

Dorchester Town Council

Community Resilience Plan

2023



Community Resilience is defined by Cabinet Office as ‘Communities and individuals harnessing local resources and expertise to help themselves in an emergency, in a way that complements the response of the emergency services’

Introduction

A key role for Dorchester Town Council will be to help make the local community more resilient in preparation of any neighbourhood or townwide issues. We will do this through our community development and communications functions and assets on a long-term basis.

The objectives of the plan are to:

- Section 1 - Identify risks to the community.
- Section 2 - Help residents and businesses to build resilience and prepare from emergencies.
- Section 3 - Provide a list contacts and resources available in the community to support it in a crisis – especially where emergency services or relevant local authority support is delayed due to the scope and nature of the emergency.

Section 1 - Identifying risks to the community

The following are the main issues we might see in Dorchester which might trigger an emergency response:

- Pandemic
- Flooding
- Other extreme weather event – snow/heat/storms and gales
- Loss of utilities
- Disruption to food supply
- Cyber attack

At a time of climate crisis, the risk of these issues leading to an emergency has been greatly increased.

The above issues are considered in more detail in the **Risk Assessment - Appendix A**, along with the actions that the town council could take to in each type of emergency. In addition, one of the most likely emergencies to affect very localised areas is that of surface water flooding – and this is explored in more detail in **Appendix B**.

There are a number of people in the community who, in a crisis, should be considered **vulnerable** including:

- People with mobility issues, young and old
- Disabled people, including people with a physical disability, a learning disability – including those with hidden disabilities, blind and partially sighted people and hearing impaired people
- Parents who are on their own with children under 12
- Anyone in charge of children when an incident happens – for instance at a club or in childcare
- Newcomers to Dorchester who may not know their way around
- People who are digitally excluded
- People on very low incomes
- People who are homeless
- People with a mental health issue
- People with chronic health issues
- People experiencing domestic abuse
- People who have low literacy and/or are not fluent in the English Language

Section 2 – Helping to build community resilience.

In response to these anticipated risks, the town council will support our local community (both residents and businesses) to become more resilient to the adverse effects of emergencies by the following means:

- a) Communication.
- b) Encouraging digital skills.
- c) Supporting local voluntary groups.

Each of these means of support is explored in more detail below. This is very much a long-term plan to build resilience and fits well with the town council's community development function. When actual emergencies occur, the town council may have only a minor role to play given the size of its workforce and limited resources. In **Appendix A** (Risk Assessment), the role of the Town Council is, therefore, identified both in terms of immediate actions during an emergency (although the size of the council, this is quite limited) and, more importantly, in terms of long-term work to build community resilience.

In addition to the above areas of work, the council has a separate and long-established Winter Maintenance Plan which sets out how the council's Outdoor Services team will help clear roads and walkways in the event of significant snowfall.

a) Communication.

The council operates several communication and information channels ranging from social media accounts (e.g. the Town Council and Borough Gardens Facebook accounts) through to poster sites/notice boards in the town centre. The council also distributes a newsletter to all households at least three times per year.

These channels can be used to help in the following ways:

- Signpost the community to local organisations e.g. Help & Kindness directory (www.helpandkindness.co.uk), business and other sources that can help with a range of issues.
- Share urgent information (e.g. from Dorset Council) with the community.
- Communicate to those not using the internet - using posters and banners in the town.

b) Encouraging digital skills

Some of those who are vulnerable to the effect of these risks such as weather events or pandemics may be disadvantaged by their inability to use online services such as banking, food shopping, booking medical appointments and ordering prescriptions. Encouraging an increase in technology skills will mean that in an emergency vulnerable people who have online access may feel less helpless and isolated. However, it is important to note that not everyone has access to a computer therefore this is not a viable option for everyone.

