

Appexar No. 12/20293/FM.  
Please scan + return to Mike  
Sturges

## Flood Risk Assessment.

## Flood Plan.

### Proposed Replacement Holidays Chalets

at: The Yacht Club at Brandy Hole  
Kingsmans Farm Road  
Hullbridge  
Essex  
SS5 6QB

for: Mr. L. Knifton.

Stuart Moncur  
architectural & building consultant

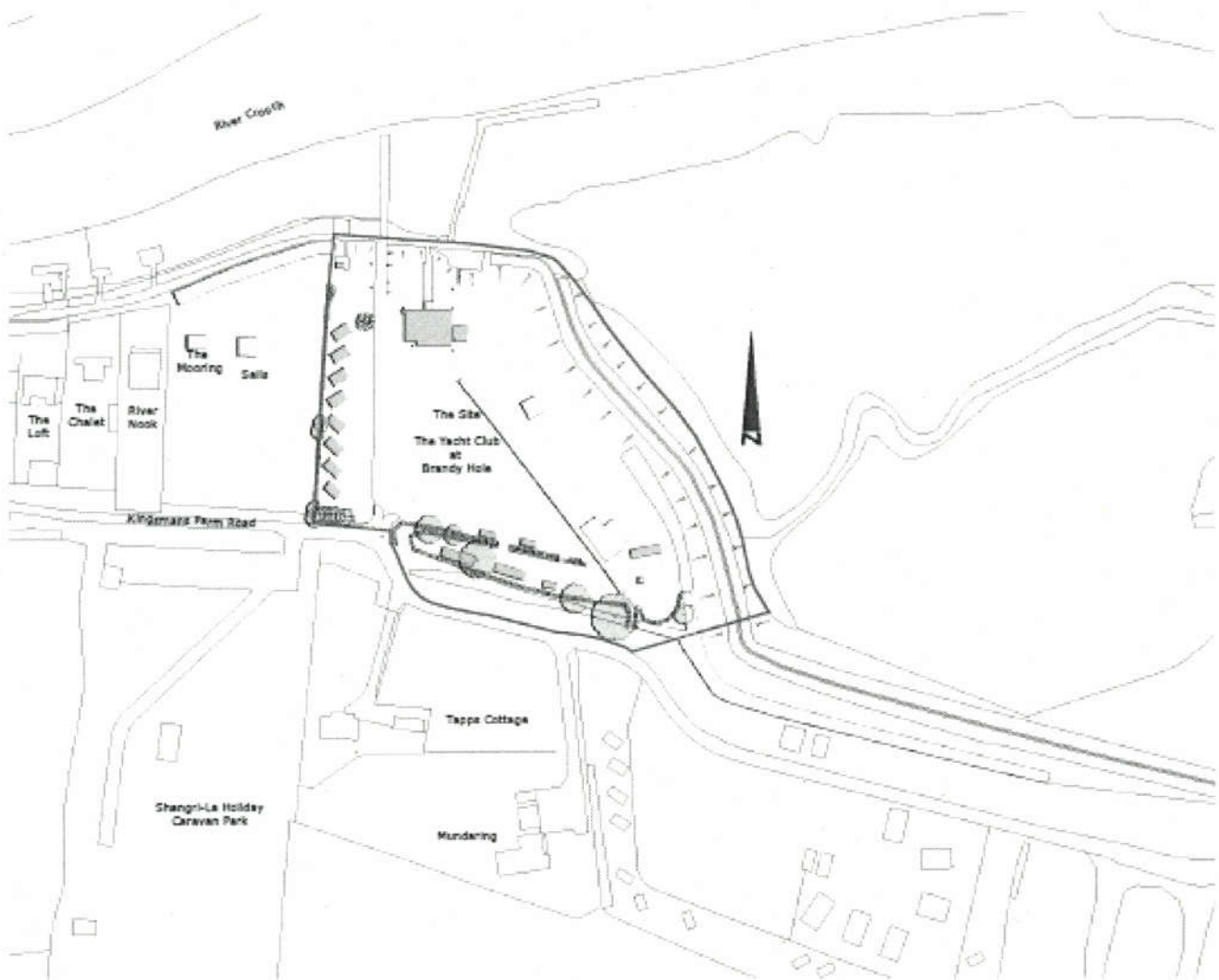
2 seaview avenue, west mersea, essex. co5 8he.  
tel: 01206 384307 & 07976 722569

Document/Plan Ref: LK/SM/BH/16/Supplementary Flood Plan

July 2012.

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### Location Plan as Existing:



### Preface:

This flood plan has been prepared as supplementary information in support of planning application 12/00293/FUL document reference LK/SM/BH/16 - Flood Risk Assessment. The plan assumes a positive planning outcome for the Proposed Replacement Chalets at Brandy Hole Yacht Club and will therefore endeavour to comply with the recommendations of the Environment Agency publications 'Would your business stay afloat? - A guide to preparing your business for flooding', Flooding - minimising the risk Your caravan/camping site is in a flood risk area Practical advice on keeping you and your visitors safe in a flood. It also considers the requirements of Rochford District Council Emergency Planning and Business Continuity Officer. The flood plan will relate to Brandy Hole Yacht Club in its complete entirety as being at risk within fluvial and tidal zone outlines both of which could be exacerbated by severe weather conditions.

### Location:

Brandy Hole Yacht Club, Kingsmans Farm Road, Hullbridge, Essex. SS5 6QB. See above location plan as existing. Ordnance survey reference Easting: 582419 Northing: 195766. The site is situated adjacent/ behind the Environment Agency flood defence line of the River Crouch at Hullbridge between reference points 0510816160101C03 and 0510816160101C02.

