



Blenheim Estates

**37 - 41 BRIGHTON ROAD,
SHOREHAM-BY-SEA**

Flood Emergency Plan





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37 - 41 BRIGHTON ROAD, SHOREHAM-BY-SEA

Flood Emergency Plan

LIVING DRAFT TO BE REASSESSED AND UPDATED BEFORE OCCUPANCY BY SITE OWNERS/PROPERTY MANAGERS AND TO BE KEPT UP TO DATE BY THEM THROUGH PERIODIC REVIEWS

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APPENDIX A

[PERSONAL FLOOD PLAN TEMPLATE](#)

1 INTRODUCTION

- 1.1.1. This Flood Emergency Plan (FEP) has been written for the development at 37-41 Brighton Road, Shoreham-by-Sea, BN43 6RE, in the Western Harbour Arm of Shoreham Harbour. The development is a residential-led mixed-use part-commercial / part-residential development which includes up to 49 apartments on upper floors and approximately 58 m² of retail space on the ground floor, as well as ground floor parking. Adur and Worthing Councils, the Local Planning Authority (LPA) for the area require an FEP to be developed to manage flood risk at the development.
- 1.1.2. This FEP outlines the flood procedures for the residential and commercial parts of the development separately. Section 3 outlines the actions relevant for the residential part of the development. Section 4 outlines those relevant for the commercial part of the development. The two Sections have been colour coded for clarity;

BLUE-Residential

GREEN-Commercial

WHAT IS A FLOOD EMERGENCY PLAN?

- 1.1.3. This FEP describes the procedures which should be followed by residents/property managers/employee/customers of the development;
- Should a flood event be forecast/expected; or
 - During a flood event.
- 1.1.4. This FEP also provides emergency contact details and clarifies the role of the various authorities involved.
- 1.1.5. The FEP provides information for both the residential and commercial elements of the development, as discussed below.
- 1.1.6. Residents/property managers of the development should familiarise themselves with this FEP. A copy of the document should be kept within the premises and should be included in a residents' "starter pack".

WHY IS A FLOOD EMERGENCY PLAN REQUIRED?

- 1.1.7. The Environment Agency Flood Map for Planning (FMfP) shows that development is partially in Flood Zone 3 associated with tidal flooding from the River Adur, land classified as having a 0.5% annual probability of flooding, or high risk.
- 1.1.8. However, Flood Zones do not take into account the presence of flood defences, and the site benefits from existing flood defences along the River Adur and are approximately 4.26 Metres Above Ordnance Datum (m AOD) high in the vicinity of the development, offering a Standard of Protection (SoP) up to and including the present day 0.5% annual probability event.
- 1.1.9. In addition, new flood defences will be built serving the Free Wharf development, located to the east and south of the development and in between the development and the River Adur. New defences will also be built serving the development immediately to the west on the former Frost garage site. These defences will be set at 5.6m AOD and will provide protection up to and including the 0.5%

annual probability plus an allowance for future climate change (2115) which predicts tidal flood levels of 5.39m AOD.

- 1.1.10. Therefore, the risk of flooding of the development is considered to be **very low**, and the development is expected have safe access and egress up to and including the 0.5% annual probability plus an allowance for future climate change (2115), under normal conditions.
- 1.1.11. However, risk can never be fully eliminated and there remains a residual risk that flood defences may be breached, suffer structural failure or be overtopped in an extreme flood event.
- 1.1.12. This standard of protection will only be provided if the defences are maintained through the development lifetime.
- 1.1.13. The focus of this FEP is on tidal flood risk associated with the River Adur, however much of the information contained within the FEP is also relevant for other types of flooding, such as surface water flooding which could occur in an extreme rainfall event.

THE DEVELOPMENT

Residential

- 1.1.14. The development is designed with apartments located on the upper floors, with a minimum finished floor level (FFL) of 8.0m AOD, 2.61m higher than the predicted maximum flood level of 5.39m AOD in the design flood event (0.5% annual probability+2115 climate change). Therefore, in the unlikely event of a defence breach, which can occur with very little to no warning occupants of the apartments would be able to seek refuge within apartments on the upper floors. Whilst also unlikely, defences may be overtopped in flood events greater than the defence standard of protection, in this event occupants of the apartments would also be able to seek refuge within apartments on the upper floors.