To help improve the digital skills of the community we will promote the following services:

Organisation	What do they offer?	Contact
Digital Champions	Library and phone service teaching digital skills such as: <ul style="list-style-type: none"> • Talking to friends and family online 	Tel: 01305 221048 (Mon-Fri 10am-12noon) Or visit a library session, Dorchester Library and Learning Centre , every: <ul style="list-style-type: none"> • Monday from 10am-12.30pm

	<ul style="list-style-type: none"> • Support in accessing NHS services • Shopping online 	<ul style="list-style-type: none"> • Tuesday from 9.30am-12.30pm • Thursday from 2pm to 4.30pm <p>Or follow the link to find a different library session: https://www.dorsetcouncil.gov.uk/volunteer-digital-champions</p>
Lloyds Bank	<ul style="list-style-type: none"> • Staying safe online • How to browse online • Connecting with others online • Online food shopping • Doctor appointments • Internet banking 	<p>Tel: 0345 222 0333 Website: https://www.lloydsbank.com/help-guidance/get-skills-and-support-near-you.html</p>
Age UK North, South and West Dorset	<p>Age UK also provide IT advice and assistance</p> <ul style="list-style-type: none"> • Video calling • Online shopping • Emailing • Using Microsoft Office program <p>They also offer home visits (with an hourly charge)</p>	<p>Tel: 01305 269444 www.ageuk.org.uk/northsouthwestdorset</p>
Citizens Advice Central Dorset	<p>Provide specialist advice on filling in particular forms related to welfare, home finances and also signpost on other issues</p>	<p>Tel: 0800 144 8444 Relay UK: if you can't hear or speak on the phone, you can type what you want to say: 18001 then 0800 144 8884 Website: https://centraldorsetca.org.uk/contact-dorchester</p>

c) Supporting local voluntary groups

The council, through its community development function and grants, support local voluntary groups to become more resilient (in terms of finance and governance) so that they can be better able to help if called upon during an emergency to provide services to vulnerable residents.

Resilience is built through:

- Information and networking sessions, such as bi-annual Community Lunches and the Informal Annual Town Meeting, where groups are able to learn about one another and find common areas of work.
- Providing direct funding advice and support to individual groups to enable them to become more robust and sustainable.
- Providing governance advice and supporting local trustees.
- Helping local community organisations to work in partnership by linking them together.

- Providing information to the local community for instance about food security, warm hubs, and cost of living support.
- Staying informed about the range of local community organisations and other local assets.
- Working on projects and initiatives to help vulnerable people, for instance to support them with their mental health and well-being.
- Raising awareness and encouraging individual and community resilience preparedness.
- Running and getting involved in projects and events that address environmental issues and climate change, such as ReThink Fashion Dorchester and Streets Alive.
- Continuing to identify risks that Dorchester might be facing and implement projects to mitigate these.
- Building positive relations with a wide range of partners including from the statutory, business and community sector.
- Promoting greater cohesion and fostering a positive sense of the town and the role of the town council.

Section 3 - Contacts & Resources

List of useful partners in Dorchester:

- Age UK NSWD
- Casterbridge Rotary Club
- Churches – including Churches Together
- Citizens Advice Central Dorset
- Dorchester Community Food Share
- Dorchester Community Support Group
- Dorchester Food Banks
- Dorchester Islamic Centre
- Dorchester Service Clubs e.g. Lions, Rotary, Round Table etc.
- Dorchester Women’s Institutes
- Dorchester Locality
- Dorchester Salvation Army
- Dorset Mind
- Dorset & Wiltshire Fire and Rescue <https://www.dwfire.org.uk/fire-station/dorchester/>
- Dorset Volunteer Centre
- DorsetCan (climate action group)
- Keep Radio
- Local Schools/DASP
- Poundbury Community Trust
- Poundbury Coronavirus Community Support Group
- Poundbury Residents Association
- Radio Amateurs Network (RAYNET)
- Red Cross – inc Red Cross VCSEP (Voluntary and Community Sector Emergencies Partnership)
Local contact Karen Loftus CAN karen.loftus@can100.org
- Royal Voluntary Service (Dorset and Hampshire)
- Salvation Army <https://www.salvationarmy.org.uk/dorchester>
- St Johns Ambulance
- Wessex 4x4
- Yeovil Freewheelers & YFW Blood

