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Application for Planning Permission.  
Town and Country Planning Act 1990



You can complete and submit this form electronically via the Planning Portal by visiting [www.planningportal.gov.uk/apply](http://www.planningportal.gov.uk/apply)

### Publication of applications on planning authority websites

Please note that the information provided on this application form and in supporting documents may be published on the Authority's website. If you require any further clarification, please contact the Authority's planning department.

Please complete using block capitals and black ink.

It is important that you read the accompanying guidance notes as incorrect completion will delay the processing of your application.

### 1. Applicant Name and Address

Title:  First name:

Last name:

Company (optional):

Unit:  House number:  House suffix:

House name:

Address 1:

Address 2:

Address 3:

Town:

County:

Country:

Postcode:

### 2. Agent Name and Address

Title:  First name:

Last name:

Company (optional):

Unit:  House number:  House suffix:

House name:

Address 1:

Address 2:

Address 3:

Town:

County:

Country:

Postcode:

### 3. Description of the Proposal

Please describe the proposed development, including any change of use:

EXTENSIONS & ALTERATIONS TO EXISTING POOL BUILDING TO PROVIDE ADDITIONAL CHILDRENS POOL AND WATER FEATURES, REMOVAL OF EXISTING INGROUND FUMES AND PROVISION OF FIVE EXTERNAL FUME RIDES & REFURBISHMENT OF EXTERNAL POOL AREA.

Has the building, work or change of use already started?

☐ Yes

☒ No

If Yes, please state the date when building, work or use were started (DD/MM/YYYY):

(date must be pre-application submission)

Has the building, work or change of use been completed?

☐ Yes

☒ No

If Yes, please state the date when the building, work or change of use was completed: (DD/MM/YYYY):

(date must be pre-application submission)



#### 4. Site Address Details

Please provide the full postal address of the application site.

Unit:  House number:  House suffix:

House name: BULTINS SKEGNESS RESORT.

Address 1:

Address 2:

Address 3:

Town: SKEGNESS.

County: LINCOLNSHIRE.

Postcode (optional): PE25 1NJ

Description of location or a grid reference.  
(must be completed if postcode is not known):

Easting:  Northing:

Description:

#### 5. Pre-application Advice

Has assistance or prior advice been sought from the local authority about this application? ☒ Yes ☐ No

If Yes, please complete the following information about the advice you were given. (This will help the authority to deal with this application more efficiently).

Please tick if the full contact details are not known, and then complete as much as possible: ☐

Officer name:

CHRIS PANTON / CARLIE MATHIESON

Reference:

S/090/D1141/11/IC

Date (DD/MM/YYYY):

(must be pre-application submission)

5/7/11

Details of pre-application advice received?

MEETING HELD WITH CHRIS PANTON ON 28/6/11 AT LOUTH COUNCIL OFFICES.  
LETTER RECEIVED FROM CARLIE MATHIESON FOLLOWING PRE-APPLICATION ADVICE SUBMISSION DATED 22/6/11

#### 6. Pedestrian and Vehicle Access, Roads and Rights of Way

Is a new or altered vehicle access proposed to or from the public highway? ☐ Yes ☒ No

Is a new or altered pedestrian access proposed to or from the public highway? ☐ Yes ☒ No

Are there any new public roads to be provided within the site? ☐ Yes ☒ No

Are there any new public rights of way to be provided within or adjacent to the site? ☐ Yes ☒ No

Do the proposals require any diversions /extinguishments and/or creation of rights of way? ☐ Yes ☒ No

If you answered Yes to any of the above questions, please show details on your plans/drawings and state the reference of the plan (s)/drawings(s)

#### 7. Waste Storage and Collection

Do the plans incorporate areas to store and aid the collection of waste? ☒ Yes ☐ No

If Yes, please provide details:

EXISTING FACILITIES ON THE BULTINS SITE REUTILISED.

Have arrangements been made for the separate storage and collection of recyclable waste? ☒ Yes ☐ No

If Yes, please provide details:

EXISTING FACILITIES ON THE BULTINS SITE REUTILISED.

#### 8. Authority Employee / Member

With respect to the Authority, I am: (a) a member of staff  
(b) an elected member  
(c) related to a member of staff  
(d) related to an elected member

Do any of these statements apply to you? ☐ Yes ☒ No

If Yes, please provide details of the name, relationship and role



## 9. Materials

If applicable, please state what materials are to be used externally. Include type, colour and name for each material:

	Existing (where applicable)	Proposed	Not applicable	Don't Know
Walls	HORIZONTALLY LAID CORRUGATED METAL CLADDING PANELS ABOVE BRICK PLINTH.	-RAINSCREEN CLADDING PANELS COMPRISING SMOOTH POLYESTER POWDER COATED (PCC) METAL PANELS -SMOOTH EXTERNAL INSULATED RENDER.	<input type="checkbox"/>	<input type="checkbox"/>
Roof	METAL CLADDING PANELS + GLAZED CENTRAL PYRAMID.	-COMPOSITE METAL INSULATED ROOF PANELS TO NEW ROOFS. -POLYESTER POWDER COATED FINISH. -POLYESTER POWDER COATED METAL ROOF PANEL OVERCLADDING INCORP. INSULATION TO EXIST. ROOFS.	<input type="checkbox"/>	<input type="checkbox"/>
Windows	DOUBLE GLAZED WINDOWS	HERMITICALLY SEALED DOUBLE GLAZED ALUMINIUM CURTAIN WALLING + WINDOWS. (PCC FINISH)	<input type="checkbox"/>	<input type="checkbox"/>
Doors	DOUBLED GLAZED + SOLID DOORS	HERMITICALLY SEALED DOUBLE GLAZED ALUMINIUM DOORS. SOLID PANELLED ALUMINIUM DOORS (PCC FINISH)	<input type="checkbox"/>	<input type="checkbox"/>
Boundary treatments (e.g. fences, walls)	TIMBER FENCING	TIMBER FENCING.	<input type="checkbox"/>	<input type="checkbox"/>
Vehicle access and hard-standing	TARMAC	TARMAC.	<input type="checkbox"/>	<input type="checkbox"/>
Lighting			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Others (please specify)			<input type="checkbox"/>	<input type="checkbox"/>

Are you supplying additional information on submitted plan(s)/drawing(s)/design and access statement?

☒ Yes

☐ No

If Yes, please state references for the plan(s)/drawing(s)/design and access statement:

DESIGN + ACCESS STATEMENT DATED 22<sup>ND</sup> JULY 2011.

DRAWINGS AL(00)01, AL(00)02, AL(00)03, AL(00)04, AL(00)05, AL(00)06, AL(00)10A, AL(00)11  
AL(00)12, AL(00)13, AL(00)20, AL(00)21, AL(90)02, AL(90)03, AL(24)01C

## 10. Vehicle Parking

Please provide information on the existing and proposed number of on-site parking spaces:

Type of Vehicle	Total Existing	Total proposed (including spaces retained)	Difference in spaces
Cars	57	40.	- 17
Light goods vehicles/ public carrier vehicles	NONE	NONE	
Motorcycles	PARKED ELSEWHERE ON SITE	LOCATED ELSEWHERE ON SITE	
Disability spaces	LOCATED ELSEWHERE ON SITE	LOCATED ELSEWHERE ON SITE	
Cycle spaces	LOCATED ELSEWHERE ON SITE	LOCATED ELSEWHERE ON SITE	
Other (e.g. Bus)	-	-	
Other (e.g. Bus)	-	-	



### 11. Foul Sewage

Please state how foul sewage is to be disposed of:

- ☐ Mains sewer ☐ Cess pit  
☐ Septic tank ☒ Other  
CONNECTION INTO  
EXISTING PRIVATE  
DRAINAGE SYSTEM  
ON SITE  
☐ Package treatment plant

Are you proposing to connect to the existing drainage system? ☒ Yes ☐ No

If Yes, please include the details of the existing system on the application drawings and state references for the plan(s)/drawing(s):

### 12. Assessment of Flood Risk

Is the site within an area at risk of flooding? (Refer to the Environment Agency's Flood Map showing flood zones 2 and 3 and consult Environment Agency standing advice and your local planning authority requirements for information as necessary.)

SEE ATTACHED EMAIL DATED 14/11/11 FROM ANNETTE HEMTSON AT ENVIRONMENT AGENCY ☒ Yes ☐ No

If Yes, you will need to submit a Flood Risk Assessment to consider the risk to the proposed site.

Is your proposal within 20 metres of a watercourse (e.g. river, stream or beck)? ☐ Yes ☒ No

Will the proposal increase the flood risk elsewhere? ☐ Yes ☒ No

How will surface water be disposed of?

- ☐ Sustainable drainage system ☐ Existing watercourse  
☐ Soakaway ☐ Pond/lake  
☐ Main sewer ☒ EXISTING SW DRAINAGE SYSTEM ON SITE.

### 13. Biodiversity and Geological Conservation

To assist in answering the following questions refer to the guidance notes for further information on when there is a reasonable likelihood that any important biodiversity or geological conservation features may be present or nearby and whether they are likely to be affected by your proposals.

Having referred to the guidance notes, is there a reasonable likelihood of the following being affected adversely or conserved and enhanced within the application site, or on land adjacent to or near the application site?

a) Protected and priority species:

- ☐ Yes, on the development site  
☐ Yes, on land adjacent to or near the proposed development  
☒ No

b) Designated sites, important habitats or other biodiversity features:

- ☐ Yes, on the development site  
☐ Yes, on land adjacent to or near the proposed development  
☒ No

c) Features of geological conservation importance:

- ☐ Yes, on the development site  
☐ Yes, on land adjacent to or near the proposed development  
☒ No

### 14. Existing Use

Please describe the current use of the site:

LEISURE / HOLIDAY RESORT.

Is the site currently vacant? ☐ Yes ☒ No

If Yes, please describe the last use of the site:

When did this use end (if known)?  
DD/MM/YYYY

(date where known may be approximate)

Does the proposal involve any of the following?

If yes, you will need to submit an appropriate contamination assessment with your application.

Land which is known to be contaminated? ☐ Yes ☒ No

Land where contamination is suspected for all or part of the site? ☐ Yes ☒ No

A proposed use that would be particularly vulnerable to the presence of contamination? ☐ Yes ☒ No

### 15. Trees and Hedges

Are there trees or hedges on the proposed development site? ☐ Yes ☒ No

And/or: Are there trees or hedges on land adjacent to the proposed development site that could influence the development or might be important as part of the local landscape character? ☐ Yes ☒ No

If Yes to either or both of the above, you may need to provide a full Tree Survey, at the discretion of your local planning authority. If a Tree Survey is required, this and the accompanying plan should be submitted alongside your application. Your local planning authority should make clear on its website what the survey should contain, in accordance with the current 'BS5837: Trees in relation to construction - Recommendations'.

### 16. Trade Effluent

Does the proposal involve the need to dispose of trade effluents or waste? ☐ Yes ☒ No

If Yes, please describe the nature, volume and means of disposal of trade effluents or waste



**17. Residential Units (Including Conversion)**

Does your proposal include the gain, loss or change of use of residential units?  
If Yes, please complete details of the changes in the tables below:

☐ Yes

☒ No
**Proposed Housing**

Market Housing	Not known	Number of Bedrooms					Total
		1	2	3	4+	Unknown	
Houses	<input type="checkbox"/>						
Flats and maisonettes	<input type="checkbox"/>						
Live-work units	<input type="checkbox"/>						
Cluster flats	<input type="checkbox"/>						
Sheltered housing	<input type="checkbox"/>						
Bedsit/studios	<input type="checkbox"/>						
Unknown type	<input type="checkbox"/>						
<b>Totals (a + b + c + d + e + f + g) =</b>							

Social Rented	Not known	Number of Bedrooms					Total
		1	2	3	4+	Unknown	
Houses	<input type="checkbox"/>						
Flats and maisonettes	<input type="checkbox"/>						
Live-work units	<input type="checkbox"/>						
Cluster flats	<input type="checkbox"/>						
Sheltered housing	<input type="checkbox"/>						
Bedsit/studios	<input type="checkbox"/>						
Unknown type	<input type="checkbox"/>						
<b>Totals (a + b + c + d + e + f + g) =</b>							

Intermediate	Not known	Number of Bedrooms					Total
		1	2	3	4+	Unknown	
Houses	<input type="checkbox"/>						
Flats and maisonettes	<input type="checkbox"/>						
Live-work units	<input type="checkbox"/>						
Cluster flats	<input type="checkbox"/>						
Sheltered housing	<input type="checkbox"/>						
Bedsit/studios	<input type="checkbox"/>						
Unknown type	<input type="checkbox"/>						
<b>Totals (a + b + c + d + e + f + g) =</b>							

Key worker	Not known	Number of Bedrooms					Total
		1	2	3	4+	Unknown	
Houses	<input type="checkbox"/>						
Flats and maisonettes	<input type="checkbox"/>						
Live-work units	<input type="checkbox"/>						
Cluster flats	<input type="checkbox"/>						
Sheltered housing	<input type="checkbox"/>						
Bedsit/studios	<input type="checkbox"/>						
Unknown type	<input type="checkbox"/>						
<b>Totals (a + b + c + d + e + f + g) =</b>							

**Total proposed residential units (A + B + C + D) =**

**Existing Housing**

Market Housing	Not known	Number of Bedrooms					Total
		1	2	3	4+	Unknown	
Houses	<input type="checkbox"/>						
Flats and maisonettes	<input type="checkbox"/>						
Live-work units	<input type="checkbox"/>						
Cluster flats	<input type="checkbox"/>						
Sheltered housing	<input type="checkbox"/>						
Bedsit/studios	<input type="checkbox"/>						
Unknown type	<input type="checkbox"/>						
<b>Totals (a + b + c + d + e + f + g) =</b>							

Social Rented	Not known	Number of Bedrooms					Total
		1	2	3	4+	Unknown	
Houses	<input type="checkbox"/>						
Flats and maisonettes	<input type="checkbox"/>						
Live-work units	<input type="checkbox"/>						
Cluster flats	<input type="checkbox"/>						
Sheltered housing	<input type="checkbox"/>						
Bedsit/studios	<input type="checkbox"/>						
Unknown type	<input type="checkbox"/>						
<b>Totals (a + b + c + d + e + f + g) =</b>							

Intermediate	Not known	Number of Bedrooms					Total
		1	2	3	4+	Unknown	
Houses	<input type="checkbox"/>						
Flats and maisonettes	<input type="checkbox"/>						
Live-work units	<input type="checkbox"/>						
Cluster flats	<input type="checkbox"/>						
Sheltered housing	<input type="checkbox"/>						
Bedsit/studios	<input type="checkbox"/>						
Unknown type	<input type="checkbox"/>						
<b>Totals (a + b + c + d + e + f + g) =</b>							

Key worker	Not known	Number of Bedrooms					Total
		1	2	3	4+	Unknown	
Houses	<input type="checkbox"/>						
Flats and maisonettes	<input type="checkbox"/>						
Live-work units	<input type="checkbox"/>						
Cluster flats	<input type="checkbox"/>						
Sheltered housing	<input type="checkbox"/>						
Bedsit/studios	<input type="checkbox"/>						
Unknown type	<input type="checkbox"/>						
<b>Totals (a + b + c + d + e + f + g) =</b>							

**Total existing residential units (E + F + G + H) =**

**TOTAL NET GAIN or LOSS of RESIDENTIAL UNITS (Proposed Housing Grand Total - Existing Housing Grand Total):**



## 18. All Types of Development: Non-residential Floorspace

Does your proposal involve the loss, gain or change of use of non-residential floorspace?