Commercial and Parking

- 1.1.15. Commercial units (approximately 58m² of retail space), the residential lobby and undercroft car parking (approximately 24 spaces) will be located on the ground floor. FFLs for the ground will be set at 4.40m AOD. These areas would be at risk of flooding in a defence breach scenario, approximately 1m of flooding predicted in the design flood event.
- 1.1.16. The development will be designed to incorporate flood resilience, such as flood resilient and quick drying materials and electrical infrastructure on the ground floor will be raised above the predicted flood levels for a breach scenario. Similarly, heating and potable water infrastructure supplying the apartments should also be raised above this level and made resilient to allow for continued operation in a flood event.
- 1.1.17. Raisable bollards should be provided for each individual allocated car parking space and should be raised whenever a vehicle is parked to minimise damage caused by floating vehicles which pose a hazard to people or may damage development infrastructure.
- 1.1.18. The structural design of the development will (should) incorporate mitigation against potential structural damage caused by flooding, including debris which may be floated or moved by flood waters such as vehicles and refuse bins.

General Guidance when using this FEP

- 1.1.19. **This FEP is a 'live' document which must be kept up to date through periodic reviews (we recommend annual reviews) by the Development's property managers (for both the residential**



and commercial part of the scheme) in order to provide long term, up to date and useful information about flooding and emergency procedures. This is because flood risk information will change over time: it is therefore essential that the Environment Agency, Adur and Worthing Councils, Southern Water, West Sussex Fire and Rescue, Sussex Police and other authorities which might become involved in flood risk management in the area in the future are contacted from time to time in order to keep the FEP up to date.

- 1.1.20. **The advice given by the Emergency Services on the ground should always take precedence over this FEP.**
- 1.1.21. **In case of danger residents/property managers of the development should call 999 immediately.**
- 1.1.22. WSP UK Ltd makes no warranties or guarantees, actual or implied, in relation to this report, or the ultimate commercial, technical, economic, or financial effect on the project to which it relates, and bears no responsibility or liability related to its use other than as set out in the contract under which it was supplied.

2 FLOOD PROCEDURES

2.1 FLOOD WARNINGS DIRECT

- 2.1.1. The Environment Agency's (EA) Floodline Warnings Direct Service provides free real-time Flood Warning information in designated Flood Warning Areas. Information to subscribers is provided by telephone, text or email.
- 2.1.2. The development is located within the below EA Flood Warning Area:
- Shoreham Harbour: Tidal Areas of Shoreham Harbour including Brighton Road, houseboats, Shoreham Harbour and areas north of the A27 (Flood Warning Service Code 065FWC3001).
 - The EA aim to issue a Flood Warning for Shoreham Harbour when the tide at Shoreham is forecast to exceed 3.8mAOD.
- 2.1.3. The Flood Warning Direct Service provides warning of potential flooding from the tidal River Adur only, and not on other sources of flooding, such as surface water flooding. Flood Warnings are unlikely to be able to forecast a defence breach.
- 2.1.4. Residents and property managers of the development are recommended to subscribe to the free Flood Warnings Direct Service, through calling Floodline on 0345 988 1188 or online, to receive up to date information on potential risk of flooding within the area.
- 2.1.5. Subscribing to the Flood Warnings Direct Service will provide early warning in case of expected high water levels and will also help in preparing for an emergency, along with allowing the procedures identified in this FEP.
- 2.1.6. When there is risk of flooding, the Environment Agency also issue flood warnings through the media; they are broadcast on TV weather bulletins and on radio weather and travel reports. Information is also provided on:
- The Environment Agency website at: <https://flood-warning-information.service.gov.uk/> - by inserting postcode or place;
 - BBC Weather Online (<http://www.bbc.co.uk/weather/>);
 - Met Office Online (<http://www.metoffice.gov.uk/>) ; and
 - Facebook at <https://apps.facebook.com/floodalerts/>.
- 2.1.7. Please refer to the leaflet 'What to do before or during a flood' produced by the Environment Agency <https://www.gov.uk/help-during-flood>, 'Prepare for flooding' <https://www.gov.uk/prepare-for-flooding> and 'flooding: health guidance and advice' <https://www.gov.uk/government/collections/flooding-health-guidance-and-advice>
- 2.1.8. Three different levels of warnings have been identified by the Environment Agency as part of their Flood Warning Service. Additional information on the Flood Warning Codes can be found in the document in the link below.
- <https://www.gov.uk/guidance/flood-alerts-and-warnings-what-they-are-and-what-to-do>
- 2.1.9. These levels of Flood Warning Codes are shown below:

FLOOD ALERT – Flooding is possible. Be prepared.