Other useful partners

- Dorchester Chamber for Business
- Dorchester Business Improvement District (BID)
- Defra Help Line 03459 335577 (Monday – Friday 8 – 6)
- Dorset Search & Rescue (DorSAR)
- Dorset Association of Town and Parish Councils (DACLT)
- Dorset Council Communities Emergency Team
- Dorset Council Highways
- Dorset County Hospital
- Dorset Help & Kindness
- Dorset Police
- East Boro Housing – 01305 269464
- Environment Agency
- Hastoe Housing – 01305 123 2250
- Magna Housing – 01305 21600
- Mid Dorset Primary Care Network
- Mill Street Housing – 01305 261 622
- PARAGON Dorset Domestic Abuses Services - 0800 032 5204
- Weldmar
- Wessex Water

Defibrillators

All defibrillators should now be registered on The Circuit [The Circuit - the national defibrillator network](#)
The Circuit is a national database of where defibrillators are located across the UK. The information is linked locally and allows emergency services to direct bystanders to their nearest defibrillator.

Information about local defibrillators can be found on the Discover Dorchester website at:
[Defibrillators in and around Dorchester \(discoverdorchester.co.uk\)](#)

Useful Links:

Local Resilience Forum

[Dorset Local Resilience Forum - Homepage | Dorset Local Resilience Forum \(dorsetprepared.org.uk\)](#)

Local Resilience Forums (LRFs) aim to plan and prepare for localised incidents and catastrophic emergencies. They work to identify potential risks and produce emergency plans to either prevent or mitigate the impact of any incident on their local communities.

Dorset Council Emergencies and Severe Weather

[Emergencies and severe weather - Dorset Council](#)

National Risk Register

[National Risk Register 2020 - GOV.UK \(www.gov.uk\)](#)

The National Risk Register provides a government assessment of the likelihood and potential impact of civil emergency risks.

British Red Cross

<http://www.redcross.org.uk/What-we-do/Preparing-for-disasters/How-to-prepare-for-emergencies>

The pages in this section provide information on the simple precautions you can take to prepare for a range of emergency situations, along with advice on how to cope if they happen.

Royal Voluntary Service

<http://www.royalvoluntaryservice.org.uk>

0845 608 0122

St John Ambulance

<https://www.sja.org.uk/sja/what-we-do/emergency-response.aspx>

08700 104950

RSPCA

<http://www.rspca.org.uk/whatwedo/yourlocal>

0300 1234 555

Radio Amateurs' Emergency Network (RAYNET)

<http://www.raynet-uk.net>

The UK's national voluntary communications service provided for the community by licensed radio amateurs.

Dorchester Community Resilience Plan – Appendix A - Risk Assessment

The table below sets out the key risks facing the community of Dorchester based on the assessment produced by the Dorset Resilience Forum. The risks are rated in terms of severity of impact from Red (highest risk), to Amber (medium risk) and Green (low risk).

The table also sets out how Dorchester Town Council can help the local community to be more resilient to the negative effects of these risks through preparedness, training and information.

More information from the Dorset Resilience Forum can be found at: www.dorsetprepared.org.uk

The document can be read in conjunction with the Dorset Local Resilience Forum Community Risk Register at:
www.dorsetprepared.org.uk/media/68804/dorset-local-resilience-forum-community-risk-register-april-2022.pdf

Dorchester Community Resilience Plan – Risk Assessment

Hazard	Warned or Declared By	Impact on Community	Potential Town Council role
PANDEMIC FLU/ other viral disease	Government/NHS/WHO	<ul style="list-style-type: none"> • Vulnerable groups unable to leave house due to shielding. Making it harder for them to access food, medication and causing loneliness • Those who are unwell, and isolating may also suffer from the above issues • Mass panic may cause bulk buying of goods • Entering lockdown • Risk to those in abusive situations • Loss of life for those who are at risk and the wider population 	<p>Preparation or preventative:</p> <ul style="list-style-type: none"> • Share information about COVID-19, flu and other viruses on our socials, via posters and the website • Share how people can access digital skills This will help vulnerable people to stay at home and be safe • Take correct precautions and considerations when planning and running events • Ensure staff follow current government guidance in the workplace <p>During:</p> <ul style="list-style-type: none"> • Follow current government guidance • Ensure that if staff feel unwell, they should test, and remain home to stop spread of infection. • Encourage the use of the 111 service via posters or online • Encourage residents to check in on neighbours via socials or any other possible means • Use existing community networks to contact vulnerable people and groups, where appropriate • Assist any groups that may want to form to assist local community in light of an epidemic or pandemic
FLOODING	Met Office	<p>Types of flooding: surface water or ground water flooding.</p> <ul style="list-style-type: none"> • Reduced access on roads, may isolate people, limit 	<p>Preparation or prevention:</p> <ul style="list-style-type: none"> • DTC to sign up to receive Met Office weather warnings for South West England email alerts using - www.metoffice.gov.uk/about-us/guide-to-emails