☒ Yes

☐ No

If you have answered Yes to the question above please add details in the following table:

Use class/type of use		Not applicable	Existing gross internal floorspace (square metres)	Gross internal floorspace to be lost by change of use or demolition (square metres)	Total gross internal floorspace proposed (including change of use)(square metres)	Net additional gross internal floorspace following development (square metres)
A1	Shops	<input checked="" type="checkbox"/>				
	Net tradable area:	<input checked="" type="checkbox"/>				
A2	Financial and professional services	<input checked="" type="checkbox"/>				
A3	Restaurants and cafes	<input checked="" type="checkbox"/>				
A4	Drinking establishments	<input checked="" type="checkbox"/>				
A5	Hot food takeaways	<input checked="" type="checkbox"/>				
B1 (a)	Office (other than A2)	<input checked="" type="checkbox"/>				
B1 (b)	Research and development	<input checked="" type="checkbox"/>				
B1 (c)	Light industrial	<input checked="" type="checkbox"/>				
B2	General industrial	<input checked="" type="checkbox"/>				
B8	Storage or distribution	<input checked="" type="checkbox"/>				
C1	Hotels and halls of residence	<input checked="" type="checkbox"/>				
C2	Residential institutions	<input checked="" type="checkbox"/>				
D1	Non-residential institutions	<input checked="" type="checkbox"/>				
D2	Assembly and leisure	<input type="checkbox"/>	4,741	450	7,319	2,578
OTHER		<input type="checkbox"/>				
Please Specify		<input type="checkbox"/>				
Total			4,741	450	7,319	2,578

In addition, for hotels, residential institutions and hostels, please additionally indicate the loss or gain of rooms

Use class	Type of use	Not applicable	Existing rooms to be lost by change of use or demolition	Total rooms proposed (including changes of use)	Net additional rooms
C1	Hotels	<input checked="" type="checkbox"/>			
C2	Residential Institutions	<input checked="" type="checkbox"/>			
OTHER		<input type="checkbox"/>			
Please Specify		<input type="checkbox"/>			

## 19. Employment

Please complete the following information regarding employees: Whole site

	Full-time	Part-time	Total full-time equivalent
Existing employees	JANUARY - 850 PEAK - 1300	JAN - 50 PEAK - 50	
Proposed employees	JANUARY - 900 PEAK - 1350	JAN - 50 PEAK - 50	

## 20. Hours of Opening

Please state the hours of opening for each non-residential use proposed: CURRENT OPENING HOURS ARE 10am - 5:30pm

Use	Monday to Friday	Saturday	Sunday and Bank Holidays	Not known
LEISURE POOL	10am to 8pm	10am to 8pm	10am to 8pm	

## 21. Site Area

Please state the site area in hectares (ha)

0.905 hectares.



## 22. Industrial or Commercial Processes and Machinery

Please describe the activities and processes which would be carried out on the site and the end products including plant, ventilation or air conditioning. Please include the type of machinery which may be installed on site:

WATER FILTRATION SYSTEMS,  
AIR HANDLING UNITS.  
BALERS.

Is the proposal a waste management development? ☐ Yes ☒ No

If the answer is Yes, please complete the following table:

	Not applicable	The total capacity of the void in cubic metres, including engineering surcharge and making no allowance for cover or restoration material (or tonnes if solid waste or litres if liquid waste)	Maximum annual operational throughput in tonnes (or litres if liquid waste)*
Inert landfill	<input type="checkbox"/>		
Non-hazardous landfill	<input type="checkbox"/>		
Hazardous landfill	<input type="checkbox"/>		
Energy from waste incineration	<input type="checkbox"/>		
Other incineration	<input type="checkbox"/>		
Landfill gas generation plant	<input type="checkbox"/>		
Pyrolysis/gasification	<input type="checkbox"/>		
Metal recycling site	<input type="checkbox"/>		
Transfer stations	<input type="checkbox"/>		
Material recovery/recycling facilities (MRFs)	<input type="checkbox"/>		
Household civic amenity sites	<input type="checkbox"/>		
Open windrow composting	<input type="checkbox"/>		
In-vessel composting	<input type="checkbox"/>		
Anaerobic digestion	<input type="checkbox"/>		
Any combined mechanical, biological and/or thermal treatment (MBT)	<input type="checkbox"/>		
Sewage treatment works	<input type="checkbox"/>		
Other treatment	<input type="checkbox"/>		
Recycling facilities construction, demolition and excavation waste	<input type="checkbox"/>		
Storage of waste	<input type="checkbox"/>		
Other waste management	<input type="checkbox"/>		
Other developments	<input type="checkbox"/>		

Please provide the maximum annual operational throughput of the following waste streams:

Municipal	
Construction, demolition and excavation	
Commercial and industrial	
Hazardous	

If this is a landfill application you will need to provide further information before your application can be determined. Your waste planning authority should make clear what information it requires on its website.

## 23. Hazardous Substances

Does the proposal involve the use or storage of any of the following materials in the quantities stated below? ☒ Yes ☐ No ☐ Not applicable

If Yes, please provide the amount of each substance that is involved:

Acrylonitrile (tonnes)	<input type="text"/>	Ethylene oxide (tonnes)	<input type="text"/>	Phosgene (tonnes)	<input type="text"/>
Ammonia (tonnes)	<input type="text"/>	Hydrogen cyanide (tonnes)	<input type="text"/>	Sulphur dioxide (tonnes)	<input type="text"/>
Bromine (tonnes)	<input type="text"/>	Liquid oxygen (tonnes)	<input type="text"/>	Flour (tonnes)	<input type="text"/>
Chlorine (tonnes)	STONES	Liquid petroleum gas (tonnes)	<input type="text"/>	Refined white sugar (tonnes)	<input type="text"/>

Other:

Other:

Amount (tonnes):

Amount (tonnes):



## 24. Ownership Certificates

One Certificate A, B, C, or D, must be completed, together with the Agricultural Holdings Certificate with this application form

### CERTIFICATE OF OWNERSHIP - CERTIFICATE A

#### Town and Country Planning (Development Management Procedure) (England) Order 2010 Certificate under Article 12

I certify/The applicant certifies that on the day 21 days before the date of this application nobody except myself/ the applicant was the owner (owner is a person with a freehold interest or leasehold interest with at least 7 years left to run) of any part of the land or building to which the application relates.

Signed - Applicant:

Or signed - Agent: ON BEHALF OF HOWDE MATTHIAS Date (DD/MM/YYYY):

ARCHITECTS

25/7/11

### CERTIFICATE OF OWNERSHIP - CERTIFICATE B

#### Town and Country Planning (Development Management Procedure) (England) Order 2010 Certificate under Article 12

I certify/ The applicant certifies that I have/the applicant has given the requisite notice to everyone else (as listed below) who, on the day 21 days before the date of this application, was the owner (owner is a person with a freehold interest or leasehold interest with at least 7 years left to run) of any part of the land or building to which this application relates.

Name of Owner	Address	Date Notice Served

Signed - Applicant:

Or signed - Agent:

Date (DD/MM/YYYY):

### CERTIFICATE OF OWNERSHIP - CERTIFICATE C

#### Town and Country Planning (Development Management Procedure) (England) Order 2010 Certificate under Article 12

I certify/ The applicant certifies that:

- Neither Certificate A or B can be issued for this application
- All reasonable steps have been taken to find out the names and addresses of the other owners (owner is a person with a freehold interest or leasehold interest with at least 7 years left to run) of the land or building, or of a part of it, but I have/ the applicant has been unable to do so.

The steps taken were:


Notice of the application has been published in the following newspaper (circulating in the area where the land is situated):

On the following date (which must not be earlier than 21 days before the date of the application):

Signed - Applicant:

Or signed - Agent:

Date (DD/MM/YYYY):



## 24. Ownership Certificates (continued)

### CERTIFICATE OF OWNERSHIP - CERTIFICATE D

Town and Country Planning (Development Management Procedure) (England) Order 2010 Certificate under Article 12

I certify/ The applicant certifies that:

- Certificate A cannot be issued for this application
- All reasonable steps have been taken to find out the names and addresses of everyone else who, on the day 21 days before the date of this application, was the owner (*owner is a person with a freehold interest or leasehold interest with at least 7 years left to run*) of any part of the land to which this application relates, but I have/ the applicant has been unable to do so.

The steps taken were:

Notice of the application has been published in the following newspaper (circulating in the area where the land is situated):

On the following date (which must not be earlier than 21 days before the date of the application):

Signed - Applicant:

Or signed - Agent:

Date (DD/MM/YYYY):

## 25. Agricultural Land Declaration

### AGRICULTURAL LAND DECLARATION

Town and Country Planning (Development Management Procedure) (England) Order 2010 Certificate under Article 12

Agricultural Land Declaration - You Must Complete Either A or B

(A) None of the land to which the application relates is, or is part of, an agricultural holding.

Signed - Applicant:

Or signed - Agent: *ON BEHALF OF HOUSE MATTHEW ARCHITECTS* Date (DD/MM/YYYY):

*25/7/11*

(B) I have/ The applicant has given the requisite notice to every person other than myself/ the applicant who, on the day 21 days before the date of this application, was a tenant of an agricultural holding on all or part of the land to which this application relates, as listed below:

Name of Tenant	Address	Date Notice Served

Signed - Applicant:

Or signed - Agent:

Date (DD/MM/YYYY):

## 26. Planning Application Requirements - Checklist

Please read the following checklist to make sure you have sent all the information in support of your proposal. Failure to submit all information required will result in your application being deemed invalid. It will not be considered valid until all information required by the Local Planning Authority has been submitted.

The original and 3 copies of a completed and dated application form:



The correct fee: *(Cheque already forwarded by Billings)*



The original and 3 copies of the plan which identifies the land to which the application relates drawn to an identified scale and showing the direction of North:



The original and 3 copies of a design and access statement, if required (see help text and guidance notes for details):



The original and 3 copies of other plans and drawings or information necessary to describe the subject of the application:



The original and 3 copies of the completed, dated Ownership Certificate (A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, X, Y, Z, AA, AB, AC, AD, AE, AF, AG, AH, AI, AJ, AK, AL, AM, AN, AO, AP, AQ, AR, AS, AT, AU, AV, AW, AX, AY, AZ, BA, BB, BC, BD, BE, BF, BG, BH, BI, BJ, BK, BL, BM, BN, BO, BP, BQ, BR, BS, BT, BU, BV, BW, BX, BY, BZ, CA, CB, CC, CD, CE, CF, CG, CH, CI, CJ, CK, CL, CM, CN, CO, CP, CQ, CR, CS, CT, CU, CV, CW, CX, CY, CZ, DA, DB, DC, DD, DE, DF, DG, DH, DI, DJ, DK, DL, DM, DN, DO, DP, DQ, DR, DS, DT, DU, DV, DW, DX, DY, DZ, EA, EB, EC, ED, EE, EF, EG, EH, EI, EJ, EK, EL, EM, EN, EO, EP, EQ, ER, ES, ET, EU, EV, EW, EX, EY, EZ, FA, FB, FC, FD, FE, FF, FG, FH, FI, FJ, FK, FL, FM, FN, FO, FP, FQ, FR, FS, FT, FU, FV, FW, FX, FY, FZ, GA, GB, GC, GD, GE, GF, GG, GH, GI, GJ, GK, GL, GM, GN, GO, GP, GQ, GR, GS, GT, GU, GV, GW, GX, GY, GZ, HA, HB, HC, HD, HE, HF, HG, HH, HI, HJ, HK, HL, HM, HN, HO, HP, HQ, HR, HS, HT, HU, HV, HW, HX, HY, HZ, IA, IB, IC, ID, IE, IF, IG, IH, II, IJ, IK, IL, IM, IN, IO, IP, IQ, IR, IS, IT, IU, IV, IW, IX, IY, IZ, JA, JB, JC, JD, JE, JF, JG, JH, JI, JJ, JK, JL, JM, JN, JO, JP, JQ, JR, JS, JT, JU, JV, JW, JX, JY, JZ, KA, KB, KC, KD, KE, KF, KG, KH, KI, KJ, KK, KL, KM, KN, KO, KP, KQ, KR, KS, KT, KU, KV, KW, KX, KY, KZ, LA, LB, LC, LD, LE, LF, LG, LH, LI, LJ, LK, LL, LM, LN, LO, LP, LQ, LR, LS, LT, LU, LV, LW, LX, LY, LZ, MA, MB, MC, MD, ME, MF, MG, MH, MI, MJ, MK, ML, MM, MN, MO, MP, MQ, MR, MS, MT, MU, MV, MW, MX, MY, MZ, NA, NB, NC, ND, NE, NF, NG, NH, NI, NJ, NK, NL, NM, NN, NO, NP, NQ, NR, NS, NT, NU, NV, NW, NX, NY, NZ, OA, OB, OC, OD, OE, OF, OG, OH, OI, OJ, OK, OL, OM, ON, OO, OP, OQ, OR, OS, OT, OU, OV, OW, OX, OY, OZ, PA, PB, PC, PD, PE, PF, PG, PH, PI, PJ, PK, PL, PM, PN, PO, PP, PQ, PR, PS, PT, PU, PV, PW, PX, PY, PZ, QA, QB, QC, QD, QE, QF, QG, QH, QI, QJ, QK, QL, QM, QN, QO, QP, QQ, QR, QS, QT, QU, QV, QW, QX, QY, QZ, RA, RB, RC, RD, RE, RF, RG, RH, RI, RJ, RK, RL, RM, RN, RO, RP, RQ, RR, RS, RT, RU, RV, RW, RX, RY, RZ, SA, SB, SC, SD, SE, SF, SG, SH, SI, SJ, SK, SL, SM, SN, SO, SP, SQ, SR, SS, ST, SU, SV, SW, SX, SY, SZ, TA, TB, TC, TD, TE, TF, TG, TH, TI, TJ, TK, TL, TM, TN, TO, TP, TQ, TR, TS, TT, TU, TV, TW, TX, TY, TZ, UA, UB, UC, UD, UE, UF, UG, UH, UI, UJ, UK, UL, UM, UN, UO, UP, UQ, UR, US, UT, UY, UZ, VA, VB, VC, VD, VE, VF, VG, VH, VI, VJ, VK, VL, VM, VN, VO, VP, VQ, VR, VS, VT, VU, VV, VW, VX, VY, VZ, WA, WB, WC, WD, WE, WF, WG, WH, WI, WJ, WK, WL, WM, WN, WO, WP, WQ, WR, WS, WT, WU, WV, WW, WX, WY, WZ, XA, XB, XC, XD, XE, XF, XG, XH, XI, XJ, XK, XL, XM, XN, XO, XP, XQ, XR, XS, XT, XU, XV, XW, XX, XY, XZ, YA, YB, YC, YD, YE, YF, YG, YH, YI, YJ, YK, YL, YM, YN, YO, YP, YQ, YR, YS, YT, YU, YV, YW, YX, YY, YZ, ZA, ZB, ZC, ZD, ZE, ZF, ZG, ZH, ZI, ZJ, ZK, ZL, ZM, ZN, ZO, ZP, ZQ, ZR, ZS, ZT, ZU, ZV, ZW, ZX, ZY, ZZ

The original and 3 copies of the completed, dated Article 12 Certificate (Agricultural Holdings):





The following information was obtained from the records of the Department of Health and Human Services, Office of the Assistant Secretary for Health, regarding the health status of the population of the United States in 1990.

