

community flood plan

Parishes and communities working together

Community or group	Charvil Village	Address	Charvil RG10 area
Floodline Quickdial Number	0345 988 1188	Which Environment Agency flood warnings are you registered to receive?	Charvil and surrounding area. RG10 postcode area.
Local flood warning trigger	Flood warning from EA* (signed up), Additionally, water close to western edges of Charvil Meadows*. Reading approaching 3m on 2490TH station*, Forecast of further rain. *Note triggers for EA alerts/warnings apply to higher risk isolated buildings in floodplain		
Date	V3 1 December, 2023		

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1. Introduction

This document represents the first flood response plan to be distributed for the parish of Charvil. It has been compiled with input from the Environment Agency, both at verbal meetings and from documents available on government websites. The document has been reviewed the Environment Agency (Mat Lloyd). Comments are still awaited from WBC. Swallowfield and Witney parishes are thanked for making their own flood plans available as examples. The compilation of this document follows an 18 month long flood risk assessment, conducted as part of the Charvil Neighbourhood Plan, which compiled data on past floods, particularly the key ones in 2002 and 2014, and identified their controls. From this we are able to identify triggers, such as the relationship between the level of the 2490TH measuring station on the Loddon and the topographic contour reached by individual floods.

The 'flood season' in Charvil generally occurs in the winter, particularly in late December through to late February, with February the riskiest month historically, though there have been isolated more localised floods at various times of the year. The isolated properties in Loddon Drive and on Thames Drive are the first affected by rising floods : residents are known to be aware of the risks there and have response plans of their own. The main village of Charvil becomes first affected by external flooding at the 35m topographic contour (this appears to be linked to a level of 3.4m on the 2490TH station :datum 31.5m)., with the eastern limits of the village of highest risk. Unlike some other areas, rises in water level are spread over wide areas : there is no 'pinch point' that could be blocked. We have good control on the limits of the 2002 (from the EA) and 2014 (from a BBC aerial photograph) floods, both of which reached this critical contour. Mapping also clearly demonstrates that at this level, flood waters of the Loddon and Thames are linked, with continuous water across to Playhatch and Shiplake. Theoretically this should mean that the rate of further rise should be slow as additional volumes of water are spread over a very large area, though this is untested. Floods rise at up to 0.2m/day with a similar rate of fall. Reassuringly we have no record of any internal house flooding in the main part of the village (Loddon Drive has been affected in this way according to WBC reports), though it has come close on several occasions and flooding events seem to be becoming more frequent, with climate change and upriver building probably contributing to this. Thus we should prepare for the small incremental rise that could cause the lowest properties in the main part of the village to internally flood.

Communications with both the Environment Agency (EA) and Wokingham Borough Council (WBC) showed that we should be prepared for little support from them. The EA will not provide sandbags and WBC only holds a very limited stock. The villages temporary flood barrier was withdrawn in 2022 as it was deemed by the EA to take too long to assemble and would have very limited effectiveness during any flood significant enough to endanger properties (e.g. it was open ended to the south). Essentially, we should plan to 'be on our own'. As the parish council does not have a storage facility for sandbags, then responsibility falls almost entirely on individual householders, who therefore have to take their own decisions as to whether and what equipment they should buy in advance, and are therefore recommended to have a 'Personal Flood Plan' in place (see Appendix). Advice on the use of sandbags (which would have to be personally purchased in large numbers in advance of an anticipated flood) now varies considerably, although they should if properly employed and in considerable

numbers, slow a flood, allowing more effective actions to be taken, such as moving small liftable furniture items upstairs. This does also depend on the nature of the property, number of doors, air bricks etc.

This plan may be upgraded in the future to a 'disaster plan' covering other eventualities such as fire, but it was decided to concentrate on flood for the time being in order to be ready for the next flood season. Outlying properties in the parish are not fully integrated as yet, with feedback or volunteers being sought from residents in these.

2A – Locations at risk of flooding: Flood Alerts and Anticipatory Actions

Note that triggers vary with the street concerned, due to the relationship between risk and topography. EA flood alerts and warnings are set for the lowest topography outlying properties in Charvil and are thus most relevant to Areas 7 and 8. Residents in Areas 1-6 should be aware but less concerned about regionally based EA alerts and warning, with the intention being for flood wardens to notify them when the triggers at higher flood levels listed below are reached, i.e. issue our own warnings through our Whatsapp Group, which all affected residents are encouraged to join at :

<https://chat.whatsapp.com/FKJrAMJG40eFqr85C7J0yb>

Area number	Location of risk	Trigger level	Actions
MAIN PART OF CHARVIL VILLAGE			
1	Edward Road and houses at back on Thornbers Way	Already in EA Flood Alert (Orange). Loddon waters approaching edge of Charvil Meadows (2490TH Station reading around 2.8 m and rising). Sewage station overflow.	Check residents aware of alert by Whatsapp or personal contact. Advise to have Personal Flood Plan in place* Consider pre-ordering sandbags+.
2	Easternmost properties on Charvil Meadow Road	Already in EA Flood Alert (Orange). Loddon waters reaching approaching edge of Charvil Meadows (2490TH Station reading around 2.9 m and rising).	Check residents aware of alert by Whatsapp or personal contact. Advise to have Personal Flood Plan in place* Consider pre-ordering sandbags+.
3	Old Acres Lane and River Court Apartments on Old Bath Road	Already in EA Flood Alert (Orange). 2490TH Station reading around 2.9 m and rising.	Check residents aware of alert by Whatsapp or personal contact. Advise to have Personal Flood Plan in place* Consider pre-ordering sandbags+.
4	Vale View	Already in EA Flood Alert (Orange). 2490TH Station reading around 2.9 m and rising.	Check residents aware of alert by Whatsapp or personal contact. Advise to have Personal Flood Plan in place* Consider pre-ordering sandbags+.