		<p>access to food, help or emergency services</p> <ul style="list-style-type: none"> • Building damage • Road damage • Risk to schools (Manor Park School) • Mass panic may cause bulk buying of goods • Contamination of drinking water • Injury or loss of life • Flooding to homes 	<ul style="list-style-type: none"> • Make residents aware that it is their responsibility to protect their home against flood damage • Encourage residents to store their own flood protection gear if they are in an at-risk area • Report gully or drain flooding to DC via, https://dorset-self.achieveservice.com/service/report-a-gully--drain-or-flooding-issue or ring DC on 01305 221000 for a faster response • Engage with Environment Agency and Dorset Council on prevention strategies and public education <p>During:</p> <ul style="list-style-type: none"> • Know the relevant flood agency to contact, see Risk Management Responsibilities. • Encourage residents to (safely) check in on neighbours via socials or any other possible means <p>Post actions:</p> <ul style="list-style-type: none"> • Signpost information via website such as warning of risks of flood water to health, contacting insurance company etc. • Use existing community networks to contact vulnerable people and groups, where appropriate
<p>HEAVY SNOW, ICE and LOW TEMPERATURES</p>	<p>Met Office</p>	<ul style="list-style-type: none"> • Inaccessible or unsafe roads & limited access to and from homes, shops and businesses • Heating for residents • Mass panic may cause bulk buying of goods • Inability of vulnerable people access food or medicine • Injury or loss of life 	<p>Preparation or prevention:</p> <ul style="list-style-type: none"> • Promote access to digital skills - will help vulnerable people stay home and be safe • DTC winter plan – containing gritting locations, Appendix 2 • Signpost to government & local/community support schemes <p>During:</p> <ul style="list-style-type: none"> • Use existing community networks to contact vulnerable people and groups, where appropriate • Encourage residents to check in on neighbours via socials or any other possible means

STORMS and GALES	Met Office	<ul style="list-style-type: none"> • Fallen trees damaging infrastructure • Damage to property via debris or trees • Blocking of roads and paths due to fallen trees • Injury or loss of life 	<p>Preparation or prevention:</p> <ul style="list-style-type: none"> • Promote access to digital skills - will help vulnerable people stay home and be safe • Maintain tree stock on Town Council land <p>During:</p> <ul style="list-style-type: none"> • Ring 999 if road blockage is an emergency • If non-trunk roads are blocked contact DC highways by phone 01303 221 000 or https://dorset-self.achieveservice.com/service/Report-other-highways-issue • To report a main road incident ring National Highways 0300 123 5000. • Use existing community networks to contact vulnerable people and groups, where appropriate • Encourage residents to check in on neighbours
PROLONGED ELECTRICITY POWER CUT	SSEN or sudden	<ul style="list-style-type: none"> • Those with electric heating unable to use it • Defrosting freezers and refrigerated food going off • Inability for residents to cook • Food supplier issues • Loss of life for those who are at risk and the wider population 	<p>Preparation or prevention:</p> <ul style="list-style-type: none"> • DTC staff can download 'Power Track' App for smartphones (shows outages on a map), can report via socials when appropriate • Encourage vulnerable groups to sign up to SSEN Priority Services Register if they have not already via, Phone: 0800 294 329 or https://www.ssen.co.uk/power-cuts-emergencies/priority-services/ <p>During:</p> <ul style="list-style-type: none"> • Call 105 National enquiry number for power outages or use the SSEN Power Track App • Encourage residents to check in on neighbours via socials or any other possible means • Liaise with DC and utility services to inform residents on current situation via website or social media where appropriate.