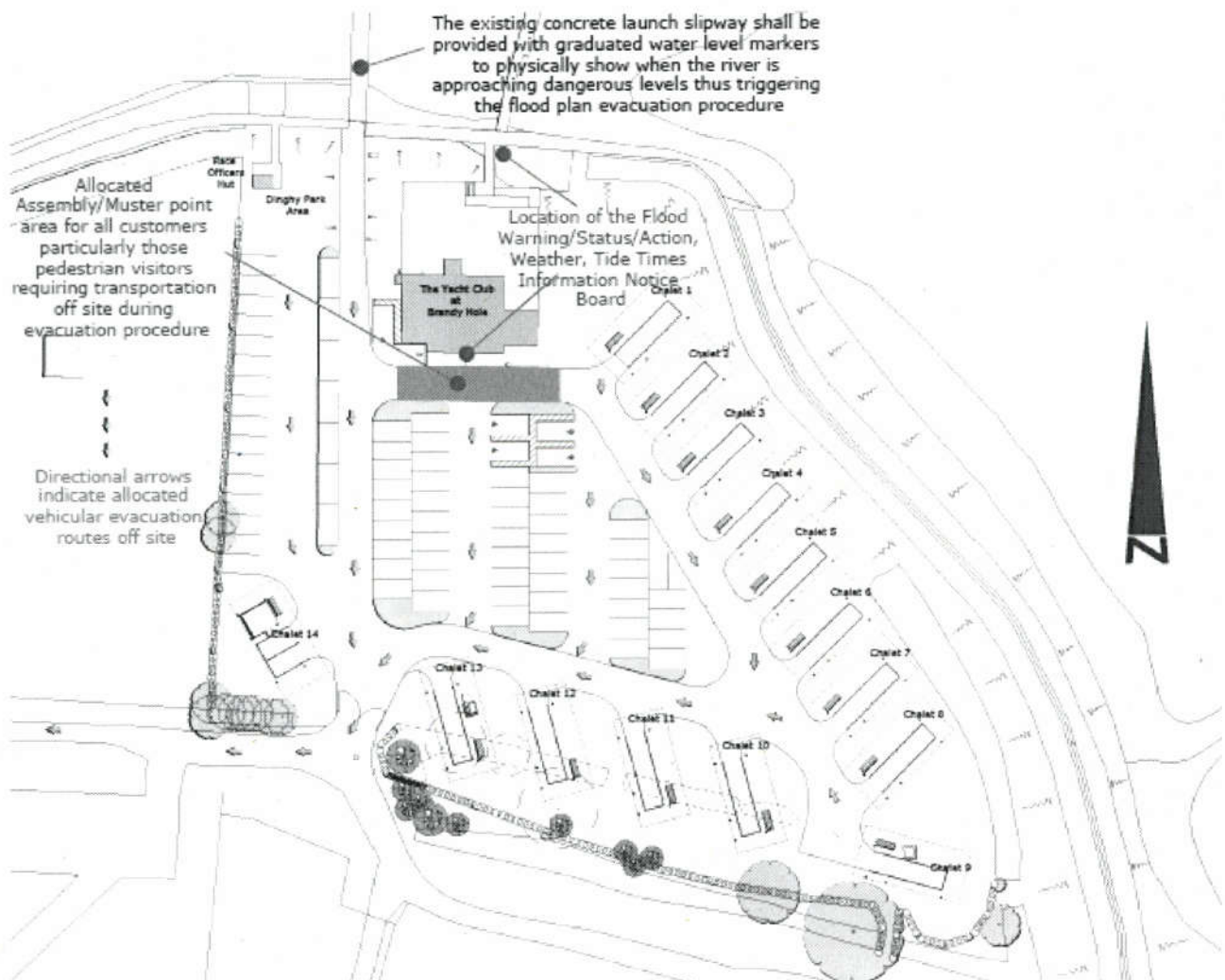
## Involvement - Environment Agency:

Brandy Hole Yacht Club is currently under subscription to the Environment Agency Floodline Warning Direct 24 hour service. Customer Reference: 32842284. Contact communication modes: Managing directors mobile telephone and text, Club landline telephone and E-mail.

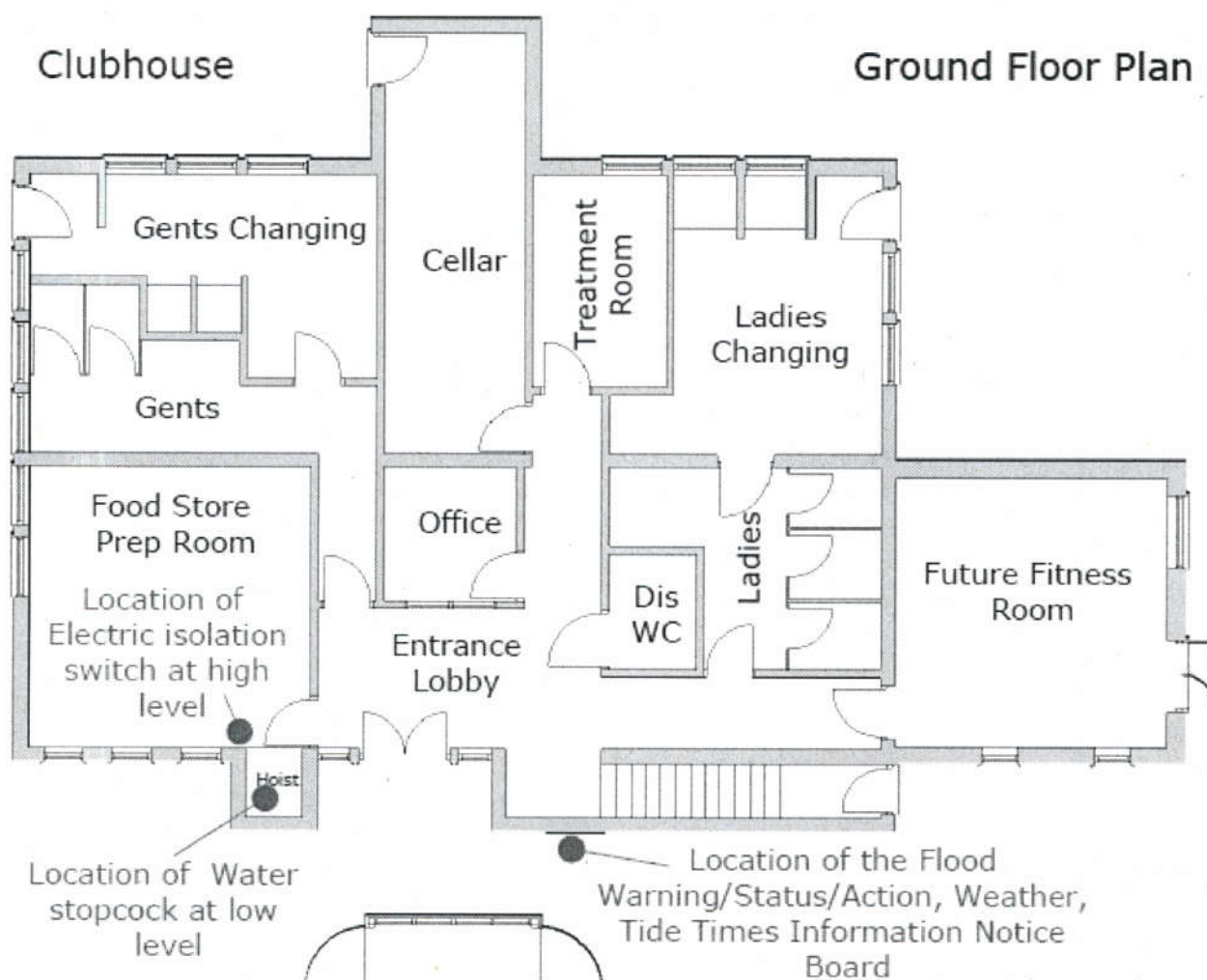
## Club Responsibilities:

Under the provisions of the Occupiers' Liability Act 1957, the club has a duty of care to its customers. Therefore all management and staff will be fully conversant with the clubs Flood Plan and Evacuation Plan through ongoing periodical reviews, training and practice drills to assure quality customer care is provided. All customers/visitors to Brandy Hole Yacht Club shall be made fully aware by staff of the risk of flooding and of the flood evacuation procedures. Locations of assembly points and the flood warning/status/action information signs shall be communicated either verbally or in written format. Chalet guests at check-in will be directed to make themselves aware of the clubs Flood Plan and Evacuation Plan contained within the Flood Warning/Status/Action Information Pack prominently displayed in the entrance hall of their accommodation. A club notice board located by the main clubhouse entrance shall provide Flood Warning/Status/Action Information, Daily weather information, High/low tides times and Environment Agency Floodline number and quickdial codes for the site location.

## Proposed Site Plan:



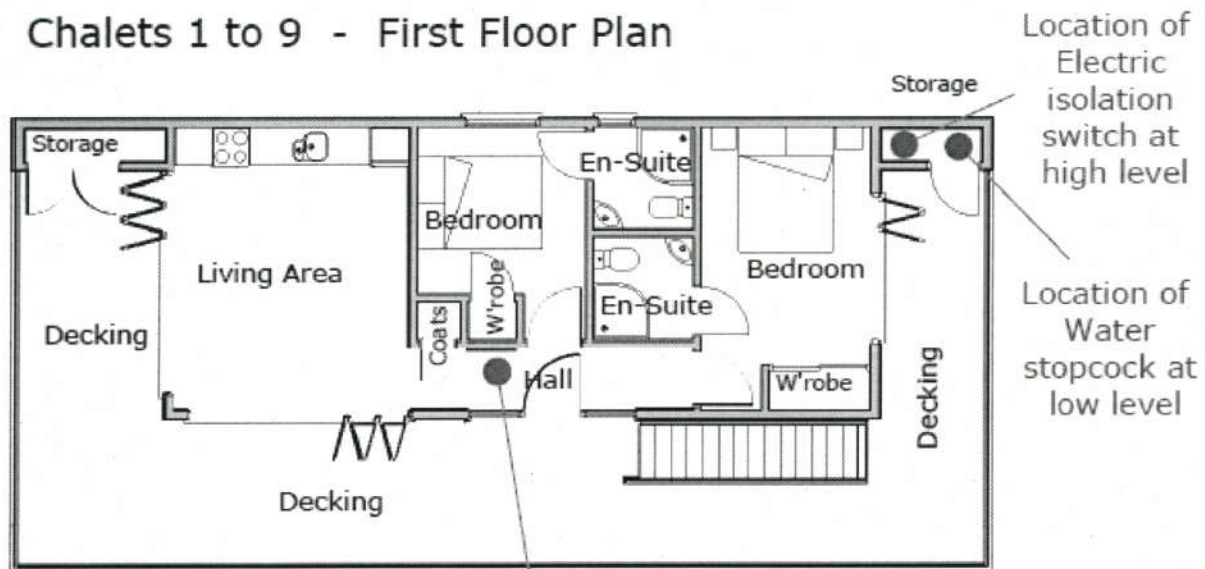
# Informational Clubhouse Floor Plans:





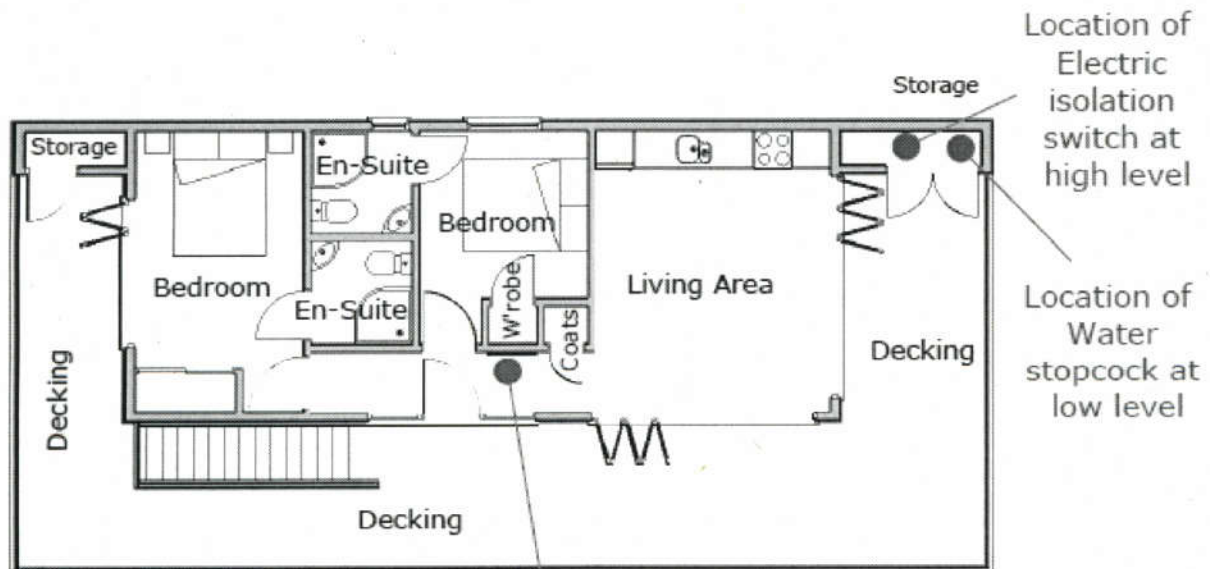
**Informational Chalet Floor Plans:**

**Chalets 1 to 9 - First Floor Plan**



Location of a Flood Warning/Status/Action Information Notice Board and Telephone position for additional audible warning and instructions