5	Areas in eastern and lower parts of Flood Zone 2 (below 36m contour, 1 in 1000 year event, i.e. low risk), Gingells Farm Rd (E) , Thornbers Way, Chiltern Estate, East Park Farm Estate	Flood Warning (Red). Areas 1-5 all now flooded with some internal flooding. Waters penetrate well into village. (2490TH Station reading around 3.6 m and rising).	Anticipatory action only required by the time some of above areas have been flooded. Check residents aware of alert by Whatsapp or personal contact. Advise to have Personal Flood Plan in place* Consider pre-ordering sandbags+.. Note it will now be difficult to buy any equipment or get support
6	West Side of Chiltern Drive	Prolonged heavy rainfall. Back gardens flood (surface flooding)	Check residents aware of alert by Whatsapp or personal contact. Advise to have Personal Flood Plan in place* Consider pre-ordering sandbags+.
OUTLYING BUILDINGS (7)	Thames Drive, Loddon Drive	Outlying properties are all next to river, mainly at Thames Drive on stilts next to River Thames. These areas are frequently externally flooded, often stranded, though due to the stilts and historically lower amplitudes of the Thames (max 1m at Shiplake Lock), are less likely to be internally flooded. Triggers and actions are very different from main village, with EA flood alert triggers set to this area. Communications to date have indicated residents are well versed in mitigating action (moving cars, having a weeks food and medicine stockpiled, evacuating to Wee Waif etc). Communications with residents to date consequently indicated they do not wish to be part of this plan. They are recommended however to subscribe to EA alerts and to compile their own Personal Flood Plans (see Appendix) from their own experiences.	
OUTLYING BUSINESSES (8)	Old Bath Rd, Heron on the Ford	Similar issues apply, both areas next to Loddon River, with visual flooding from river (e.g. marker on ford). Businesses are advised to compile a Business Flood Plan (link below) and to subscribe to EA flood alerts/warnings, which are most relevant to these locations.	

*Advice referred to above to be given beforehand in newsletters, by leafletting and by use of Whatapp Group. Updates to be considered around Christmas every year by local wardens/ flooding group

Environment Agency floodline : 0345 988 1188

Register for EA Flood Alerts : <https://www.gov.uk/sign-up-for-flood-warnings>

Personal Flood Plan : see Appendix 1 of this report, [PDF of personal flood plan.pdf \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)




Business Flood Plan : <https://www.gov.uk/government/publications/preparing-your-business-for-flooding>

Monitor 2490TH station at <https://environment.data.gov.uk/flood-monitoring/id/stations/2490TH.html>

Join Whats App Group Link : <https://chat.whatsapp.com/FKJrAMJG40eFqr85C7J0yb>

+A critical decision at this trigger is whether to purchase sandbags or similar (e.g. reusable aquasacs), plus plastic sheeting. Suppliers for these are listed in Section 3D. The Environment Agency no longer advises the use of sandbags and does not give advice on them. Arguments in favour of them are that, if properly constructed along with plastic sheeting, they can keep water out temporarily, are the

cheapest option and can trap sediment/sewage. Arguments against are effort/time to fill them, weight, time required to deploy, disposal issues (biodegradable waste) plus lack of effectiveness in a longer term. Some of these negatives are removed by acquiring from the recommended supplier in (Section 3D) ,as they will fill and dispose of the bags. The EA now prefers the purchase of more expensive inflatable aquasacs and other purpose made flood products (Section 3D).residents. The numbers required will vary with property (detached/semi-detached, airbricks.) though it is known that circa 30 sandbags were deployed on semi-detached properties in Vale View in 2024 and nearly 100 at a detached property in Thornbers Way in 2002.

 <p>Flood Alert</p>	<p>What does a Flood Alert mean? - <i>Flooding is possible and you should be prepared</i></p> <p>When is an Alert issued? - <i>2 hours to 2 days in advance of flooding</i></p> <p>What causes an Alert?</p> <ul style="list-style-type: none"> • Forecasts indicate that flooding from rivers may be possible • Forecast of intense rainfall for rivers that respond very rapidly • Forecasts of high tides, surges or strong winds <p>What should you do?</p> <ul style="list-style-type: none"> • Be prepared to act on your flood plan • Prepare an emergency flood kit of essential items • Avoid walking, cycling or driving through flood water • A Flood Alert could be upgraded to a warning so check for updates regularly
<p>Flood Warning</p> 	<p>What does a Flood Warning mean? - <i>Flooding is expected and immediate action is required</i></p> <p>When is a Flood Warning issued? – <i>half an hour to one day in advance of flooding</i></p> <p>What causes a Flood Warning?</p> <ul style="list-style-type: none"> • Forecasted heavy rainfall potentially causing flash flooding of rivers • Forecasted flooding from rivers <p>What should you do?</p> <ul style="list-style-type: none"> • Protect yourself and your family • Move family, pets and valuables to a safe place • Turn off gas, electricity and water supplies if it is safe to do so • Put flood protection equipment in place • Help others if you can • A Flood Warning could be upgraded to a severe flood warning so check for updates regularly
<p>Severe Flood Warning</p> 	<p>What does a Severe Flood Warning mean? – <i>Severe flooding and danger to life</i></p> <p>When is a Severe Flood Warning issued? - <i>When flooding poses a significant risk to life or significant disruption to communities</i></p> <p>What causes a Severe Flood Warning?</p> <ul style="list-style-type: none"> • Actual flooding where the conditions pose a significant risk to life and/or widespread disruption to communities • Observations made in flooded locations • A breach in defences or failure of a barrier that could cause significant risk to life <p>What should you do?</p> <ul style="list-style-type: none"> • Stay in a safe place with a means of escape • Be ready if you need to evacuate from your home • Co-operate with the emergency services. • Call 999 if you are in immediate danger