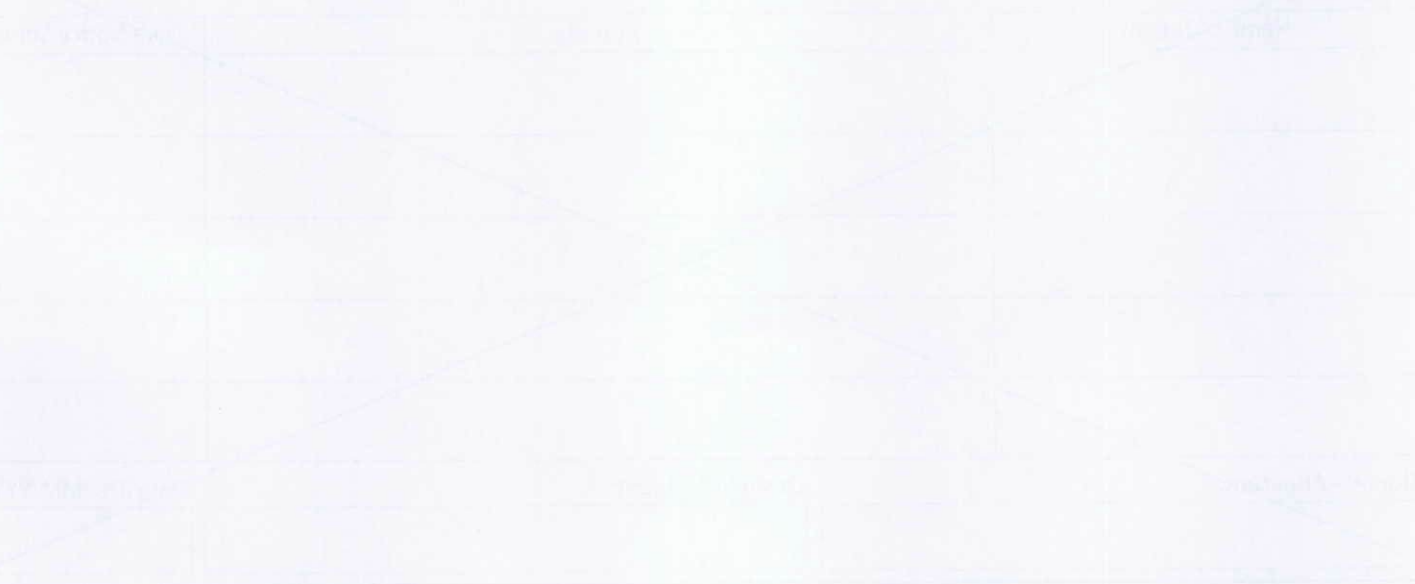
The data were obtained from the National Health and Medical Examination Survey (NHANES), a series of cross-sectional surveys of the health and medical status of the civilian, non-institutionalized population of the United States. The data were obtained from the NHANES I, II, and III surveys, which were conducted in 1971-1974, 1976-1980, and 1988-1994, respectively.

### 2.1. Description of the Data

The data were obtained from the NHANES I, II, and III surveys, which were conducted in 1971-1974, 1976-1980, and 1988-1994, respectively. The data were obtained from the NHANES I, II, and III surveys, which were conducted in 1971-1974, 1976-1980, and 1988-1994, respectively.

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**27. Declaration**

☒ We hereby apply for planning permission/consent as described in this form and the accompanying plans/drawings and additional information.

Signed - Applicant:

Or signed - Agent: ON BEHALF OF HOUSE

Date (DD/MM/YYYY):

Jennifer Taylor-Wilson  
MATTHEW ARCHITECTS

25/7/11

(date cannot be pre-application)



**Jenny Taylor**

**From:** Hewitson, Annette [annette.hewitson@environment-agency.gov.uk]

**Sent:** 14 July 2011 12:39

**To:** Jenny Taylor

**Subject:** RE: Butlins, Skegness - Pool redevelopment

Hi Jenny,

I have had a look through the information submitted and in this instance, as you seem to be refurbishing what is already there, we wouldn't require a flood risk assessment to cover the tidal and fluvial flooding issues that fall within our remit. You may wish to check with East Lindsey to see if they want anything to cover surface water run-off issues.

From an environmental perspective we deem this to be a low risk proposal. However, we do promote the use of Flood Risk Warning and Evacuation plans for sites at risk of flooding (particularly holiday sites due to the transient nature of the occupiers), but I anticipate Butlins will already have one in place?

Kind regards,

Annette

**Annette Hewitson**

Principal Planning Officer


**Environment Agency**

✉ Waterside House, Waterside North, Lincoln, LN2 5HA

☎ 01522 785896

☎ 7 50 5896 (internal)

✉ [annette.hewitson@environment-agency.gov.uk](mailto:annette.hewitson@environment-agency.gov.uk)

 Right-click here to download pictures. To help protect your privacy, Outlook prevented automatic download of this picture fr

Awarded to the Planning and Corporate Services Department, Anglian Region, Northern Area

**From:** Jenny Taylor [mailto:Jenny@holdermathias.com]

**Sent:** 12 July 2011 11:04

**To:** Hewitson, Annette

**Cc:** Nic Downs

**Subject:** Butlins, Skegness - Pool redevelopment

Click [here](#) to report this email as spam.

Annette

Further to our telephone conversation this morning, please find attached copies of our existing and proposed plans and elevations (drawings AL(00)01, AL(00)02, AL(00)03, AL(00)04, AL(00)10 rev A, AL(00)11 rev A, AL(00)20) together with existing photographs for the proposed extension and refurbishment works to the pool building at the Butlins, Skegness resort.

The proposals comprise an extension along the north elevation of the existing building to provide a new children's pool, food and beverage area, flume stair tower, flume start and catch pit areas and external jungle ride. The existing masterblaster flume ride and associated tower will be removed. The space bowl ride will be retained but relocated into a different location and the three existing internal flumes will also be removed with the aim of creating a less hectic, calmer internal environment which is visibly less cluttered, less humid and has more dwell times and relaxation areas. A total of five new flume rides will be provided; three with the initial construction works and two in later phases. Whilst the start and finish catch pits will be located



within the building, the main bodies of the flume rides will be external to the pool building.

The existing and proposed building areas are as follows:-

Existing Building Area = 4,741 sq.m / 0.47 ha (includes masterblaster flume tower.)

Proposed Building Area = 7,319 sq.m / 0.73 ha (including flumes and raging river)

Proposed External Area = 2,255 sq.m / 0.23ha.

The proposals also involve the refurbishment of the existing outdoor pool area into a water fountain area with paving, terracing and soft landscaping. These improvements will mean that this area will look visually attractive all year around even when it is not in use during the winter months.

We are aiming to submit a full planning application to East Lindsey District Council within the next couple of weeks and would therefore appreciate if you could provide any comments on the proposals as soon as possible in order that we can take them onboard as necessary prior to submission.

If you have any queries or require any further information, please do not hesitate to contact me.

Regards

Jenny

Jenny Taylor-Williams

[www.holdermathias.com](http://www.holdermathias.com)

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# BUTLINS SKEGNESS RESORT FLOOD RESPONSE PLAN (QUICK GUIDE)



## BACKGROUND

The site is located across low-lying areas of Lincolnshire and behind concrete sea defences. The site is at risk of tidal flooding from a tidal surge event within the North Sea. The site and surrounding area is likely to be flooded following overtopping or breaching of the sea defences during a tidal surge event. Do not be alarmed about this risk.

This plan has been prepared using guidance published by East Lindsey District Council, Lincolnshire County Council and the Environment Agency, to ensure that, in the event of the site being occupied at the time of a flood alert, the residents/visitors and site management know exactly what to do and have all of the necessary items and information to ensure their safety.

## PREPARATION

S / 0 9 0 / 1 3 9 8 / 1 1

There are two aspects of preparation.

Being:

1. **Aware** of when the tidal flooding might occur.
2. **Equipped** to deal with the threat if remaining across the site.



## Awareness

The site is located within an Environment Agency Flood Warning Area. The Environment Agency can issue each level of warning when necessary at least 12 hours prior to the next high tide or critical estimated peak surge tide.

Flood warnings can be issued to people within flood risk areas by means of an *Automatic Voice Messaging Service (AVM)*, also known as *Floodline Warnings Direct*. This system is managed by the Environment Agency and dials out a message to the recipient's telephone, mobile phone or PC when a particular category of flood warning is being advised.

**Table 1: Information Sources for Flood Warnings**

Environment Agency Floodline – 0845 988 1188
Environment Agency AVM System
ITV Teletext (page 159) and BBC Digital TV Ceefax (page 405)
AA Roadwatch
Radio stations:- BBC Lincolnshire 94.9 FM Lincs FM 102.2 FM
Television weather bulletins
Flood Wardens – where applicable
Letters/leaflets
Mobile loudhailer
Lincolnshire County Council – 01522 552222
Emergency Services – 999
Lincolnshire Police at Nettleham 01522 532222



# BUTLINS SKEGNESS RESORT FLOOD RESPONSE PLAN (QUICK GUIDE)






	Flooding is possible – Be prepared
	Flooding is expected – Immediate action required
	Severe flooding – Danger to life

Figure 1: Flood warning codes

## Equipment

The site management will have an emergency box (*Flood Kit*) containing the following items:

1. Important documents
2. Torch and batteries
3. Mobile phone (fully charged)
4. First-aid kit
5. Wind-up radio
6. Important telephone numbers
7. Bottled water
8. Non-perishable food provisions
9. Rubber Gloves and wellington boots
10. Medication
11. Blankets, warm clothes
12. Essential toiletries
13. Camera to record any damage
14. Emergency cash

## DURING A FLOOD

- Monitor flood warnings on the radio and other media.
- Call the Environment Agency Floodline for advice.
- Be prepared and co-operate with site staff and emergency services.
- Collect *Flood Kit* (if applicable).
- Switch off gas and electricity supply.
- Inform family members away from the site of the risk.
- Move valuables to safety.
- Unplug and electrical devices.

**If you are advised to evacuate the site then do so. Ignoring such a warning could put the safety of your family and those who come to your rescue at risk.**



# **BUTLINS SKEGNESS RESORT FLOOD RESPONSE PLAN (QUICK GUIDE)**



## **Broadcast Warnings**

Announcements will be made on television and radio.

BBC Lincolnshire (94.9 FM) and Lincs FM (102.2 FM) will carry full details.

In addition, Police may tour with loud hailers to give more direct warnings and site staff will also update residents/visitors.

***Only call emergency services if it is absolutely vital.***

## **AFTER A FLOOD**

### **What do I do after flooding?**

- Return to the site only if advised by the site management or emergency services.
- Make a list of the extent of the damage (with photographic evidence).
- Contact the insurance company's 24 hour Emergency Helpline.
- Dispose of contaminated food (do not eat food which has been in contact with flood water).
- Check with local authority to find out about "cleaning up" and investigate temporary solutions such as cleaning materials and pumps (look up "Flood Damage" in Yellow Pages).
- Contact family and friends to let them know people are safe (this should be done at the earliest opportunity).
- Contact the Citizens Advice Bureau (08701 224422) if the situation is becoming stressful.
- Help for vulnerable groups may be available from Lincolnshire County Council Adult Social Care and Childrens Services.
- Contact your doctor if you become ill after accidentally ingesting floodwater.
- Keep any cuts or open wounds from being exposed to the floodwater.





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## **BUTLINS HOLIDAY PARK, SKEGNESS RESORT, LINCOLNSHIRE**

### **FLOOD RESPONSE PLAN**

S / 0 9 0 / 1 3 9 8 / 1 1

**JULY 2011**

**REPORT REF: 1072/RE/07-11/01**

**Evans Rivers and Coastal Ltd  
PO Box 3494  
Norwich  
Norfolk  
NR7 7PY**

**T: 08453 942744  
F: 01603 611923  
E: Enquiries@evansriversandcoastal.co.uk  
W: www.evansriversandcoastal.co.uk**



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## **CONTRACT**

Evans Rivers and Coastal Ltd has been commissioned by Butlins, through their agent Holder Mathias Architects, to carry out a Flood Response Plan for the Butlins Holiday Park, Skegness Resort, Lincolnshire.

## **QUALITY ASSURANCE, ENVIRONMENT AND HEALTH AND SAFETY**

Evans Rivers and Coastal Ltd operates a Quality Assurance, Environmental, and Health and Safety Policy.

This project comprises various stages including data collection; warning and emergency assessments; and reporting. Quality will be maintained throughout the project by producing specific methodologies for each work stage. Quality will also be maintained by initiating internal quality procedures including the validation of third party deliverables; creation of an audit trail to record any changes made; and document control using a database and correspondence log file system.

