FLOOD WARNING & EVACUATION PLAN

Holiday Accommodation & Fishing Lake
Lake Ross,
Dozens Bank,
West Pinchbeck,
Spalding
PE11 3NA

RM ASSOCIATES

10 Main Street
Thorpe on the Hill
Lincoln
LN6 9BG
Tel 01522 681728
Mobile 07967 304737
Email: ray.rmassociates@gmail.com
December 2025 Version 1

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Introduction

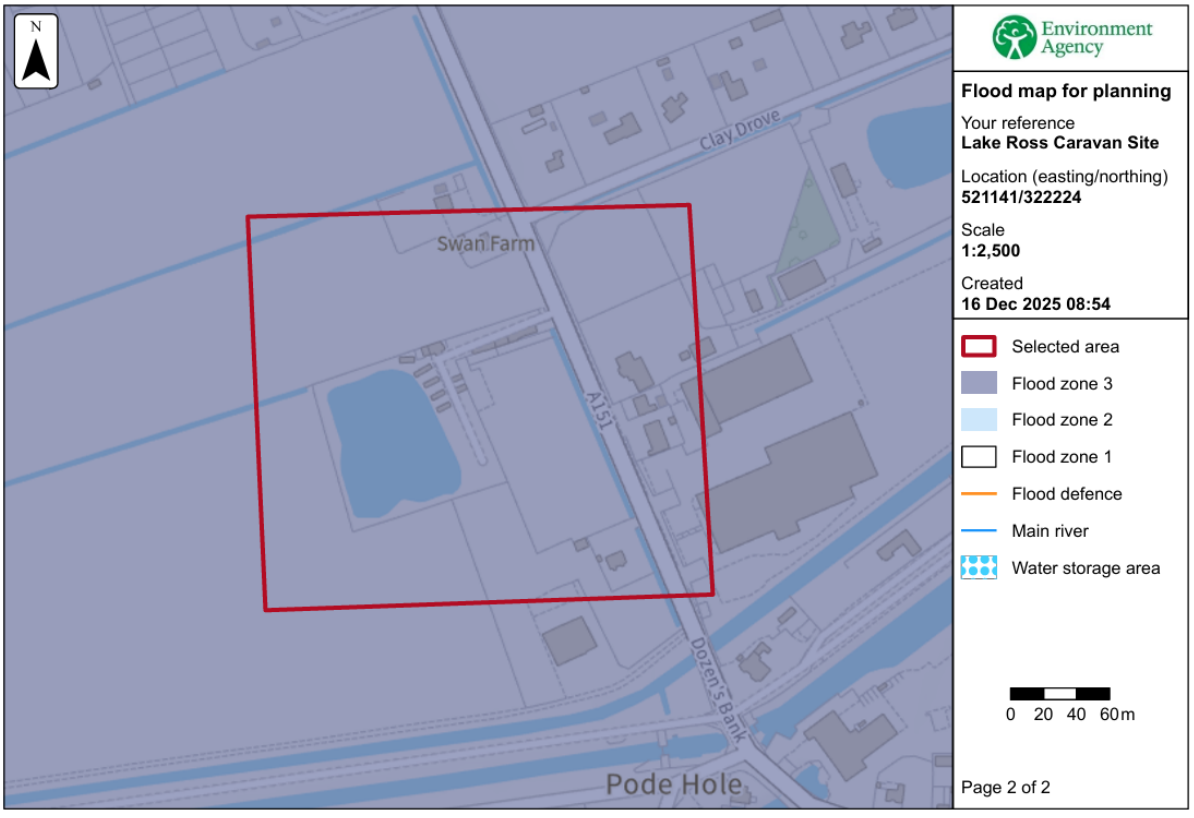
This Evacuation Plan records the contingency measures that have been drawn up to provide maximum safety to the staff and holidaymakers using the Holiday Accommodation & Fishing Lakes at Lake Ross, Dozens Bank, West Pinchbeck Spalding, PE11 3NA during a major flood event. The plan will be disseminated to the emergency services to ensure responding agencies are aware of the pre-planned emergency measures.

The aim of this plan is to enable a safe and well organised evacuation of holidaymakers and staff at the site during a major flood event.

All staff at their induction course will be given a full briefing on flood risk including this FEWP and it will be explained how it is to be used in the event of a flood event arising from a breach of the tidal of the fluvial flood defences and how to advice visitors on site.