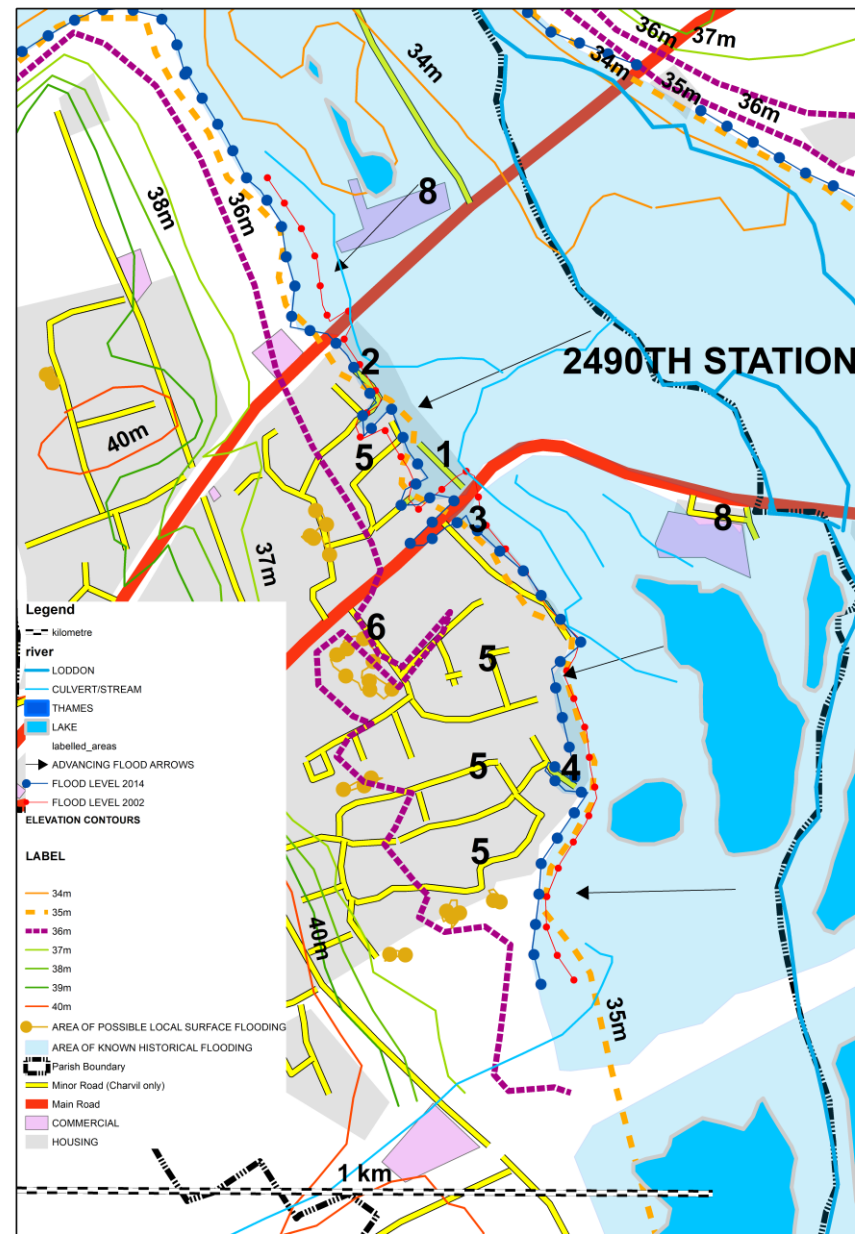
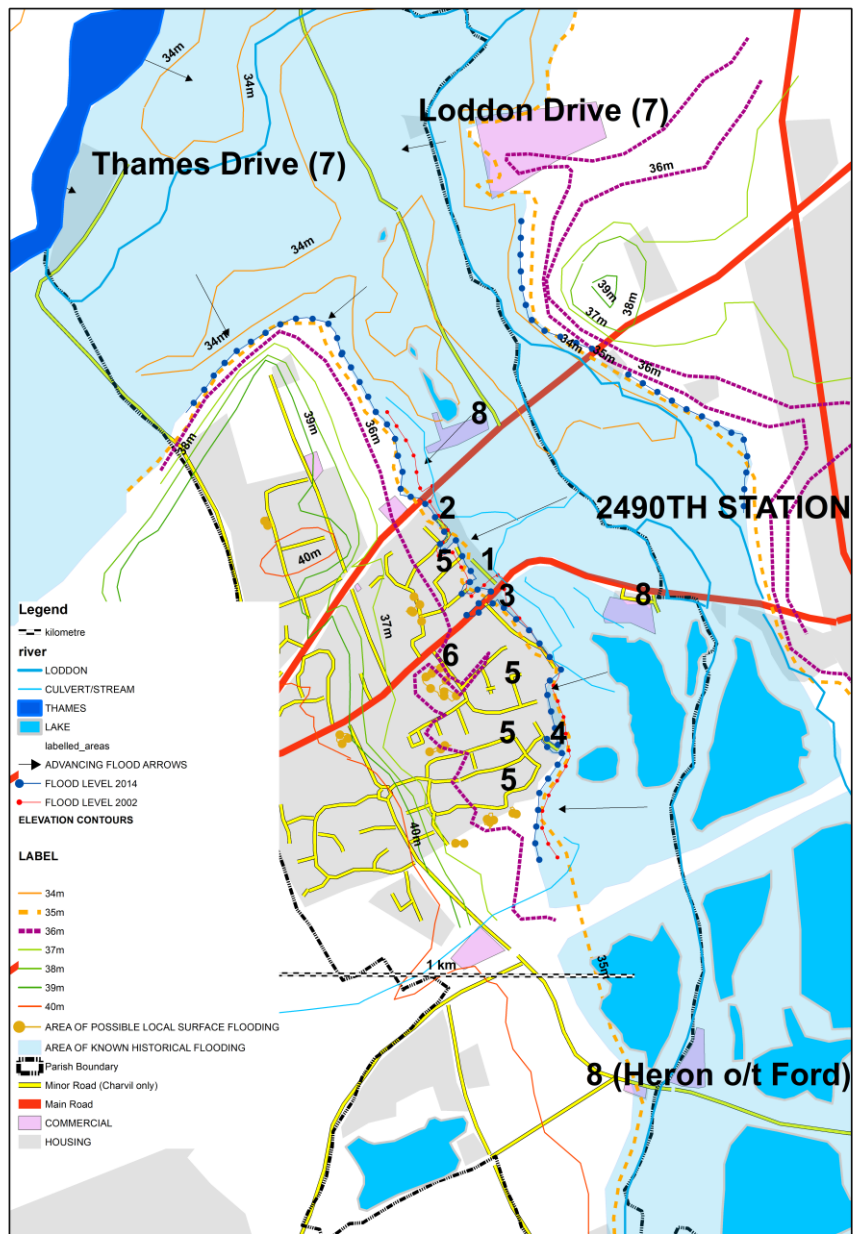
2B – Actions to be taken before a flood: Locations at risk of flooding / source of flooding.