To adhere to the Environmental Policy, data will be obtained and issued in electronic format and alternatively by post. Paper use will also be minimised by communicating via email or telephone where possible. Documents and drawings will be transferred in electronic format where possible and all waste paper will be recycled. Meetings away from the office of Evans Rivers and Coastal Ltd will be minimised to prevent unnecessary travel, however for those meetings deemed essential, public transport will be used in preference to car journeys.

The project will follow the commitment and objectives outlined in the Health and Safety Policy operated by Evans Rivers and Coastal Ltd. All employees will be equipped with suitable personal protective equipment prior to any site visits and a risk assessment will be completed and checked before any site visit. Other factors which have been taken into consideration are the wider safety of the public whilst operating on site, and the importance of safety when working close to a water source and highway. Any designs resulting from this project and directly created by Evans Rivers and Coastal Ltd will also take into account safety measures within a "designers risk assessment".

Report carried out by:



.....  
Rupert Evans, BSc (Hons), MSc, CEnv, C.WEM, MCIWEM, FGS, AIEMA, MIEEnvSc



## **DISCLAIMER**

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Evans Rivers and Coastal Ltd accepts no liability for the reliability of third party information used in this report. This report uses the information and guidance available at that time and persons reading this report should check with the Environment Agency and Local Authority to determine whether this guidance has changed or been updated.

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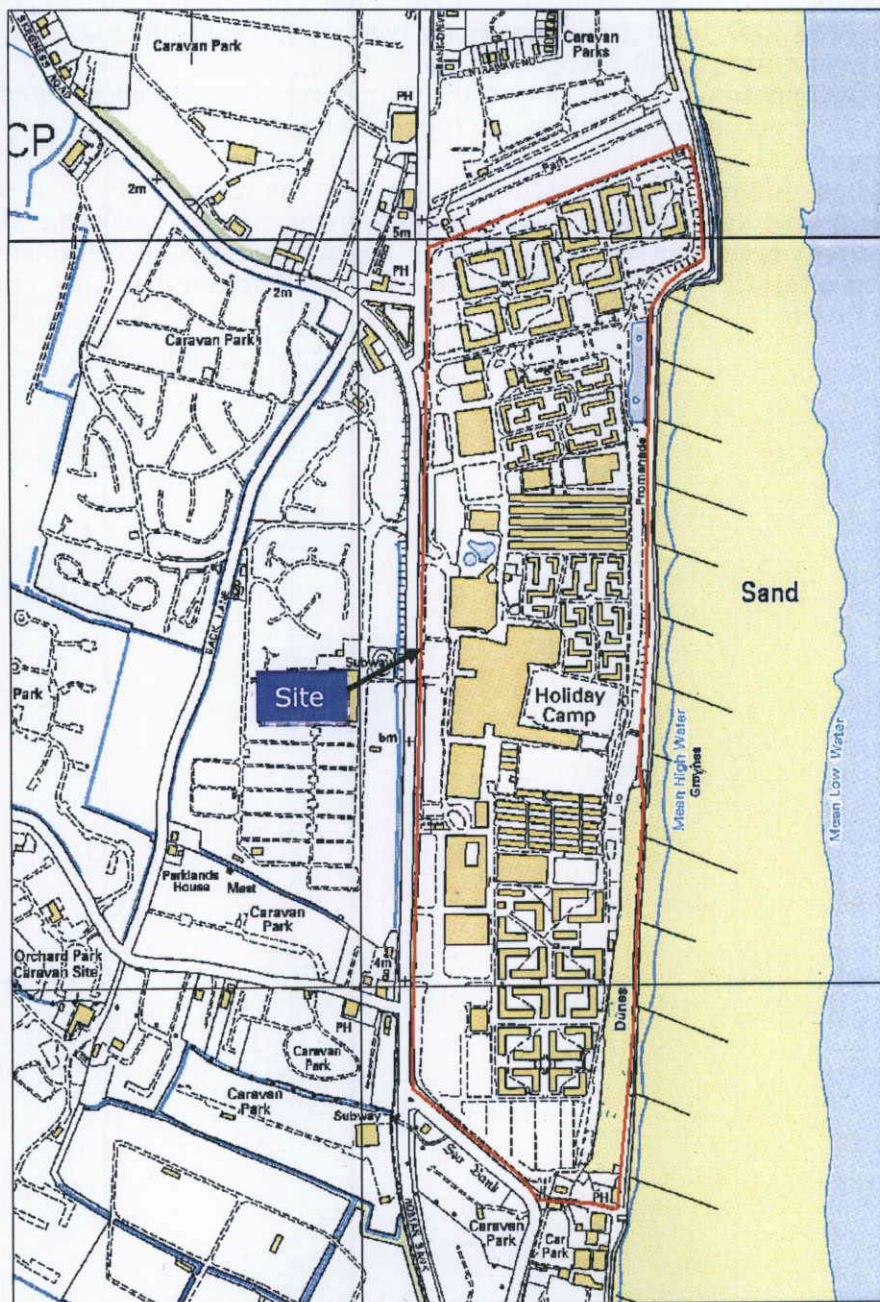
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## 1. INTRODUCTION

- 1.1 Evans Rivers and Coastal Ltd has been commissioned by Butlins, through their agent Holder Mathias Architects, to carry out a Flood Response Plan for the Butlins Holiday Park, Skegness Resort, Lincolnshire.
- 1.2 This Flood Response Plan has been prepared in accordance with the requirements of the Environment Agency, East Lindsey District Council and Lincolnshire County Council. It is formulated specifically for residents, day visitors and site management of the Butlins Skegness Resort. The location of the site is at OS 557230 367390 and can be seen on Figure 1.



**Figure 1: Site location plan (Source: Ordnance Survey, 2011)**

1.3 The guidance and information stipulated within this report has been collated and compiled in consultation with:

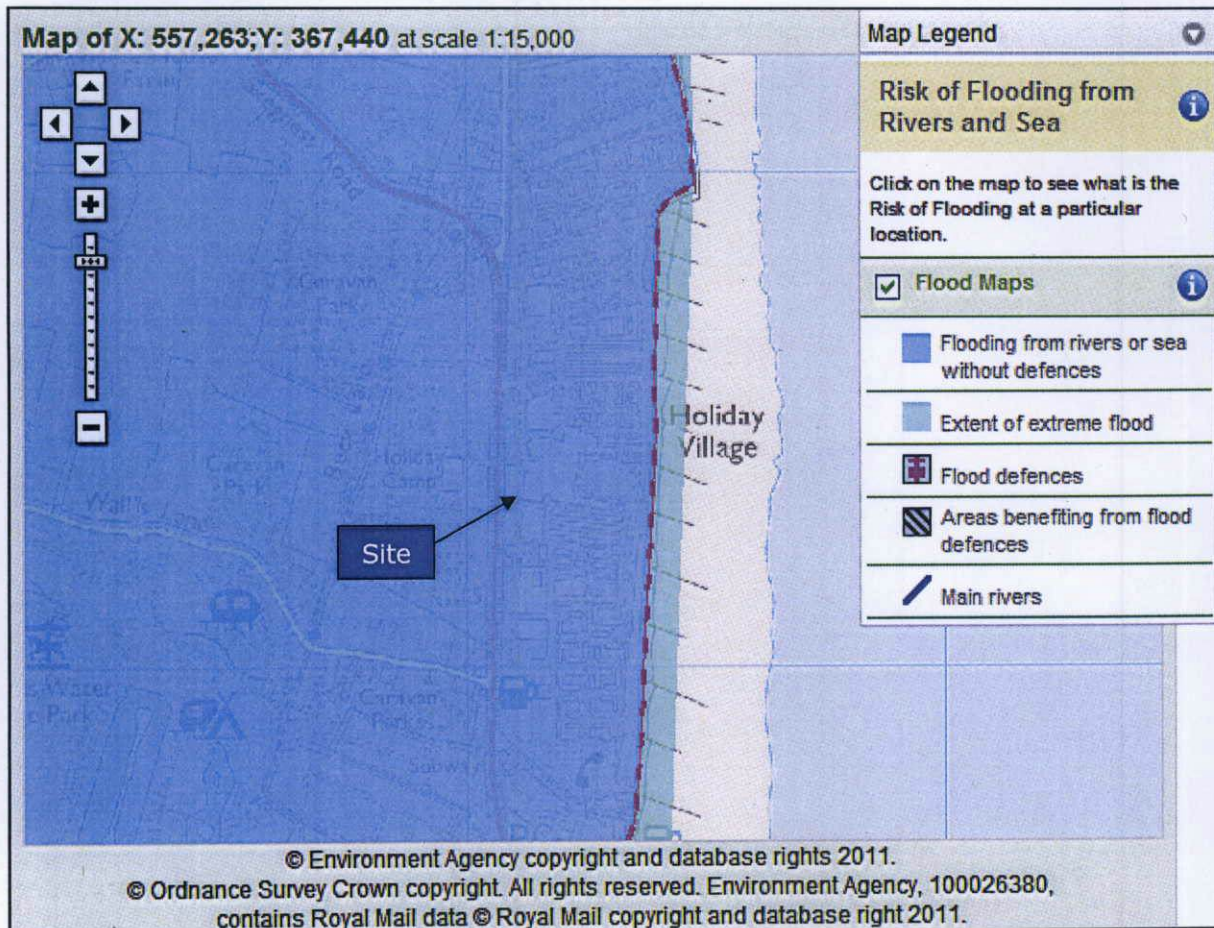
- Environment Agency website;
- *East Lindsey District Council Emergency Plan* dated 2010;
- *Lincolnshire County Council Emergency Plan* dated 2008;
- Lincolnshire Emergency Planning Unit [undated]. *Advice on Flooding*.
- Environment Agency guidance document entitled *Preparing for a flood*, dated 2007;
- Environment Agency guidance document entitled *During a flood*, dated 2007;
- Environment Agency guidance document entitled *After a flood*, dated 2007;
- DEFRA/EA R&D Technical Report *Flood Warning for Vulnerable Groups: A review of the literature*, dated 2005;
- DEFRA/EA document *Improving response, recovery and resilience*, dated 2009;
- DEFRA/EA document *Flood Risks to People*, dated 2006;

1.4 This report aims to provide a comprehensive guide to the ways in which the impacts of flooding to people and property in flood risk areas can be reduced. **It is the responsibility of the site management to incorporate and implement the appropriate operational arrangements which are discussed in this plan in the event of a flood.**



## 2. FLOOD RISK AT BUTLINS SKEGNESS RESORT

- 2.1 The site is located across low-lying areas of Lincolnshire and behind concrete sea defences. The site is at risk of tidal flooding from a tidal surge event within the North Sea. The Environment Agency Indicative Floodplain Map, which can be seen on their website at <http://www.environment-agency.gov.uk/maps/> and on Figure 2, shows the extent of the expected flooding at the site assuming that the defences are not present.



**Figure 2: Environment Agency Indicative Floodplain Map (Source: Environment Agency, 2011)**

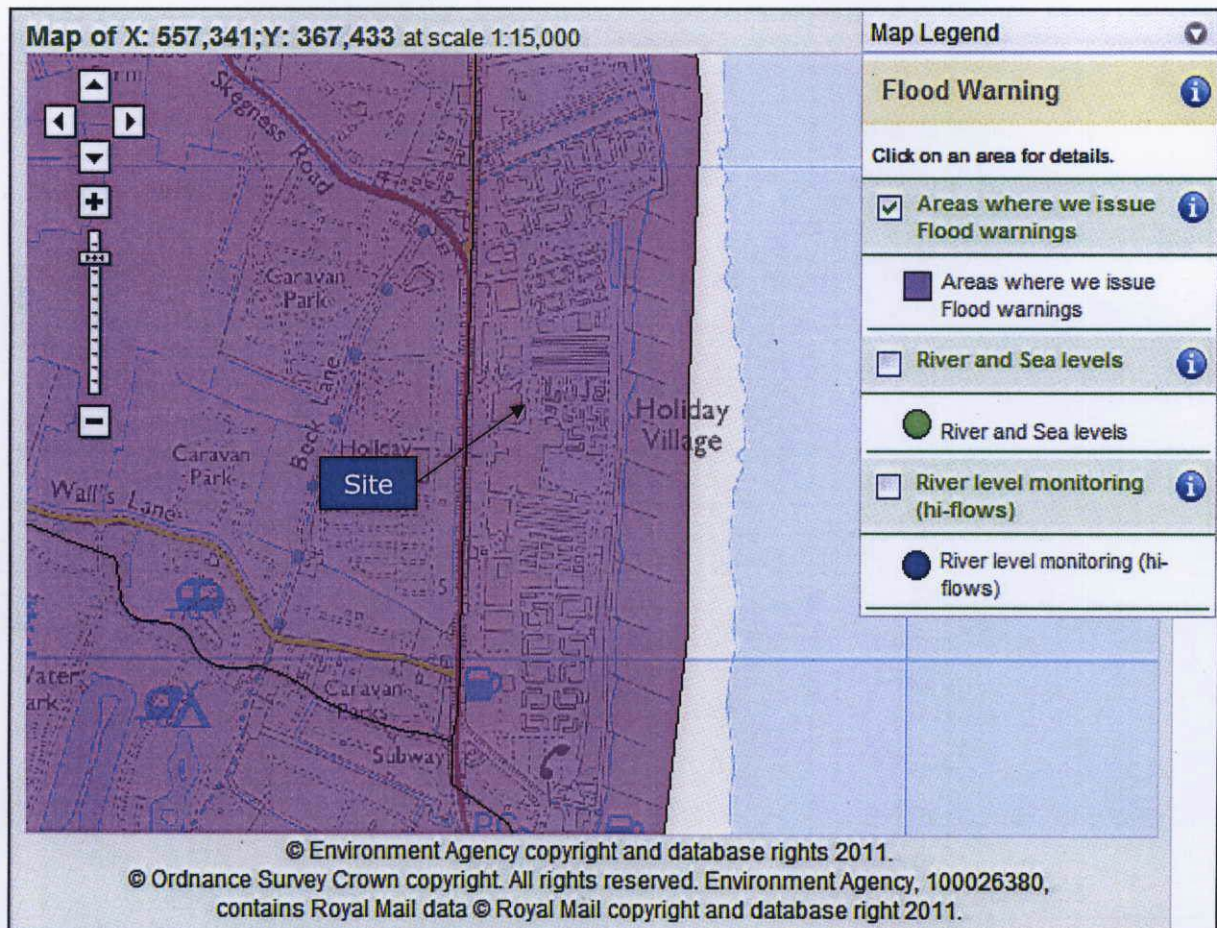
- 2.2 The site is located within the Rapid Inundation Zone which means that if a breach of the flood defences was to occur during a tidal surge event, floodwater would flow rapidly through the breach and into the resort. High depths and velocities of floodwater are expected during this scenario and will pose a risk to people and property.