HEATWAVE	Met Office	<ul style="list-style-type: none"> • Risk for vulnerable people to become unwell • Loss of life for those who are at risk and the wider population 	<p>Preparation:</p> <ul style="list-style-type: none"> • During summer months and before heatwave share information on social media about how to stay safe during a heatwave via NHS/WHO <p>During:</p> <ul style="list-style-type: none"> • Encourage residents to check in on neighbours via socials or any other possible means • Events - consideration should be taken in event planning for how to protect visitors e.g. first aiders, shade and refreshment provision
PROLONGED FAILURE OF WATER SUPPLY or CONTAMINATION	Wessex Water or sudden	<ul style="list-style-type: none"> • Risk of illness if water is contaminated • Risk to businesses that rely on water supply • Vulnerable people are at risk and residents affected should be supported 	<p>Preparation:</p> <ul style="list-style-type: none"> • Share Wessex Water Priority Services, phone: 0345 600 3 600, or website: www.wessexwater.co.uk/customerplus <p>Encourage vulnerable groups to sign up for priority services if they have not already</p> <p>During:</p> <ul style="list-style-type: none"> • Those affected report water outages/ contamination to Wessex Water 0345 600 4 600 • Use existing community networks to contact vulnerable people and groups, where appropriate • Encourage residents to check in on neighbours via socials or any other possible means • DTC shares and signposts useful information on website and socials
POOR AIR QUALITY	Continuing issue	<ul style="list-style-type: none"> • Risk of respiratory & cardiovascular conditions & can increase risk of low birth weight, cancer, stroke, diabetes and dementia 	<ul style="list-style-type: none"> • DTC shares and signposts useful information on website and socials

DISTUPTION TO SUPPLY CHAIN	Businesses or News	<ul style="list-style-type: none"> • Vulnerable people may struggle to get supplies • Disruption to emergency and care services 	<p>Preparation:</p> <ul style="list-style-type: none"> • Encourage residents to check in on neighbours and support where possible.
DROUGHT	Met Office	<ul style="list-style-type: none"> • Vulnerable people are at risk and residents affected should be supported • Dry areas of land may be more prone to fire risk • Risk to businesses that rely on a large water supply • Wildlife may also be impacted by drought 	<p>During:</p> <ul style="list-style-type: none"> • Use existing community networks to contact vulnerable people and groups, where appropriate • Encourage residents to check in on neighbours via socials or any other possible means • DTC share and signpost useful information from DC and met office on website and socials • Share information on safe BBQing and fires in the summer
COLLAPSE OF A BUILDING	Police or Fire services	<ul style="list-style-type: none"> • Potential injury or loss of life • Road closures around site 	<p>During:</p> <ul style="list-style-type: none"> • Police and Fire Services will lead, cordoning off area, managing road closures, coordinating search and rescue
EVACUATION Relocation of a large number of people	Police or Fire Services	<ul style="list-style-type: none"> • Vulnerable people are at risk and those affected should be supported – DC • Possible impact on schools 	<p>Preparation:</p> <ul style="list-style-type: none"> • DC have rest centre lists, locations in Dorchester. <p>During:</p> <ul style="list-style-type: none"> • Share on social media any information on Rest Centres are requested by Dorset Council.
CYBER ATTACK	Sudden with little or no warning	<ul style="list-style-type: none"> • Details or operations of individuals, businesses, non-profit organisations (including DTC) and emergency services 	<p>Preparation or prevention:</p> <ul style="list-style-type: none"> • Have a staff member trained in cyber security who creates information and procedures on security for other staff • Ensure staff use strong passwords <p>During:</p> <ul style="list-style-type: none"> • Contact Police • Follow advice from police and ICT provider on next steps

