to establish a local Community Resilience Group and volunteer Emergency Co-ordinators with whom you can remain in contact throughout the flood event.

5.7 Training and Exercising the Plan

This Plan should be trained and exercised by all relevant parties, and tests should be done that include residents to maintain familiarity with procedures.

Training should be done at least twice a year to maintain competency in roles and responsibilities, with one tabletop exercise organised, run, and reviewed once a year.

It is also recommended a full simulation / live test of the plan is done once every two years to accurately test the plan against realistic conditions, which is a more effective exercise type to identify lessons or gaps in the plan.

Identified lessons are to be formally recorded, with an effective implementation plan developed to embed those lessons. A responsible person is to be assigned to lessons to ensure they are implemented appropriately. The plan owner will check the improvement plan monthly to track progress on all actions and sign off the document once lessons have been implemented.

5.8 Plan Review Schedule

For the plan to be a success, those responsible for the plan will need to ensure that all details within the plan are regularly checked, rehearsed, reviewed and revised. It is essential that:

- The plan is reviewed annually or following any flooding incident that triggers the activation of this plan.
- The plan is reviewed and amended following any lessons identified from a flood incident, training and/or exercises.
- That an amendment record is kept and updated following any reviews and subsequent revisions.
- That amendments to the plan are communicated to all site users, including staff, residents and visitors.

6 Precautionary Actions

6.1 General Considerations

Listed below are general precautionary actions, tasks and considerations that the resident must consider.

6.1.1 Monitoring Persons on Site

It is important to remain aware of what visitors and neighbours are on site to make it easier to communicate messages to those who need to be aware of flood risk and to those away from the area who may be returning during a flood event.

This also helps keep track of the visitors leaving the development during an evacuation so that missing persons can be identified and that the register can be ready to give to the emergency services if requested.

6.1.2 Vulnerability of Site Users

The vulnerability of site users is unknown at this stage. However, it is possible that elderly residents or people with disabilities or long-term illnesses will occupy the residential units.

If individuals on site are vulnerable due to disabilities etc., they are to have priority as they may require extra assistance. During evacuation or containment, these vulnerable people may have extra needs that need to be catered for. It is recommended that provisions are made to accommodate these in the event of evacuation. A greater lead time may need to be given to allow additional assistance to be made in good time.

6.2 Preparedness

You can check the [Be Flood Ready](#) page [Understanding your Flood Risk](#) for more information on preparing for a flood.

6.2.1 Personal Flood Response Plan

A personal flood plan details what residents will personally do in the event of a flood. The site flood response plan provides site-specific guidance on responding to a flood event. However, it is beneficial to have a personal flood plan to list details such as:

- Phone numbers of friends and relatives.
- An off-site safe refuge point for family members if leaving the site well before potential flooding; consider where you will go once you have evacuated from your home and out of the development. This could be to friends/family, neighbours in a 'safe zone' or a public facility. Ensure children and dependants are supervised at all times, but ensure they are familiar with the safe refuge point in case they get separated.
- Contact details for your children's school.
- List any medication that family members take.

The Environment Agency provide a template and guidance on how to complete a personal flood plan which can be accessed on [Gov UK: Personal Flood Plan](#).

6.2.2 Grab Bags

On receipt of a Flood Alert (prepare), it is strongly advised that each resident creates a Grab Bag to make the evacuation of homes easier should it be necessary. A Grab Bag should include everything you may need if you had to evacuate your home or move upstairs suddenly. The following items are considered essential to include in a grab bag on activation of Phase One: Be Aware and Prepare.

- Insurance documents and any other personal documents (e.g. passports) and a camera to record damage for insurance purposes.
- Mobile phone and charger.
- Emergency cash and credit cards.
- First aid kit and essential prescription medications/repeat prescription forms.

Additional considerations:

- Torch and batteries (not rechargeable).
- Portable radio (wind-up is preferable).
- Warm clothing, blankets, etc., and waterproof clothing (consider high visibility).
- A laminated copy of the emergency actions as outlined in this plan.
- Bottled water and non-perishable food items (including energy or cereal bars).
- Wash kit and essential toiletries (including toilet paper and wet wipes).
- The means to wash hands (e.g. hand sanitiser or soap and water).

It is recommended that such resources and important documents kept on site are kept in an accessible, safe place and sealed so that these can be promptly accessed.

The National Flood Forum provides further ideas and a short video about items to consider for a grab bag: [Emergency Flood Kit – National Flood Forum](#).