The main objective of this plan is to raise awareness of the risk of the site being flooded, to detail the Flood Warnings and to outline how the plan is triggered and what actions are required by the holiday makers and staff of the site. It will be issued to provide advice and guidance to all staff in the event of an extreme flood event affecting the site to ensure safe evacuation from the site.

The site is located within the fluvial/tidal floodplain, if no defences were present, from extreme weather which will give rise to peak flows as identified on the Environment Agency's Flood Map. **Fig 1**



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Fig 1 Flood Map For Planning (Source EA)

All holidaymakers and staff at the site will be using facilities, which are classified as being vulnerable in fluvial flood conditions. The site is protected by adequate flood defences, the site is not subject to tidal flooding

The Environment Agency aim to provide at least 2 hours warning between the Flood Warning alert being issued and the commencement of flooding. The EA recommends that all personnel should prepare to evacuate when a **Flood Warning or Severe Flood Warning** status is issued. If flood levels continue to rise, staff and holidaymakers will be advised to evacuate before safe access is lost.

The risk of fluvial flooding of the site is extremely low and would only occur following a rare combination of events such as a breach or overtopping and the weather conditions during times of heavy rainfall, when the watercourses' capacity can be exceeded.

The overall responsibility for managing a flood event on the site and for the co-ordination of flood warnings and evacuation procedures lies with the **Site Owner.** However, all holiday makers and staff should heed the advice/ warnings and follow the instructions of the emergency services.

The **Site Owner** will register with the Environment Agency's **Flood Warnings Direct** free flood warning service for the **Site Manager** to receive all levels of warnings including alerts. The Environment Agency will send them a message via a Text, E-mail, mobile or landline or Fax when these have been issued.

All holiday makers upon their first occupation of the site, will be given a full briefing on flood risk including this FEWP and it will be explained how it is to be used in the event of a flood event arising from a breach of the fluvial flood defences and how-to advice all other visitors on site. The owner of the site shall maintain an up-to-date register of the names of all holidaymakers on the site, length of stay (including details of arrival and departure dates) and of their main home addresses and mobile telephone number, so that the **Site Manager** can contact them in the event of an emergency.

All holiday makers occupying the holiday lets will receive instructions, given by the **Site Manager**, up on them taking occupation of site for them to sign up to Environment Agency's Flood Warnings Direct free flood warning service to receive all levels of warnings including alerts in case the site owner is ill or not on site. This will enable them to receive an alert on their mobile phone at all times of day or night so that they can take necessary steps to leave the site. When they have permanently left the site then they will deregister from the service.

In the event of an advance warning, (Flood Alert), being received of possible flooding, all staff and holiday makers on site will be alerted by the **Site Manager**. All personal, on site, will then assemble at the designated assembly and pick up area and a roll call will be taken and reported to the **Site Manager**.

If a flood warning is received, affecting the site, the following plan and action will be implemented. Also, the Environment Agency's website should be monitored regularly for new warnings.

All staff will familiarize themselves with the evacuation procedure and evacuation route, which will be given to them. This Evacuation Plan will be clearly displayed on the site Notice Boards, and a copy will be included in the welcome pack within each unit.

Do not panic stay calm and reassure others, listen to the local radio for up-to-date information and to act accordingly.

In the event of an ALERT warning, code for the area being received of a possible flooding event, all holiday makers on site will be alerted by the **Site Manager**.

Also, the Environment Agency's website should be monitored regularly for new warnings.

In the event of a flood incident, staff and holidaymakers should heed the advice/ warnings and follow the instructions of how to safely evacuate the site. There are no facilities on site which could provide a safe onsite refuge so it would be the responsibility of the holidaymakers to leave the site as quickly as possible following the issue of a Flood Warning.

The Local Authority has a legal obligation to aid evacuees under the Homelessness Act 2002. However, you must be aware that at times of widespread flooding local services may have difficulty helping many evacuees.

The Plan will have **four** trigger points:



Flood Alert

Means; - Flooding of low-lying land & roads is expected.

What to do;

- Monitor local news and weather forecasts.
- Check on an hourly basis with Floodline for updates.
- Be aware of water levels near you. Check if tidal levels are rising. If water is already on the floodplain, consider leaving thesite.
- Be prepared to act on your FloodPlan
- Charge your mobile phone.
- Think about what items you would want to move to safety during a flood.