TERRORISM ATTACK	Terrorism Threat Levels	<ul style="list-style-type: none"> • Injury or loss of life • Damage to buildings 	<p>Preparation or prevention:</p> <ul style="list-style-type: none"> • Keep up to date with terror threats in the UK via the news and https://www.mi5.gov.uk/threat-levels • Anti-terrorist hotline 0800 789 321 if you are suspicious of an individual or groups activities <p>During:</p> <ul style="list-style-type: none"> • Contact the police 999 in an emergency
ECONOMIC DISRUPTION	News	<ul style="list-style-type: none"> • Lack of access to financial systems due to disruption to banking system • Lack of access to cash due to disruption to bank operations 	<p>During:</p> <ul style="list-style-type: none"> • Ensuring staff can continue to work and provide council services. • Work with Dorset Council to help provide essential supplies to vulnerable residents
PROLONGED FAILURE OF GAS SUPPLY INFRASTRUCTURE	British Gas alert	<ul style="list-style-type: none"> • Residents unable to cook, use heating, or access hot water • Potential explosion 	<p>Preparation:</p> <ul style="list-style-type: none"> • Encourage vulnerable groups to sign up for gas priority services <p>During:</p> <ul style="list-style-type: none"> • Use existing community networks to contact vulnerable people and groups, where appropriate • Encourage residents to check in on neighbours via socials or any other possible means. • DTC shares and signposts useful information via DC, utility company and emergency services on website and socials
RAILWAY ACCIDENT	Network Rail/ Emergency Services	<ul style="list-style-type: none"> • Potential for large loss of life and injury for passengers or public near train line • Risks to residents living nearby train lines 	<p>During:</p> <ul style="list-style-type: none"> • DC will liaise with the police and fire services • DTC can signpost to useful information from emergency services, DC and Network Rail via website and social media

Dorchester Community Resilience Plan

Appendix B – Flood Risk Planning

1. Flood risk warnings
2. Risk management responsibility and who to contact
3. Roles of different agencies
4. Useful contacts re flooding
5. Flood risk areas – table

1. Flood risk warnings

Environmental Agency Warning Level	What warning means	Image of warning level
<p>FLOOD ALERT Flooding is possible Preparations should be made</p> <p>When is it issued: Two days to two hours in advance of flooding</p>	<p>Flooding of low-lying roads and land is possible</p>	 <p>FLOOD ALERT</p>
<p>FLOOD WARNING Flooding is expected Immediate action required</p> <p>When is it issued: One day to half an hour in advance of flooding</p>	<p>Flooding of homes, businesses, rail infrastructure, roads (major impacts), flood plains, tourist and recreational attractions</p>	 <p>FLOOD WARNING</p>
<p>SEVERE FLOOD WARNING Severe Flooding is expected Danger to life</p> <p>When is it issued: When flooding poses a significant risk to life</p>	<p>Deep and fast flowing water, dangerous debris, potential collapse of buildings, community isolation from flood water, possible infrastructure failure, possible evacuation</p>	 <p>SEVERE FLOOD WARNING</p>

2. Risk Management responsibility and who to contact

Flood Source		Environment Agency	Dorset Council	Wessex Water	Highways England
Contact		Emergency			
Coastal					
Rivers	Main River				
	Ordinary Water Courses				
	Minor Water Courses				
Surface Water Run Off	Surface water				
	Surface Water from Roads		On non-trunk roads		On trunk roads
Other	Sewerage Flooding			From surface water	
	Groundwater				
	Reservoirs				
	Wessex Water System / drains				

3. Roles of different agencies

Environment Agency – Key partner for Dorset Council, especially when risks are from combined sources. They also manage large flood incidents.

- Responsibilities:
 - Record flood incidents and details
 - Monitor and advise on situations
 - Respond to pollution incidents
 - Advise of waste disposal issues
 - Manage emergency repairs and blockages on main rivers

Dorset Council – They must prepare a **Local Flood Risk Management Strategy**, maintain a record of flood risk assets and undertake investigations. They are also a statutory planning consultee for the management of surface water drainage to major development sites.

