

UPDATE 2019

Flood Investigation Report

March



Please Note:

The contents of this document provide an update to the original 2014 March Flood Investigation Report, following the floods of August 2014. Please be informed that the updates are from multiple organisations in the 'Cambridgeshire Flood Risk Management Partnership'. Please note that the document is based upon the best held information of January 2019, yet may not be reflective of the latest situation. The actions undertaken as part of this flood investigation do not preclude the risk of the area flooding in the future. If you live in an area that is at a risk of flooding, CCC would encourage you undertake the action highlighted in the 'Further Actions' section below.

Please do not hesitate to contact the team should you have any queries about the information below or flood risk in March

1.1 Background

As the Lead Local Flood Authority (LLFA) for Cambridgeshire, it is Cambridgeshire County Council's (CCC) duty to investigate flood incidents as detailed within Section 19 of the Flood and Water Management Act 2010.

Flood and Water Management Act 2010: Section 19 – Local Authorities: Investigations

- 1) On becoming aware of a flood in its area, a lead local flood authority must, to the extent that it considers it necessary or appropriate, investigate -
 - a) which risk management authorities have relevant flood risk management functions, and
 - b) whether each of those risk management authorities has exercised, or is proposing to exercise, those functions in response to the flood.
- 2) Where an authority carries out an investigation under subsection (1) it must -
 - a) publish the results of its investigation, and
 - b) notify any relevant risk management authorities.

The County Council carries out flood investigations in order to comply with current legislation. Unfortunately owing to very limited resources it is not possible to investigate every incident, and as such thresholds for investigation have been set within the Cambridgeshire Flood Risk Management Strategy.

1.2 Risk Management Authority

The flood investigation reports have been produced in partnership with the relevant Risk Management Authorities (RMA). RMAs are defined by the Flood and Water Management Act 2010, as they have responsibilities for flood risk management. The

RMA's have a duty to carry out flood risk management functions in a manner consistent with national and local strategies.

The RMA's in Cambridgeshire are listed below; Table 1 highlights the relevant RMA that will take the lead in managing the risk from various local sources of flooding.

- Environment Agency (EA)
- Lead Local Flood Authority (LLFA) – the County Council
- Sewerage Undertaker - Anglian Water (AW)
- City and District Councils (C&DC)
- Internal Drainage Boards (IDBs)
- Highway Authority (HA) – the County Council, responsible for roads other than the A1, A1(M), M11, A14 and A428 for which Highways England are responsible.

The flood investigation reports determine which RMA(s) have exercised their flood risk management functions in response to flooding.

Table 1: Relevant flood Risk Management Authorities that will take the lead in managing the risk from various local sources of flooding.

Flood Sources	EA	LLFA	C&DC	AW	HA	IDBs
WATERCOURSES						
Main River	✓					
Ordinary Watercourse		✓				✓
Awarded Watercourse			✓			
SURFACE RUNOFF						
Surface water		✓				
Surface water originating on the highway					✓	
Surface water sewer flooding from water company systems				✓		
OTHER						
Groundwater		✓				
Foul sewer flooding				✓		
Reservoirs	✓					
The sea	✓					

Riparian owners also often have an important role to play. A riparian owner is a landowner with a watercourse running through or alongside their land. Riparian owners have responsibilities to maintain and allow the free flow of water through their land. Further information on riparian owner rights can be found on the [Cambridgeshire County Council website](#).

Flood Incident, Extent and Impact:

Table 2. Formal Flood Investigation Report

Date of incident	8/9 August 2014	Reference number	Various
Location of incident	Various locations across March, see map		
Risk Management Authority reported to	Cambridgeshire County Council Highways and Flood and Water teams, Fenland District Council, Anglian Water		
Incident reported by	Residents, Councillors		
Historical flooding	Unknown		
Source of flooding	Various – surface water, ordinary watercourse, foul		