The Environment Agency usually issues a flood alert between 2 and 12 hours before flooding.

The Environment Agency will issue an ALERT for Area 158, warning, code No 055FWTWELL4A (or any successor flood alert code) for fluvial flooding from River Welland or River Glen, for Western areas of Spalding on the left bank of the River Welland and areas around Pinchbeck, including Crossgate, Pode Hole and Little London.

Flood Alert: - All holidaymakers will be informed personally by **Site Owner,** of an increased flood threat and ensure that they are aware of possible site evacuation if the situation deteriorates, the likelihood of the site being flooded and that they should be prepared to leave the site, be vigilant regarding weather conditions forecasts and tide / river levels and stay tuned to local radio or TV. Make sure that others are aware of the present flood warning status and that they are aware of what this means and what to do if a further warning is received.

2 Flood Warning



Means; Flooding of homes and businesses is expected to ACT NOW.

What to do.

- Act on the flood plan.
- Move all cars to safety.
- Prepare to turn off gas, water, and electricity from all equipment. Safety lockout procedures should be used.
- Protect yourself and help others.

The Environment Agency usually issues a flood warning 30 minutes to 2 hours before flooding.

The Environment Agency will issue a Flooding Warning status code in the event for Area 458, code No 055FWTWELL4 (or any successor flood warning code) for fluvial flooding from River Welland or River Glen, for Western areas of Spalding on the left bank of the River Welland and areas around Pinchbeck, including Crossgate, Pode Hole and Little London half an hour to 1 day, in advance of flooding, when water levels are rising, it is advised to safeguard the property and prepare to evacuate.

The **Site Owner** will ensure upon receipt of this warning that steps are taken to close the premises and if it is safe to do so, the holiday makers must be evacuated from the site before the safe egress is lost, and flooding has occurred. In the case of the situation deteriorating but if there is water already on the flood plain, be aware that parts of the evacuation route may be up to 1.0m depth of flooding. All movable belongings will be moved to a safe place as high as possible.

If the site is to be evacuated, all holiday makers will follow the evacuation route or as advised by the emergency services. All customers who are booked in, but not arrived, will be contacted to inform then that the site is closed and to rearrange their visit.

If the site is to be evacuated, all personnel will follow the evacuation route or as advised by the emergency services, if the planned route is deemed to be unsafe.

The safe evacuation route is as follows: -

<u>Route1 if flooding is from the River Glen.</u>

At the site entrance, turn right onto Dozens Bank (A151) at Pode Hole keep on the A151 (Bourne Road), towards Spalding. Turm left, just before the railway line, onto Park Road then turn left onto Pinchbeck Road follow this road towards Boston and from this point make your way home.

<u>Route 2 if flooding is from the River Welland.</u>

At the site entrance, turn left onto Dozens Bank (A151) and follow this road, keep left over the River

Glen towards Bourne, from this point make you way home. **Fig 2**.

Follow the Red emergency evacuation road signs shown below, or as advised by the Emergency Services



Means; Flooding of homes and businesses is expected to ACT NOW.

What to do.

- Act on the flood plan.
- Move all cars to safety.
- Prepare to turn off gas, water, and electricity from all equipment. Safety lockout procedures should be used.
- Protect yourself and help others.

3 Severe Flood Warning



A severe flood warning means that severe flooding is expected. Issued when flooding poses a significant threat to life and different actions are required. There is extreme danger to life and property, and people are advised to act immediately i.e., **Evacuate if safe to do so.**

The local authority, the emergency services and the Environment Agency will be managing the situation, with widespread flooding potentially over a large area, and will endeavour to provide advice on an evacuation route, shelter, and assistance to the evacuees. Ensure that you know the location of the gas, electricity, and water main supplies and how to turn them off.

Before evacuating the site, the **Site Manager** must ensure that the site is secure and that all holiday makers and staff have left the site. If flood waters have entered the site, switch off all power to the units to minimise risk of fire or electrocution.

Means: - Act now severe flooding is expected and extreme danger to life & property.

What to do;

- If safe to do, stay in a high place, with a means of escape or evacuate the site as stated in the plan or as advised by the Emergency Services.
- Avoid electricity sources.
- Avoid walking or driving through flood water.
- In danger, call 999 immediately.
- Listen to emergency services.

- Act on the flood plan.