FLOOD WARNING – Flooding is expected. Immediate action required.



SEVERE FLOOD WARNING – Severe flooding. Danger to life.



N.B Please note that the following sections have been colour coded to ensure ease of use in an emergency

3 RESIDENTIAL

ACTIONS-RESIDENTIAL

- 3.1.1. It should be noted that the Flood Warning codes are not always used in sequence, and a Severe Flood Warning can be issued immediately in case of imminent danger of flooding (e.g. in case of a breach in the defences).
- 3.1.2. Residents and property managers of the development can monitor the five day flood forecast for England and Wales which is available on the Environment Agency website (link below) in order to be ready to act in an emergency. Residents should be aware that whilst the development is not expected to flood due to the presence of flood defences rapid inundation of the development at ground level is possible in the event of a defence breach or structural failure, for which there may be little or no notice.
<https://flood-warning-information.service.gov.uk/5-day-flood-risk>
- 3.1.3. The following pages describe the action to be taken by residents/property managers of the development following the issue of one of the Flood Warning Codes above (See Page 6). Notwithstanding the above please note the following points:
- The advice given by the Emergency Services on the ground should always take precedence over this FEP.
 - In case of danger residents/property managers of the development should call 999 immediately.

FLOOD ALERT



Flooding is possible. Be prepared

- 3.1.4. The Environment Agency issue a 'Flood Alert' status if, based on the available information, flooding is possible, generally two hours to two days in advance of flooding.
- 3.1.5. The Environment Agency would issue a 'Flood Alert' through Floodline Warning Direct or residents/property managers can check for the most up to date information using the link below;
<https://www.gov.uk/check-flooding>
- 3.1.6. If the Environment Agency issue a Flood Alert, residents/property managers of the development should contact Floodline on 0845 988 1188, select option 1 and enter the Quick dial number 316038 to get information.
- 3.1.7. As referenced in Chapter 1, the development is protected by defences with a very high standard of protection therefore no immediate action is required upon receipt of a Flood Alert, however residents may consider the below steps:

- Monitor local news and weather forecasts;
- Be aware of water levels nearby;
- Prepare a flood kit of essential items;
- Fill jugs and saucepans with clean water;
- Charge their mobile phones and torch batteries;
- Check on the safety of pets;
- Be prepared to act on this FEP;
- Be prepared to evacuate the development, following the advice of the Emergency Services;

3.1.8. It should be noted that advice given by the Emergency Services on the ground should always take precedence over this FEP.

FLOOD WARNING



Flooding is expected. Immediate action required

3.1.9. The Environment Agency generally issue a 'Flood Warning' status when water levels are rising and are expected to rise further, for example due to more rain being forecasted. The Flood Warning is generally issued half an hour to one day in advance of flooding. The Environment Agency would issue a 'Flood Warning' through Floodline Warning Direct or residents/property managers can check for the most up to date information using the link below;

<https://www.gov.uk/check-flooding>

3.1.10. A Flood Warning status is not always preceded by a Flood Alert status.

3.1.11. If the Environment Agency issue a Flood Alert, residents/property managers of the development should contact Floodline on 0845 988 1188, select option 1 and enter the Quick dial number 316038 to get information.

3.1.12. Residents/property managers of the development should review the actions recommended in the Flood Alert section above; they should be prepared to seek safe refuge on the upper floors of the development. This should only be necessary if predicted tidal levels are in excess of 5.6mAOD, which may overtop the defences.

3.1.13. Development's residents/property managers, where safe to do so, should ensure that everyone within the building is aware of the situation.

3.1.14. In the unlikely case of flooding of the building or water surrounding it:

- The apartments at the first floor or above are higher than any realistic potential level of flooding and should be evacuated only if instructed by the Emergency Services, and follow the route prescribed the Emergency Services.
- Lifts must not be used during a flood event, in case of a power failure. Therefore, consideration should be given to ensuring that vulnerable people, such as elderly people, children or people

with limited mobility are advised and helped to seek refuge on upper floors promptly and before the onset of flooding.