Area number	Location at risk	Source of flooding	Direction of flooding
1	Edward Road and houses at back on Thornbers Way	River Loddon eventually merging with Thames waters at elevation of ca. 34.5m	From River Loddon perpendicular to topographic contours, i.e. ENE to WSW (see map). Leakage from adjoining sewage pumping plant, which is likely to be overwhelmed as leaky Earley/Woodley sewage pipe is infiltrated by advancing floodwaters.
2	Easternmost properties on Charvil Meadow Road	River Loddon eventually merging with Thames waters at elevation of ca. 34.5m	From River Loddon perpendicular to topographic contours, i.e. ENE to WSW (see map)
3	Old Acres Lane and River Court Apartments on Old Bath Road	River Loddon eventually merging with Thames waters at elevation of ca. 34.5m	From River Loddon perpendicular to topographic contours, i.e. ENE to WSW (see map)
4	Vale View	River Loddon eventually merging with Thames waters at elevation of ca. 34.5m	From River Loddon and lakes and perpendicular to topographic contours, i.e. E to W (see map)
5	Areas in eastern and lower parts of Flood Zone 2, Gingells Farm Rd (E) , Thornbers Way, Chiltern Estate, East Park Farm Estate	River Loddon eventually merging with Thames waters at elevation of ca. 34.5m	From previously flooded areas above further up topographic contours (i.e.ENE or E to WSW or W
6	West side of Chiltern Drive	Surface Flooding (i.e. directly from rainfall) within topographic depression first in back gardens	From back gardens
OUTLYING BUILDINGS (7)	Thames Drive, Loddon Drive	River Thames, River Loddon	Directly from river in back gardens
OUTLYING BUSINESSES (8)	Old Bath Rd, Heron on the Ford	River Loddon	Directly from river

2C – Actions to be taken before a flood: Map showing direction of flooding

Left on next page ; parish wide map showing areas listed in tables and historical flood limits

Right on next page: as above focussed on main inhabited area under risk



3A – Actions to be taken during a rising flood (Flood Warning or Local Trigger)

Note that triggers vary with the area concerned, due to the relationship between risk and topography. EA flood alerts and warnings are set for the lowest topography outlying properties in Charvil and are thus most relevant to Areas 7 and 8. Residents in Areas 1-6 should be aware but less concerned about regionally based EA alerts and warning, with the intention being for flood wardens to notify them when the more appropriate triggers listed below are reached, i.e. issue our own warnings through a Whatsapp Group.