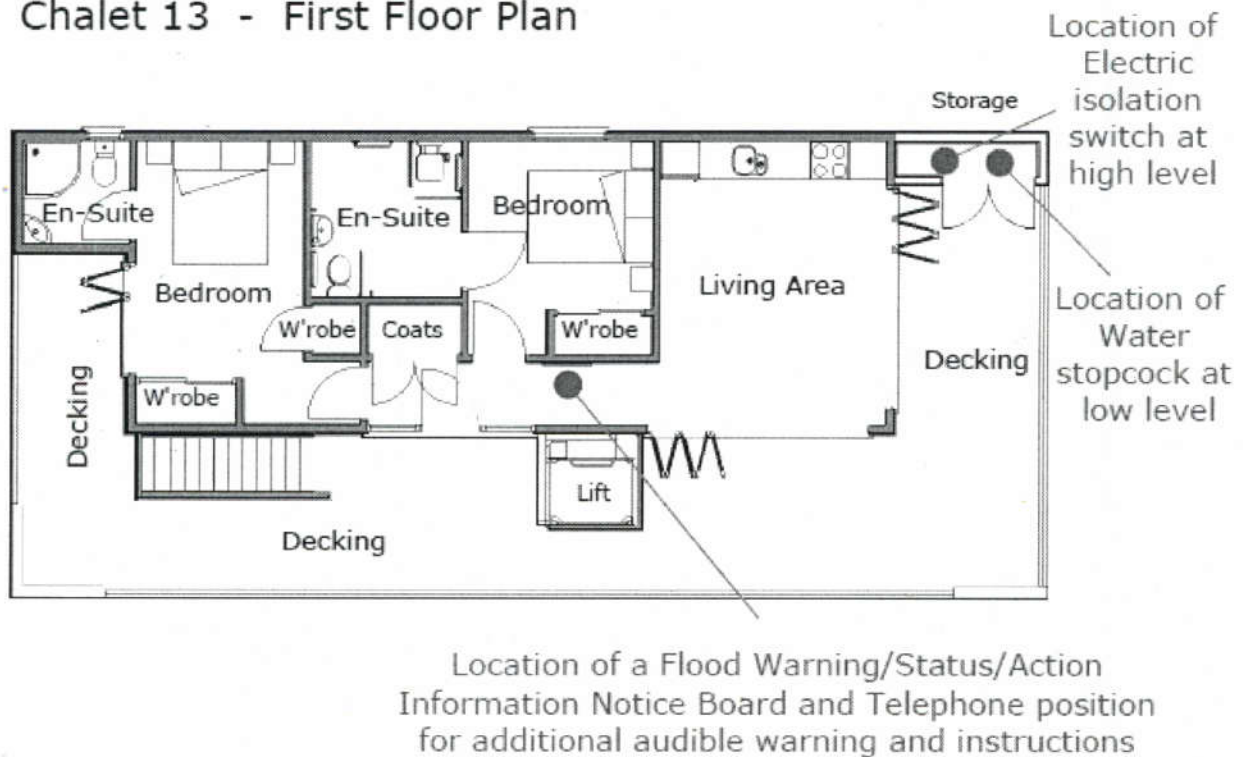
**Chalets 10 to 12 - First Floor Plan**



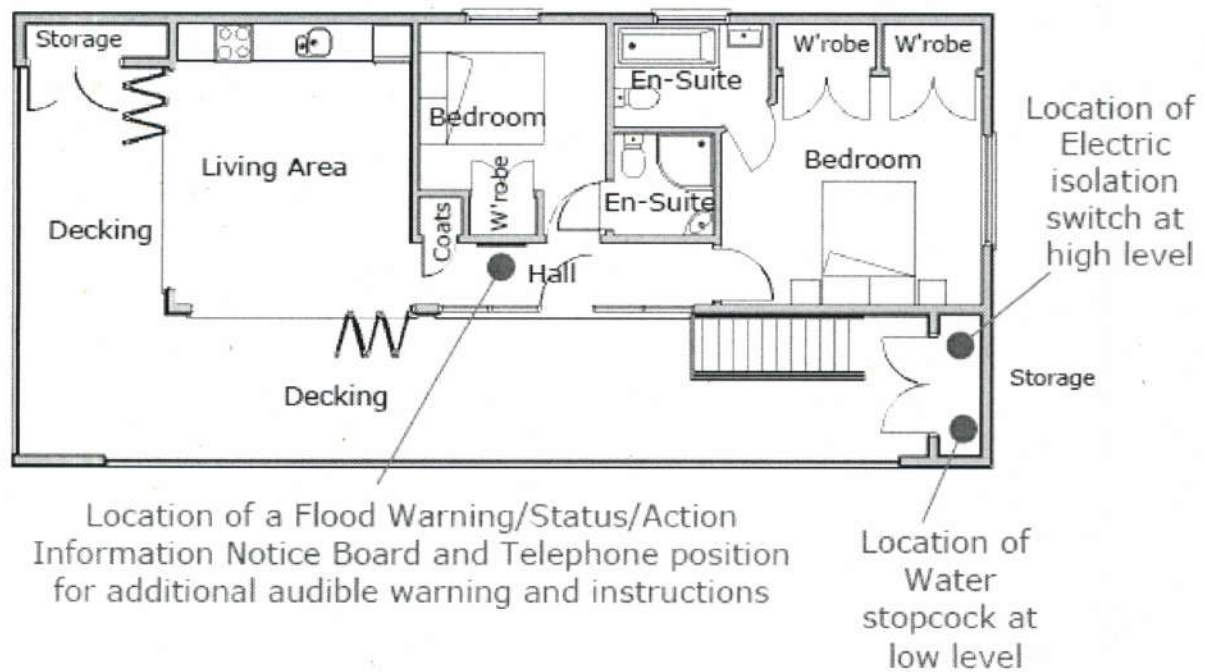
Location of a Flood Warning/Status/Action Information Notice Board and Telephone position for additional audible warning and instructions

**Informational Chalet Floor Plans:**

**Chalet 13 - First Floor Plan**



**Chalet 14 - First Floor Plan**



**Environment Agency Informational Flood Warning/Status - Club Action Procedure:**

**ONLINE FLOOD  
RISK FORECAST**

**Meaning**

Be aware

Keep an eye on the  
weather situation

**General advice**

**Inform all staff members**

Check weather conditions

Check for updated flood forecasts on the  
Environment Agency website



**FLOOD ALERT**

**Meaning**

Flooding is possible

Be prepared

**General advice**

**Inform all staff members and customers**

Be prepared to act on flood plan

Prepare a flood kit of essential items

Monitor local water levels at nominated  
location point and the flood forecast on  
Environment Agency website.