### 3. HOW DO I PREPARE FOR A FLOOD EVENT?

#### 3.1 Existing Flood Warning System

3.1.1 The site is located within an Environment Agency Flood Warning Area and this area is shown on Figure 3.



**Figure 3: Environment Agency Warning Areas (Source: Environment Agency, 2011)**

3.1.2 The Environment Agency can issue each level of warning when necessary at least 12 hours prior to the next high tide or critical estimated peak surge tide. It is understood that flood warnings can be issued to the media and local authorities/emergency services approximately 24 hours in advance of a high category flood warning.

3.1.3 Flood warnings can be issued to residents within flood risk areas by means of an *Automatic Voice Messaging Service (AVM)*, also known as *Floodline Warnings Direct*. This system is managed by the Environment Agency and dials out a message to the recipient when a particular category of flood warning is being advised. The message is conveyed by a constant ringing of the telephone or can alternatively be communicated to mobile phones and computers. The system functions at all times, issuing flood warnings and alerts in conjunction with announcements on radio and other media.

3.1.4 The site management should register with the AVM system (call 0845 988 1188). Table 1 details the various sources and media in which information on flooding is communicated. It should be noted that the effectiveness of one or more types of






warning methods outlined in Table 1 will be dependent on the recipient's characteristics (e.g. sensory disabilities).

**Table 1: Information Sources for Flood Warnings**

Environment Agency Floodline – 0845 988 1188
Environment Agency AVM System
ITV Teletext (page 159) and BBC Digital TV Ceefax (page 405)
AA Roadwatch
Radio stations:- BBC Lincolnshire 94.9 FM Lincs FM 102.2 FM
Television weather bulletins
Flood Wardens – where applicable
Letters/leaflets
Mobile loudhailer
Lincolnshire County Council – 01522 552222
Emergency Services - 999
Lincolnshire Police at Nettleham 01522 532222

3.1.5 There are three warning codes indicating the level of danger associated with the warning. Each warning code is categorised in Figure 4.

 <b>FLOOD ALERT</b>	<b>Flooding is possible – Be prepared</b>
 <b>FLOOD WARNING</b>	<b>Flooding is expected – Immediate action required</b>
 <b>SEVERE FLOOD WARNING</b>	<b>Severe flooding – Danger to life</b>

**Figure 4: Flood warning codes (Source: Environment Agency, 2011)**

### **3.2 Emergency Flood Plan**

- 3.2.1 The site management are encouraged to make a *Business Flood Plan* in accordance with the Environment Agency's guidance document entitled *A guide to preparing your business for flooding* (Appendix A). The *Business Flood Plan* should consider, for example, vital medical items needed and a *Flood Kit*.
- 3.2.2 A *Flood Kit* will include items such as key documents, torch and batteries, mobile phone, waterproofs and a first-aid kit. A *Flood Kit* is a useful precautionary measure especially if evacuation from the site is prolonged and many hours after the flood event. *Flood Kits* should be stored in all staff operated buildings for easy access in the event of flooding. The site management should consider extending the accessibility of the *Flood Kit* by supplying each residential unit with one or more.
- 3.2.3 It is also recommended that the *Business Flood Plan* is practiced regularly in order to minimise the risk to people at the site (i.e. similar to a fire drill). The *Flood Kit* will also include items such as:
1. Important documents
  2. Torch and batteries
  3. Mobile phone (fully charged)
  4. First-aid kit
  5. Wind-up radio
  6. Important telephone numbers
  7. Bottled water
  8. Non-perishable food provisions
  9. Rubber Gloves and wellington boots
  10. Medication
  11. Blankets, warm clothes
  12. Essential toiletries
  13. Camera to record any damage
  14. Emergency cash

#### **Staff responsibilities**

- It is the responsibility of every member of staff to ensure that they do not place themselves or any other person at risk. They should assist with the evacuation of residents and visitors.
- The role of flood wardens (delegated members of staff) is to help close the business, put flood barriers in place and safely evacuate staff and residents/visitors. Flood wardens should always work in pairs.
- The nominated staff member should raise the alarm and oversee the work of the flood wardens.
- The nominated staff member and flood wardens are responsible for monitoring flood warnings and notifying staff and residents/visitors of the associated danger.

#### **Management responsibilities**

- The flood alarm system and flood defences should be tested regularly by a manager.
- Managers need to place information about flood safety procedures across the site which is to be followed by staff and residents/visitors. These signs and information sheets need to be maintained and updated accordingly.
- Managers are responsible for providing training to flood wardens and briefing staff on the necessary procedures and flood safety.



**Residents/Visitors responsibilities**

- Take advice from members of staff.
- Warn family members that are away from the site.
- Assist with vulnerable groups if they are able to.
- Assemble *Flood Kit* (where appropriate) and collect valuables.
- Inform staff if making own evacuation arrangements.




---

#### 4. WHAT SHOULD I DO DURING THE FLOOD EVENT?

- 4.1 In the event that a *Flood Warning* is issued by the Environment Agency, they will alert the Local Authority and emergency services. The Police are responsible for evacuation and they might advise people located within the flood risk zone to evacuate either prior to the event, during the event or after the event.
- 4.2 Although there are no powers to evacuate people at the site by force, residents may have the option to evacuate the site and assemble at a rest centre until the floodwaters have receded. **It is not recommended that people stay at the site after the notice for evacuation has been given.** People are not advised to walk through floodwater due to hidden hazards and possible contamination.
- 4.3 Evacuation procedures for the area are organised by the Police. Employees and residents/visitors are advised to follow the advice disseminated by the Police and other Agencies. The Police may give the order to evacuate to a nearby rest centre. The site management should co-ordinate the evacuation of the site.
- 4.4 However, if alternative evacuation arrangements have been made such as residing off-site with family or friends, then the site management and emergency services should be contacted accordingly and informed of people's intentions.
- 4.5 The DEFRA/EA document *Flood Risks to People* suggests that people who decide to reside within buildings during a flood event may become irrational and may attempt to inadvertently put themselves and others at risk. Other problems such as stress and risk of fire from damaged electrical points could also cause injury or death for those people. Therefore, it is recommended that people evacuate the site as early as possible or upon the instructions of the site staff or emergency services.
- 4.6 Gas, water and electricity supplies should be turned off during a *Flood Warning*, to reduce the risk of fire, however it is important to maintain communication throughout the event and emergency communication systems should be made available to site staff.
- 4.7 Table 2 details the procedures which should be undertaken by staff and/or residents during each Environment Agency warning stage. Additional information is outlined in the Environment Agency's guidance document entitled *During a flood* (Appendix B). It is advised to do as much preparation during daylight if possible as it will be harder at night, particularly if the electricity fails.



**Table 2: Flood Event Action Plan**

Environment Warning Code	Agency	Flood	What to do!	Evacuate?
<b>Flood Alert</b> (Flooding Possible. Be aware/prepared! Watch Out).   <b>FLOOD ALERT</b>			<ul style="list-style-type: none"> <li>• Monitor flood risk through media and Floodline Warnings Direct.</li> <li>• Locate other family members and inform them of risk. If away from the site make assessment on risk if considering returning to site (i.e. how long it will take to return etc).</li> </ul>	<p>Not necessary although up to occupant's discretion. Drive carefully if evacuating as roads may be flooded or closed.</p>
<b>Flood Warning</b> (Flooding of homes, businesses and main roads is expected. Act now!).   <b>FLOOD WARNING</b>			<ul style="list-style-type: none"> <li>• Maintain communication through Floodline Warnings Direct and the media.</li> <li>• Begin to implement Flood Plan.</li> <li>• Gather Flood Kit and provisions in the event of an evacuation.</li> <li>• Consider advice given from emergency services/Environment Agency.</li> <li>• Move valuables to safety.</li> <li>• Store electrical items as high as possible.</li> <li>• Turn off gas/electricity.</li> </ul>	<p>If recommended by emergency services – if evacuation is preferred without the assistance of emergency services then vehicles should be loaded with necessary provisions and emergency services notified.</p>
<b>Severe Flood Warning</b> (Severe flooding is expected. Imminent danger to life and property. Act now!).   <b>SEVERE FLOOD WARNING</b>			<ul style="list-style-type: none"> <li>• Turn off gas/electricity.</li> <li>• Avoid electricity sources.</li> <li>• Gather Flood Kit and provisions.</li> <li>• Co-operate with emergency services.</li> <li>• Avoid contact with flood water.</li> <li>• Plug sinks to prevent backflow and disconnect any equipment that uses water.</li> </ul>	<p>Upon instruction of emergency services – residents have option to evacuate according to recommendations from emergency services or can make own arrangements.</p>
<b>Warnings no longer in force</b> (No further flooding is expected in the area. Be careful).			<ul style="list-style-type: none"> <li>• Return to site upon instruction from emergency services and assess any damage.</li> <li>• Contact insurance company depending on damage caused.</li> <li>• Beware of flood debris.</li> <li>• Do not touch sources of electricity.</li> </ul>	<p>Not applicable, however site may be uninhabitable.</p>

### **General staff and residents/visitors**

- Report to flood wardens and help as directed with business shut-down or installing flood protection products.
- Report to any flood warden/assembly point for directions on how to safely leave the site, or where to find shelter.
- Evacuate the area using only a designated evacuation route.

### **Flood wardens**

- Watch for flood warnings and be ready to notify other staff.
- Put on provided identification and pair up with another flood warden.
- Perform business shut-down procedures.
- Install flood protection products.
- Help staff and residents/visitors to leave the site, or direct them to safety, giving vulnerable groups priority.
- Keep a log of all people and vehicles leaving the site.
- Provide the duty manager and emergency services with frequent updates and safety reports.
- Report to the duty manager when evacuation has been completed.

### **Duty manager**

- Watch for flood warnings and be ready to order evacuation.
- Keep in touch with Floodline to find out more information.
- Notify staff and ensure that all residents/visitors are aware of flood danger, and designated evacuation routes.
- Ensure that flood protection products are distributed and installed.
- Ensure that gas and electrical appliances are switched off, and services turned off at the source. Maintain lighting as long as possible.
- Keep a log of times and actions taken for insurance purposes.
- Decide when it is no longer safe to evacuate, perform shut down procedures or help install flood protection products.
- If there is danger to life or if people are injured, inform emergency services accordingly.
- Keep employees and residents/visitors updated and informed.
- Cancel all deliveries.



## **5. WHAT SHOULD I DO AFTER THE FLOOD EVENT?**

- 5.1 After the flood event, the site management should remain away from the site until they have been authorised to return by the local authority or emergency services. Residents should also remain away from the site until the site management/emergency services are satisfied that it is safe to return to collect belongings. If people are residing at a rest centre then it is likely that Lincolnshire County Council representatives will inform them of the residual risks and when the right time is to return to the site. The Environment Agency's guidance document entitled *After a flood* includes additional information and can be seen in Appendix C.
- 5.2 If people have made alternative arrangements and are residing elsewhere, they should remain in contact with the Environment Agency's Floodline and site management in order to determine the right time to return.
- 5.3 Upon returning to the site the site management will need to assess any damage caused by the floodwater. They may be required to:
- Open doors and windows to ventilate the buildings.
  - Make a list of the extent of the damage (with photographic evidence).
  - Contact the insurance company's 24 hour Emergency Helpline.
  - Dispose of contaminated food (do not eat food which has been in contact with flood water).
  - Check with local authority to find out about "cleaning up" and investigate temporary solutions such as cleaning materials and pumps (look up "Flood Damage" in Yellow Pages).
- 5.4 A structural survey of buildings may be required in order to assess any damage due to prolonged periods of flood water exposure. The CIRIA guidance document (C623) entitled *Standards for the repair of buildings following flooding*, published in 2005, outlines the various approaches and a professional consultant may need to be appointed.
- 5.5 Other measures might include contacting the Citizens Advice Bureau (08701 224422) if the situation is becoming stressful.

## **APPENDIX A – PREPARING FOR A FLOOD**

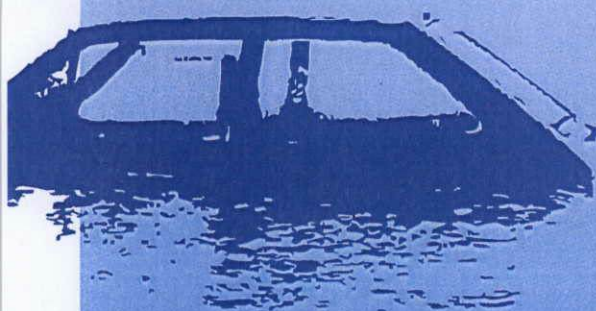




Environment  
Agency

# would your business stay afloat?

A guide to preparing your  
business for flooding





Flooding is the most common and widespread natural disaster in the UK. Since 1998 there has been at least one serious flood every year. Businesses like yours are more likely to be flooded than destroyed by fire. As our climate changes we can expect to see more extreme weather - and more floods.

We aim to reduce the likelihood of flooding by managing land, rivers, coastal systems and flood defences. While we do everything we can to reduce the chance of flooding, it is a natural process and can never be completely eliminated.

By taking action to prepare in advance for flooding, most businesses can save between 20 and 90 per cent on the cost of lost stock and movable equipment, as well as some of the trouble and stress that goes with such an event.

This is a simple guide to some of the easy actions that you can take to make sure that your business is as well prepared as possible.

It tells you about how to find out if your business is at risk, our flood warning service and what our flood warning codes mean. It also has a simple template to use to design a flood plan for your company.

For more information about flooding, visit our website at **[www.environment-agency.gov.uk/flood](http://www.environment-agency.gov.uk/flood)** or call Floodline on **0845 988 1188**.

Make sure that your business is prepared for flooding.



# How do I find out if my business is at risk from flooding?

There are two quick and easy ways for you to find out if you're at risk.

call us on  
**0845 988 1188**

Our Floodline service is open 24 hours, calls are charged at local rate. By taking your postcode, our operators will check and see if your business is in a flood risk area.

Look at our web-site

**[www.environment-agency.gov.uk/flood](http://www.environment-agency.gov.uk/flood)**

Our online flood map uses the latest technology and data gathered over many years to give the most accurate view of flooding in your area.

By entering your postcode you can find out if your business is at risk. Areas at risk from flooding are shown in dark blue and areas at risk from 'extreme' flooding in light blue.