Area number	Location at risk	Action / trigger	Local action	Equipment required	Time required
1	Edward Road and houses at back on Thornbers Way	Flood Warning (Red). Loddon waters reaching edge of Charvil Meadows (2490TH Station reading around 3.1 m and rising). Sewage overflow.	Residents and street rep to enact personal or basic plan (see below*). Street rep to check on vulnerable residents. Flood wardens to coordinate any assistance required.	As per plans : sandbags or similar if appropriate	Likely to be of the order of 4-5 hours for 2 people, e.g. if sandbags need to be self filled, small liftable furniture items moved upstairs
2	Easternmost properties on Charvil Meadow Road	Flood Warning (Red) Loddon waters reaching edge of Charvil Meadows (2490TH Station reading around 3.2 m and rising).	Residents and street rep to enact personal or basic plan (see below*). Street rep to check on vulnerable residents. Flood wardens to coordinate any assistance required.	As per plans : sandbags or similar if appropriate	Likely to be of the order of 4-5 hours for 2 people, e.g. if sandbags need to be self filled, small liftable furniture items moved upstairs
3	Old Acres Lane and River Court Apartments on Old Bath Road	Flood Warning (Red). Loddon waters reaching edge of Charvil Meadows (2490TH Station reading around 3.2 m and rising).	Residents and street rep to enact personal or basic plan (see below*). Street rep to check on vulnerable residents. Flood wardens to coordinate any assistance required.	As per plans : sandbags or similar if appropriate	Likely to be of the order of 4-5 hours for 2 people, e.g. if sandbags need to be self filled, small liftable furniture items moved upstairs
4	Vale View	Flood Warning (Red). Loddon waters reaching edge of	Residents and street rep to enact personal or basic plan (see below*). Street rep to check on vulnerable	As per plans : sandbags or similar if	Likely to be of the order of 4-5 hours for 2 people, e.g. if

		Charvil Meadows (2490TH Station reading around 3.2 m and rising). Surface drain on estate opposite playground overflows.	residents. Flood wardens to coordinate any assistance required.	appropriate	sandbags need to be self filled, small liftable furniture items moved upstairs
5	Areas in eastern and lower parts of Flood Zone 2, Gingells Farm Rd (E) , Thornbers Way, Chiltern Estate, East Park Farm Estate	Severe Flood Warning. Areas 1-8 all now flooded with some internal flooding. Waters penetrate well into village. (2490TH Station reading around 3.7 m and rising).	Residents to enact personal or basic plan (see below*).	As per plans : sandbags or similar if appropriate. Note all such equipment now likely to be in very short supply.	Likely to be of the order of 4-5 hours for 2 people, e.g. if sandbags need to be self filled, small liftable furniture items moved upstairs
6	West side of Chiltern Drive	Surface Flooding (i.e. directly from rainfall) within topographic depression first in back gardens	Residents to enact personal or basic plan (see below*).	As per plans : sandbags or similar if appropriate	Likely to be of the order of 4-5 hours for 2 people, e.g. if sandbags need to be self filled, small liftable furniture items moved upstairs
OUTLYING BUILDINGS (7)	Thames Drive, Loddon Drive		Communications to date have indicated residents are well versed in mitigating action (moving cars, having a weeks food and medicine stockpiled, evacuating to Wee Waif etc). Communications with residents to date consequently indicate they do not wish to be part of this plan. They are recommended however to subscribe to EA alerts and to compile their own Personal flood Plans (see Appendix) from their own experiences.		
OUTLYING BUSINESSES (8)	Old Bath Rd, Heron on the Ford		Similar issues apply, both areas next to Loddon River, with visual flooding from river (marker on ford). Businesses are advised to compile a Business Flood Plan (see below) and to subscribe to EA flood alerts/warnings, which are most relevant to these locations.		

***Personal Flood Plan** : see Appendix 1 of this report, <https://www.gov.uk/government/publications/personal-flood-plan>

Environment Agency Flood Advice : www.environment-agency.gov.uk/flood

WhatsApp group : <https://chat.whatsapp.com/FKJrAMJG40eFqr85C7J0yb>

A Basic Plan that we will communicate verbally should be similar to following, in order of time/rising waters :

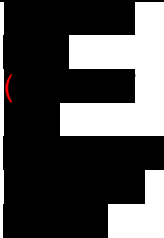

- 1: Move Cars (to a site that will not inhibit access by Emergency Services). Car park at village hall will be opened.
2. Stockpile food, medicine etc
- 3: Weigh down or remove garden small liftable furniture items
- 4: Build any protection (e.g. sandbags, aquasacs) that has *already* been acquired* (see Section 3D for options)
- 5: Switch off gas and electrics (knowing where to do so!)
- 6: Lift carpets. Move small liftable furniture items to safety (upstairs if available/possible). Raise or protect if leaving downstairs (e.g. old welly boots round chair legs!). Seek assistance from neighbours and flood wardens.

*With careful planning you can take action to reduce the impact of flooding or at least slow its progress to allow you to take time consuming actions such as moving or raising small liftable furniture items and carpets. For example placing floorboards across openings, blocking airbricks, creating sandbag/plastic sheeting or aquasac walls or temporary self-made defence systems (note : Charvil now has no temporary flood barrier available). **You will however need to have most equipment in place in anticipation of a flood.** It is impossible however to completely flood-proof a property. Some of your neighbours may need additional support, e.g. to fill sandbags (min 2 people) or move small liftable furniture items : Include this in your flood planning.

For information on sandbags, aquasacs etc, see Section 3D below.