- Never attempt an evacuation towards the surrounding roads during a flood event unless specifically instructed by the emergency services as depth of water there could be significantly higher.
- Residents who have a vehicle in the ground floor car park should decide promptly and before the onset of flooding whether to remove their vehicle and relocate it to an area at lower risk of flooding. The choice of area at lower risk of flooding is the vehicle owner's responsibility.
- If vehicle owners choose to leave their vehicle in situ, they must ensure that the raisable bollard is raised and locked in place.
- The advice given by the Emergency Services on the ground should always take precedence over this FEP.

SEVERE FLOOD WARNING



Severe flooding. Danger to life.

- 3.1.15. The Environment Agency generally issue a 'Severe Flood Warning' status when flooding poses a significant threat to life or significant disruption to communities. Widespread flooding of large areas is possible at this stage.
- 3.1.16. The Environment Agency would issue a 'Severe Flood Warning' through Floodline Warning Direct or residents/property managers can check for the most up to date information using the link below;
<https://www.gov.uk/check-flooding>.
- 3.1.17. A Severe Flood Warning status is not always preceded by a Flood Warning or Flood Alert status.
- 3.1.18. If the Environment Agency issue a Flood Alert, residents/property managers of the development should contact Floodline on 0845 988 1188, select option 1 and enter the Quick dial number 316038 to get information.
- 3.1.19. Residents/property managers of the development should review the actions recommended in the Flood Alert and Flood Warning sections above;
- 3.1.20. In the unlikely case of flooding of the building or water surrounding it:
 - The apartments at the first floor or above are higher than any realistic potential level of flooding and should be evacuated only if instructed by the Emergency Services and follow the route prescribed the Emergency Services.
 - Lifts must not be used during a flood event, in case of a power failure. Therefore, consideration should be given to ensuring that vulnerable people, such as elderly people, children or people with

limited mobility are advised and helped to seek refuge on upper floors promptly and before the onset of flooding.

- Never attempt an evacuation towards the surrounding roads during a flood event unless specifically instructed by the emergency services as depth of water there could be significantly higher.
- Residents who have a vehicle in the ground floor car park should decide promptly and before the onset of flooding whether to remove their vehicle and relocate it to an area at lower risk of flooding. The choice of area at lower risk of flooding is the vehicle owner's responsibility.
- If vehicle owners choose to leave their vehicle in situ, they must ensure that the raisable bollard is raised and locked in place.
- The advice given by the Emergency Services on the ground should always take precedence over this FEP.

WARNINGS NO LONGER IN FORCE



No further flooding expected

- 3.1.21. No further flooding is currently expected in the area. Warnings are no longer in force when river or sea conditions begin to return to normal, however flood water may still be around for several days.
- 3.1.22. At this time the residents/property managers of the development should contact Adur and Worthing Councils to receive confirmation that the situation has returned to normal and the FEP measures can be relaxed. In case of the development having flooded, whether it is safe to leave the safe refuge in upper floors.
- 3.1.23. In the unlikely event of flooding from a defence breach flooding of the development may subside as the tide recedes. This does not mean that the development will not be subject to re-inundation at the next high tide and occupants should act accordingly.
- 3.1.24. If residents have removed vehicles from the car parking area, they should wait to be informed whether it is safe to return them to the car parking area.
- 3.1.25. If residents have left vehicles in the car parking area, they should wait to be informed whether it is safe to enter the car parking area.
- 3.1.26. In the event of flooding arrangements should be in place for structural surveys to be undertaken as soon as practicably possible as well as any required cleaning.

4 COMMERCIAL

ACTIONS-COMMERCIAL

- 4.1.1. It should be noted that the Flood Warning codes are not always used in sequence, and a Severe Flood Warning can be issued immediately in case of imminent danger of flooding (e.g. in case of a breach in the defences). Property managers of the commercial units and property managers of the development should be aware that whilst the development is not expected to flood due to the presence of flood defences rapid inundation of the development at ground level is possible in the event of a defence breach or structural failure, for which there may be little or no notice.
- 4.1.2. Property managers of the commercial units and property managers of the development can monitor the five day flood forecast for England and Wales which is available on the Environment Agency website (link below) in order to be ready to act in an emergency.
- <https://flood-warning-information.service.gov.uk/5-day-flood-risk>
- 4.1.3. The following pages describe the action to be taken by the property managers of the commercial units and property managers of the development following the issue of one of the Flood Warning Codes above (See Page 11. Notwithstanding the above please note the following points:
- The advice given by the Emergency Services on the ground should always take precedence over this FEP.
 - In case of danger property managers of the development should call 999 immediately.