4 Warnings no Longer in Force-

Means: - No further flooding is expected. Water levels will go down.

What to do;

- Listen to emergency service.
- Keep listening to weather reports.
- Only return to evacuated buildings when told to do so.
- Beware of sharp objects and pollution in floodwaters.

When the Environment Agency has issued the **All-Clear** notice for the area, the **Site Manager** should contact the local authority to check that it is safe to return to their site. Staff advised to call the Site Manager for further information on the site reopening.

The **Owner** should be aware that if floodwaters have entered the site it will need to be cleaned disinfected and repaired and fully dried out prior to reoccupation. Ask for advice before cleaning up. If there is any doubt that appliances may be water damaged, they must be checked before switching the power or gas back on. Contact the insurance company as soon as possible to get their approval before arranging any clean-up or repairs.

Annual Review

The Owner must review the Flood Evacuation Plan at least annually, in accordance with Route1 if flooding is from the River Glen.

At the site entrance, turn right onto Dozens Bank (A151) at Pode Hole keep on the A151 (Bourne Road), towards Spalding. Turm left, just before the railway line, onto Park Road then turn left onto Pinchbeck Road follow this road towards Boston and from here make your way home.

Route 2 if flooding is from the River Welland.

At the site entrance, turn left onto Dozens Bank (A151) and follow this road, keep left over the River Glen towards Bourne from this point make you way home. Environment Agency guidance and considering the rise in sea/river level due to global warming and the following actions: -

- Read and understand the plan and update the contact lists.
- Contact the Environment Agency to check that the flood risk to the property has not changed.
- Contact the Environment Agency Floodline Service to ensure that you are still registered to receive flood alerts by your preferred method.
- Know how and where to isolate gas, water, and electric supplies.
- At least once a year a test of the evacuation plan will be carried out to ensure that they are familiar with the plan and its procedures.

An emergency grab kit must be provided on site within a safe area and maintained on a regular basis, which contains the following: -

- Bottled water
- A first-aid kit.
- A windup or battery torch radio and supply of batteries.
- A list of useful telephone numbers.
- Wellington boots or similar waterproof boots.
- Know how to turn off the gas, electricity, and water mains supplies.
- A copy of the insurance cover – ensure it covers flood damage.

The **Floodline** telephone number is **0345 988 1188** for up-to-date flood information.

REMEMBER

- Do not walk-through flowing water- Currents can be deceptive and shallow fast flowing water can knock you off your feet.
- Do not swim through fast flowing water- You may get swept away or struck by an object in the water.
- If you must walk in standing water- Use a pole to ensure that you do not step into deep water, open manholes or ditches.
- Do not drive through a flooded Area-You may not be able to see abrupt drop offs and depths over 0.5m can carry a car away.
- Avoid contact with flood Water-It may be contaminated with sewage, oil chemicals or other substances.

Emergency Contacts

Service	Contact Information
Emergency Services	
E. A. Flood Warnings Direct	
South Holland District Council	
Electricity Supplier& Meter No	
Gas Supplier & Meter No	
Water Supplier & Meter No	
Insurance Company & Policy No	
Local radio station	

