

FLOOD WARNING & EVACUATION PLAN

Willow Lake Holiday Park

Lymn Bank, Thorpe St Peter, Skegness, Lincolnshire, PE24 4PJ

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1 INTRODUCTION

- 1.1 This Flood Warning and Evacuation Plan seeks to ensure that all guests and visitors at the Willow Lake Holiday Park are satisfactorily prepared for a flood event and can safely escape from the site should such an event occur.
- 1.2 The objective of this plan is to:
- raise awareness of the risk of flooding
 - detail the type of Flood Warnings and estimated lead time available
 - explain how the plan is triggered and by who and when
 - what actions are required by those people in the area
 - describe the evacuation procedure and need for safe refuge
- 1.3 This Flood Warning and Evacuation Plan has been prepared with reference to the Environment Agency's website which contains up to date guidance on flooding issues. Every effort has been made to ensure that the advice provided within this Plan is accurate and comprehensive at the date of production. It is the responsibility of the Parks management to ensure that any additional risks specific to the site are fully considered and that the plan is kept up to date.

2 SITE LOCATION AND SOURCES OF FLOODING

- 2.1 The Willow Lake Holiday Park is located within the village of Thorpe St Peter to the west of Skegness and accessed via Lymn Bank (Figure 1). The Park is in a rural area and is bounded by Lymn Bank road to the north and east. To the west is agricultural land and to the south is a neighbouring caravan park (Rod and Line).
- 2.2 Although the Park is located 7.5km from the coast, it is shown to be within Flood Zone 3 as indicated on the Environment Agency Flood Maps (Figure 2). A separate Flood Risk Assessment (produced by Lincs Design Consultancy and dated 22.02.2021) established that tidal flooding is the main potential source of flood risk in the area.



FIGURE 1: Aerial photographs highlighting location of Willow Lake Holiday Park

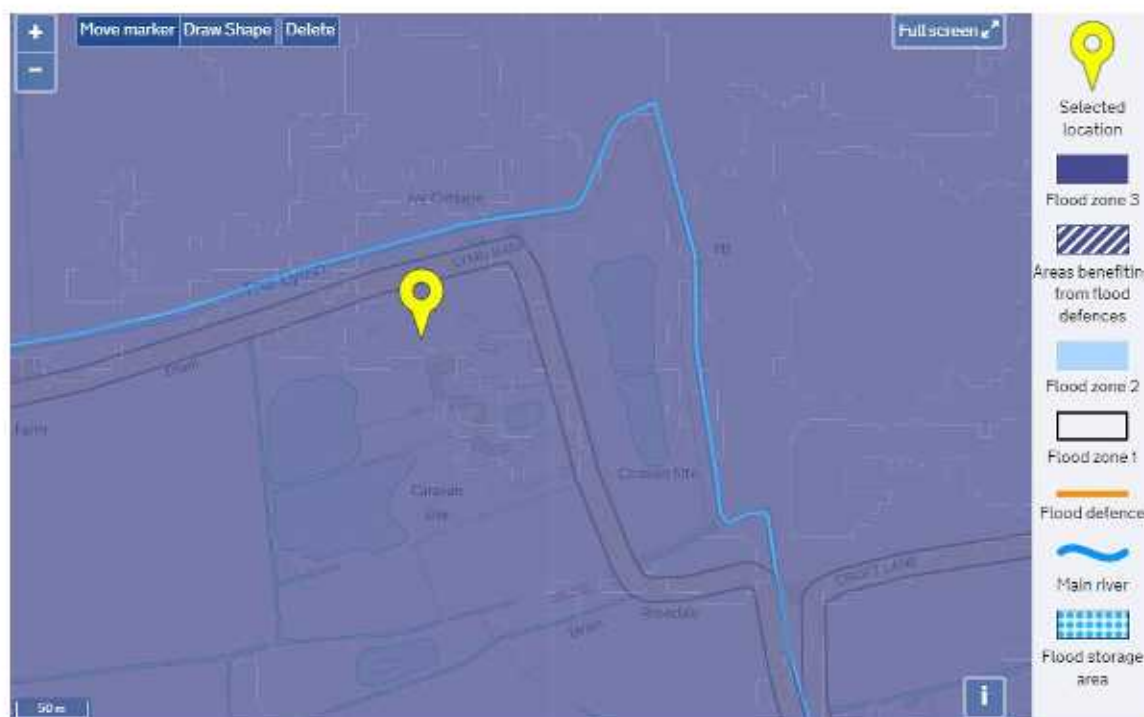


FIGURE 2: Extract from the Flood Map for Planning with Willow Lake indicated.