FLOOD ALERT



Flooding is possible. Be prepared

- 4.1.4. The Environment Agency issue a 'Flood Alert' status if, based on the available information, flooding is possible, generally two hours to two days in advance of flooding.
- 4.1.5. The Environment Agency would issue a 'Flood Alert' through Floodline Warning Direct or property managers can check for the most up to date information using the link below;
- <https://www.gov.uk/check-flooding>
- 4.1.6. If the Environment Agency issue a Flood Alert, property managers of the development and commercial units should contact Floodline on 0845 988 1188, select option 1 and enter the Quick dial number 316038 to get information.

- 4.1.7. Owing to the standard of protection provided by the flood defences and the residual breach risk, it should not be necessary to close and evacuate the commercial units. However, property managers of the commercial units should:
- Inform workers and clients of the situation;
 - Monitor local news and weather forecasts;
 - Be aware of water levels nearby;
 - Prepare a flood kit of essential items;
 - Consider moving vulnerable equipment and materials to safety (e.g. on top of shelves, first floor and higher parts of the buildings), or protecting them against flood water; only do so where possible and safe to do and depending on the advice received;
 - Charge their mobile phones and torch batteries;
 - Be prepared to act on this FEP;
 - Be prepared to evacuate the development, following the advice of the Emergency Services;
- 4.1.8. Development property managers should ensure that everyone within the building is aware of the situation.
- 4.1.9. It should be noted that advice given by the Emergency Services on the ground should always take precedence over this FEP.

FLOOD WARNING



Flooding is expected. Immediate action required

- 4.1.10. The Environment Agency generally issue a 'Flood Warning' status when water levels are rising and are expected to rise further, for example due to more rain being forecasted. The Flood Warning is generally issued half an hour to one day in advance of flooding. The Environment Agency would issue a 'Flood Warning' through Floodline Warning Direct or residents/property managers can check for the most up to date information using the link below;
- <https://www.gov.uk/check-flooding>
- 4.1.11. A Flood Warning status is not always preceded by a Flood Alert status.
- 4.1.12. If the Environment Agency issue a Flood Warning, property managers of the development and commercial units should contact Floodline on 0845 988 1188, select option 1 and enter the Quick dial number 316038 to get information.
- 4.1.13. Property managers of the development and managers of the commercial units should review the actions recommended in the Flood Alert section above; they should be prepared to close the commercial units and tell staff and occupants to leave the site. This should only be necessary if predicted tidal levels are in excess of 5.6mAOD, which may overtop the defences, or in the unlikely event of a defence breach for which no notice may be given.

- 4.1.14. Consideration should be given to evacuating more vulnerable staff and occupants upon receipt of a Flood Warning in any circumstance.
- 4.1.15. Property managers of the development and commercial units, where safe to do so, should ensure that everyone within the building is aware of the situation.
- 4.1.16. If the decision is taken to close and evacuate the commercial units:
- Electricity should be turned off;
 - Vulnerable equipment and materials should be moved to safety (e.g. on top of shelves, first floor and higher parts of the buildings), or protecting them against flood water; only do so where possible and safe to do and depending on the advice received;
 - The advice given by the Emergency Services on the ground should always take precedence over this FEP.

SEVERE FLOOD WARNING



Severe flooding. Danger to life.

- 4.1.17. The Environment Agency generally issue a 'Severe Flood Warning' status when flooding poses a significant threat to life or significant disruption to communities. Widespread flooding of large areas is possible at this stage.
- 4.1.18. The Environment Agency would issue a 'Severe Flood Warning' through Floodline Warning Direct or property managers can check for the most up to date information using the link below;
<https://www.gov.uk/check-flooding>
- 4.1.19. A Severe Flood Warning status is not always preceded by a Flood Warning or Flood Alert status.
- 4.1.20. If the Environment Agency issue a Flood Alert, residents/property managers of the development should contact Floodline on 0845 988 1188, select option 1 and enter the Quick dial number 316038 to get information.
- 4.1.21. In a Severe Flood Warning the commercial units should be immediately closed and evacuated, following the steps laid out above regarding evacuation. Development's residents/property managers, where safe to do so, should ensure that everyone within the building is aware of the situation.
- 4.1.22. If in an unlikely defence breach scenario when there is not sufficient time to evacuate the commercial units:
- Staff and occupants should seek safe refuge on the upper residential floors and should remain there until waters recede and they are informed that it is safe to leave.
 - The residential lobby is located inside the building on the ground floor, therefore staff and occupants of the commercial units will not have to leave the building and can remain indoors, where it is likely that although flooded, velocities of flood waters will be lower than outside, there will be level ground and access to internal stairs.