# My business is at risk from flooding.

## What should I do now?

**Start preparing now. If the weather conditions are right, flooding can happen at any time.**

Remember, floods can happen at any time and any day - make sure you provide a number that can be contacted at all times - even out of working hours.

## Sign up for flood warnings.

The first thing you should do is find out if you can receive flood warnings. In areas of high flood risk, we offer a service called 'Floodline Warnings Direct'. This is a free, 24 hour service that sends automated flood warnings by telephone, SMS text, email, fax or pager.

To find out if you can receive this service, call Floodline on 0845 988 1188.

If your business isn't in an area covered by our warnings you can still check the latest flood warnings in force on our website.

When the situation is serious, flood warnings will also be broadcast on local television and radio news.



# What practical steps can I take to protect my business?

**Now that you've checked your risk and found out about flood warnings, it's time to start thinking about preparing a flood plan specifically for your business.**

Taking simple steps can go a long way to protecting your business from flooding. Preparing a flood plan could:

- Significantly reduce financial losses, damage to property and business interruption
- Help compliance with regulatory requirements (i.e. Occupier's Liability Act 1984)
- Reduce exposure to civil or criminal liability
- Enhance your company's image and credibility with employees, customers, suppliers and the community
- Help fulfil your moral responsibility to protect employees, the community and the environment
- Help you to obtain insurance cover

# What is a flood plan?

Just as many businesses have health and safety policies and contingency plans for an emergency, they should also have flood plans.

**A flood plan is a written document that outlines how your business will respond to a flood.**

This might include a list of steps you will take in case of a flood and the order you will take them in. It could also include the purchase of flood products and insurance.

A written plan can make information **easy** to access during a flood, **easy** to communicate to staff, and **easy** to remember.

**Small** businesses should make sure there is a plan of action in case of flooding. As the business owner, this may be your responsibility.

If your business is **medium sized**, flood preparation might be the responsibility of a team of people from different areas of the business.

If your business decides to have a flood planning team, this could be led by the business owner or Managing Director.

The leader of the flood planning team will need to let staff know about the plan once it is finished.

All members of the team should also keep a copy of important flood contacts at home for easy access.

Key areas to consider in your flood plan are:

- human resources
- maintenance/facilities
- finance and purchasing

Once you have completed your plan don't forget about it. Look at it regularly and make sure it is up to date and in the event of a flood **use it**.







**Would you like to find out more about us,  
or about your environment?**

**Then call us on  
08708 506 506**

**email  
[enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)**

**or visit our website  
[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)**

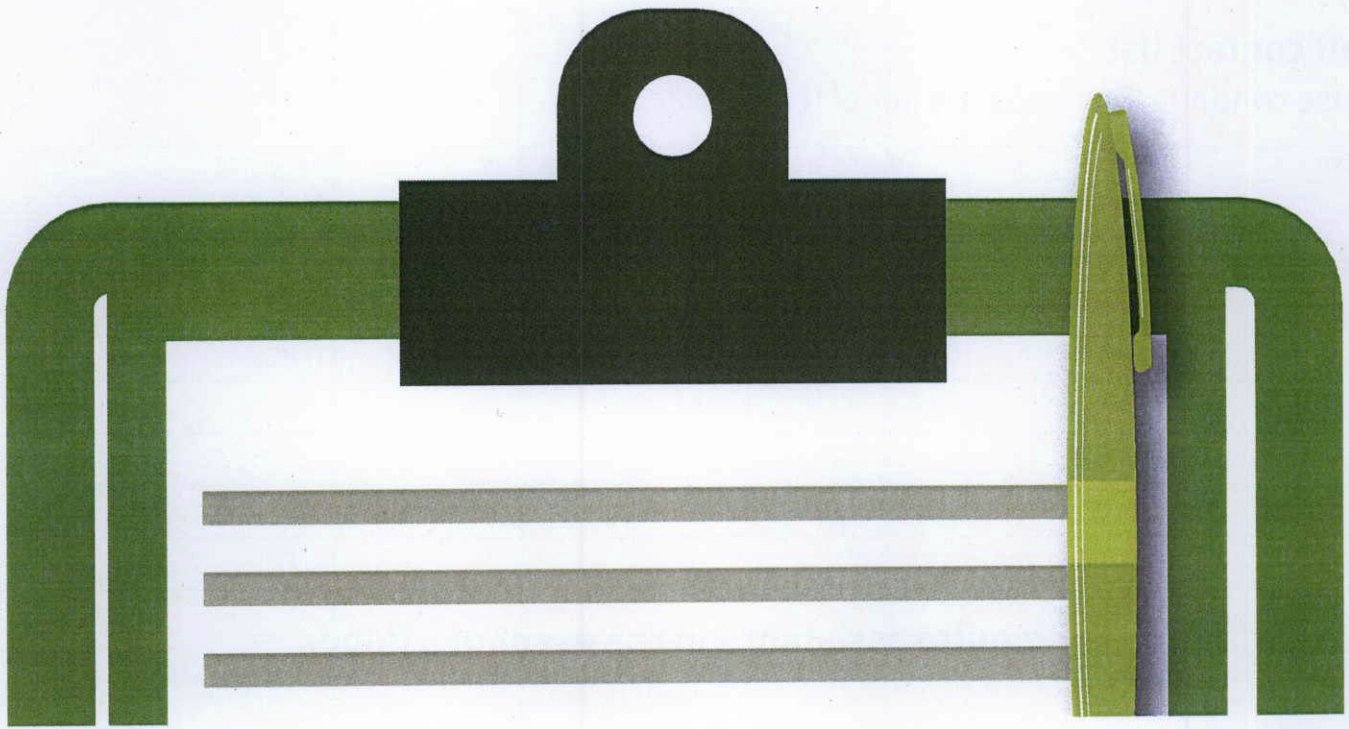
**incident hotline 0800 80 70 60  
floodline 0845 988 1188**



**Environment first:** This publication is printed on paper made from 100 per cent previously used waste. By-products from making the pulp and paper are used for composting and fertiliser, for making cement and for generating energy.



# draft business flood plan



A written flood plan is recommended for businesses.

It should include:

- A list of important contacts, including Floodline, building services, suppliers and evacuation contacts for staff
- A description or map showing locations of key property, protective materials and service shut-off points
- Basic strategies for protecting property, preventing business disruption and assisting recovery
- Checklists of procedures that can be quickly accessed by staff during a flood

If a flood is imminent, your main priority is to make sure that your staff are safe. However there may be other actions that you can take to prepare your building and its contents to minimise damage and post-flood repair and restoration costs.

## This is a draft template for a business that you can use as a guide

Flood plan for Joe Bloggs Ltd dated 1 December 2008

Registered address \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Postcode \_\_\_\_\_

### Staff contact list

please continue on a separate sheet if necessary

Name	Address	Telephone/ mobile	Emergency contact	Emergency telephone and address
Joe Bloggs	32 The Drive, Hightown, HT1 1SE	01234 987654 07987 654 321	Jane Bloggs	19 The Avenue, Hightown, HT1 4SE

### Note staff who may require assistance in the event of a flood.

Members of staff with special needs	Office location

### Key locations

Service cut-off	Description of location
Electricity	
Gas	
Water	

### Answer the following if applicable

	Description of location	How to protect from a flood (i.e. move, cover, tie down)
First Aid Kit		
Oil based products (gasoline, oil, cooking oil etc.)		
Chemicals (including cleaning products)		



## Protective actions

Identify stock, equipment and possessions that may need special protective measures, and describe the actions you will take to prevent damage in the event of a flood. We have suggested items and ways to protect them, but make sure you follow through on your plans.

Please continue on a separate sheet if necessary.

### think about:

- Computers
- Tables / heavy furniture
- Vehicles
- Paper files
- Electrical items
- Chairs / stools
- Databases
- Soft furnishings
- Computer files
- Staff files

### ways to protect items

- Make a copy of important documentation and store in safe location
- Raise items above ground level
- Buy flood protection products
- Buy new flood-resistant items
- Move items to a safer location if possible - to an upper level of the building or off site

Valuable item	Protective action	New location (if applicable)	Done

## Suggested basic building materials to help protect your property

If materials are not needed, leave the relevant section blank

Materials	Used for	Items to protect / where to use	Storage location	Done <input checked="" type="checkbox"/>
Sand and sand bags (unfilled), shovel	Creating flood barriers (used with plastic sheeting)			<input type="checkbox"/>
Tools - hammer, nails, saw	Boarding up doors, windows and openings, creating shelves			<input type="checkbox"/>
Wood - plywood, blocks of wood	Boarding up doors, windows and openings, creating shelves			<input type="checkbox"/>
Sturdy plastic sheeting	Sandbag barriers, pulling up around furniture and appliances			<input type="checkbox"/>
Strong plastic bags	Putting around legs of tables and chairs			<input type="checkbox"/>
Pallets	Raising stored stock above flood level			<input type="checkbox"/>
Emergency power generator	Maintaining function of air conditioning units (can help dry out a building), running fridges and freezers, medical equipment if appropriate			<input type="checkbox"/>

**Identify people** who can help you before, during and after a flood, and what they can do.

We have suggested ways they might be able to help, but you'll need to discuss this with them.

Please continue on a separate sheet if necessary.

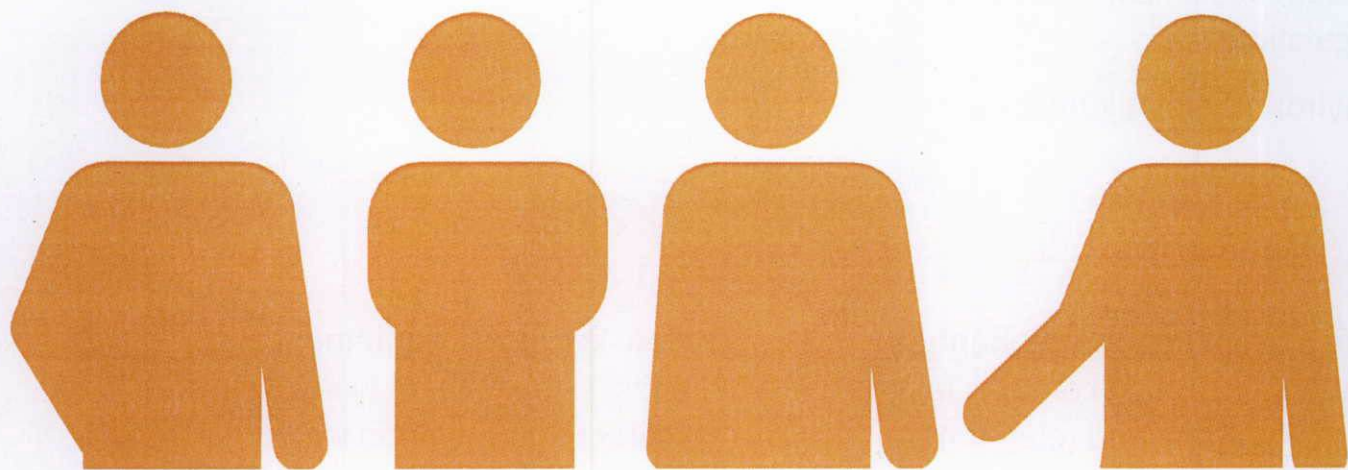
## Ways people can help

- assistance with installing flood products
- assistance with transporting stock/materials to new location if possible
- provision of emergency storage
- provision of emergency supplies or medical support if required



# discussion guide

This discussion guide sums up the key areas of flood planning. Some of this information can be found in this pack to help get you started.



## Research

- Look at your existing business policies, and think about whether they are appropriate in the event of a flood.

## Staff

- Make a list of **employees' contact details in the event of an evacuation**. This might include mobile telephone numbers, or numbers for their home or the home of a friend or relative.
- Think about staff who **may need special assistance** in the event of a flood (e.g. elderly, deaf, blind etc.)

## Security procedures

- **Locking windows, doors and setting the alarm**. You might need more than one person to help do this.
- Insurance policies - **Are you insured for flood damage**, business interruption and lost revenue?
- Employee manuals - You might **add flood safety to staff information packs**, or adapt job descriptions to include flood warden duties.
- Hazardous materials plan - You must ensure that **chemicals, oils and other substances in your possession are kept safe** and do not contaminate flood water.
- Health and safety assessment - Plan to **check the functioning of flood products and flood warning systems regularly**, just as you do for fire safety equipment.



**Check codes and regulations that might apply to your business in the event of a flood. The following could provide guidance on the right actions to take:**

- Occupational health and safety regulations
- Environmental regulations



### **Important contacts**

Make a list of **important telephone numbers**, including contacts for gas, electricity, water and telephone providers.

### **Key locations**

- **Know the location** of cut-off points for gas, electricity and water. Ideally, these should be marked on a map that is stored with your flood plan.
- Know the location of chemicals, oils or other materials that could be dangerous or contaminate flood water. These should be stored safe from floods and other damage.

### **Protective actions**

- Note key stock, equipment and possessions that may **need special protection** from flood water.
- Consider things you may need during or after a flood (i.e. sandbags, plastic sheeting, loudspeaker etc.)
- See if it's **possible to move key operations**, such as shipping or customer services, to another building.

### **Suppliers and external links**

- Identify products and services you won't need in the event of a flood, or which suppliers may not be able to provide. **Make back-up plans** or arrangements for short-notice cancellation of deliveries.
- Consider contracting in advance with companies whose help you may need after a flood.