3 FLOOD WARNING

- 3.1 There are a variety of methods of flood warning available and these are discussed below. However, the best warning comes in the form of the awareness and vigilance of the all people within the Park; guests, visitors, staff, management etc.
- 3.2 The Environment Agency operate a flood forecasting and warning service in areas at risk of flooding from rivers or the sea, which relies on direct measurements of rainfall, river levels, tide levels, in-house predictive models, rainfall radar data and information from the Met Office. This service operates 24 hours a day, 365 days a year.
- 3.3 The Environment Agency also operate a service called Floodline, which provides area specific information on flooding. This is a free service that provides flood warnings direct to those registered, by telephone, mobile, fax or pager. The manager/owner of the Park will be required to sign up to the Floodline service.
- 3.4 If flooding is forecast, warnings are issued using a set of easily recognisable codes. A description of the codes and actions to be taken are described in the following sections.

4 FLOOD PROCEDURES

4.0.1 In the event of a serious flood event affecting the Park, the competent warning authority is the Environment Agency. When a flood is expected the Local Authority and local emergency services will be responsible for public care and safety.

4.0.2 This section sets out the following 5 action levels and the actions associated with each phase:

- ANNUAL REVIEW
- FLOOD ALERT
- FLOOD WARNING
- SEVERE FLOOD WARNING
- WARNINGS NO LONGER IN FORCE

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4.1 ANNUAL REVIEW

4.1.1 The owner/manager of the Park must review this Flood Warning and Evacuation Plan at least annually and the following actions should be taken in line with Environment Agency guidance.

- Reading the plan and updating the contacts list – so guests/visitors are familiar with the required actions and that all contact numbers are up to date.
- Contact the Environment Agency to check that the flood risk to the property has not changed; for example, flood defences may have been built.
- Contact the Environment Agency Flood Warning Service on 0345 988 1188 to register to receive flood alerts direct to your phone.
- Prepare and maintain a flood kit to contain items which are essential for evacuation. The flood kit will also be useful for general emergency situations and should be stored where it can be easily accessed (even during a flood or power cut) and should include the items listed in Table 1, below.
- Check your insurance cover – ensure it covers flood damage.
- Know how to turn off the gas, electricity and water mains supplies.
- Think about what items you would want to move to safety during a flood.

Table 1: Items to include within the Flood Kit

- ✓ Torch
- ✓ Blankets or a sleeping bag, warm clothing and waterproofs
- ✓ First-aid kit, including a supply of any essential medication
- ✓ List of useful telephone numbers
- ✓ Bottled water
- ✓ Non-perishable food items
- ✓ Portable radio and supply of batteries
- ✓ Wellington boots or similar waterproof boots

4.2 FLOOD ALERT – PREPARE



FLOOD ALERT

Flood Alerts are to warn people of the possibility of flooding and encourage them to be alert, stay vigilant and to make early preparations for flooding.

The Environment Agency will issue this warning two hours to two days in advance of flooding via their website and the Flood Warnings Direct service. When a Flood Alert warning is issued guests/visitors should:

- Be prepared to act on the flood plan
- Prepare a flood kit of essential items
- Monitor local water levels and the flood forecasts

4.3 FLOOD WARNING – ACT



FLOOD WARNING

Flood Warnings are to warn people flooding is expected and encourage them to take immediate action to protect themselves and their property.