3B – Actions to be taken during a flood: local volunteers / flood wardens

List local volunteers/flood wardens that could be contacted in an incident. They may be required to lift heavy sandbags (see Section 2A) and small liftable furniture items so should be reasonably active or fit. Consider using other volunteers such as communicators, administrators or minders of vulnerable people during an incident. **Volunteers must not put their own life at risk, Have appropriate footwear, you are recommended to make and use a flood stick (pole marked with depth) if entering flood waters (especially to detect possible open manholes). Manhole/gully maps should be checked first on the WBS website [Map \(highway-iams.uk\)](http://Map(highway-iams.uk)) . DO NOT ENTER flood waters if you are alone, uncertain of the depth, the water is flowing or there is contamination with sewage (which is likely at Edward Rd). If required, call the emergency services.**

Name	Address	Telephone Day	Telephone Evening	Mobile	Key Responsibilities
FLOOD WARDENS					
Duncan Macgregor (+any other areas affected)	26 Gingells Farm Road, Charvil, RG10 9DJ duncan.macgeology@gmail.com	01189 017668	01189 017668 Via Whatsapp Group https://chat.whatsapp.com/FKJrAMJG40eFqr85C7J0yb	07884266309 (try this number first)	Maintain flood plan. Manage WhatsApp group alerts Overview flooding situation and ensure all key people (esp. street reps) are aware of any rising risks or when triggers reached. Call meetings when required. Keep log of issues. Liase with key organisations as necessary, e.g. when triggers reached. Check on village and river drainage blockages regularly and inform WBC
Gordon Boyd (area 3) Daniel Lehain	Old Acres Lane River Court Apartments		Via Whatsapp Group https://chat.whatsapp.com/FKJrAMJG40eFqr85C7J0yb		GB to deputise for DM when away (DM to inform during flood season) and aid as necessary . Ensure all residents in area 3 are aware of rising waters/risks and respond as per their choice. Be aware of vulnerable residents and coordinate help for these (e.g. sandbags, moving small liftable furniture items)
INDIVIDUAL STREET CONTACTS					
Paul Pinkney (area 4)	Paul Pinkney , 17 Vale View, (Paul is a hydraulic engineer and has experience of deploying sandbags in Vale View)		Via Whatsapp Group https://chat.whatsapp.com/FKJrAMJG40eFqr85C7J0yb		Advise on proper use of sandbags and other emergency equipment. Good links to EA if required. Ensure all residents in area are aware of rising waters/risks and respond as per their choice. Be aware of vulnerable residents and coordinate help for these (e.g.

					sandbags, moving small liftable furniture items). Liaison with relevant housing association.
Nick Thorne (area 1)	Edward Road		Via Whatsapp Group https://chat.whatsapp.com/FKJrAMJG40eFqr85C7J0yb		Ensure 2 houses in area are aware of rising waters/risks and respond as per their choice. Be aware of vulnerable residents and coordinate help for these (e.g. sandbags, moving small liftable furniture items). Call for assistance from other streets.
Peter Tull / David Armstrong (area 2)	Charvil Meadow Road DAVID ARMSTRONG		Via Whatsapp Group https://chat.whatsapp.com/FKJrAMJG40eFqr85C7J0yb		Ensure all residents in area are aware of rising waters/risks and respond as per their choice. Be aware of vulnerable residents and coordinate help for these (e.g. sandbags, moving small liftable furniture items)
OTHER VOLUNTEERS					
Sarah Swatridge	17 Pipistrelle Way, Charvil				Willing to help on request
Graham Swatridge	17 Pipistrelle Way, Charvil				Willing to help on request
Miranda Parker (PARISH CLERK)	New dedicated Parish Council mobile to be provided at later stage				Solicit additional help when required. Contact with Parish Council.
Amanda Burton (ASSISTANT VILLAGE CLERK) –	New dedicated Parish Council mobile to be provided at later stage				Opening of Village Hall and car park when required
Sandra	Old Acres Lane		Via Whatsapp Group		

Woodward			https://chat.whatsapp.com/FKJrAMJG40eFqr85C7J0yb		
Councillor Rob Jones			Via Whatsapp Group https://chat.whatsapp.com/FKJrAMJG40eFqr85C7J0yb		Link to Parish Council and Neighbourhood Plan. Take charge of Village Hall if Flood Warden at flood sites

3C – Actions to be taken during a flood: Important telephone numbers

Make a list of important telephone numbers so all the information you require during an incident is readily available.

Organisation	Telephone (office hours)	Telephone (out of hours)	Communication Channel
Floodline	0345 988 1188	0345 988 1188	Wardens and street representatives to be registered for alerts from Environment Agency and to monitor 2490TH station at https://environment.data.gov.uk/flood-monitoring/id/stations/2490TH.html in order to monitor and action triggers (meeting will then be arranged) Flood warden to contact directly for more details if required and inform street reps
Environment Agency, Wallingford	0870 850 6506	Mon to Fri 9-5pm	Flood warden to contact once any external flooding occurs. Maximum flood to be mapped and EA sent details
District Council Customer Services (Sandbags etc)	0118 974 6000	0800 212 111	Flood Warden to contact at early stage in flood rise to ascertain whether any sandbags may be available
County Council			
Local Sandbag Supplier: Rivar Sand and Gravel	01635 871003 (main office, Newbury) 01189 940 1890 (Hare	Email : sales @ rivarsandand gravel.co.uk	As this needs ordering in advance (min 5 working days) and requirements will vary per house., this is responsibility of individual householders and wardens may not be involved.

