

REFERENCE	CEP-AC-01	CLASSIFICATION	OPERATIONAL
VERSION	0.4	STATUS	Draft for operational review
ISSUED	12 July 2026	REVIEW	July 2027 or after activation/exercise

☐ MONITOR Heightened risk; verify information and prepare.	☐ STANDBY Local flooding is credible; confirm people and resources.	☐ ACTIVATE Flooding is occurring or imminent; coordinate safe support.
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LIFE SAFETY FIRST: Do not enter or drive through floodwater. Do not enter drains, culverts or fast-flowing water. Work in pairs and call 999 for immediate danger.

PURPOSE

Provide a rapid, safe and coordinated response to Penallt's main flood risk: intense rainfall causing agricultural run-off to flow down steep roads, overwhelm drains and culverts, cut access and threaten individual homes. Impacts may be highly localised but severe; water deeper than 150 mm (6 inches) has occurred on some roads, including in November 2024. This card supports the full Penallt Community Emergency Plan and does not replace official instructions.

ACTIVATION TRIGGERS

MONITOR	A Met Office heavy-rain warning or prolonged intense rainfall is forecast; local reports indicate increasing field run-off, debris collecting at drainage points or water beginning to accumulate, with no confirmed serious impact.
STANDBY	Agricultural run-off is flowing onto roads; drains or culverts are surcharging; water is crossing roads through Penallt or Tregagle; repeated reports are received from known risk points; or property access may be affected within hours.
ACTIVATE	Floodwater is affecting or imminently threatening people, homes or key access routes; a household may be isolated; water depth or flow is unsafe; several locations need support; or MCC/emergency services request community assistance.

Important: Penallt flooding is often surface-water and agricultural run-off, so it may develop rapidly and may not be covered by an NRW river warning. Use verified local observations as well as official alerts.

PRIORITIES

1 Protect life Call 999 where life is at risk; keep volunteers out of danger.	2 Establish the picture Verify locations, impacts, access routes and escalation.	3 Warn and inform Issue clear, consistent safety messages and update regularly.
4 Support people at risk Prioritise isolated households and urgent additional-support needs.	5 Protect access and property Act early only from safe, dry locations; preserve responder access.	6 Log and coordinate Record decisions, tasking, contacts, outcomes and handovers.

OPERATIONAL ACTION CARD -
FLOODING

v0.4 | PAGE 2

FIRST 30 MINUTES

□ Confirm who is acting as Community Emergency Coordinator and appoint a log keeper if available; record the time and source of the first report.

□ On any Met Office weather warning or NRW flood warning affecting Penallt, charge the Pelham Hall batteries from the grid to 100% while mains power remains available. Confirm charging and log the starting charge and time.

□ Start the separate Community Emergency Incident Log. Record the current status: Monitor, Standby or Activate.

□ Call 999 for trapped or missing people, rapidly rising water, serious injury, fire, structural danger or electrical risk.

□ Verify reports from safe, dry locations. Record affected roads, properties, access routes, isolated areas and the direction in which water is flowing.

□ Confirm which volunteers are actually available. Assign only specific low-risk tasks, normally in pairs, and require check-in/check-out.

□ Contact MCC, NRW or utilities as appropriate. Record every incident number, reference number and instruction in the log.

□ Issue the first public update: location, verified impacts, required safety action and time of the next update.

□ Check access to the reserve sandbags at Pelham Hall and decide whether the Hall should be placed on standby. Do not open it automatically.

COMMUNICATIONS

□ Use one nominated communicator and one agreed core message across WhatsApp, Facebook, email and the website.

□ State: what has happened; where; what residents must do; what they must avoid; and when the next update will be issued.

□ Share verified information only. Clearly label anything not yet confirmed and avoid speculation.

□ Penallt has no warden network. Use telephone, neighbour-to-neighbour relay or specifically tasked door-knocking only where digital contact fails and a safe, dry route exists.

□ Update every 30-60 minutes during activation, or immediately after a significant change. A “no change” update is useful.

WELFARE

□ Prioritise residents who may be isolated or need help with mobility, medication, medical equipment, heating, children, pets or livestock.

□ Make telephone contact first. Task confirmed volunteers only where necessary, normally in pairs, and only by a safe route.

□ Do not promise rescue or evacuation. Follow emergency-service instructions and use safe transport routes only.

□ Record urgent and unmet needs using only the minimum personal information necessary; keep all records secure.

FLOOD OPERATIONAL ACTIONS

□ Keep all volunteers out of floodwater, flowing ditches, drains, culverts, riverbanks and unstable ground.

□ Report blocked drains, culverts and highway flooding. Do not lift covers or attempt to clear obstructions while water is flowing.

□ Reserve sandbags are stored at Pelham Hall. Deploy them only before water arrives, from stable dry ground and while safe access remains.

□ Ask residents to move vehicles, valuables, pets, livestock and equipment early - only while safe access remains.

□ Warn residents about unsafe roads, but do not direct traffic or create an unofficial road closure unless instructed by the authorities.

□ Keep routes clear for emergency vehicles. Prevent unnecessary sightseers, parked vehicles and volunteer congestion.

□ Report sewer, power or gas hazards immediately. Do not touch electrical equipment while standing in water.

□ Take time-stamped photographs only from safe locations to support situational awareness, reports and recovery records.

PELHAM HALL ACTIONS

□ The Community Emergency Coordinator decides whether Pelham Hall is an operational base, a Community Support Centre, both, or remains closed.

□ Confirm that the building and every proposed access route are safe before opening. Do not direct residents through flooded roads.

□ If opened: contact a keyholder, retrieve the Emergency Box, inspect the building and appoint a Hall/Support Centre Lead.

□ Set up registration, welfare, communications and pet arrangements. Keep contaminated footwear and items away from kitchens and clean areas.

□ Publish the opening time, purpose and safe access route. Use the Pelham Hall Community Support Centre Checklist and conserve battery power.

STAND-DOWN CHECKLIST

□ Confirm that immediate danger has passed, official advice supports stand-down and no further escalation is expected.

□ After the warning expires and the immediate risk has passed, restore normal battery settings unless another active risk requires 100% reserve.

□ Stop tasking, account for all volunteers, close check-ins and inform residents which hazards or closures remain.

□ Hand unresolved welfare, highways, utilities and property issues to the appropriate authority or owner.

□ Secure the Incident Log, messages, photographs and reference numbers. Record resources used and items requiring replacement.

□ Arrange welfare follow-up and a debrief within 72 hours. Record changes required to the plan, guide and this card.

INCIDENT LOG

□ Begin the separate Community Emergency Incident Log at Standby or Activate - earlier if decisions or tasking have started.

□ For each entry record: time, source, information, decision/action, owner, outcome and any official reference number.

□ Do not record unnecessary personal information. Secure completed logs and hand them to the Community Emergency Coordinator at stand-down.

LIFE RISK	FLOODLINE	MCC OOH	NRW INCIDENT	POWER	WELSH WATER
999	0345 988 1188	0300 123 1055	0300 065 3000	105	0800 052 0130

Operational basis: Penallt Community Emergency Plan v2.1 Draft and Penallt Community Risks and Response Guide v2.1 Draft. Local flood history includes agricultural run-off, overwhelmed drainage and the November 2024 event. Official instructions take precedence.

Operational Action Card - Flooding | v0.4 | Draft for Review | Page 2 of 2 | Printed copies are uncontrolled