This warning is given half an hour to one day in advance of flooding. At this stage guests/visitors should:

- Act now to protect property
- Block doors with flood boards or sandbags and cover airbricks and other ventilation holes
- Move family, pets and valuables to a safe place
- Turn off gas/electric/water supplies if safe to do so
- Keep a flood kit ready
- Move cars, pets, food, valuables and important documents to safety

Guests should call Floodline on 0345 988 1188 periodically and listen to and watch for weather and flood warnings on local radio and television stations. If water levels begin to fall without reaching the Park, guests should continue to monitor the situation. They should stay alert and be ready to evacuate until the Environment Agency issues the 'Warnings no longer in force' status.

4.4 SEVERE FLOOD WARNING – SURVIVE



Severe Flood Warnings are to warn people of a significant risk to life or significant disruption to communities caused by widespread or prolonged flooding and encourage them to take immediate action to protect themselves and follow the advice of the emergency services.

This warning is given when flooding poses a significant threat to life. If this warning is issued guests should:

- Stay in a safe place with a means of escape
- Be ready should you need to evacuate
- Co-operate with the emergency services
- Call 999 if you are in immediate danger

The Environment Agency aim to provide enough notice between the warning alert being issued and the commencement of flooding. If possible, it is recommended that guests evacuate when a Flood Warning or Severe Flood Warning status is issued. If flood levels continue to rise, guests are advised to evacuate before safe access is lost; driving through flood water is hazardous.

Before evacuating, guests must ensure that all windows are securely closed and locked; this will provide protection against thefts and water pressure caused by flood waters. On leaving any buildings guests must ensure that doors, including internal doors, are securely locked and closed.

4.5 WARNINGS NO LONGER IN FORCE

This means that no further flooding is currently expected in the area. This is issued when river or sea conditions begin to return to normal. During this stage it is advised that the guests remain careful as flood water may still be around for several days.

Guests should be aware that if floodwaters have entered any buildings, they will need to be cleaned, disinfected and repaired and fully dried out prior to reoccupation. Guests must check that buildings are safe before entering and if there are any doubts professional opinion should be sought. If there is any doubt that appliances may be water damaged, they must be checked before switching the power or gas back on.

5 PLANNING AND PROCEDURES FOR MANAGEMENT

5.1 MAKING GUESTS/VISITORS AWARE OF RISK AND PROCEDURES

- 5.1.1 Guest should be provided with a summary of the Evacuation Plan listing the actions to be taken in the event or likelihood of flooding. All guests should be notified of flood risks and the Flood Safety Procedures via a notice board and a copy given on arrival.

5.2 PREPERATION FOR A FLOOD EVENT

- ✓ Make a Business Flood Plan
- ✓ Put procedures in place to receive flood warning and procedures to be followed in response to receipt of a flood warning
- ✓ Make up a flood kit including items such key documents, torch, mobile phone, first aid kit, blankets etc.
- ✓ Make a list of useful numbers i.e. emergency services, Floodline
- ✓ Ensure that all responsible people (i.e. staff/manager/owner) know how to turn off electricity and water throughout the Park. Ensure that adequate warning is given to guests before these services are switched off
- ✓ Make sure you have adequate insurance

5.3 PERSONAL SAFETY IN A FLOOD EVENT

- 5.3.1 The actions described in the following sections should be carried out with personal safety considered first and foremost. If any of the actions cannot be carried out without undue risk, then they should be ignored in favour of protecting people. All staff and users of the site should bear in mind the following:

- Stay safe and remember that floods can kill. Don't walk or drive through floodwater, six inches of fast flowing water can knock you over and two feet of water will float a car. Manhole covers may have come off and there may be hazards you cannot see.
- Never try to swim through fast flowing water, you may get swept away or be struck by an object in the water
- Don't walk on riverbanks or cross river bridges if possible, they may collapse in extreme situations or you may be swept off by large waves
- Avoid contact with floodwater, it may be contaminated by sewage

5.4 RESPONSE TO FLOOD WARNINGS

5.4.1 The manager/owner of the site is available on site to receive and respond to flood warnings. A 24-hour contact number will be made available to all guests.