**FLOOD WARNING**

**Meaning**

Flooding is expected

Immediate action required.

**General advice**

**Inform all staff members and customers**

Clubhouse - Move perishable goods and  
office equipment/documentation to upper  
levels

Prepare to turn off electricity and water  
supplies if safe to do so

Install flood protection equipment



**SEVERE FLOOD  
WARNING**

**Meaning**

Severe flooding

Danger to life

**General advice**

**Inform all staff members and customers**

Stay in a safe place with a means of escape  
Continue to monitor local water levels and be  
ready to sound evacuation siren

Co-operate with the Emergency Services  
Call 999 if in immediate danger

**General advice**

**Inform all staff members and customers**

Be careful

Flood water may still be around for several  
days

Ring insurance company as soon as possible

**WARNING NO  
LONGER IN  
FORCE**

**Meaning**

No further flooding is  
currently expected in  
your area



**Environment Agency Informational Flood Warning/Status - Customer Action Procedure:**

**ONLINE FLOOD  
RISK FORECAST**

**Meaning**

Be aware

Keep an eye on the  
weather situation

**General advice**

**Comply with all staff member information  
and directives**



**FLOOD ALERT**

**Meaning**

Flooding is possible

Be prepared

**General advice**

**Comply with all staff member information  
and directives**

Be prepared to act on the clubs flood plan and  
evacuation plan



**FLOOD WARNING**

**Meaning**

Flooding is expected

Immediate action required.

**General advice**

**Comply with all staff member information  
and directives**

Be prepared to act on the clubs evacuation plan



**SEVERE FLOOD  
WARNING**

**Meaning**

Severe flooding

Danger to life

**General advice**

**Comply with all staff member information  
and directives**

Stay in a safe place with a means of escape  
Be ready to evacuate on sound of siren and  
instructed to do so  
Co-operate with the Emergency Services  
Call 999 if in immediate danger

**WARNING NO  
LONGER IN  
FORCE**

**Meaning**

No further flooding is  
currently expected in  
your area

**General advice**

**Comply with all staff member information  
and directives**

Be careful as flood water may still be around  
for several days



Site Flood Warning/Action Information Sign to be displayed and read in conjunction with  
Environment Agency Informational Flood Warning/Status - Customer Action Procedure:



# Flood action!

## In the event of a flood warning



On instructions from club staff members gather your family and evacuate the chalet and site  
Only evacuate from site if so instructed or unless you have informed the club of your intended departure



All customers particularly those pedestrian visitors requiring transportation off site during evacuation procedure should report to the allocated Muster/Assembly point area in front of the clubhouse main entrance



Do not walk or drive through floodwater

Six inches can knock you off your feet, two feet can float your car



In case of emergency firstly contact the site manager:

or

National Emergency Services call 999

For flood advice phone  
the Environment Agency's  
Floodline 0845 988 1188



Environment  
Agency

For display locations of Informational Flood Warning/Status/Action signage see Proposed Site Plan;  
Informational Clubhouse Floor Plans and Informational Chalet Floor Plans

## **Flood Evacuation Plan Considerations:**

Environment Agency Floodline Warning Direct flooding information status and The Informational Flood Warning/Status - Club Action Procedure form the procedure basis of the Flood Evacuation Plan together with the following Environment Agency informatives and considerations.

### **Physical:**

The site may be affected by one or more of the Flooding elements:

Tidal – sea

Fluvial – river

Surface water – roads, ditches and fields

Groundwater – high water table

Sewage – sewers, rising mains and pumping stations

Potable supply – mains water supply

Local drainage and small watercourses

Impact of waves during severe storms

### **Refuge Information:**

Onsite: The existing flood defence wall designed to exceed the 1 in 50 year flood risk level criteria borders the site on two its boundaries and from a recent on-site topographical survey varies in height from 4.88m to 5.09mAODN. With the clubhouse first floor level it recorded at 5.41mAODN and the proposed chalets of 5.65mAODN both these structures will provide a sufficient temporary safe refuge until the evacuation plan is activated.

Offsite: The evacuation route from the site to safe refuge level above the required 5.65mAODN would be Kingsmans Farm Road 3.35mAODN into Pooles Lane 6.35mAODN into Ferry Road 13.35mAODN and onward towards the Watery Lane/Ferry Road/Lower Road junction mini roundabout 10.35mAODN. However it is considered in the event of flood defence breach or over topping the local authorities and emergency services would provide a local flood control facility to receive and inform evacuees from the flooded areas. The logical location given the topography of the area would be the county controlled Riverside Primary and Junior School buildings in Ferry Road 14.35mAODN relating to 8.7m above the recommended flood level datum. A full evacuation map out of the area will be provided to all customers as part of the evacuation procedure.

### **Health and safety:**

The overall aim of the flood evacuation plan is to reduce risk to life. The primary responsibility of the site management team is to ensure the health and safety of all visitors and staff at all times on the site. Each individual of the management and staff shall assess each situation to check it is safe to proceed and request help if required. It is imperative to remember the management and staff team are not trained members of the emergency services. At no time shall a member of staff be asked to carry out anything that could put their life at risk. High visibility jackets will be issued to all members of the management and staff team as a means of identify them and their roles during flooding and the evacuation procedure.

### **Site plans:**

The current site plans are included within the documentation of the flood evacuation plan. The site plan identifies the isolation points for services, such as water and electricity in the clubhouse and chalets. Current copies of the site plan will be made readily available to the all/any emergency services upon request.

### **Vulnerable people:**

Members of the management and staff team shall be made aware of and identify all/any vulnerable or elderly people with additional needs on site that may require special attention and extra time during the evacuation procedure.

**Staff training:**

All members of the management and staff team shall be trained in what to do during a flood evacuation procedure and of their specific roles and responsibilities in a flood situation. Ongoing periodical reviews, training and practice drills shall be further implemented in order to provide a fluent evacuation procedure.

