

WHO TO CONTACT

Let us know if you feel vulnerable

If you are concerned about your situation and need assistance, or require information, please contact Datchet Parish Council Office on 01753 773499.

Community volunteers ready to help you

We have a team of volunteers in place who will support the community should flooding occur:

- **Flood Wardens** Lead the implementation of the Community Flood Plan
- **Emergency Operations Manager** Manage emergency services, Royal Borough and EA liaison
- **Flood Marshals** Datchet has been divided into 6 Flood Marshal Zones and principal contacts have been allocated to each area. Details are available via the Community Flood Plan summary on www.datchetparishcouncil.gov.uk and Datchet Parish Council office
- **Community Support Centre Helpers** Provide refreshments and advice at Datchet Village Hall for residents

Provision of sandbags

The Borough Council will only provide sandbags to homes where there is an imminent risk of flooding.

Royal Borough Emergency – Monday to Friday, 8am to 6pm
01628 683804

Royal Borough Emergency – Out of hours
01753 853517

As The Borough Council's contractor may not be able to reach all properties before flooding occurs, it is strongly advised that residents living in flood risk areas obtain sandbags from a builders' merchant in advance, to enable early preparation and protection of their homes.

IF IT'S AN EMERGENCY CALL 999!

If you or a neighbour are in danger do not hesitate to call the Emergency Services – Police, Ambulance, Fire

WE NEED YOUR HELP - interested in volunteering?

Contact Datchet Parish Council office on 01753 773499 OR watch out for posts about volunteers and volunteer meetings on facebook via our page www.facebook.com/www.datchetparishcouncil.gov.uk and Datchet Eye. We particularly need Flood Marshals and Community Support Centre Helpers.

AFTER THE FLOOD

Across the village

Datchet's Community Emergency Management Team (CEMT) will coordinate support for the village and run the Community Support Centre via Datchet Parish Council Office and the Village Hall, Allen Way, by the recreation ground.

Should this area become flooded all central support will be relocated to Datchet Baptist Church Hall, 62 London Road, SL3 9JR.

At your property

- Ensure it is safe to return to your property from emergency services
- BEWARE of hidden dangers when re-entering your property including structural damage, electric and gas issues, and contamination from sewage overflow
- Make records and photograph damage
- Contact your buildings and contents insurance companies
- Contact Thames Water Customer Services regarding sewage flooding on 0800 316 9800
- Ask the Royal Borough of Windsor & Maidenhead Council for assistance if you are struggling

FURTHER INFORMATION

The Borough Council's Extreme Weather Page

Regularly updated in the event of severe weather
https://www3.rbwm.gov.uk/info/200160/emergencies/1057/extreme_weather

Datchet Community Flood Plan

If you are interested in finding out more you can view our Community Flood Plan summary on the Datchet Parish Council website www.datchetparishcouncil.gov.uk

Contact Datchet Parish Council

1 Allen Way, Datchet SL3 9HR

Phone: 01753 773499

Email: clerk@datchetparishcouncil.gov.uk

Website: www.datchetparishcouncil.gov.uk



Datchet Parish Council

FLOOD AWARENESS INFORMATION

HOW TO PREPARE
WHEN TO ACT
WHAT TO DO
WHO TO CONTACT
AFTER THE FLOOD

KEY FLOODING CONTACT NUMBERS

ENVIRONMENT AGENCY

FLOODLINE

0345 988 1188

FOR DATCHET WAIT FOR PAUSES AND THEN PRESS
1 FOLLOWED BY QUICK DIAL 173106

ROYAL BOROUGH EMERGENCY (office hours only)
01628 683804

ROYAL BOROUGH EMERGENCY (out of hours)
01753 853517

DATCHET PARISH COUNCIL

01753 773499 office hours

0751 975 0924 out of hours (emergency only)



HOW TO PREPARE

Know what's going on

View river levels near you, the 5 day flood risk and preparation advice via <https://flood-warning-information.service.gov.uk>

Register to get flood updates

Register with the Environment Agency's Floodline Warnings Direct service by calling **0345 988 1188** or visit www.gov.uk/sign-up-for-flood-warnings

Check the flooding history of your property

Email enquiries@environment-agency.gov.uk to receive a flooding report based on their records. This is free if it takes less than 18 hours to put together. If it takes longer, the Environment Agency may decide not to do it or will give you the option to pay for it.