5.4.2 The following procedures should be followed in order to protect guests and buildings, minimising the damage which flooding can cause:

DISSEMINATION OF FLOOD WARNING INFORMATION

- Alert all staff and guests, especially any vulnerable people such as those with impaired hearing or sight or with restricted mobility.

PROTECTING THE SITE:

- Be prepared to turn off gas, electricity and water supplies to all buildings and caravans.
- Weigh down manhole covers to prevent them floating away and leaving a hazardous hole.
- Move anything not fixed down to safer locations, e.g. dustbins, garden chemicals, car oil and similar.
- Move vehicles to higher ground to avoid damage.

PROTECTING CARAVANS & BUILDINGS:

- Unplug all electrical items and store as high up as possible.
- Raise furniture and large appliances up on bricks or blocks.
- Move furniture away from walls as this helps when drying your property later.
- Roll up rugs and store them as high as possible.
- Hang curtains up over the rail so they are kept above flood water.
- Keep important documents in a sealed bag and in a location safe from floodwater.

6 FLOOD EVENT PROCEDURES FOR GUESTS

6.1 PERSONAL SAFETY IN A FLOOD EVENT

6.1.1 The actions described in the following sections should be carried out with personal safety considered first and foremost. If any of the actions cannot be carried out without undue risk, then they should be ignored in favour of protecting people. All guests should bear in mind the following:

- Stay safe in a flood.
- Floods can kill. Don't try to walk or drive through floodwater, six inches of fast flowing water can knock you over and two feet of water will float your car. Manhole covers may have come off and there may be hazards you cannot see.
- Never try to swim through fast flowing water, you may get swept away or be struck by an object in the water.
- Don't walk on riverbanks or cross river bridges if possible, they may collapse in extreme situations or you may be swept off by large waves.
- Avoid contact with flood water; it may be contaminated by sewage.

6.2 RESPONSE TO FLOOD WARNINGS

6.2.1 Immediately before, or as soon as possible after the start of the flood event the following procedures should be followed in order to protect the property and its contents, minimising the damage which flooding can cause.

6.2.2 Guests should undertake as much preparation as possible in daylight, as doing anything in the dark will be a lot harder, especially if the electricity fails.

UPON HEARING A FLOOD WARNING:

- Alert your neighbours, particularly the elderly.
- Cooperate with the managers of the Park, the emergency services and local authorities. You may need to be evacuated to a safe place.

PROTECTING CARAVANS & BUILDINGS:

- Put plugs into sinks and weigh them down with something heavy and put sandbags in the toilet bowls to prevent backflow.
- Unplug all electrical items and store as high up as possible.
- Raise furniture and large appliances up on bricks or blocks, if possible.
- Roll up rugs and store them as high as possible.
- Protect your personal possessions by keeping important personal documents and sentimental items in a sealed bag and/or in a location safe from floodwater.

OUTSIDE THE PROPERTY:

- Move anything not fixed down into a safer location.
- Move your car to higher ground to avoid damage.

7 EVACUATION PROCEDURES

- 7.1 Any advice provided by the Emergency Services, Environment Agency or Local Authority regarding evacuation should be adhered to. In the absence of advice to the contrary, it is suggested that an immediate location to evacuate to is Burgh le Marsh (see route shown in Figure 3, page 14). According to the Environment Agency's Flood Map this area is not at risk of flooding and the principle route along Croft Lane and High Lane is of a good standard.
- 7.2 If there is any doubt about safety of moving vehicles, they should be abandoned. Do not try to walk, drive or swim through deep floodwater. Avoid walking on riverbanks or bridges if possible and avoid contact with floodwater as it may be contaminated with sewage.