**Contact lists:**

Compilation of up-to-date lists of emergency services and contacts.

Environment Agency Floodline Warning Direct number and quickdial codes for the sites location.

Names of staff available to assist emergency services with the evacuation procedure.

**Recovery action:**

Compile contact list including local authority, service providers and businesses to facilitate recovery to operational status.

Local authority

Water provider

Electric provider

Builders

Electricians

Plumbers

Decorators

Site clearance specialists

Communicate on-site flood levels to Environment Agency to assist in improving the flood warning service.

Review and audit the evacuation plan and procedures after a flood and amend as necessary.

**Staff Responsibilities:**

**Environment Agency Flood  
Warning Received**

**Locally Established Trigger**

River level reaches specific point as  
nominated be Brandy Hole Yacht Club

**Receiving person**

**Person responsible for activating evacuation plan**

**Activate evacuation plan**

**Site management team**

Responsible for:

Health and safety of staff and visitors

Current list of staff and visitors

Staff training and awareness

Visitor awareness

Emergency contact numbers list

Up-to-date site plans and isolation points

Sharing evacuation plan with staff and visitors

**Site team members**

Responsible for:

Knowing roles and duties in event of flood

Assisting with safe evacuation of visitors -  
especially vulnerable visitors.

**At no time should staff carry out any task that could put their life at risk**

## **Evacuation plan feasibility and audit:**

### **Test staff procedures:**

Test flood evacuation plan with all members of the management and staff team, review performance and revise procedure as necessary. Request Environment Agency and local authority to help implement a simulated flooding event. Test communication links are setup and all telephone numbers correct.

### **Raise awareness:**

Insure visitors know the flood evacuation plan exists. To this extent all management and staff will be fully conversant with the clubs Flood Plan and Evacuation Plan through ongoing periodical reviews, training and practice drills to assure quality customer care is provided. All customers/visitors to Brandy Hole Yacht Club shall be made fully aware by staff of the risk of flooding and of the flood evacuation procedures. Locations of assembly points and the flood warning/status/action information signs shall be communicated either verbally or in written format. Chalet guests at check-in will be directed to make themselves aware of the clubs Flood Plan and Evacuation Plan contained within the Flood Warning/Status/Action Information Pack prominently displayed in the entrance hall of their accommodation. A club notice board located by the main clubhouse entrance shall provide Flood Warning/Status/Action Information, Daily weather information, High/low tides times and Environment Agency Floodline number and quickdial codes for the site location.

### **Keeping the evacuation plan up-to-date:**

The design and development of the Brandy Hole Yacht Club Evacuation Plan shall be subjected to ongoing periodical reviews and revisions to insure it maintains current accuracy not only operationally but with particular regard to all information and contact numbers therein contained.

## **Minimising the impacts of flooding on site:**

### **Temporary Barriers:**

The existing clubhouse ground floor openings shall be provided Floodguards protection barrier system as supplied by Flood Guards Systems Ltd. Unit 8A, Kennet Weir Business Park, Arrowhead Road, Theale, Berks. RG7 4AZ. Telephone: 0845 500 0077. Website: [www.floodguards.com](http://www.floodguards.com) This type of complete Floodguards protection system can be put in place in a matter of minutes and once the danger is passed, it can be disassembled and stored away, ready for repeated usage.

### **Chalet Design:**

The proposed chalet design is of timber clad on timberframe construction supported on a galvanized steelwork fabrication secured to a reinforced concrete raft type foundation the height to the underside of the elevated deck structure being compliant to the agreed 0.5%(1:200)+CC flood level mAODN of 4.95 plus a minimum 300mm freeboard allowance equating to a total of 5.25mAODN however the finished floor level shall be set at 5.65mAODN equating to an Environment Agency acceptable level in relation to the 1 in 1000 year flood level inclusive of climate change. The structural stability/integrity of the chalets are also designed to withstand the pressure of tidal water up to the 1 in 200 year event inclusive of climate change.

### **Site Layout:**

The site layout is designed to provide complete ease of movement within and from the site during the evacuation procedure. Vehicular and pedestrian access to and from the chalets will be by means of the individual vehicular access points from the access road to the undercroft parking bays compliant to highway authority standards. Previous application 11/00375/FUL addressed the improved mobility access to the sea wall and wheelchair/ambulant disabled toilet facilities within the clubhouse.

Car Parking - The layout as shown denotes formally designated parking spaces, however it is envisaged, subject to planning agreement to provide and maintain a more semi formal unmarked parking area with a permeable surface finish compliant to current requirements and recommendations of the Local Authority and the Environment Agency.



**Services and Drainage:**

All services to the proposed chalets shall be isolated and protected up to the agreed flood risk level datum. Drainage systems both foul and storm shall be installed with non-return inspection chambers and manholes to prevent backup ingress to the chalets or onto site.

**Communications:**

An integrated flood warning system shall be provided throughout the clubhouse and chalet development capable of compliance to the recommendations of the Environment Agency. Consideration will be given to setting up a flood alert network with other sites in the immediate flood risk vicinity by means of a telephone cascading system. An audible site warning siren will also be provided and sounded to initiate the evacuation procedure.

**Safe Storage:**

The club at present does not or intend to store gas cylinders or pollutants on site thus negating any risk of floodwater contamination.

**Flood Protection Products:**

The club will periodically review flood protection products available on the open market on both the National Flood Forum website: [www.floodforum.org.uk](http://www.floodforum.org.uk) and the Environment Agency website: [www.environment-agency.gov.uk/flood](http://www.environment-agency.gov.uk/flood) for a list of kite-marked products.

**Club Office:**

As the current club office is located on the ground floor of the clubhouse within the flood risk zone all important records shall be kept in a safe place such as waterproof/fireproof safe/filing cabinet, at a higher level or off site at a safe location. These shall include financial and insurance records, customer and supplier databases and staff files. Alternative all important office equipment and documentation shall be moved to an upper level upon activation of the flood evacuation procedure.

**Insurance:**

Insurance cover to include flood damage, business interruption and lost revenue. Without detriment to management and staff with regard to Health and Safety and to support any prospective insurance claim, photographically record the flood damage before commencing the clean up process.