7 Communicating Flood Risk

Any information communicated must be accessible to all relevant individuals. This means picking clear, direct, and timely communication formats. Alongside this, communications should be as accurate as possible to ensure all individuals have a shared understanding of the risk and their next actions.

Below are recommendations on communication methods that should be established and prepared on the site.

7.1 Informing Site Users

Residents must ensure that all property inhabitants and visitors are aware of the Flood Response Plan. The main objective of raising awareness is to ensure residents and visitors thoroughly understand their role and responsibility as part of the response procedure and what to do in a flood event.

7.1.1 Signage

To promote awareness of flood response, signage should be implemented across the site to alert individuals to the risk of flooding. Signage should also consider users with English not as a first language and should include appropriate alternative first languages if applicable.

7.2 Contacts directory

An emergency contacts directory should be prepared. This should include all key contact details for external organisations that may be contacted before, during, and after a flood event (e.g., insurance providers, utilities providers, etc.). An example contacts directory with key external organisations is provided below (Table 7-1: Emergency Contact DirectoryTable 7-1).

Organisation	Contact Number
Environment Agency	0345 988 1188
Hertfordshire Constabulary Hitchin Rural, College Road, Hitchin SG5 1JX	Emergency: 999 Non-emergency: 101
Hertfordshire Fire and Rescue Service	Emergency: 999 Non-emergency: 0300 123 4046
Hertfordshire County Council North Hertfordshire District Council	Urgent but not life-threatening: 0300 123 4040 https://eservices.hertfordshire.gov.uk/services/hidden/hfr-flooding?cat=flooding&type=FL01
Anglian Water (Waste Water) Affinity Water	03457 145 145 https://www.anglianwater.co.uk/your-local-area/report-an-issue/ 0345 357 2407
Electrical emergency number	105
Gas emergency number (24hr)	0800 111 999
Electrical Network Operator	UK Power Networks (East): 0800 316 3105

Table 7-1: Emergency Contact Directory

8 Returning to Site - Immediate Recovery Actions

8.1 Returning to Site and Site Reopening

The intention of this section is to provide a list of actions for the Residents to consider in the immediate aftermath of a flood event to maintain site safety.

Firstly it is important to find out if it is safe to return to the site. If floodwater has receded from the roads, the site is likely safe to return to. If the site has flooded, it is recommended that advice is sought from one or all of the following organisations before returning to the site:

- The emergency services.
- Your insurance company.
- North Hertfordshire District Council.

The government website contains flood guidance, including what to do if a flood happens and advice on clearing up after a flood: [Flooding: health guidance and advice - GOV.UK](#).

The British Damage Management Association also provides information and guidance on flood recovery and what should be expected from personal contractors: [Understand basic flood recovery procedures - BDMA \(British Damage Management Association\)](#).

The following text boxes list recommended actions to be taken immediately after the flood, as well as follow-up actions during the clean-up operations. The actions listed are not exhaustive and only seek to list generic recovery actions.

8.1.1 Immediate Actions

- Open doors and windows to provide ventilation to impacted units.
- Speak to your insurance company's 24-hour Emergency Helpline as soon as possible for advice on dealing with your claim and assistance in recoverability.
- Make arrangements to deal with any secondary pollution or contamination due to the flood event (for example, damaged domestic oil tanks). Contact your insurance company and arrange for an assessment and clean-up work.

8.1.2 Follow-Up Actions

- Keep a record of flood damage (take photos or videos). List the damage caused to property and belongings and note all phone calls to insurers. Retain all correspondence with insurers after the flood.
- Restock your supplies.
- Get advice on where detailed repairs are needed. Your insurer or loss adjuster can advise on reputable contractors/tradespersons. Always check references.

8.1.3 Cleaning the Site

- Contact the insurance company to identify approved providers who can assist in clean-up operations for the site.
- Remember hazards associated with flood water and, in particular, the electricity supply and electrical appliances (get a qualified electrician if needed). Wear appropriate protection if involved with the clean-up operations and undertake health precautions such as washing hands and decontaminating footwear.
- Be mindful of potential contaminants in floodwater and unsanitary conditions.
- If not already done so, contact your insurance company and arrange for clean-up of any secondary pollution or contamination due to the flood event (for example, damaged domestic oil tanks).
- The [Citizens Advice Bureau](#) and other organisations may help residents if they feel under pressure.

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Leeds
Limerick
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Warrington

Registered Office
1 Broughton Park
Old Lane North
Broughton
SKIPTON
North Yorkshire
BD23 3FD
United Kingdom

+44(0)1756 799919
info@jbaconsulting.com
www.jbaconsulting.com
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Jeremy Benn
Associates Limited

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