	Hatch Depot, Ladds Garden Village, A4)		Street reps may check whether this option is being taken in their street and a bulk order might be arranged. Note it may take several trips to transport sufficient sandbags. Note limitations of such sandbags, costs and considerable numbers required (see Section 2A)
County Contracting			
Fire & Rescue Service	999		Any resident should contact 999 in first instance in an Emergency (112 if not emergency). Please inform a flood warden so issue can be logged. Flood warden or street rep may make call if aid in evacuation required
Police	999		a/a
Ambulance Service	999		a/a
Housing Unit			
Environment Unit			
Water Company	Thames Water 0800 316 9800	24 hours emergency	To be contacted by Edward Road street rep in event of sewage overflow . Flood warden also to be informed so issue can be logged.
Electricity Company			
Gas Company	0800 111 999	Emergency Gas service	
Telecommunications Company			
Wee Waif, Old Bath Rd.	0118 944 0066 (contact : Natalie)		Wee Waif have agreed to provide a discounted rate for any evacuated residents from floods
Adjacent Town/Parish Councils	Twyford Parish Council 934 5444	16 Gooch Close Twyford RG10 0XS	

	Charvil Parish Council 901 7719	30 Park View Drive South Charvil RG10 9QX clerk@charvil.com	
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3D – Actions to be taken during a flood: Available resources

Identify available resources : Assume we will be on our own and do not rely on external bodies!

Organisation	Resource	Number	Location	Notes
Wokingham Borough Council 0118 974 6000	Sandbags	WBC hold 400 full sandbags and 1000 empty ones (for entire borough!, sufficient for < 60 properties)	WBC contractor	Sandbags+Sheeting at best will only SLOW a flood allowing other mitigating actions to be taken (see Section 2A) . Numbers required per property may vary from around 30 to up to 100.
Environment Agency, Wallingford	General Advice and Assistance			It is possible (resources allowing) that the EA will deploy Community Information Officers to Charvil during a flood event. They will be sending information or requests to the incident room, and through the incident room it should reach partner agencies at tactical and strategic meetings. They can also pass updates back to wardens and residents. CIO's will not be able to assist with moving furniture, deploying sandbags etc.
Local builders merchants and some garden centres, best deal probably : Rivar Sand and Gravel	Sandbags	Rivar Sand and Gravel, will supply filled hession sand bags for and will take bags back after use. Require 5 working days notice.	Ladds Garden Village, Hare Hatch, A4	Rivar will fill sandbags for us and will take returns. Numbers required per property may vary from around 30 to up to 100.. Rivar seem to be best solution but need 5 days notice. See pros and cons of

		Currently £6.76 per filled bag		sandbags in Section 2A)
		Street Furnishing Services have circa 1000 polypropylene bags for sale @ £1. Sand not provided.	Mumbery Hill, off A4 near Dobbies	These bags may be less effective. Sand must be acquired separately – require 2 people to fill.
Online providers – see www.bluepages.org.uk	Aqua Sacs (inflatable bag defences), Other appropriate defences to property concerned, Emergency Flood Kits	www.bluepages.org.uk	Online – requires order well in advance of any flood	Take significant time to inflate so may only be effective if flood is slow rising. Expensive but mitigated by much easier to store, can be reused and no disposal costs.
Local builders merchants e.g. Wickes, B and Q	Plastic Sheeting		Wickes – Woodley B and Q – A33 Reading	Essential to use together with sandbags to plug gaps and make barrier more effective. Again buy in advance

3E – Actions to be taken during a flood: Arrangements between authorities

Details of specific arrangements and required contact between the various authorities to be included here.

Organisation(s)	Agreed arrangement	Responsibility (Contact By)
The Wee Waif	Obvious site for evacuation (already used by Thames Drive) Discussion with manager in 2023 (Natalie) indicated discounts would be made available for evacuees based on demand for rooms at that time (see Contacts, Section 3C)	Flood Warden or Rep of Charvil Parish Council to contact Natalie (see Contacts, Section 3C) if any evacuation seems likely and firm up arrangements so evacuees can move in direct.
Charvil Village Hall	STILL UNDER DISCUSSION BY PARISH COUNCIL AS AT 1.12.23. Provisionally use as incident centre, car park, initial evacuation centre and possibly temporary accommodation if	Flood warden or assistant to request Asst Village Clerk to open Car Park and/or Hall around the time that Edward Rd is being threatened with internal

	no cheap alternatives available for individual families. Jointly managed by Flood Warden (if not at flooded sites) and Councillor Rob Jones, plus volunteers. Call on Social Media to all residents of village to supply mats and sleeping bags if required. Affected residents are requested to have an emergency pack available for an evacuation (see Personal Flood Plan)	flooding. Car Park will likely come first as cars will need to be moved. Open hall when single storey houses in Edward Rd become flooded.
Wokingham District Council	Sandbags. See above. May be none available for residential properties in Charvil	Flood warden or Parish Council (see 3D above)
Environment Agency	Pumping?????. Was used in past. Current discussions with EA indicate however they are unlikely to support us.	Flood Warden will EA inform of current situation
Emergency Services		Any resident should contact 999 direct in first instance in an Emergency, 112 in a non-emergency. Please inform a flood warden so issue can be logged. Flood warden or street rep may make call if aid in evacuation required

3F – Actions to be taken during a flood: Vulnerable residents, properties and locations

List vulnerable people, properties and locations where early assistance may be required.