Create your own flood plan

Download an easy template from www.gov.uk/government/publications/personal-flood-plan This will help you be more prepared for action. Don't leave it too late to act.

- Keep key contact details at your fingertips, including those of family members and utilities
- Make sure you know how to turn off your gas and electricity supply
- Prepare a check list of everything you need to protect – your pets, furniture, jewellery, car, etc.
- Install building protection like doorguards and closable air bricks in advance
- Devise an evacuation plan

Pack an emergency flood kit




Your kit should contain important personal documents including your insurance details, torch, battery or wind-up radio, warm and waterproof clothing, Wellington boots, blankets, rubber gloves, first aid kit and any prescription medicine. Bottled water and non-perishable foods may also prove useful.



WHEN TO ACT

Watch out for Datchet's flood status

Visit <https://flood-warning-information.service.gov.uk> for a local report including any warnings which will be shown as one of three triangles. This information is also available on the Parish Flood Warning Board outside the village library.

 FLOOD ALERT	FLOOD ALERT means flooding is possible. Get ready to execute flood plans and keep an eye on the situation.
 FLOOD WARNING	FLOOD WARNING means flooding of homes and businesses is very likely. Take immediate action to ensure you and your family are safe. Try to minimise the impact of the flood by protecting your home and belongings.
 SEVERE FLOOD WARNING	SEVERE FLOOD WARNING means worse flooding is likely, with danger to life. You should get to a safe place via a planned evacuation route. Be ready to leave. Listen to the advice of volunteer support and emergency services.

Datchet's Community Flood Plan

If the water level reaches the black band on the Datchet Flood Pole situated on the river front, the Community Flood Plan will be activated. We have created this to:

- identify flood risk areas and coordinate volunteer helpers
- run a Community Support Centre at Datchet Village Hall
- request help from, take direction from and provide information to RBWM's Emergency Operation Centre
- provide local information to emergency responders
- liaise with neighbouring parishes

KEY FLOOD RISK AREAS (based on 2014 flood)

- Central Datchet
- Cobb Close
- Datchet Golf Course
- Eton End School
- High Street
- Holmlea Road
- Horton Road drainage
- Mill Place (access road)
- New Road
- Pockocks Lane
- 'Poplars', Southlea Road
- Priory Way
- Railway Line
- Recreation Ground
- Ruscombe Gardens
- Thames Water Works



WHAT TO DO

Don't take risks

Flood water is dangerous!

Six inches of fast-flowing water can knock over an adult and two feet of water can move a car. Avoid walking or driving through flood water.

Stay safe

Focus on the safety of you and your family. Check in with everybody in your household. If they are not at home make sure they are safe somewhere. Move your family and pets upstairs, or to a high place with means of escape. Stay safe and listen to the advice of the emergency services. Evacuate if told to do so. **Check in with vulnerable neighbours and relatives if you can but always avoid placing yourself at risk.**

Get your property & belongings ready

Put flood protection equipment in place. Gather essential items together either upstairs or in a high place. Fill jugs and saucepans with clean water. Put plugs in sinks and baths and weigh down with a heavy object. Place sandbags to block off ground floor toilets.

Disconnect utilities

Turn off gas, electricity and water supplies when flood water is about to enter your home and if safe to do so. DO NOT touch sources of electricity when standing in flood water. Disconnect any equipment that uses water, like washing machines and dishwashers.

Evacuation procedure

If you are evacuated you are likely to be taken to the Community Support Centre at Datchet Village Hall. If required, temporary accommodation will be provided at Datchet's Rest Centre in 'CA Technologies' (formerly 'Computer Associates'), located in Ditton Park, Riding Court Road, Datchet SL3 9LL.

STAY INFORMED

WEBSITES: www.gaugemap.co.uk for latest river level, flow, groundwater and camera data from the Environment Agency and **GaugeMap** on Twitter

www.rbwm.gov.uk/web/sdop_flooding-info_map.htm for flood warnings and 3 day forecasts

www.datchetflood.co.uk for support at a local level

RADIO: BBC Radio Berkshire will provide flood updates on 95.4 and 104.1 FM

TV: Local news will broadcast regular updates