Location

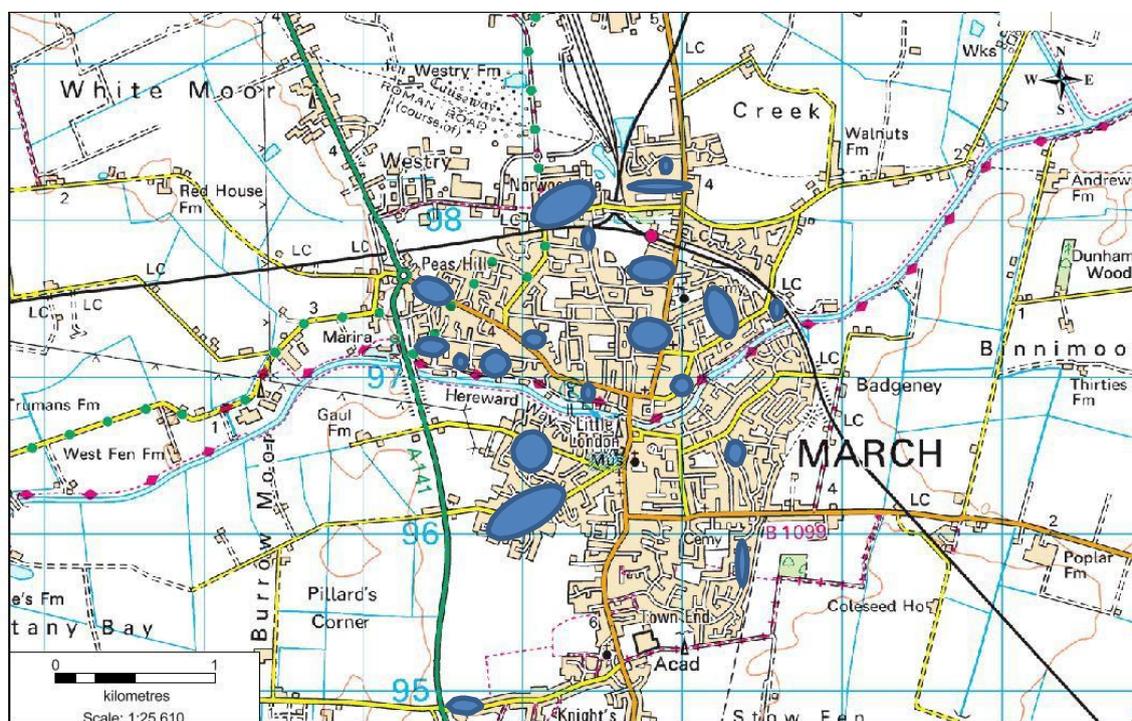


Figure 1. Location of flood incidents

Note: The above map is indicative and does not represent the true extent of flooding.

Likely cause of incident

During the weekend of the 8th/9th August 2014 68mm of rain fell which is equivalent to 147% of the long term average monthly rainfall total. The average expected rainfall for March for the whole month of August is 46mm.

Flooding occurred as a result of the relatively short but very heavy rainfall event. March is an area susceptible to surface water flooding as is illustrated in the below surface water flood risk map.

Investigations undertaken by the different RMAs have found issues including fat deposits, silt, cement wash and root infestation in the surface water sewers. Many of the surface water sewers in March outfall to ditches, some of which have been filled in overtime and many of which are in need of maintenance and/or suitable improvement. This maintenance is the responsibility of the landowners (please see the riparian owner leaflet on [Cambridgeshire County Council's website](#) for more information).