Site Contact list

Name	Address	Telephone	Mobile

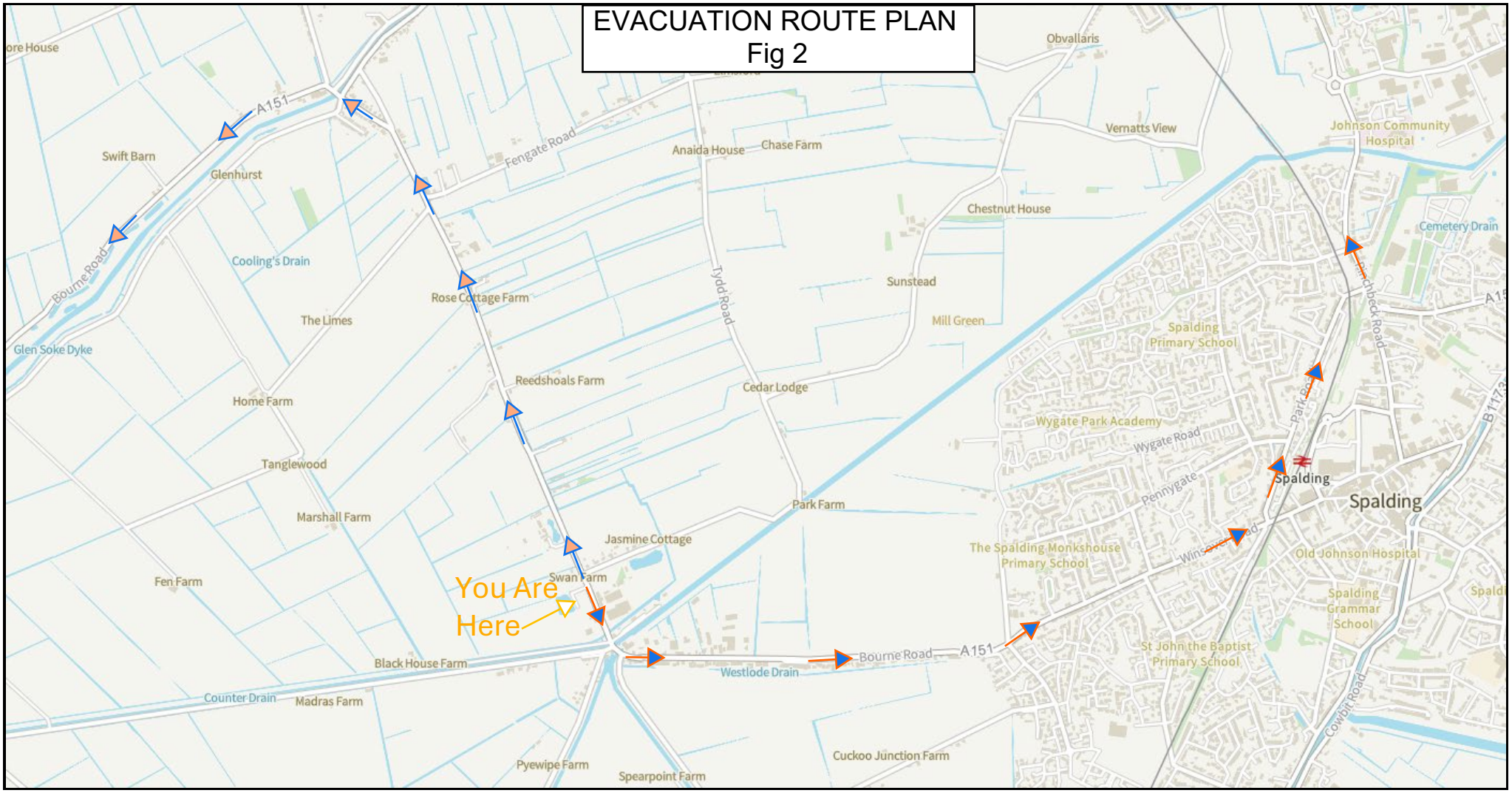
Key locations

Service Cut Off point	Location	Shut Down procedure
Electricity Do not touch if standing in water		
Gas		
Water		
Oil Based Products		
Chemicals etc.		

This list should be updated on a regular basis.