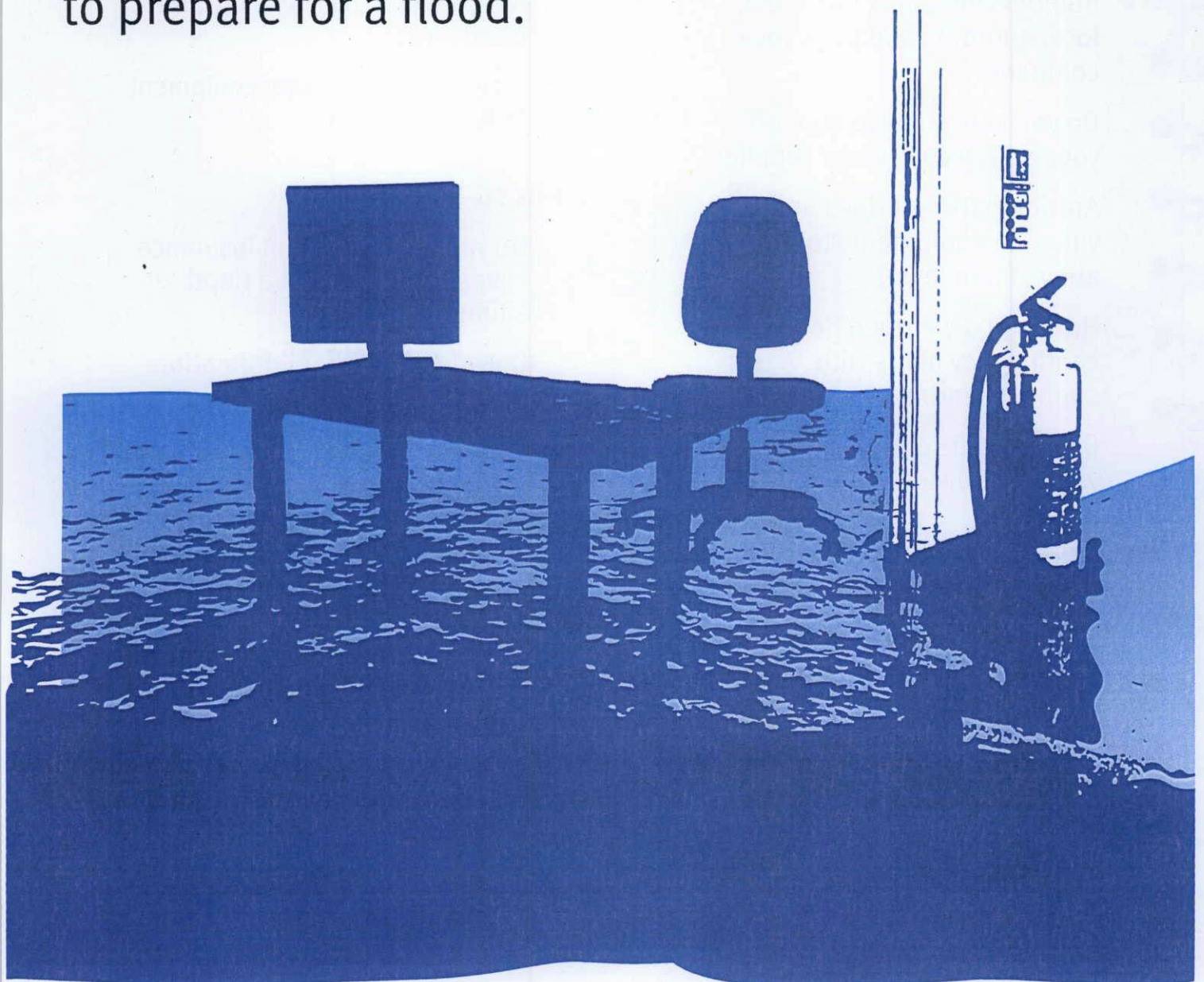


# business checklist

## Are you prepared for flooding?

If you answer 'no' to any of the questions overleaf, there may be more you can do to protect your business.

The relevant sections will give you valuable information on effective actions you can take to prepare for a flood.





Please tick ☒ relevant boxes.

### Know if you're at risk

- ☐ Do you know if you're at risk of flooding?
- ☐ Are flood warnings available in your area?
- ☐ Do you know how you can receive flood warnings?

### Preparing a flood plan

- ☐ Do you know how your business will respond to a flood?
- ☐ Do you have a list of useful numbers including Floodline, local authority and insurance company?
- ☐ Do you know how to shut off your gas/electric/water supplies?
- ☐ Are your stock, fittings and valuable equipment stored above flood level?
- ☐ Have you developed flood contingency plans with suppliers and/or clients?
- ☐ Can you call someone to help you in the event of a flood?

### Staff training and evacuation

- ☐ Are you aware of correct flood safety procedures for you and your staff?
- ☐ Have you trained your staff on flood safety procedures?
- ☐ Can your staff work quickly and efficiently to protect your business in the event of a flood?

### Protecting your property

- ☐ Have you installed flood protection products?
- ☐ Do you have a stockpile of useful materials including plywood, plastic sheeting, sandbags (unfilled), sand, nails, hammer, shovel, blocks of wood and a saw?
- ☐ Have you installed non return valves in your toilets and drains?
- ☐ Do you and your staff have high ground where you can park your cars?
- ☐ Are your electrical sockets above flood level?
- ☐ Do you have computer equipment in the basement?

### Flood insurance

- ☐ Do you have sufficient insurance cover in the event of a flood situation?
- ☐ Do you know what information your insurer will require to support a claim?

### Evacuation

- ☐ Do you have an easy way to let your staff know about an evacuation?
- ☐ Do you know which roads will stay open in your area during a flood?
- ☐ Have you identified where staff can shelter in the event of a flood?
- ☐ Could you control staff panic during a flood?



# understand your flood warning codes

Our Flood Warning Service uses four different flood warning codes.

The codes are used to tell you about the severity of flooding in the area and the actions that you should take.

They are not issued in any specific order and may change over time. The codes are:



## What it means

Flooding of low lying land and roads is expected.

## What to do

- Monitor local news and weather forecasts.
- Be aware of water levels near you.
- Be prepared to act on your flood plan.
- Check on the safety of pets and livestock.
- Charge your mobile phone.



## What it means

Flooding of homes and businesses is expected. Act now!

## What to do

- Move cars, pets, food, valuables and important documents to safety.
- Get flood protection equipment in place.
- Turn off gas, electricity and water supplies if safe to do so.
- Be prepared to evacuate your home or business.
- Protect yourself, your family and help others.
- Act on your flood plan.



### **What it means**

Act now! Severe flooding is expected with extreme danger to life and property.

### **What to do**

- Collect things you need for evacuation.
- Turn off gas, electricity and water supplies if safe to do so.
- Stay in a high place with a means of escape.
- Avoid electricity sources.
- Avoid walking or driving through flood water.
- In danger call 999 immediately.
- Listen to emergency services.
- Act on your flood plan.



### **What it means**

No further flooding is expected. Water levels will start to go down.

### **What to do**

- Keep listening to weather reports.
- Only return to evacuated buildings if you are told it is safe.
- Beware sharp objects and pollution in flood water.
- If your property or belongings are damaged, contact your insurance company. Ask their advice before starting to clean up.



# useful contacts

Fill in the contact details you may need if your business floods.  
Keep it in a safe place, where you can hold of it quickly.

	Company name	Telephone number/s
Environment Agency Floodline		0845 988 1188*
Electricity supplier and meter number		
Gas supplier and meter number		
Water supplier and meter number		
Telephone provider		
Local authority emergency services		
Insurance company 24-hour number and policy number		
	Policy No.:	
Insurance agent		
Local radio station for news alerts and weather updates		
<b>Companies that may be able to help you after a flood</b>		
Electrician		
Plumber		
Builder		
Equipment repair/suppliers		
Security services		
Water pumping services		
Emergency power suppliers		

\*BT calls cost up to 4p/min plus 6p set up fee from your home. Other providers and mobiles may vary.

## **APPENDIX B – DURING A FLOOD**

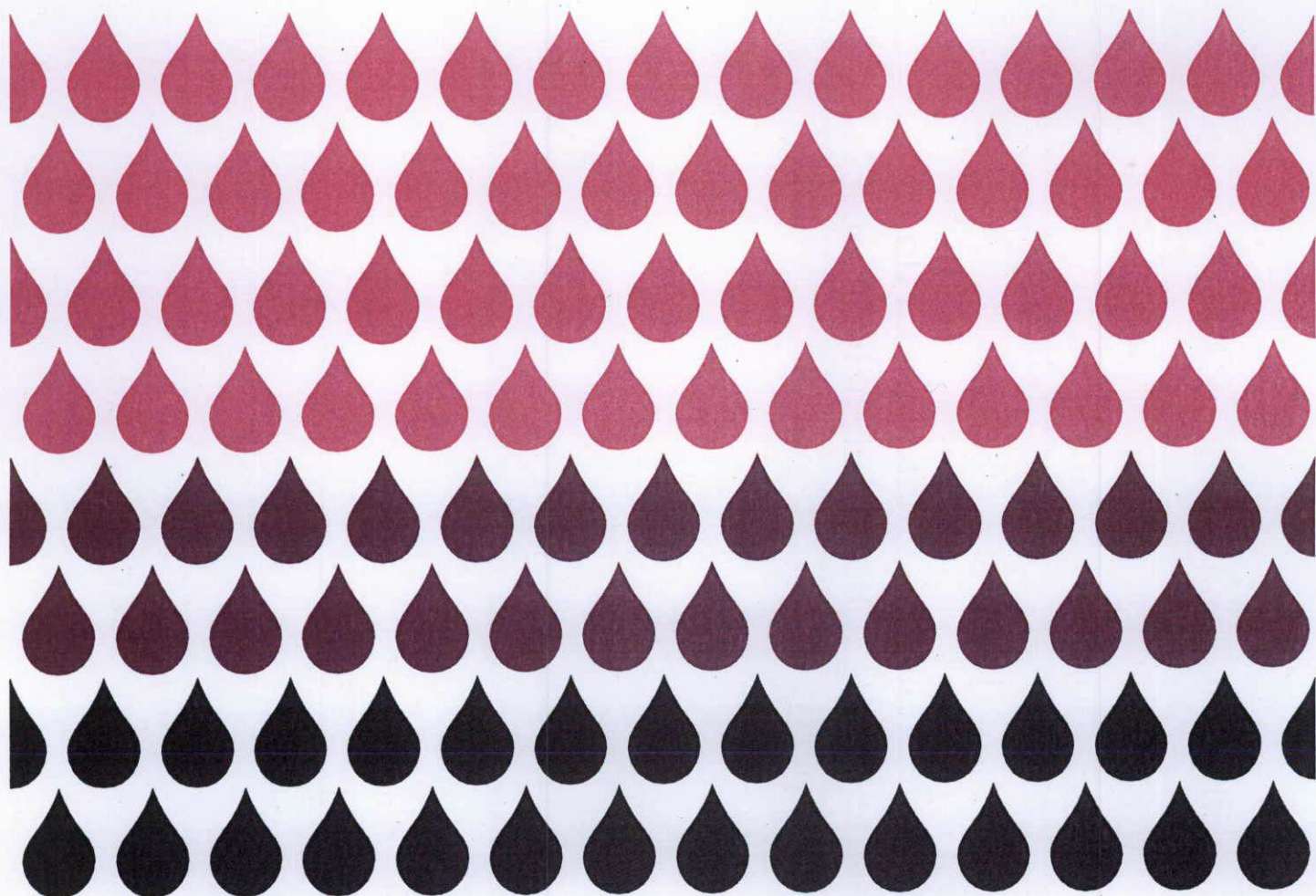




Environment  
Agency

# During a flood

Practical advice on what to do  
to stay safe in a flood



We are the Environment Agency.

It's our job to make people aware of flooding from rivers and the sea, provide flood warning services and build and maintain flood defences.

This leaflet tells you what you can do to stay safe during a flood and help protect your property.

Published by:  
Environment Agency  
Rio House  
Waterside Drive, Aztec West  
Almondsbury, Bristol BS32 4UD  
Tel: 08708 506 506\*\*  
Email: [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)  
[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

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November 2007

\*\*BT calls cost up to 8p/min plus 6p set-up fee from your home.  
Other providers and mobiles may vary.

## In the event of a flood

### Focus on the safety of you and your family

- Put people before property.
- Cooperate with the emergency services if they tell you to evacuate during flooding.
- Be prepared to act quickly to get yourself to safety.

We use our flood warning service to warn you of flooding from rivers and the sea as soon as we can. But there is some flooding we can't predict.

### Stay alert to localised flooding

Also known as 'surface water' flooding. This usually happens where drainage systems are unable to cope with heavy spells of rainfall. Rainwater is unable to drain away and quickly builds up, causing flooding in unexpected places. We cannot warn you of this type of flooding.



call Floodline on  
**0845 988 1188\***

Open 24 hours a day

- Find out what flood warning service is available where you live.
- Get practical advice on what to do before, during and after flooding.
- Get your Quickdial number for easy access to local warnings.

\*BT calls cost up to 4p/min plus 6p set-up fee from your home.  
Other providers and mobiles may vary.



# your flood warning service

We offer a different flood warning service depending on where you live.

Find out if you can sign up to our free 24 hour **Floodline Warnings Direct** service. You can select to receive warnings by phone, text, email, fax or pager.

## In some areas we also give flood warnings using

- Sirens – usually a wailing sound only activated when a flood is about to happen.
- Loud hailers – a vehicle will drive around repeating the flood warnings.

## Other places to get the latest flood update

- [www.environment-agency.gov.uk/flood](http://www.environment-agency.gov.uk/flood)
- Teletext Page 159, BBC Ceefax Page 419 and Digital Ceefax Page 405.
- Local weather, news and travel bulletins.



**Sign up to free 24 hour flood warnings today**

# what to do in an emergency

Listen to and act on the advice of the emergency services. Follow these simple steps to stay safe.

1. Gather essential items together either upstairs or in a high place.
2. Fill jugs and saucepans with clean water.
3. Move your family and pets upstairs, or to a high place with a means of escape.
4. Turn off gas, electricity and water supplies when flood water is about to enter your home if safe to do so. DO NOT touch sources of electricity when standing in flood water.
5. Keep listening to local radio for updates or call Floodline 0845 988 1188\*.
6. Flood water can rise quickly, stay calm and reassure those around you. Call 999 if you are in danger.

## Important! Flood water is dangerous

- Avoid walking or driving through it.
- Keep children and vulnerable people away from it.
- Wash your hands thoroughly if you touch it.

\*BT calls cost up to 4p/min plus 6p set-up fee from your home. Other providers and mobiles may vary.

# know your flood warning codes

Monitor local news and weather forecasts



Four codes are used for flood warnings. They can be issued in any order, usually ending with an 'all clear'.



## What it means

Flooding of low lying land and roads is expected. Be aware, be prepared, watch out.

## What to do

- Monitor local news and weather forecasts.
- Be aware of water levels near you.
- Be prepared to act on your flood plan.
- Check on the safety of pets and livestock.
- Charge your mobile phone.



## What it means

Flooding of homes & businesses is expected. Act now!

## What to do

- Move cars, pets, food, valuables and important documents to safety.
- Get flood protection equipment in place.
- Turn off gas, electricity and water supplies if safe to do so.
- Be prepared to evacuate your home.
- Protect yourself, your family and help others.
- Act on your flood plan.

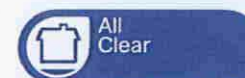


## What it means

Severe flooding is expected. There is extreme danger to life and property. Act now!

## What to do

- Collect things you need for evacuation.
- Turn off gas, electricity and water supplies if safe to do so.
- Stay in a high place with a means of escape.
- Avoid electricity sources.
- Avoid walking or driving through flood water.
- In danger call 999 immediately.
- Listen to emergency services.
- Act on your flood plan.