CCC Risk of Flooding from Surface Water in March

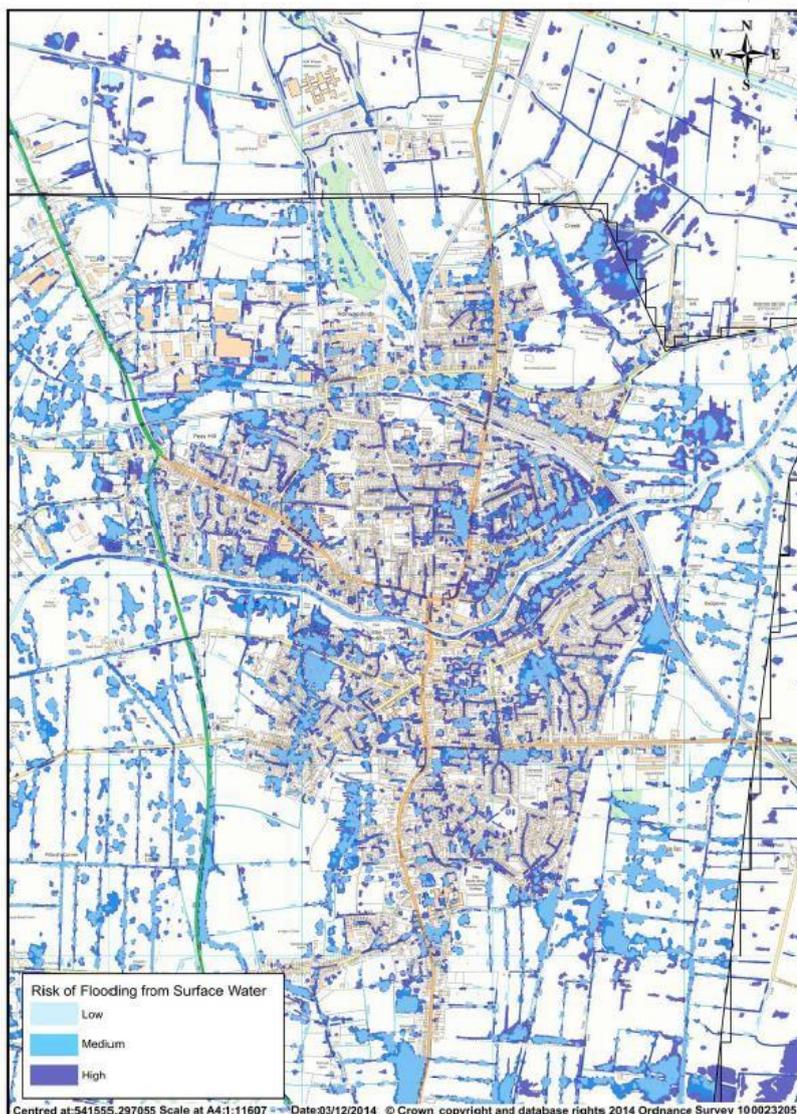


Figure 2. Risk of flooding from surface water - March

Summary of reported impact

Norwood Road – external property flooding

Gold Street – internal and external flooding, foul flooding issues

Nene Parade – road flooding

Birchwood Avenue, Brewin Avenue, Butt Avenue, Burrowmoor Road, Cherrywood Avenue, Cherryholt Avenue – significant road flooding, internal and external flooding

Sycamore Close and Ellingham Avenue – significant road flooding, road closed by Police

Century Way – significant road flooding, road closed by Police, internal flooding.

Fisherman's Drive – external flooding

Windsor Drive, West End, Elliot Road – external flooding

Queen Street – external flooding

Truman Ave – external flooding

Wisbech Road – internal and external flooding

Poplar Close – internal and external flooding

Highfield Road – internal and external flooding

Campbell Way – internal and external flooding

Hostmoor Avenue - internal and external flooding

Morton Avenue - internal and external flooding

Upwell Road – external flooding

Creek Road - internal and external flooding

Lime Grove – internal and external flooding

Gaul Road – internal and external flooding, foul flooding

issues Alpha Street – internal and external flooding

Cavalry Drive – significant road flooding, road closed by Police, internal flooding

Knights End - internal and external flooding

Orwell Drive – internal and external flooding

Rookwood Road – internal and external flooding

Cedar Close – internal and external flooding

Elm Road – external flooding

New Park – internal and external flooding

Depths reported by residents vary from 2" internally to 12" externally.

Actions taken by Relevant Risk Management Authorities (RMA's).