**Responsibilities of External Bodies:****Environment Agency**

- issue flood warnings
- receive and record details of flooding incidents
- monitor the situation and advise other organisations
- deal with emergency repairs and blockages on main rivers and own structures
- respond to pollution incidents
- advise on waste disposal issues

**Police**

- take an overall co-ordination role during an incident

**Fire and Rescue Service**

- rescue
- respond to all emergency incidents as required
- assist the populace where a need is identified and the use of Fire Service personnel and equipment is relevant

**County Council, Local Authority and Unitary Authority**

- co-ordinate emergency arrangements/support groups/rest centres
- maintain safe conditions on the roads
- put flood warning signs on the highway
- organise road closures and traffic diversions
- clear blockages on highway drainage systems
- may take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system
- flood warning dissemination (by local agreement with Environment Agency)
- emergency assistance (for example, may provide sandbags)
- clear blocked drainage routes (Land Drainage Act powers)
- clear blocked road channels and gully gratings - street cleaning
- environmental health issues – pollution

**Water companies**

- clear blockages in public sewers
- may take action to protect property from flooding by water from the public water mains or discharges from the public sewerage systems

**Electricity, gas and telecommunication companies**

- attend properties where flooding emergencies are related to their service
- attend to flooding emergencies at their own serviced installations

**Property and business owners**

- move to a safe area if life at risk
- prevent water from entering property if possible
- switch off electricity and gas supplies at mains
- move valuable possessions above areas liable to be flooded

**Important National and Local Contact Details:****Information and advice on flooding:****Environment Agency**

Telephone: 08708 506 506 (Mon-Fri 8-6)

Ask to be put through to local Environment Agency office.

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

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

**Floodline**

Telephone: 0845 988 1188 (24 hours)

Select option 1 and enter Quickdial number 111123 for current information regarding the Tidal River Crouch from Creeksea to Battlesbridge area

and

Select option 1 and enter Quickdial number 036123 for current information regarding The Essex Coast from St Peters Flat to Shoeburyness including the Crouch and Roach Estuaries area

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

## **Flood products and services**

### **National Flood Forum (Blue Pages)**

Telephone: 01299 403055

www.floodforum.org.uk

### **The Construction Centre**

Flood resistance and resilience contact:

### **Construction Industry Research and Information Association**

Telephone: 0207 549 3300

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

### **Flood Guards Systems Ltd**

Unit 8A, Kennet Weir Business Park

Arrowhead Road

Theale

Berks

RG7 4AZ

Telephone: 0845 500 0077.

Website: [www.floodguards.com](http://www.floodguards.com)

## **Governing Councils:**

### **Hullbridge Parish Council**

98 Ferry Road

Hullbridge

Hockley

Essex

SS5 6EX

Telephone: 01702 546366

Out of Hours Emergencies: 01268 527317

Email: [customerservices@rochford.gov.uk](mailto:customerservices@rochford.gov.uk)

### **Rochford District Council**

Council Offices

South Street

Rochford

Essex

SS4 1BW

Telephone: 01702 232038

Website: [www.rochford.gov.uk](http://www.rochford.gov.uk)

Email: [hullbridge@lineone.net](mailto:hullbridge@lineone.net)

### **Essex County Council**

County Hall

Market Road

Chelmsford

Essex

CM1 1QH

Telephone: 01245 430430

Website: [www.essex.gov.uk](http://www.essex.gov.uk)

Email: [contact@essex.gov.uk](mailto:contact@essex.gov.uk)

**Note: As the following part of this document is in the public domain as a supporting document to planning application 12/00293/FUL document reference LK/SM/BH/16 - Flood Risk Assessment the personal details and contact numbers of the Brandy Hole Yacht Club management and staff have been omitted to preserve their anonymity.**

This plan has been prepared following Environment Agency flood evacuation plan guidelines/templates with adaptations specific to the site and business of Brandy Hole Yacht Club.

# **Flood Evacuation Plan**

**The Yacht Club at Brandy Hole  
Kingsmans Farm Road  
Hullbridge  
Essex  
SS5 6QB  
Telephone: 01702 230320**

Environment Agency Floodline Warning Direct 24 hour service. Customer Reference: 32842284.  
Telephone: 0845 988 1188 (24 hours)

Select option 1 and enter Quickdial number 111123 for current information regarding the Tidal River Crouch from Creeksea to Battlesbridge area  
and

Select option 1 and enter Quickdial number 036123 for current information regarding The Essex Coast from St Peters Flat to Shoeburyness including the Crouch and Roach Estuaries area

**Person responsible for activating evacuation plan:**  
Managing Director

**Local flood warning trigger:**

When rising water reaches the predetermined marker on the concrete launch slipway sound evacuation siren

**Evacuation Assembly Point:**

Allocated Assembly/Muster point area in front of the clubhouse main entrance



The flood evacuation plan and pre-evacuation preparation procedures are based on the status levels of flood warning codes received from the Environment Agency Floodline Warning Direct 24 hour service. The plan allocates the management and staff roles and responsibilities during the elements of the evacuation procedures.

**Brandy Hole Yacht Club on-site management and staff structure:**

Managing Director 1  
Chef 1  
Chef 2  
Water sports/Sailing Instructor 1  
Accountant 1  
Bar Staff 1  
Waiting Staff 1  
Waiting Staff 2  
Ground/Site Staff 1  
Ground/Site Staff 2

**General procedure:**

Daily monitoring of:

Environment Agency Floodline Warning Direct 24 hour service  
Met Office webpage: [www.metoffice.gov.uk/weather](http://www.metoffice.gov.uk/weather) for weather warnings  
Physical assess river/tide levels by visual observations in relationship to evacuation trigger marker  
Check times of high tide against visual observation of river/tide levels

Staff Allocation: Managing Director 1; Ground/Site Staff 1

**Environment Agency Warning Code:  
ONLINE FLOOD RISK FORECAST**

Recommendations: Be aware  
Keep an eye on the weather situation

**BHYC Action:**

Inform all staff members:  
Check weather conditions:  
Check for updated flood forecasts  
on the Environment Agency website:  
Update information notice boards:

**Action by:**

Managing Director 1  
Managing Director 1  
  
Managing Director 1  
Ground/Site Staff 1

**Environment Agency Warning Code:  
FLOOD ALERT**

Recommendations: Flooding is possible  
Be prepared

**BHYC Action:**

Inform all staff members and customers:  
  
Prepare a flood kit of essential items:  
Monitor local water level evacuation trigger marker:  
Check for updated flood forecasts  
on the Environment Agency website:  
Update information notice boards:

Managing Director 1; Accountant 1;  
Water sports/Sailing Instructor 1  
Ground/Site Staff 1; Ground/Site Staff 2  
Ground/Site Staff 1  
  
Managing Director 1;  
Ground/Site Staff 1

**Environment Agency Warning Code:  
FLOOD WARNING**

Recommendations: Flooding is expected  
Immediate action required.