## What it means

Flood watches or warnings are no longer in force for this area.

## What to do

- Keep listening to weather reports.
- Only return to evacuated buildings if you are told it is safe.
- Beware sharp objects and pollution in flood water.
- If your property or belongings are damaged, contact your insurance company. Ask their advice before starting to clean up.



# protect what you can...

**Move important items to safety and put flood protection equipment in place when there is a flood warning. Follow manufacturer instructions carefully to help stop the flood water.**

## **Take items upstairs or to a high point in your property**

- Safely store important documents such as insurance papers.
- Move items of personal value such as photos, family videos or treasured mementos.
- Move lightweight household belongings you can pick up easily and quickly.
- Move items of furniture that are expensive or harder to repair before cheaper ones.

## **If possible, move your outside belongings to higher ground**

- If the flood water hasn't reached you, move your car to higher ground and move outdoor pets to safety.

## **Help stop water entering your home**

- Put plugs in sinks and baths. Weigh them down with a sandbag, a pillowcase or plastic bag filled with garden soil, or a heavy object.

## **If you do not have non-return valves fitted**

- Plug water inlet pipes with towels or cloths.
- Disconnect any equipment that uses water (like washing machines and dishwashers).

# ...but evacuate when told

**Stay safe, always listen to the advice of the emergency services and evacuate when told to do so.**

- Leave your home if the emergency services say so. Refusing to leave on their advice will put you, your family and those trying to help you at risk.
- When you are evacuated you will be taken to an evacuation centre run by your local council. Free food and bedding is provided. Bring spare clothing, essential medication and baby care items if you have an infant.
- Most evacuation centres will let you bring your pets. Take their food. Put cats and small animals in a pet carrier or secure box.
- People running the centres are trained to give you support and advice. They will help you through the stress of a flood and prepare you for what to do afterwards.

## **Listen to the advice of the emergency services**



# your flood plan

You need to act quickly when you get a flood warning.  
Use this list to help you.

## 1. Gather your flood kit of essential items

- ☐ Copies of your insurance documents.
- ☐ A torch with batteries.
- ☐ A wind-up or battery radio.
- ☐ Warm, waterproof clothing and blankets.
- ☐ A first aid kit and prescription medication.
- ☐ Bottled water and non-perishable foods.
- ☐ Baby food and baby care items.
- ☐ This leaflet including your list of important numbers.

## 2. Know who to contact and how

Agree where you will go and how to stay in contact. Plan for your pets too.

## 3. Turn off your gas, water and electricity supplies if safe to do so

Find out how from your supplier.

## 4. Move essential items to safety

Put items of personal value in a safe place.

## 5. What else can move to safety?

Think about your more expensive items and outside belongings.

# useful numbers

Your important flood telephone numbers.

Fill this out and keep this leaflet with your flood kit.

Environment Agency Floodline	0845 988 1188*
Quickdial number	
Local authority emergency helpline	
Insurance company 24-hour number and policy number	
Local radio station frequency for news alerts and weather updates	
Family and neighbours	
Bank phone number and details	
Work phone numbers	
Doctor's surgery	
Local police station	
Vet/kennel/cattery	
Local hotel or B&B	
Gas supplier and meter number	
Electricity supplier and meter number	
Water supplier and meter number	
Electrician	
Plumber	
Builder	

\*BT calls cost up to 4p/min plus 6p set-up fee from your home.  
Other providers and mobiles may vary.



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or about the environment?

Then call us on

08708 506 506\*\* (Mon-Fri 8-6)

email

[enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)

or visit our website

[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

incident hotline 0800 80 70 60 (24hrs)

floodline 0845 988 1188\*

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## **APPENDIX C – AFTER A FLOOD**

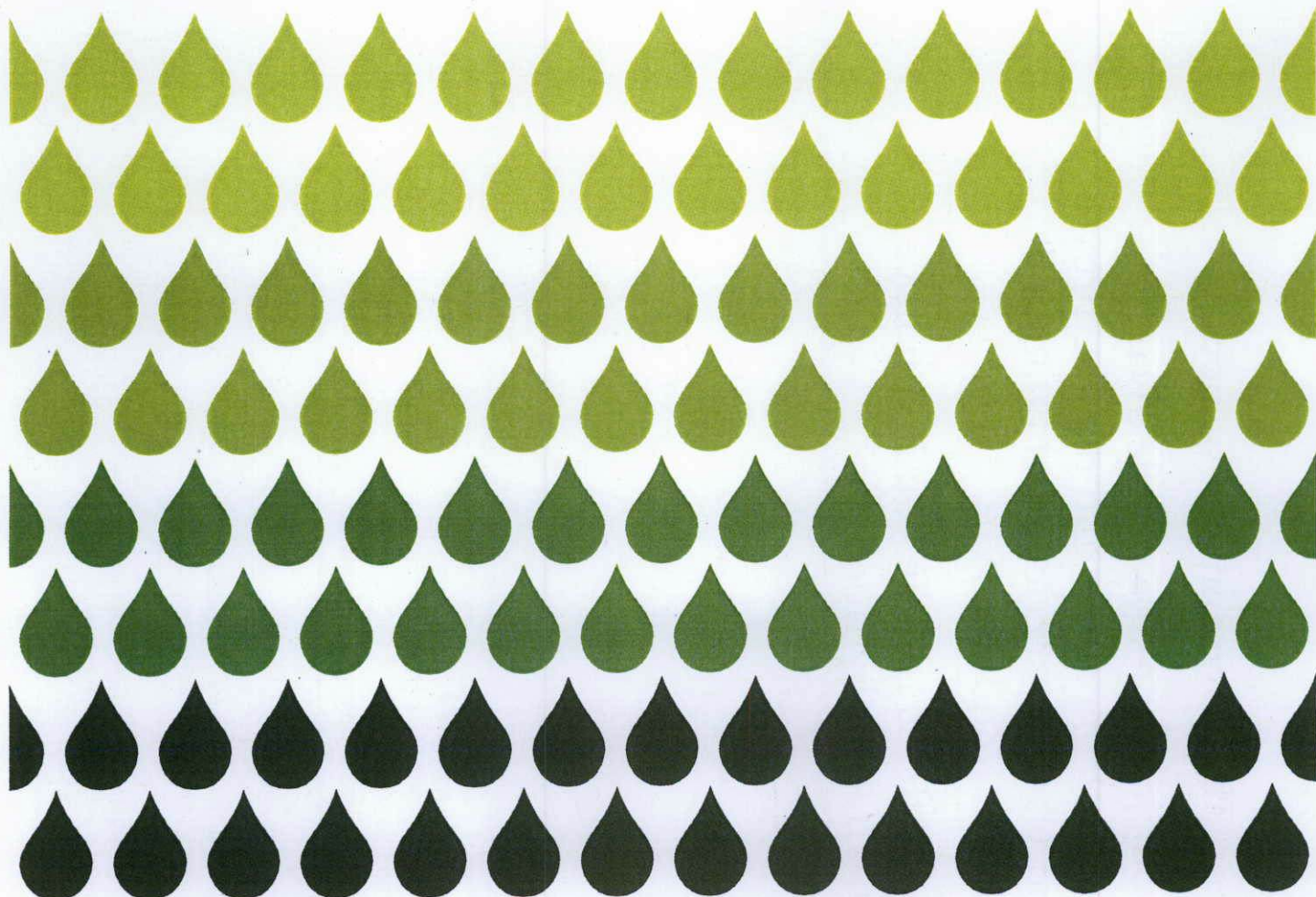




Environment  
Agency

# After a flood

Practical advice on  
recovering from a flood



We are the Environment Agency.

It's our job to make people aware of flooding from rivers and the sea, provide flood warning services and build and maintain flood defences.

This leaflet is to help you if you have been affected by flooding.

Published by:

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November 2007

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## First steps

### Find out if it is safe to return to your property

- Take care as there may be hidden dangers in the flood water like sharp objects, raised manhole covers and pollution.
- Flood water could have caused structural damage to your property.

### Ring your buildings and contents insurance companies as soon as possible

- In almost all cases the insurance company will send a loss adjuster to look at your property. They will confirm what repairs and replacements are needed and covered by your policy.
- If you rent your property, contact your landlord and your contents insurance company as soon as possible.
- If you do not have insurance, your local council should be able to provide information on hardship grants or charities that may be able to help you.



call Floodline on  
**0845 988 1188\***

Open 24 hours a day

- Get practical advice on what to do before, during and after flooding.
- Find out how you can get warnings in case of future flooding.

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# clearing up after a flood

**There are a number of things to be aware of when clearing up after a flood.**

1. Flood water can contain sewage, chemicals and animal waste. Always wear:
  - waterproof outerwear, including gloves;
  - wellington boots;
  - face mask.
2. If your electricity supply is not already switched off at the mains, get a qualified person to do this. **DO NOT** touch sources of electricity when standing in flood water.
3. You can get water out of your property using a pump and generator. Position the generator outside in the open air as generators produce carbon monoxide fumes which can kill.
4. Only pump out water when flood levels outside your property start to be lower than inside. This reduces the risk of structural damage.
5. Shovel mud away evenly from both sides of a wall. This stops pressure building up on one side.
6. You can clean and disinfect your property using ordinary household products.
7. A garden hose is useful for washing down. Do not use high-pressure hoses as they blast contaminated matter into the air.
8. If you are drying your property naturally, keep doors and windows open as much as possible. If using dehumidifiers, close external doors and windows.
9. If you have gas or oil central heating and it has been checked by an engineer, turn it on. Keep the thermostat between 20-22 degrees centigrade for steady drying.
10. Local councils usually provide skips and extra rubbish collections for items that your insurance company has agreed you can throw away.



**Wear your gloves when clearing up after a flood as water may contain sewage, chemicals and animal waste**

# dealing with an insurance claim

**If flooding has caused damage to large parts of the country, you may have to wait for a loss adjuster to visit you.**

## **Ask the insurance company**

- How long it will be before the loss adjuster visits.
- If you are to clean your property or if they will get a company to do it for you.

## **Always make your own record of flood damage**

- Use a permanent ink pen to mark on the wall the maximum height of the flood water. Do this in every room affected by flooding.
- Photograph or video record your damaged property. List the damage to your property and belongings.

- If your insurance policy covers you for loss of perishable goods, make a list of all the foods you throw away. Include any food touched by flood water and anything in your fridge or freezer ruined by loss of power.

## **Things to help with your insurance claim**

- Confirm the insurance company will pay for any service or equipment you need.
- Make a note of all telephone calls. Record the date, name and what was agreed.

- Keep copies of all letters, emails and faxes you send and receive.
- Keep receipts.
- Don't throw anything away until told (except ruined food).

Depending on your policy, the insurance company may only offer to clean and repair something, not replace it.

**Photograph or video record your damaged property**

**If you do not have insurance, your local council should be able to provide information on hardship grants or charities that may be able to help you.**





# further steps to protect your property

**As you plan your property repairs, you might want to think about ways to protect it from future flooding.**

There are things you can do whilst repairing your property that will make it easier and cheaper to clean up after a future flood.

## **Here are some improvements you can make**

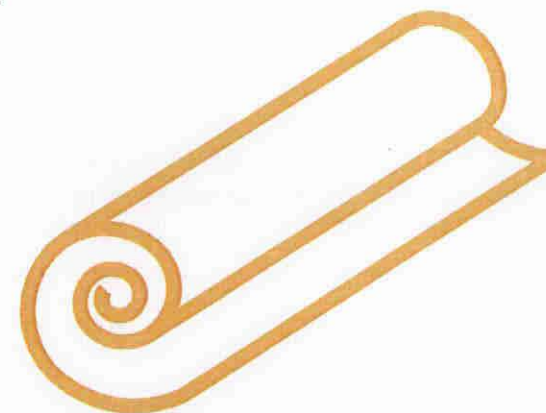
Discuss them with your loss adjuster and builder.

- Lay ceramic tiles on your ground floor and use rugs instead of fitted carpets.
- Raise the height of electrical sockets to at least 1.5 metres above ground floor level.
- Use lime plaster instead of gypsum on walls.
- Fit stainless steel or plastic kitchens instead of chipboard ones or have free-standing kitchen units you can move.
- Position any main parts of a heating or ventilation system, like a boiler, upstairs or raised well above the ground floor.
- Fit non-return valves to all drains and water inlet pipes.
- Replace wooden window frames and doors with synthetic ones. They are easier to clean.

## **Important!**

Always use reputable building contractors. Beware bogus trade people calling door-to-door. Always check references and do not pay in advance.

**Lay rugs instead of fitted carpets on your ground floor**



# temporary housing

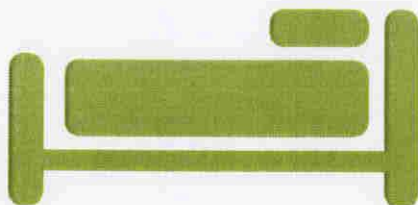
**Flood repairs can take weeks or months to complete, especially if there has been widespread flooding and builders are scarce. It takes time to dry out a property and some buildings have to be gutted before repair.**

Ask your insurance company or landlord if they will provide you with temporary accommodation. This could be a nearby bed and breakfast, a static caravan or a rented house. You do not have to accept the first place you are offered.

However, if flooding has affected many people, the choice of accommodation may be limited.

If you will be in a temporary property for some time, think about having your post redirected.

**Your insurance company should provide you with temporary accommodation**



## For more information

These organisations have advice, information and services to help you after a flood.

### For general insurance queries contact

The Association of British Insurers

📞 [www.abi.org.uk](http://www.abi.org.uk)

☎ 020 7600 3333

### For flood products and services contact

National Flood Forum (Blue Pages)

📞 [www.floodforum.org.uk](http://www.floodforum.org.uk)

☎ 01299 403055

The Construction Centre

📞 [www.theconstructioncentre.co.uk](http://www.theconstructioncentre.co.uk)

☎ 01926 865825

### For support, advice, recovery and restoration services contact

The British Damage Management Association (BDMA)

📞 [www.bdma.org.uk](http://www.bdma.org.uk)

☎ 07000 843 2362

### For financial advice or your local Citizens Advice Bureau contact

Citizens Advice Bureau

📞 [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

☎ See local telephone directory

### For information on repairs following floods contact

CIRIA 📞 [www.ciria.org/flooding](http://www.ciria.org/flooding)

☎ 020 7549 3300

### For health information contact

Health Protection Agency

📞 [www.hpa.org.uk](http://www.hpa.org.uk)

☎ 01235 822 603/742

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