

**Kent Resilience Forum**



PREPARING FOR EMERGENCIES IN KENT AND MEDWAY



Caravan Parks and Camping Sites

# Flood Evacuation Plan

Guidance for owners and operators of sites in Kent



Prepared by the Kent Resilience Team  
Telephone: 01622 212409  
E-mail@ [krf@kent.fire-uk.org](mailto:krf@kent.fire-uk.org)  
Version 1. January 2015



## Contents

---

1. Introduction .....	5
2. Why should this be important to you?.....	5
a) The Duty of Care.....	5
b) Licencing conditions.....	5
3. What needs to be included in your flood evacuation plan? .....	5
4. Planning a site evacuation.....	6
a) Assess the level of risk to your site .....	6
b) The role of the Flood Warden .....	6
c) A site map /plan .....	6
d) Information boards .....	7
e) Where to display your boards.....	7
f) Communicating changes and developments .....	7
g) Evacuation .....	7
h) Residents / guests off site .....	7
5. Writing your evacuation plan .....	8
a) Risk to life – defining the “trigger point” for evacuation .....	8
b) Activating the plan .....	8
c) Staff .....	8
d) Routes, logistics and contingencies.....	8
e) Guest with additional needs .....	8
f) Guests who refuse to leave.....	8
g) Shutting down and securing your site.....	9
h) Train your staff .....	9
i) Exercise the plan .....	9
j) Maintain the plan.....	9
6. Preparing your site in case of flooding.....	10
a) Static caravans.....	10
b) Touring caravans and tents .....	10
c) Temporary flood barriers and protection products.....	10
d) Storage of gas cylinders and pollutants .....	10
7. Additional resources.....	11



## 1. Introduction

Kent is an increasingly popular holiday destination, and many of our visitors are choosing to stay in caravan parks and camping sites. Many of these sites around the County are situated in locations which are at high risk of being flooded. This document is a step by step guide to help you as an owner / operator of a caravan park or camping site to:

- Work out your level of flood risk and;
- Develop a plan which will help you evacuate all your customers and staff safely from your site in the event of an imminent flooding.

At the end of the document there is information about where you can obtain more advice.

**NB:** Even if you identify your level of risk from flooding as being very low, it is still worth writing an evacuation plan which would cover any incidents requiring evacuation from your site.

## 2. Why should this be important to you?

### a) The Duty of Care

As a site owner / operator you will be well aware of your duty of care to take all reasonable steps to ensure the safety of all people on your site – visitors, residents and your staff. It is a sad fact that emergencies happen – if and when they do you may need to evacuate your site safely and rapidly. An evacuation plan will help you to do this.

### b) Licencing conditions

Your site licence is likely to have conditions specifically relating to flood risk. If you seek planning permission to make changes to your site it is very likely that the planning authorities will impose conditions relating to flood risk, including the requirement to have an effective flood evacuation plan in place.

## 3. What needs to be included in your flood evacuation plan?

The plan should contain the following sections:

- The level and nature of the flood risk to your site;
- The role of the Flood Warden;
- A site map and description;
- A communications plan – how you will people what is going on;
- An evacuation plan;
- Resources needed;
- Preparing your site for flooding.

## 4. Planning a site evacuation

### a) Assess the level of risk to your site

There are a number of ways that you can find out your level of risk to flooding:

Assess your risk from river or coastal flooding by visiting <https://www.gov.uk/government/organisations/environment-agency> or calling the Agency's floodline on 0845 988 1188. If you're at risk you can register by phone or online for the Agency's free flood warning service.

Carry out your own research. Find out if there has been flooding in the area before by speaking to:

- Local residents
- The Environment Agency
- Previous site owners or managers
- Other local site or business owners

Liaise with the local council and emergency services (police and fire service) about their own emergency management plans. They may have identified other risks and may need to take into account those that you have recognised.

### b) The role of the Flood Warden

It is important that a single person takes the role of Flood Warden. He or she will have the overall responsibility for the evacuation plan and will ensure that:

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

### c) A site map /plan

This section will include a site map which should have details of:

- The layout of the site including the position and type of caravans etc.
- Isolation points for services, such as gas and electricity, so that you can turn them off;
- The evacuation route(s) off the site. These should avoid areas that could flood and should extend to a point beyond the flood plain;
- Traffic management plans;
- Assembly points, including a 'crisis centre' which may be at an off-site location;
- Location of life-rings.

Keep a copy of your plan(s) in the same place as your flood plan.) The site plan should also include details of:

- A communications plan – how will you tell people what is going on?
- A map of the site

You should always have a map of the site which shows emergency access routes and assembly points on display to your visitors and staff. Think about any particular needs of

people on your site when making your signs and where you site them. For example, do your signs need to be in other languages, be in large print, or at different heights?

**d) Information boards**

Post a weather forecast on notice boards and update it daily. If your site is in a coastal or tidal location, you should display daily times of high tides. Ensure that you are registered to receive [flood warnings](#) and display the current flood warning status.

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

**e) Where to display your boards**

Signs should be put in prominent places around the site. For example:

- at reception
- car parking areas
- on existing information or notice boards
- on or by rubbish collection points or recycling bins
- near or on direction signposts
- in and around water points
- on the backs of caravan or chalet doors
- at the toilet or shower blocks

You can use the example flood warning information sign which is downloadable from the Environment Agency website - [Flood action poster for camping and caravan sites](#) (PDF, 112KB, 1 page)

**f) Communicating changes and developments**

Consider how you will keep people informed as a potential flooding develops e.g. updating noticeboards.

**g) Evacuation**

Again, how will you do this? – consider using a group text system if you have mobile phone numbers for visitors, residents and staff and also make use of loudhailers or sirens.