- The development's property manager should ensure that in an emergency, non-residents have access to the upper floors.
- As staff and occupants will be obliged to remain on site in safe refuge for a prolonged period of time this is the least favourable option and vulnerable staff or occupants should be made aware of this and consideration should be given evacuating them earlier, especially as lifts must not be used in case of a power failure.
- Commercial units should maintain a flood kit (see Section 5), in case of being forced to remain on site for a prolonged period of time.
- Never attempt an evacuation towards the surrounding roads during a flood event unless specifically instructed by the emergency services as depth of water there could be significantly higher.
- The advice given by the Emergency Services on the ground should always take precedence over this FEP.

WARNINGS NO LONGER IN FORCE



No further flooding expected

- 4.1.23. No further flooding is currently expected in the area. Warnings are no longer in force when river or sea conditions begin to return to normal, however flood water may still be around for several days.
- 4.1.24. At this time the residents/property managers of the development should contact Adur and Worthing Councils to receive confirmation that the situation has returned to normal and the FEP measures can be relaxed. In case of the development having flooded, whether it is safe to return to the site, if evacuated or to leave the safe refuge in upper floors.
- 4.1.25. In the event of flooding arrangements should be in place for structural surveys to be undertaken as soon as practicably possible as well as any required cleaning.
- 4.1.26. Property managers of the development and commercial units should also:
 - Keep listening to weather reports;
 - In case flooding has happened:
 - Take care as there may be hidden dangers in the flood water like sharp objects, raised manhole covers and pollution;
 - Take care as flood water could have caused structural damage to their properties;
 - If their property or belongings are damaged, contact their insurance company (if applicable).
 - Ask their advice before starting to clean up (to avoid any claim issues);
 - If the electricity supply is not already switched off at the mains, get a qualified person to do this.
 - DO NOT touch sources of electricity when standing in flood water; and
 - Do not switch the power and gas on if in doubt that services and appliances may have been affected by flood water. Seek professional advice if necessary.



4.1.27. Useful guidance on action after flooding is available in the leaflet 'What to do before or during a flood' in the below link

<https://www.gov.uk/help-during-flood>

4.1.28. The advice given by the Emergency Services on the ground should always take precedence over this FEP.

5 ANNUAL REVIEW AND FLOOD KIT

- 5.1.1. This FEP is a living draft should be kept up to date to be effective. Its content should be reviewed periodically, we suggest on an annual basis, and updated as required by the development owners/property managers.
- 5.1.2. It is envisaged that a suitably qualified person, typically property/facilities management team, will undertake such annual review duties.
- 5.1.3. As part of the FEP annual review, the contacts list and website links should be checked and, if necessary, updated.
- 5.1.4. The level of flood risk should be reviewed by contacting the Environment Agency (and other relevant authorities at the time such as Adur and Worthing Council, or West Sussex County Council) as they update their flood maps and technical studies frequently and additional information on the development could become available in the future.
- 5.1.5. It is recommended that the residents/residential development property managers/commercial units property managers prepare and maintain a flood kit containing items useful in case of an emergency. The flood kits should be kept within easy reach in case of flooding, ideally at the first floor or above.
- 5.1.6. The kit should include at least:
- Torches;
 - Sufficient supply of bottled water;
 - A portable radio with batteries or wind-up radio;
 - First-aid kit;
 - Essential medication;
 - Useful contacts;
 - This FEP (laminated)
- 5.1.7. Refer to Environment Agency Personal Flood Plan (enclosed in Appendix A) for general recommendations. The Environment Agency Personal Flood Plan could be used in conjunction with this FEP as appropriate.