Key: Ongoing monitoring status

	Urgent work needed
	Works commissioned or project underway
	Appropriate short term work delivered. A viable longer term solution has not yet been identified or is planned.
	No further work required in the next review period

1. Norwood Road, Gold Street (FI/14/006 and FI/14/074)

RMA	Actions taken
Highways Authority (CCC)	<ul style="list-style-type: none"> Highways gullies have been jetted along Norwood Road, and frequency of gully maintenance increased. Highway gullies and a surface water sewer system are not present in Gold Street, causing runoff issues. Non-return valves could be fitted in Norwood Road however this measure is only effective should homeowners disconnect their downpipes contributing rainwater to the system.
Anglian Water	<ul style="list-style-type: none"> Cleansed their systems right through to the outfall which is into a drainage ditch alongside the footpath next to the beetroot factory. A non-return valve has been fitted to the SW sewer however this does not address the volume capacity of the sewer which can become overwhelmed by extreme rainfall events such as that in 2014. Lining the pipe behind Norwood Road may provide extra strength for the future, however this will not make a difference to pipe capacity. Blockages due to flytipping in the open ditch alongside the footpath next to the beetroot factory is thought to have exacerbated the flooding. Absent landowner is not undertaking maintenance responsibilities. If a culvert were installed into the open ditch to mitigate impacts of flytipping Anglian Water have offered to adopt and maintain the culvert. Note that such proposed works are contrary to local culvert policies and flood capital funding grants. However in this situation of fly-tipping absent landlord and limited solutions this activity is thought to be a viable option.
Lead Local Flood Authority (CCC)	<ul style="list-style-type: none"> An enforcement case was opened relating to unauthorised culvert running parallel to Norwood Road – the landowner has since carried out remedial works. Following AW investigation, CCC cleared the privately owned dyke behind Gold Street as a one-off gesture of goodwill. Following AW investigation, the drainage ditch near the Beetroot Factory in Hostmoor Avenue was found to be silted and full of rubbish. CCC cleared this as a one off gesture of goodwill after the flooding. It is the responsibility of the riparian owner to undertake regular maintenance of this ditch. Enforcement action is ongoing with the landowner. CCC are gathering data to appraise possible options to address the long term issue, including the installation of a culvert in the open ditch alongside the footpath beside the beetroot factory. The LLFA submitted the project proposal to the Environment Agency for grant funding.

2. Nene Parade (FI/14/052)

RMA	Actions taken
Highways Authority (CCC) and Middle Level Commissioners	<ul style="list-style-type: none"> • A short section of erosion/subsidence damage occurred on the bank of the River Nene, March, caused by water pouring off the surface of the Nene Parade carriageway. Repaired in collaboration between the County Council and the Middle Level Commissioners. • Highways have installed extra gullies in the low spots to prevent surface water flowing over the banks into the river in the future.

3. Sycamore Close and Ellingham Avenue (FI/14/053)

RMA	Actions taken
Anglian Water	<ul style="list-style-type: none"> • Investigating their part of the drainage system in this area. The system was jetted through to the recreation ground and is now working well.
Highways Authority (CCC)	<ul style="list-style-type: none"> • CCC Highways checked the drainage network which was clear. • The Highways surface water pumping station is in working order.

4. Kingswood Road, Birchwood Avenue, Brewin Avenue, Burrowmoor Road (FI/14/054) Cherrywood Avenue and Cherryholt Avenue (FI/14/066)

RMA	Actions taken
Highways Authority (CCC), LLFA (CCC), Fenland District Council, Middle Level Commissioners	<ul style="list-style-type: none"> • Drainage system on Burrowmoor Road was surveyed and cleaned, and no faults found. • Blockage found near Cherrywood Green, this has been cleared and flushed through, with dye testing from Birchwood to the outfall to test the flow. • Highways have investigated the drainage section from Brewin Avenue to Butt Avenue which found that the system ends at a filled in ditch. • Potential solutions to Brewin/Birchwood Avenue to Butt Avenue identified, all organisations to work in partnership to develop a deliverable scheme as part of the highways project programme: <ol style="list-style-type: none"> 1. To divert the drainage to the existing sewer – this would increase pressure on the existing system in Kingswood Road. 2. Drainage could be piped the other way into an A141 ditch crossing 3rd party land – however this is dependent on a planning application progressing for this land and agreeing a joint solution with the 3rd party landowner/developer.