**h) Residents / guests off site**

You may want to notify guests or residents who have not yet arrived at the site that they should stay away. How will you do this?

## 5. Writing your evacuation plan

The Environment Agency website has a template flood plan which you might find useful:  
<https://www.gov.uk/camping-and-caravan-sites-minimise-your-flood-risk>

### a) Risk to life – defining the “trigger point” for evacuation

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

This could be linked to the flood warnings from the Environment Agency e.g. the issuing of a flood warning or one based on local observations where you monitor river and sea levels yourself. You might consider taking independent advice on the nature of your risk from, for example, a consultant hydrologist.

### b) Activating the plan

Raise the alarm with equipment, such as a bell, siren, whistles or megaphones. Make these available to staff along with instructions on how to use them.

### c) Staff

Identify the staff who will carry out the evacuation;

Make sure they are easy to identify (for example, a uniform or high visibility jacket) and can communicate with each other during emergencies.

Consider how you will get extra staff if needed e.g. in case of illness.

### d) Routes, logistics and contingencies

Define:

How you are going to evacuate vehicles from your site. This might be straightforward for a site with a small number of caravans but more complicated for a site with several hundred. Larger sites should consider dividing the site into sectors for staged evacuations.

“Walk the ground” with the staff who are going to carry out the evacuation and think about the issues that may arise when you want to move a lot of cars at once as this may not be evident from looking at plans alone. Make sure the route is accessible for everyone;

How will you control the entrances and exits to the site?

Will you have tractors available to tow vehicles stuck on grass or mud?

### e) Guest with additional needs

You may need to provide help for elderly people or those with additional needs. Make sure you take into account extra time needed to evacuate and anything else they might need. Ensure that you have access to extra transport e.g. mini buses, for those without their own transport.

### f) Guests who refuse to leave

For many reasons a small minority of guest may refuse to quit their caravan when you trigger the evacuation. You need to consider what you will do when this happens. You might consider taking legal advice or consulting your professional associations.



**g) Shutting down and securing your site**

Set out arrangements for:

- How you will know when the site is clear e.g. final sweep of visitors residents and staff.
- Shutting down utilities
- Securing the site before leaving
- Last person leaving the site.
- Notifying the police, including details of those guests who are still on site.

**h) Train your staff**

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

Members of staff with managerial responsibility for emergencies will require more detailed training. It is important that their training covers areas such as public authority liaison and managing other staff members in a crisis situation.

**i) Exercise the plan**

You must exercise the plan at regular intervals – at least once a year. There are a number of ways in which this can be achieved. This includes carrying out practice drills with staff; table top exercises and including it as part of their induction so that they understand their roles and responsibilities in a flood situation.

You should document every practice and staff training session. Use these sessions to gather staff feedback on whether the flood plan should be updated.

You can obtain advice on exercises from The Kent Resilience Team (Telephone: 01622 212409; E-mail - [krf@kent.fire-uk.org](mailto:krf@kent.fire-uk.org)).

**j) Maintain the plan**

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

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

## 6. Preparing your site in case of flooding

There are a number of measures that you can take now to make your site and caravans more resistant to flooding.

### a) **Static caravans**

Minimise the impact of flooding to static caravans by:

- Siting them on higher ground.
- Using axle stands to raise them above ground level (by about 0.5 metres).
- During closed season, storing them away from low lying areas and tying together.
- Fitting flotation devices to the bottom.
- Using anchors.

The [British Holiday and Homes Parks Association \(BH and HPA\)](#) and [National Caravan Council \(NCC\)](#) have published 'Guidelines of good practice for the transportation, movement, siting, de-siting and commissioning of single unit caravan holiday homes'. Email [info@thencc.org.uk](mailto:info@thencc.org.uk) to request a copy of the guide.

### b) **Touring caravans and tents**

Touring caravans and tents can be removed from the site if sufficient warning has been given and the water levels are not rising rapidly. This should be included in your flood plan. Give precautionary warnings in advance of possible flooding so that visitors can decide to move their caravans/cars early.

### c) **Temporary flood barriers and protection products**

Temporary barriers and flood protection products can be quick and easy to deploy. They are readily assembled, dismantled, stored or reassembled. It takes roughly 6 to 8 people to erect 100 metres of demountable defences in an hour. You can read more about demountable defences and other flood protection products on the [National Flood Forum's Blue Pages](#).

### d) **Storage of gas cylinders and pollutants**

Store your gas cylinders and pollutants, such as paint and chemicals, securely and away from the area at risk of flooding.

## 7. Additional resources

There are a number of places where you can obtain information or advice:

- The Kent Resilience Forum (and the Kent Resilience Team) is a multi-agency body including all the local councils, the police fire and ambulance services, the Environment Agency and The Health Services. It has been set up to ensure that agencies and organisations plan and work together, to ensure a co-ordinated response to emergencies that could have a significant impact on communities in Kent. A range of advice and information about emergencies including flooding can be found on its website at: <http://www.kentprepared.org.uk/> . It also includes advice about business continuity – planning to get your business back in case of flooding and the booklet “What should I do in an emergency”
- The Environment Agency is a non-departmental public body, established in 1996 and sponsored by the United Kingdom government's Department for Environment, Food and Rural Affairs (DEFRA), with responsibilities relating to the protection and enhancement of the environment. You can find a lot of useful advice about flooding on their website at: <https://www.gov.uk/prepare-for-a-flood>
- The National Flood Forum is a national charity dedicated to supporting and representing communities and individuals at risk of flooding. They have a an extremely comprehensive website which offers advice and guidance in flooding matters as well as The Blue Pages which offer information about flood products.  
<http://www.nationalfloodforum.org.uk/>