

Pound Croft Premier Camping Appendix 5 Flood management and evacuation procedure

1. Introduction

Pound Croft Stables Premier camping falls in a zone three flood risk area with risk of flooding from the sea at seasonal high tides combined with poor weather conditions. We therefore operate a flood management and evacuation plan at all times of increased risk

2. Why this be important to us

a) The Duty of Care

As a site owner / operator we are aware of our duty of care to take all reasonable steps to ensure the safety of all people on our site – visitors, residents and staff. Emergencies can happen – if and when they do our customers may need to evacuate the site safely and rapidly. An evacuation plan helps us do this.

b) Licencing conditions

Our site licence (is likely) has conditions specifically relating to flood risk., including the requirement to have an effective flood evacuation plan in place.

Flood Procedure

At all times a flood status board will be displayed at five points on the site, these being

The front gate/Office, A outside both toilet blocks, B and C and at the entry point from the Hayling Billy nature trail. D

As shown in the site plan attached to this document. (appendix 6)

Please take note of this status at all times.

3. Flood Warden.

Should the flood Status board be high the flood warden (duty manager) will be on duty continually monitoring the flood risk throughout the period of high risk.

Should the risk be considered to put the site in danger of flooding the flood risk evacuation procedure will be followed.

4. Flood risk evacuation procedure

In the unlikely case that the flood risk evacuation procedures put in place you will hear the flood alarm sound (as you were shown at check in) and the flood warden will visit each pitch to update you. In extreme emergency he will ask you to gather immediately at point A on your site map. You will then be guided from the site to a point of safety outside the flood risk area.

However due to the nature of the tidal flood risk at our site this is highly unlikely and in reality, you are more likely to be asked to hitch up your caravan or prepare your motorhome to leave the pitch

when directed by the flood warden. You should check your site map for your designated route or ask the flood Warden who will provide you with an additional map.

He will instruct you to drive to a place of safety away from the flood risk area and wait for the risk to clear. Due to the nature of our site this will take two to three hours to pass the point of high tide and for the flood risk to abate. Assuming the site has not flooded you will then be contacted via your contact details and made aware that the site is safe for you to return. If the site does flood we will notify you so you can plan your journey home.

Staff Only

The role of the Flood Warden

The Manager takes overall responsibility as the flood warden and is responsible for training the Duty Manager who takes the role of Flood Warden on each shift . He or she will have the

overall responsibility for the evacuation plan and will ensure that:

- • The appropriate, workable plan is in place;
- • Staff are aware of the plan and are trained in how to execute it;
- • It is part of the induction process for new members of staff;
- • It is regularly exercised and
- • It is regularly maintained, reviewed and kept up to date.

The Duty Warden should ensure the site map and plan is on show at all times and that the flood risk boards are updated

Duty Manager/ Flood Warden should keep the Information board updated

Post a weather forecast on notice boards and update it daily. Display daily times of high tides. Ensure that your mobile phone is registered to receive flood warnings and display the current flood warning status.

Provide the Floodline number and quick dial code for your area so visitors can check for themselves - Telephone: 0345 988 1188; Telephone: 0845 988 1188 (24-hour service)

The overall aim of your evacuation plan is to minimise risk to life and maintain public safety. For this reason you will always aim to have visitors and staff off your site well before the incursion of any flood water. Making sure that you follow the agreed trigger point to start the evacuation is an important part of this reassurance.

As per training the trigger for the high status is the flood warnings from the Environment Agency at this point where possible, all customers should be notified of the risk and given the opportunity to leave their pitch The Flood Warden will then by continuously monitor the lower field and coastal defences. Should any water start to enter these areas from the coast the plan should be activated

Activating the plan

Put on the high visibility Flood Warden jacket

Call emergency reserve staff

Raise the alarm with the flood bell, and megaphone.

Raise both entry and exit barriers

Visit each Pitch and issue instructions and Maps to any Customers who don't have them

If extreme emergency, instruct them to meet at point A on the plan Immediately.

If normal evacuation, ask them to pack up and prepare to leave but to wait your instruction (notify them of the safe parking point.)

As people become ready ask them to leave via their designated route.

Have member of staff with the tractor ready for any vehicles in difficulty

Once the site is clear, turn off power and water supply

e) Guest with additional needs

These will have been recorded at check in and extra attention should be given by other staff instructed by the Flood Warden to ensure their requirements are met

f) Guests who refuse to leave

For many reasons a small minority of guest may refuse to quit their caravan when you trigger the evacuation. If this is the case these customers must be issued with a risk to life warning and the police/emergency services must be notified. Should the site not flood and once the flood risk is passed these customers should be asked to leave as per the terms and conditions.

g) Shutting down and securing the site

complete a final sweep for visitor's residents and staff.

Shut down utilities

Securing the site before leaving

Notifying the police, including details of those guests who are still on site.

h) Train your staff

Whilst the Flood Warden will be responsible for activating the flood plan; making decisions and communicating this to residents and visitors He/she will need to nominate and train staff to carry this out

j) Maintain the plan

Your plan needs to be reviewed regularly to ensure that it is still relevant to your site:

- • Update contact lists and details, website links etc.
- • Include changes to the site that may impact the plan e.g. layout changes;
- • Add any changes as a result of exercises or events (see