- Responsibilities:
 - Removal of any unlawful structure or obstruction within ordinary watercourses
 - Coordinate emergency arrangements
 - Maintain safe road conditions
 - Put out highway flood warning signs
 - Organise road closures and traffic diversions
 - Clear blockages on highway drainage systems
 - Registers a list of structures or features that may affect flood risk to an area
 - Provides emergency assistance such as sandbag provision

Highways England

- Responsibilities:
 - Drains on trunk roads
 - Flooding on trunk roads e.g. A35, A31, A303

Dorset & Wiltshire Fire & Rescue

- Responsibilities:
 - Rescue capability
 - Help assist Dorset Council with flood incidents
 - Flood water clearance, when possible

Dorset Police

- Responsibilities:
 - Stop people/traffic from entering a flood zone
 - Assist Dorset Council with door knocking and evacuation

Wessex Water

- Responsibilities:
 - Clearing blockages in public sewers and outfall grills
 - Repairing burst sewage and water pumping mains

Dorchester Town Council

- Has no statutory responsibilities.
- Before a flood:
 - Work on improving community resilience – and advise residents to report blocked drains/gullies or other issues that might cause flooding
- When flooding is a risk/during flooding
 - Use communications routes such as social media and website to share relevant information

Riparian Owners – Landowners with adjacent water courses have riparian responsibilities.

- Responsibilities:
 - Not obstruct, pollute or divert watercourse
 - Accept flood flows through their land, regardless of inadequate capacity up stream
 - Keep banks clear of anything that may cause obstruction or inadequate capacity up stream
 - Maintain bed, banks, trees and shrubs of water course. They must also clear any litter or debris from channel. Regardless of where it came from and keep any structures, such as culverts, trash screens and debris grills, weirs and mill gates, clear of debris.

Homeowners

The drainage pipes located beneath a house, garden or driveway belong to the homeowner, this is their responsibility. These stop being their responsibility when they reach outside the boundary of the property and/or connect to pipes serving another property. Therefore, it is property owners responsibility to clear private drains or sewers via an independent drain clearing company.

- Responsibilities:
 - Be prepared for flooding, pack a flood kit, sign up to flood warnings
 - Prevent water entering property with flood protection
 - Switch off electricity and gas supplies at mains, move valuables upstairs or to higher ground
 - Evacuate if safety is at risk

4. Useful contacts if flooding occurs.

- Check the long-term flood risk for an area in England at: gov.uk: www.gov.uk/check-long-term-flood-risk
- **Environment Agency** 24-hour incident hotline: 0800 807060
Call to report flooding related to main rivers
- **Floodline** 24-hour: 0345 9881188 www.gov.uk/flood
- **Wessex Water** 24-hour in emergencies: 0345 6004600
Call to report flooding caused by public sewer
- **Dorset Council** Office hours, or 24-hour in emergency: 01305 221000
Go online or ring to report groundwater, surface water, ordinary water courses and non-trunk road flooding. Use online system to report blocked drains or gullies
www.dorsetcouncil.gov.uk/-/report-flooding
- **National Flood Forum** Office hours: 01299 403055 www.nationalfloodforum.org.uk
- **Electricity Supplier** SSEN 0800 0727282 / 105 powercut
- **Gas Supplier** SGN 9899 111999 / 105 powercut

5. Key flood risk areas – as identified by Dorset Council

Area number	Location of risk	Trigger level	Actions
Area 1	Fordington High Street	[To decide upon with the EA – based on flood alerts]	<ul style="list-style-type: none"> • Property resilience measures
Area 2	Olga Road	[To decide upon with the EA – based on flood alerts]	<ul style="list-style-type: none"> • Property resilience measures
Area 3	Kings Road	[To decide upon with the EA – based on flood alerts]	<ul style="list-style-type: none"> • Property resilience measures • To prevent future blockages, Wessex Water have added Evie Place drainage system to their regular maintenance schedule
Area 4	Weatherbury Way	[To decide upon with the EA – based on flood alerts]	<ul style="list-style-type: none"> • Property resilience measures • Dorset Council Highways has liaised with Manor Park about the management to their drains and Highways will also ensure all gullies are cleared regularly
Area 5	River Crescent	[To decide upon with the EA – based on flood alerts]	<ul style="list-style-type: none"> • Property resilience measures
Area 6	London Road	[To decide upon with the EA – based on flood alerts]	<ul style="list-style-type: none"> • Property resilience measures