6 THE ROLES OF OTHER BODIES

6.1.1. The response to a major flood event will involve a number of organizations working together including the Local Authority, the Highway Authority, the Environment Agency and the Emergency Services (e.g. Police Fire and Rescue Services).

6.1.2. The roles of the main organizations are summarised below.

6.2 LOCAL AUTHORITY (ADUR AND WORTHING COUNCIL)

- Work with the police, fire and rescue services and the Environment Agency to co-ordinate responses during severe flooding;
- Provide local advice to the public about the incident and what to do;
- Set up rest centres for people evacuated from their homes and arrange temporary shelters or accommodation for those people who have nowhere else they can go to;
- Deal with disruption to social services.

6.3 HIGHWAY AUTHORITY (WEST SUSSEX COUNTY COUNCIL)

- Deal with road closures;
- Investigate any issues with drainage from the Public Highway. Any flooding from a sewer will be investigated by Southern Water;

6.4 ENVIRONMENT AGENCY

- Issue flood warnings for flooding from rivers, the sea and groundwater;
- Responsible for managing the risk of flooding from main rivers, reservoirs, estuaries and the sea;
- Receives and records details of flooding incidents;
- Monitors the situation and advises other organisations; and
- Deals with emergency repairs and blockages on main rivers and own structures.

6.5 POLICE

- Co-ordinate the emergency services in a major flood incident and help with evacuation of people from their homes where it is necessary;
- Save lives and protect properties; and
- Establish cordons to facilitate work of other Emergency Services in saving lives, protecting and caring for the public.

6.6 FIRE SERVICE

- Save life and rescuing people that are trapped by the flood water;
- Carry out pumping of flood water as part of the essential damage control; and
- Assist other agencies to minimise the effect of major flooding on the community.

7 CONTACTS AND OTHER USEFUL INFORMATION

7.1 USEFUL CONTACT NUMBERS

Table 7-1 – Flood Warning and Advice

Service	Company name(s)	Telephone Number	Internet Address
Floodline	Environment Agency	0345 988 1188 then select option 1 and when requested enter area number 316038	https://www.gov.uk/get-flood-warnings
Meteorological Office	Meteorological Office	0370 900 0100	www.metoffice.gov.uk
Local Authority Emergency Planning Department	Adur and Worthing Councils Safety and Resilience Teams	Emergencies in office hours: 01903 239999 Emergencies outside office hours: 07713 889 128	https://www.adur-worthing.gov.uk/preparing-for-emergencies/responding-to-an-emergency/
Local Radio Stations	<ul style="list-style-type: none"> ■ BBC Radio Sussex 104.8FM Capital Brighton 107.2FM 		
Local Television Stations	<ul style="list-style-type: none"> ■ BBC South East ■ ITV Meridian 		

IF THERE IS A DANGER TO LIFE ALWAYS DIAL 999 AND ASK FOR THE APPROPRIATE EMERGENCY SERVICES.

Table 7-2 – Emergency Services

Service	Telephone Number (non-emergency)
West Sussex Fire and Rescue	01243 786211
Sussex Police	101
NHS South East Coast Ambulance Service	0300 123 0999

Table 7-3 – Other Useful Contacts

Service	Company name(s)	Telephone Number	Web Link
Local Public Transport	<ul style="list-style-type: none"> ■ Metrobus ■ National rail enquiries 	01293 44 91 91 03457 48 49 50	https://www.metrobus.co.uk/ https://www.nationalrail.co.uk/
Water Company	Southern Water	0330 303 0368	https://www.southernwater.co.uk/
Sewerage Company	Southern Water	0330 303 0368	https://www.southernwater.co.uk/building-and-developing/our-services/wastewater-services/
Electricity Provider	UK Power Networks	0800 029 4285	www.ukpowernetworks.co.uk
Gas Provider (if applicable to development)	National Gas Emergencies	0800 111 999	www.nationalgas.org.uk
Insurance Company (to be completed by management company)			
Insurance Agent (to be completed by the management company)			

7.2 KEY LOCATIONS

7.2.1. The below table should be completed with the location description for the services listed by the management company once appointed.