Summery of Flood Warnings

Three-day flood risk forecast	 FLOOD ALERT	 FLOOD WARNING	 SEVERE FLOOD WARNING	Warning no longer in force
What it means Be aware. Think ahead. Keep an eye on the weather situation.	**What it means** Flooding is possible. Be prepared.	**What it means** Flooding is expected. Immediate action required.	**What it means** Severe flooding. Danger to life.	**What it means** No further flooding is currently expected for your area.
When it's used Daily forecasts of flood risk on our website www.environment-agency.gov.uk. These are updated more frequently for higher flood risk situations.	**When it's used** Two hours to two days in advance of flooding.	**When it's used** Half an hour to one day in advance of flooding.	**When it's used** When flooding poses a significant risk to life or significant disruption to communities.	**When it's used** When a flood warning or severe flood warning is no longer in force.
Triggers • Information updated daily on the Environment Agency website. • The information includes the current and forecast situation and how this is likely to affect each county in England and Wales over the next three days.	**Triggers** • Forecasts that indicate that flooding from rivers may be possible. • Forecast intense rainfall for rivers that respond very rapidly. • Forecasts of high tides, surges or strong winds.	**Triggers** • High tides, surges coupled with strong winds. • Heavy rainfall forecast to cause flash flooding of rivers. • Forecast flooding from rivers.	**Triggers** • Actual flooding where the conditions pose a significant risk to life and/or widespread disruption to communities. • On-site observations from flooded locations. • A breach in defences or failure of a barrier that is likely to cause significant risk to life. • Discussions with partners.	**Triggers** • Risk of flooding has passed. • River or sea levels have dropped back below severe flood warning or flood warning levels. • No further flooding is expected. • Professional judgment and discussions with partners agree that a severe flood warning status is no longer needed.
Impact on the ground Maps will show one of four levels of risk for each county: • Green = no risk of flooding • Yellow = low risk of flooding • Amber = medium risk of flooding • Red = high risk of flooding	**Impact on the ground** • Flooding of fields, recreation land and car parks. • Flooding of minor roads. • Flooding of farmland. • Spray or wave overtopping on the coast.	**Impact on the ground** • Flooding of homes and businesses. • Flooding of rail infrastructure. • Flooding of roads with major impacts. • Significant waves and spray on the coast. • Extensive flood plain inundation (including caravan parks or campsites). • Flooding of major tourist/recreational attractions.	**Impact on the ground** • Deep and fast flowing water. • Debris in the water causing danger. • Potential or observed collapse of buildings and structures. • Communities isolated by flood waters. • Critical infrastructure for communities disabled. • Large number of evacuees. • Military support.	**Impact on the ground** • No new impacts expected from flooding, however there still may be: • standing water following flooding; • flooded properties; • flooding or damaged infrastructure.
Advice to the public/media • Check the forecast on our website. • Remain aware of the impending weather conditions for your area.	**Advice to the public/media** • Be prepared to act on your flood plan. • Prepare a flood kit of essential items. • Avoid walking, cycling or driving through flood water. • Farmers should consider moving livestock and equipment away from areas likely to flood. • Call **Floodline** on **0345 988 1188** for up-to-date flooding information. • Monitor local water levels on the Environment Agency website **www.environment-agency.gov.uk**.	**Advice to the public/media** • Protect yourself, your family and help others. • Move family, pets and valuables to a safe place. • Turn off gas, electricity and water supplies if safe to do so. • Put flood protection equipment in place. • If you are caught in a flash flood, get to higher ground. • Call **Floodline** on **0345 988 1188** for up-to-date information.	**Advice to the public/media** • Stay in a safe place with a means of escape. • Be ready should you need to evacuate from your home. • Co-operate with the emergency services. • Call *999* if you are in immediate danger. • Call **Floodline** on **0345 988 1188** for up-to-date flooding information.	**Advice to the public/media** • Be careful. Flood water may still be around for several days and could be contaminated. • If you've been flooded, ring your insurance company as soon as possible.
Advice to operational organisations • The three-day forecast is the public facing version of the Flood Guidance Statement that category 1 and 2 responders receive. • Advice for organisations varies depending on the level of flood risk and is provided on the Flood Guidance Statement issued by the Flood Forecasting Centre.	**Advice to operational organisations** • Check your flood response plans to see how your organisation needs to respond. • Speak to your local Environment Agency Flood Warning Duty Officer for the latest forecast information. • Dial into Flood Advisory Service teleconferences. • Advise the public to call **Floodline** on **0345 988 1188** for up-to-date flooding information. • Please report any flooding in your area to your local Environment Agency office.	**Advice to operational organisations** • Check flood response plans for actions required at this stage. • Speak to your local Environment Agency Flood Warning Duty Officer for the latest forecast information. • Advise the public to call **Floodline** on **0345 988 1188** for up-to-date flooding information. • Please report any flooding in your area to your local Environment Agency office.	**Advice to operational organisations** • Check flood response plans for actions required at this stage. • Advise the public to put their safety first and to be ready to evacuate should the authorities decide it's needed. • Develop clear messages for local communities and the public.	**Advice to operational organisations** • Recovery phase will have started. • Advise the public to call **Floodline** on **0345 988 1188** for advice on what to do if they have been affected by flooding.



Route1 (if flooding is from the River Glen). →

At the site entrance, turn right onto Dozens Bank (A151) at Pode Hole keep on the A151 (Bourne Road), towards Spalding. Turm left, just before the railway line, onto Park Road then turn left onto Pinchbeck Road follow this road towards Boston and from this point make your way home.

Route 2 (if flooding is from the River Welland). →

At the site entrance, turn left onto Dozens Bank (A151) and follow this road, keep left over the River Glen towards Bourne, from this point make you way home.