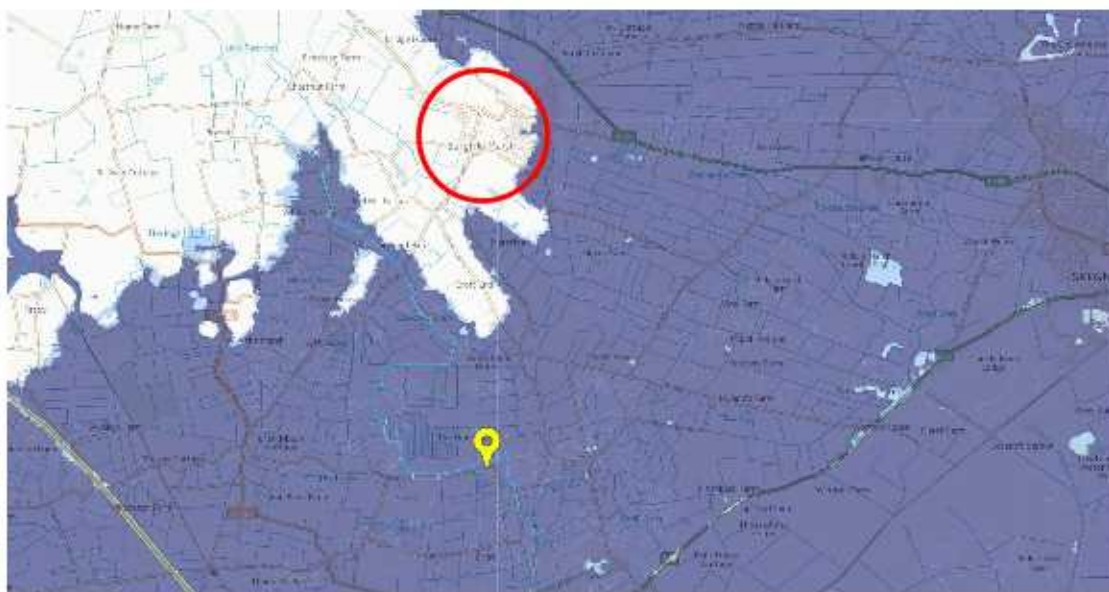
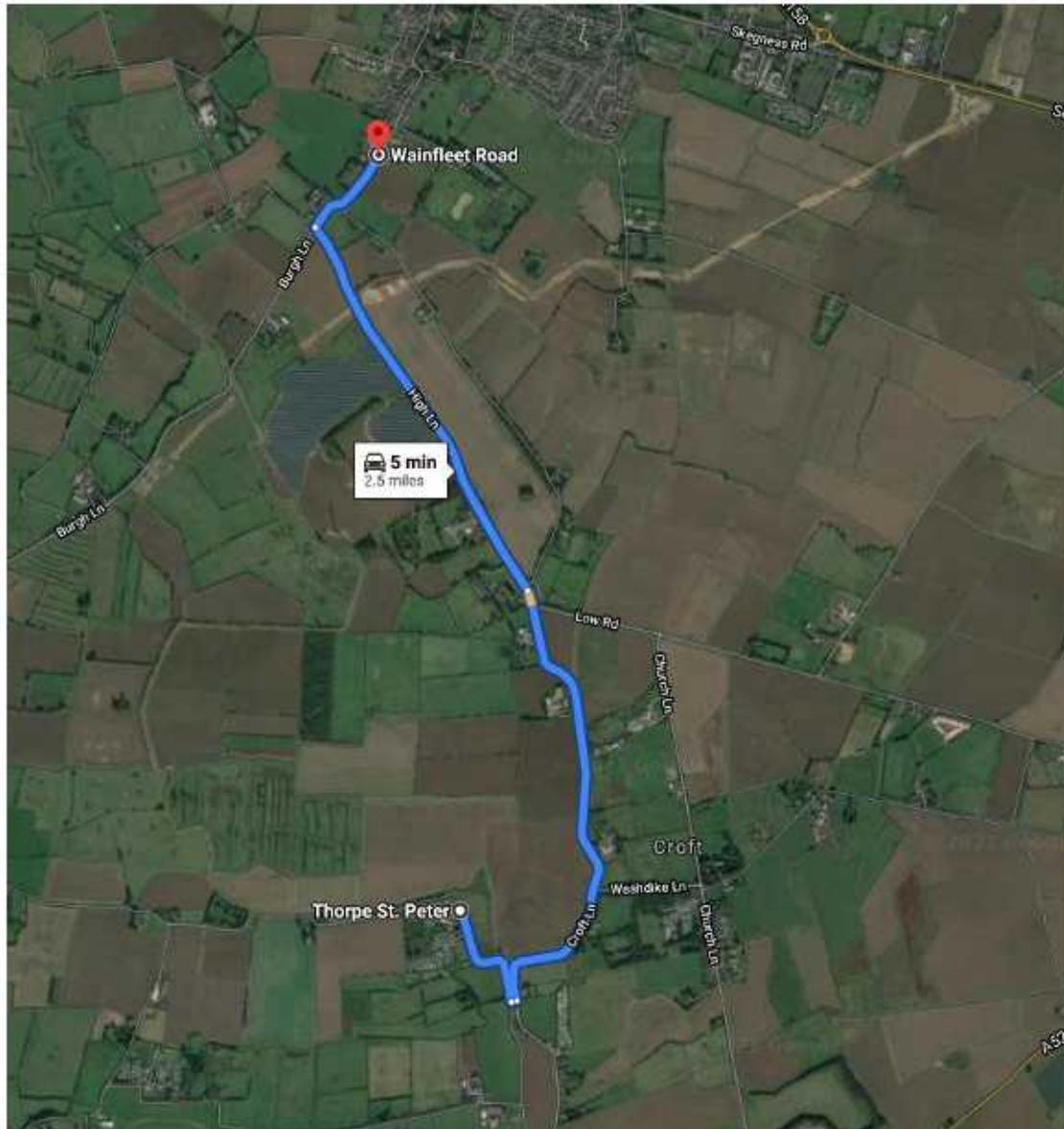