**BHYC Action:**

Inform all staff members and customers:

Clubhouse - Move perishable goods and  
office equipment/documentation to upper levels:  
Prepare to turn off electricity and water supplies:  
Monitor local water level evacuation trigger marker:  
Install flood protection equipment:  
Secure contents of dinghy compound:

Update information notice boards:

**Action by:**

Managing Director 1; Accountant 1  
Waiting Staff 2;  
Water sports/Sailing Instructor 1  
Chef 1; Chef 2; Bar Staff 1  
Managing Director 1; Accountant 1  
Ground/Site Staff 1  
Ground/Site Staff 1  
Ground/Site Staff 2  
Water sports/Sailing Instructor 1  
Ground/Site Staff 1; Ground/Site Staff 2  
Ground/Site Staff 1

**Environment Agency Warning Code:  
SEVERE FLOOD WARNING**

Recommendations: Severe flooding  
Danger to life

**BHYC Action:**

Inform all staff members and customers

Monitor local water level evacuation trigger marker:

Turn off all electricity and water supplies:  
Update information notice boards:

**Action by:**

Managing Director 1; Accountant 1  
Chef 1; Ground/Site Staff 2  
Managing Director 1; Ground/Site Staff 1  
Chef 1; Ground/Site Staff 2  
Ground/Site Staff 1; Ground/Site Staff 2  
Ground/Site Staff 1

Stay in a safe place with a means of escape and co-operate with the Emergency Services  
Call 999 if in immediate danger

**LOCAL FLOOD WATER LEVEL EVACUATION TRIGGER MARKER REACHED**

**BHYC Action:**

Activate Evacuation Procedure:  
Activate site warning siren:  
Activate clubhouse and chalet flood warning system:  
Inform all staff members:  
Man Assembly Point and inform all customers:

Transport pedestrian customers off site to a safe refuge area  
or Reception Centre as directed by the Emergency Services:  
Direct remaining customer vehicles off site to a safe refuge  
or Reception Centre as directed by the Emergency Services:

Ensure evacuation of vulnerable persons:

Check all buildings and site grounds have been vacated:  
Secure all buildings and site grounds and vacate:

**Action by:**

Managing Director 1  
Managing Director 1  
Managing Director 1  
Managing Director 1; Accountant 1  
Managing Director 1; Accountant 1  
Chef 1; Ground/Site Staff 1 & 2  
  
Chef 1; Chef 2  
  
Managing Director 1; Accountant 1  
Bar Staff 1; Ground/Site Staff 1 & 2  
Managing Director 1; All Waiting Staff  
Water sports/Sailing Instructor 1  
All remaining management/staff  
All remaining management/staff

**Environment Agency Warning Code:  
WARNING NO LONGER IN FORCE**

**Recommendations:** No further flooding is currently expected in your area

**BHYC Action:**

Inform all staff members and customers:  
Contact insurance company:  
Relate flood information to the Environment Agency:  
Update information notice boards:  
Review and audit the evacuation plan and procedures  
after a flood and amend as necessary:

**Action by:**

Managing Director 1  
Managing Director 1; Accountant 1  
Managing Director 1  
Ground/Site Staff 1  
  
All Management and Staff

Be careful flood water may still be around for several days

**Initiate Recovery Plan:**

Inform all staff members:  
Assess flood damage to site and buildings:  
Clean up clubhouse and chalets to  
operational standards:

Managing Director 1  
All Management and Staff

Clean up site to operational standards:

Managing Director 1; Chef 1;  
Chef 2; Accountant 1  
Bar Staff 1; Waiting Staff 1  
Waiting Staff 2  
Ground/Site Staff 1  
Ground/Site Staff 2  
Water sports/Sailing Instructor 1

Commission services from external companies  
and contractors as required:

Managing Director 1  
Accountant 1  
Chef 1  
Ground/Site Staff

**Recovery contacts:**

**Emergency Services:**

**Police:** 999 or 01245 491491  
**Fire & Rescue:** 999 or 01376 57600  
**Ambulance Service:** 999 or 01245 443344

**Floodline**

Telephone: 0845 988 1188

**Local Environment Agency Office:**

Telephone: 03708 506506  
Website: [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)  
Email: [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)

**Local authority:**

Rochford District Council  
Telephone: 01702 232038  
Website: [www.rochford.gov.uk](http://www.rochford.gov.uk)  
Email: [hullbridge@lineone.net](mailto:hullbridge@lineone.net)

**Water provider:**

Essex & Suffolk Water

Telephone: 0845 7820999

Website: [www.eswater.co.uk](http://www.eswater.co.uk)

**Sewerage:**

Anglian Water

Telephone: 0845 7919155

Website: [www.anglianwater.co.uk](http://www.anglianwater.co.uk)

**Electric provider:**

E-On Energy

Telephone: 0845 0550065

Website: [www.eonenergy.com](http://www.eonenergy.com)

**Telecommunications:**

BT

Telephone: 0800 1693090

Website: [www.bt.com](http://www.bt.com)

**Insurance:**

LFC Insurance Group

Telephone: 01245 326774

**Builders:**

D P Developers

Telephone: 01621 818025

Mobile: 07702 368290

**Electricians:**

Abco Electric Service Ltd

Telephone: 01621 860224

Email: [sales@abco-electric.com](mailto:sales@abco-electric.com)

Website: [www.abco-electric.com](http://www.abco-electric.com)

**Plumbers:**

Hammond & Sons

Freephone: 0800 783 5174

Telephone: 01702 435400

**Decorators:**

MPS Decorating

Telephone: 01268 680811

Mobile: 07974 659346

Email: [mstarns@aol.com](mailto:mstarns@aol.com)

Website: [www.mpsdec.com](http://www.mpsdec.com)

**Site clearance specialists:**

Countyclean Environmental Services

Telephone: 01323 741813

Email: [info@countycleanenvironmental.co.uk](mailto:info@countycleanenvironmental.co.uk)

Website: [www.countycleanenvironmental.co.uk](http://www.countycleanenvironmental.co.uk)