5. Fisherman's Drive (FI/14/065 and FI/14/071)

RMA	Actions taken
Highways Authority (CCC)	<ul style="list-style-type: none"> • Highways investigated the drainage network in 2014 and found a collapsed pipe and a pipe blocked due to root infestation. Both were cleared and repaired to full working condition. • Another root blockage caused flooding to West End in August 2017. Roots have again been cut and pipework jetted. Frequency of required works noted unless trees can be removed. Highways to look into the funding available to line the pipes • An investigation confirmed the 2017 flooding was not related to the new Lake Close development.

6. Century Way (FI/14/067)

RMA	Actions taken
Anglian Water	<ul style="list-style-type: none"> Cleared out the system to improve the situation. This AW system outfalls into a drainage ditch alongside the footpath next to the beetroot factory in Hostmoor Avenue.
Lead Local Flood Authority (CCC)	<ul style="list-style-type: none"> Linked to 1. Norwood Road, Gold Street (FI/14/006 and FI/14/074), see above for further information. Following AW investigation, the drainage ditch near the Beetroot Factory in Hostmoor Avenue was found to be silted and full of rubbish. It is the responsibility of the riparian owner to undertake regular maintenance of this ditch. The drainage ditch in question has however been cleared by CCC as a one-off gesture of goodwill.

7. Windsor Drive, West End, and Elliot Road (FI/14/068, FI/14/106 and FI/14/141)

RMA	Actions taken
Anglian Water	<ul style="list-style-type: none"> Jetting and camera inspections of the drainage network were undertaken which showed the network to be working fine. Weekly visits have been undertaken to check the network is functioning including the telemetry and screens. Undertaking detailed modelling of the system and outfalls to provide evidence for a potential March-wide drainage partnership project. Ongoing data collection is taking place (including from boats) to inform the modelling exercise.
Middle Level Commissioners	<ul style="list-style-type: none"> River levels are consistently above the systems outlet level which causes capacity issues during heavy rainfall. The water levels managed within the entire Middle Level River system is a fine balance of conflicting interests, including flood risk, channel maintenance and stability, water resources, navigation, biodiversity and other amenity uses. Working with Anglian Water and CCC to identify opportunities.
Lead Local Flood Authority (CCC)	<ul style="list-style-type: none"> A potential March-wide drainage partnership project is being scoped to look at the issues highlighted with outfalls. Viability is likely to be an issue given the scale of works needed to address the outfalls. The LLFA submitted the project proposal to the Environment Agency for grant funding.

8. Truman Avenue (FI/14/070)

RMA	Actions taken
Highways Authority (CCC)	<ul style="list-style-type: none"> Investigation works ordered. Pipe found to be infested with roots, this has been cleared and left in full working condition.

9. Queen Street (FI/14/069)

RMA	Actions taken
Highways Authority (CCC)	<ul style="list-style-type: none"> The highways team checked the gullies along this road, one gully cleared and flushed.

10. Wisbech Road (FI/14/072)	
RMA	Actions taken
Highways Authority (CCC)	<ul style="list-style-type: none"> • Jetted the pipe from man hole to dyke and found no sign of issues. It was left flowing freely.
11. Poplar Close (FI/14/073)	
RMA	Actions taken
Highways Authority (CCC)	<ul style="list-style-type: none"> • Drainage system was investigated and cleared. • Root infestation was found to blocking a section, and following clearance this issue arose again when the root grew again. • Further clearance undertaken to maintain free flow. • Proposals have been put forward to gain funding for future remedial works.
12. Highfield Road (FI/14/076)	
RMA	Actions taken
Highways Authority (CCC)	<ul style="list-style-type: none"> • Highways team investigated the drainage network and found cement wash in the systems. • The system has been cleared to full working order.
13. Campbell Way (FI/14/077)	
RMA	Actions taken
Highways Authority (CCC)	<ul style="list-style-type: none"> • Drainage investigation found no problems, system cleaned and running freely.
14. Hostmoor Avenue (FI/14/078)	
RMA	Actions taken
Anglian Water	<ul style="list-style-type: none"> • AWS cleared out potential additional silt in their lagoon as part of the ongoing maintenance programme.
15. Morton Avenue (FI/14/079)	
RMA	Actions taken
Lead Local Flood Authority (CCC)	<ul style="list-style-type: none"> • An outline business case and proforma has been submitted to the EA and AW for funding towards a combined 'Sustainable Drainage System' (SuDS) retrofit and 'Property Level Resilience' (PLR) alleviation project in the area. • A contractor for the detailed design and construction of the SuDS retrofit works has been appointed, and flood modelling work is being undertaken to inform scheme design. • The scope and outline costings of the PLR element of the project has been identified.
Clarion Housing Group (Circle Housing Group prior to 2017, Roddons prior to this)	<ul style="list-style-type: none"> • Carried out an assessment of the surface water pump in Morton Avenue that had stopped working as a result of a power cut during the floods. They have since checked the electrics, restored the emergency operation, alarm and completely replaced the pump (Sept '15). • The pump was adopted by Anglian Water in October 2016. • Have agreed to adopt and maintain the SuDS retrofit features built on their land. CHG own all the open green space and private access roads identified for retrofit, and own 50% of the properties to benefit from the project.