FIGURE 3: Suggested evacuation route to Burgh le Marsh which is outside the flood zone.

8 AFTER A FLOOD

- Open doors and windows to ventilate buildings if required.
- Find out where you can get help to clean up. Check with your local authority or health authority in the first instance or look under 'Flood Damage' in the Yellow Pages for suppliers of cleaning materials or equipment to dry out your property.
- Contact your Electricity and Water Company. Have your power supply checked before you use them to make sure they have dried out. Wash taps and run them for a few minutes before use.
- Throw away food which may have been in contact with floodwater as it could be contaminated. Contact the local authority Environmental Health department for advice.
- Keep a record of the flood damage (especially photographs or video footage) and retain correspondence with insurers after the flood.
- Call your insurance company's (24 hour) emergency helpline. They will be able to provide information on dealing with your claim and assist in getting back to normal.
- Don't think it cannot happen again. Restock your supplies.
- An advice guide to repairing and restoring flood damaged property, 'After a Flood', is available from Floodline (0345 988 1188).

9 WHO CAN HELP?

9.1 THE ENVIRONMENT AGENCY

- 9.1.1 In England and Wales, the Environment Agency is responsible for building, maintaining and operating flood defences and for flood warning, including issuing warning to the public. The Environment Agency also provides the Floodline 0345 988 1188 service. You can listen to recorded flood warning information for your area or speak to an operator for advice 24 hours a day.

9.2 LOCAL AUTHORITIES

- 9.2.1 Local authorities work with the police, fire and rescue services and the Environment Agency to coordinate the response during severe flooding. They set up rest centres for people evacuated from their homes and arrange temporary housing if required. They also deal with road closures and may provide sandbags.

9.3 THE POLICE

- 9.3.1 The police coordinate the emergency services in a major flood incident and help with evacuation of people from their homes where necessary.

9.4 THE FIRE SERVICE

- 9.4.1 The fire service is responsible primarily for saving life, rescue and recovery. They may also pump out floodwater (there may be a charge for this service to owners).

9.5 CITIZENS ADVICE BUREAU (CAB)

- 9.5.1 The CAB may be able to offer advice on how to obtain money in an emergency and deal with insurance queries. Details of your local Bureau can be found in the phone book or on the CAB website www.nacab.org.uk.