This section has not yet been compiled as there are doubts over the legality of holding a database on vulnerable persons. In the meantime, local street street reps are requested to be aware of any vulnerable person in their area and to arrange assistance as required, e.g. to move small liftable furniture items.

Name	Address	Daytime telephone	Evening telephone	Assistance required

4A – After a flood

Be careful of anyone offering repair work after a flood as they could be 'rogue traders'. Always obtain independent advice and ask for references. Check they are registered with the government buy with confidence scheme: buywithconfidence.gov.uk.

When returning to properties decontaminate everything and check the safety of electricity and gas appliances before use. A qualified electrician needs to check any electrical equipment that came into contact with floodwater.

Wear protective clothing when dealing with items that have been exposed to floodwater and dispose of contaminated foods (including tinned). Ventilate your property but keep security in mind.

Boil water for drinking and washing until your water company tells you the water supply is safe again. Go to the doctors if any health issues appear, especially flu-like symptoms.

If you intend making a claim Insurers should be contacted as soon as possible after a flood. Residents who will be making insurance claims may need to leave damaged belongings in place until the insurance company has authorised their removal otherwise their claim may be affected.

The insurance company may need to send loss adjusters to visit the property and evaluate the damage. Take photographs of all damaged areas and goods, ideally during the flood.

PLEASE NOTE THAT RESIDENTS SHOULD MAKE SURE THEY HAVE ADEQUATE HOUSEHOLD INSURANCE TO COVER FLOOD DAMAGE AND THAT BY USING A LOCAL CONTRACTOR, THE RESIDENT IS RESPONSIBLE FOR FINDING OUT WHETHER THIS COMES WITHIN THE TERMS AND CONDITIONS OF THEIR SPECIFIC POLICY.

CHARVIL PARISH COUNCIL WILL DO ALL IT CAN TO ASSIST BUT CANNOT TAKE ANY RESPONSIBILITY FOR PRIVATE PROPERTY / LAND.



Personal flood plan

Checklists to help you prepare for flooding

Before a flood

Actions	Done	Notes
Check what to do before or during a flood		
Sign up for flood warnings		
Check you understand what the warnings mean: <ul style="list-style-type: none">• Flood alert• Flood warning• Severe flood warning		
Note your local radio station for travel and weather updates		
Note the phone number for Floodline (0345 988 118)		
Note your local websites and social media for updates		
Check if your insurance covers you for flooding		

Think about how you could stop water entering your home		
Check you know how to turn off your electricity and water		

Move important documents and possessions to a high-up place so that they're safe from flood water. Protect them in a waterproof container. Keep them in a place that is easy to get to in an emergency.

Documents	Done	Notes
Passport		
Driving licence		
Medical cards		
Insurance documents		
Computers or laptops		
Mobile phones and charges		
Important photos and papers		
Items of sentimental value		

Getting help

Keep a note of who can help you and anyone you can help.

This might be relatives, friends or neighbours. Make a note of what help you might need from them, or what you can do to help them.

Contact details you might need

Insurance	Done	Notes
Home		
Contents		
Vehicle		

Utilities	Done	Notes
Electricity		
Gas		
Water		
Telephone		
Broadband		
Mobile phone		
Media providers		

Finance	Done	Notes
Bank accounts		

Pets	Done	Notes
Kennels		
Carers		
Vets		

Council	Done	Notes
District or unitary		
Town or parish		

Medical	Done	Notes
Doctors		
Hospitals		

Preparing a flood kit

Items you might want to include	Done	Notes
Important documents and contact information		
Warm, waterproof and dry clothing and footwear		

A torch		
Drinking water		
Medicine		
Toys for children		
Baby care items		
Mobile phone or device charger or spare batteries		

Pets and animals

Think about what to do with pets if a flood happens.

Actions	Done	Notes
Where they might go		
Food		
Carriers		
Medicines		

If you are asked to evacuate, many centres will allow you to bring your pet. Put cats or small animals in a carrier or small box.

Immediately before a flood

Actions you can take if you know you are about to be flooded

Actions	Done	Notes
Turn off electricity, water and gas supplies		
Lift curtains over rails above flood water levels		
Use any measures you have to stop water entering your property, such as door guards or air brick covers		
Move important items to safety		
Lift rugs and smaller furniture upstairs or on to tables or worktops if possible		
Get your flood kit together and prepare to move from your home		
Move your pets and vehicles away from flood areas if possible		
Make sure your mobile phone or devices are charged		

When a flood happens

Actions you should take

Actions	Done	Notes
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Follow warnings, information and advice issued by authorities		
Do not walk or drive through flood water, as it may conceal hidden dangers		
Do not put yourself or others at risk		
Take your flood kit with you if you are directed to an evacuation centre		
Let your family or friends know you are safe		
Check they are safe too		

After a flood

Actions you can take

Actions	Done	Notes
Do not return to your home until you are told it is safe to do so		
When returning home, remember that flood water may contain sewage and conceal hidden dangers		
Wear appropriate waterproof or protective clothing when cleaning up		

Contact your insurance company to start the claims process		
If you rent your property, contact your landlord and contents insurance company		
Throw away items damaged by flood water after your property and items have been checked by a loss adjuster		
Throw away items in an appropriate manner		

You may need gas or electricity engineers to check your supply before turning it back on.

Further information

You can find more information from:

- Your local council
- Your local advice centre
- The British Red Cross
- The National Flood Forum

Use this space to make any further notes you think might help you.