Table 7-4 – Location of cut off points for services that may require attention during a flood event

Service	Location Description
Electricity	
Gas	
Water	

7.3 EQUIPMENT LOCATION

7.3.1. Note where you store equipment in case of emergency.

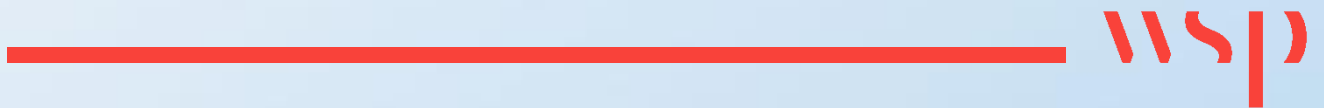
7.3.2. The below table should be completed with the storage location and last checked date for all the listed items by the management company once appointed.

Table 7-5 – Location of equipment in the case of emergency

Item	Storage Location	Last Checked
Torch		
Radio		
Batteries		
Bottled Water		
First Aid Kit		
Medicine		

Appendix A

PERSONAL FLOOD PLAN TEMPLATE



Personal flood plan

Checklists to help you prepare for flooding

Before a flood

Actions	Done	Notes
Check what to do before or during a flood		
Sign up for flood warnings		
Check you understand what the warnings mean: <ul style="list-style-type: none"> • Flood alert • Flood warning • Severe flood warning 		
Note your local radio station for travel and weather updates		
Note the phone number for Floodline (0345 988 118)		
Note your local websites and social media for updates		
Check if your insurance covers you for flooding		

Think about how you could stop water entering your home		
Check you know how to turn off your electricity and water		

Move important documents and possessions to a high-up place so that they're safe from flood water. Protect them in a waterproof container. Keep them in a place that is easy to get to in an emergency.

Documents	Done	Notes
Passport		
Driving licence		
Medical cards		
Insurance documents		
Computers or laptops		
Mobile phones and charges		
Important photos and papers		
Items of sentimental value		

Getting help

Keep a note of who can help you and anyone you can help.

This might be relatives, friends or neighbours. Make a note of what help you might need from them, or what you can do to help them.

Contact details you might need

Insurance	Done	Notes
Home		
Contents		
Vehicle		

Utilities	Done	Notes
Electricity		
Gas		
Water		
Telephone		
Broadband		
Mobile phone		
Media providers		

Finance	Done	Notes
Bank accounts		

Pets	Done	Notes
Kennels		
Carers		
Vets		

Council	Done	Notes
District or unitary		
Town or parish		

Medical	Done	Notes
Doctors		
Hospitals		

Preparing a flood kit

Items you might want to include	Done	Notes
Important documents and contact information		
Warm, waterproof and dry clothing and footwear		

A torch		
Drinking water		
Medicine		
Toys for children		
Baby care items		
Mobile phone or device charger or spare batteries		

Pets and animals

Think about what to do with pets if a flood happens.

Actions	Done	Notes
Where they might go		
Food		
Carriers		
Medicines		

If you are asked to evacuate, many centres will allow you to bring your pet. Put cats or small animals in a carrier or small box.

Immediately before a flood

Actions you can take if you know you are about to be flooded

Actions	Done	Notes
Turn off electricity, water and gas supplies		
Lift curtains over rails above flood water levels		
Use any measures you have to stop water entering your property, such as door guards or air brick covers		
Move important items to safety		
Lift rugs and smaller furniture upstairs or on to tables or worktops if possible		
Get your flood kit together and prepare to move from your home		
Move your pets and vehicles away from flood areas if possible		
Make sure your mobile phone or devices are charged		

When a flood happens

Actions you should take

Actions	Done	Notes
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Follow warnings, information and advice issued by authorities		
Do not walk or drive through flood water, as it may conceal hidden dangers		
Do not put yourself or others at risk		
Take your flood kit with you if you are directed to an evacuation centre		
Let your family or friends know you are safe		
Check they are safe too		

After a flood

Actions you can take

Actions	Done	Notes
Do not return to your home until you are told it is safe to do so		
When returning home, remember that flood water may contain sewage and conceal hidden dangers		
Wear appropriate waterproof or protective clothing when cleaning up		

Contact your insurance company to start the claims process		
If you rent your property, contact your landlord and contents insurance company		
Throw away items damaged by flood water after your property and items have been checked by a loss adjuster		
Throw away items in an appropriate manner		

You may need gas or electricity engineers to check your supply before turning it back on.

Further information

You can find more information from:

- Your local council
- Your local advice centre
- The British Red Cross
- The National Flood Forum

Use this space to make any further notes you think might help you.