9.6 USEFUL SOURCES OF INFORMATION

FLOOD WARNING INFORMATION SERVICE

<https://flood-warning-information.service.gov.uk/warnings>

This government website provides up to date information on current flood warning or alerts. It also provides the following useful information;

What to do before, after and during a flood:

- How to plan ahead for flooding
- What to do in a flood
- How to recover after a flood

The website also allows users to:

- View the latest river and sea levels near you
- Check the long-term flood risk for an area in England
- View the 5-day flood risk (which is demonstrated in easy to follow diagrams as shown in Figure 5)
- Sign up for flood warnings

5-day flood risk for England and Wales

Last updated at 10:30am on Sunday 21 February 2021

Forecast for Sunday 21 February 2021 to Thursday 25 February 2021

River flooding is expected to continue across South Wales and is probable in Hereford today (Sunday). Land, roads and some properties have flooded and there will be local travel disruption. Local river flooding is also possible elsewhere in Wales and for parts of north-west and south of England today. Local groundwater flooding is expected to continue in parts of Hampshire and West Sussex, and is possible in parts of Brighton. Local flooding from surface water and rivers is possible for Cumbria on Tuesday and Wednesday. Land, roads and some properties may flood and there may be travel disruption.

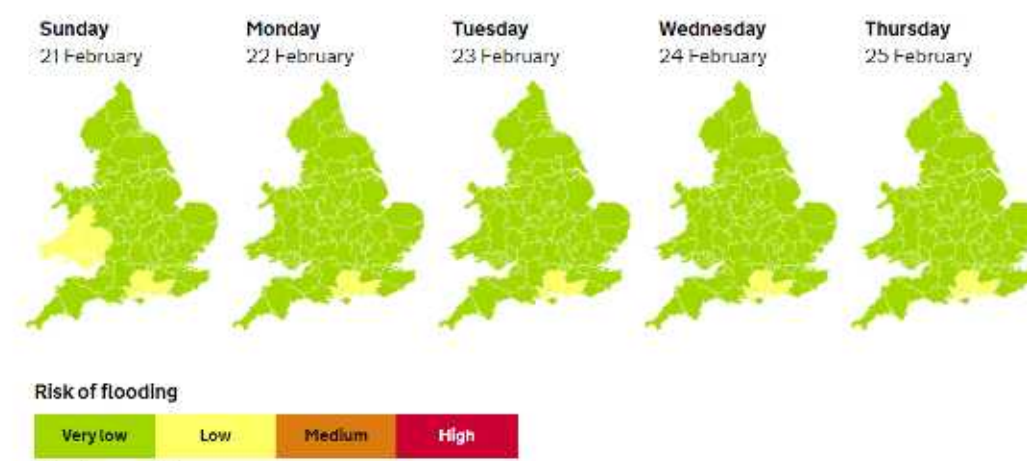


FIGURE 5: The 5-day warning system provided on the government Flood Warning Information Service website.

Find out if you're at risk of flooding in England

<https://www.gov.uk/check-flood-risk>

Sign up for flood warnings

<https://www.gov.uk/sign-up-for-flood-warnings>

GENERAL ADVICE ON WHAT TO DO BEFORE, DURING AND AFTER A FLOOD

<https://www.gov.uk/topic/environmental-management/flooding-coastal-change>

This government website provides up to date advice on how to prepare for flooding and how to act before, during and after an event. Topics discussed in detail include:

BEFORE A FLOOD

- Prepare for flooding
- Flooding: what to do before, during and after a flood
- Sign up for flood warnings
- Personal flood plan
- Prepare your property for flooding
- Preparing your business for flooding
- Flood plan guidance for communities and groups
- Preparing for flooding: a guide for regulated sites
- Camping and caravan sites: minimise your flood risk
- Flooding from groundwater

DURING A FLOOD

- Get help during a flood
- Flooding: what to do before, during and after a flood
- Flooding from groundwater

AFTER A FLOOD

- What to do after a flood
- Flooding: what to do before, during and after a flood
- Flooding: health guidance and advice
- Flooding from groundwater

FURTHER UP TO DATE WARNINGS FOR FLOODING

<https://www.bbc.co.uk/weather/warnings/floods>