Highways Authority (CCC)	<ul style="list-style-type: none"> Highways drainage network surveyed and no problems found.
Anglian Water	<ul style="list-style-type: none"> AW investigated the surface water drainage system in 2015 and again in 2018 and undertook routine clearance.
16. Upwell Road (FI/14/080)	
RMA	Actions taken
Highways Authority (CCC)	<ul style="list-style-type: none"> Drainage system was investigated and cleared.
17. Creek Road (FI/14/081)	
RMA	Actions taken
Highways Authority (CCC)	<ul style="list-style-type: none"> Drainage investigation ordered, blocked gullies were cleansed and jetted along with the lateral drains and left working. Following further investigation a new gully was installed at Belmont Road.
18. Lime Grove (FI/14/082)	
RMA	Actions taken
Anglian Water	<ul style="list-style-type: none"> CCTV survey of drainage pipes undertaken and found them to be in a suitable condition. Fitted non return valve to affected property.
19. Gaul Road (FI/14/096)	
RMA	Actions taken
Anglian Water	<ul style="list-style-type: none"> Drainage systems were jetted and silt was removed. CCTV surveys of the system after the works showed the system to be running freely. Non return valves have been installed on some properties.
Highways Authority (CCC)	<ul style="list-style-type: none"> Following further issues, Highways jetted offlets, provided patching, raised curbs and installed two new gullies.
Fenland District Council	<ul style="list-style-type: none"> FDC cleared the drainage system in the Chase for which they are responsible, from the access point for the bungalow up to Gaul Road.
20. Alpha Street and Station Road (FI /14/097)	
RMA	Actions taken
Highways Authority (CCC)	<ul style="list-style-type: none"> Gullies and lateral systems have been jetted. Minor blockages have been cleared and repaired in time for resurfacing works on Station Road. Following further issues in July 2015, two new gullies have been installed on Alpha Street in the low spots of the road. In 2017 a new gully has been stalled which connects to lesser used systems.
Anglian Water	<ul style="list-style-type: none"> Camera investigations into the immediate area structures found no structural failures. The systems were jetted. A blockage due to fat deposits was found and cleared on Station Road.

21. Cavalry Drive (FI/14/0102)

RMA	Actions taken
Highways Authority (CCC)	<ul style="list-style-type: none"> All gullies have been cleaned and jetted and the piped system has been cleansed and dye traced. The system was found to be running freely to its outfall into a riparian ditch which is in need of maintenance. Have cleared the riparian owned ditch at the outfall to allow for extra capacity in times of heavy rainfall.
Anglian Water	<ul style="list-style-type: none"> Checked their systems which outfall into an attenuation pond. Systems running freely.
Fenland District Council	<ul style="list-style-type: none"> Looking into clearing the riparian ditch and assessing impacts of resident(s) laying decking and summer houses/sheds over the ditch. Contacted riparian owners regarding the attenuation pond adjacent to Barker's Lane. Project proposal developed with support from the LLFA and submitted to the Environment Agency's Medium Term Plan project programme. Outline business case for the project to be drafted for funding from the Environment Agency, and other funding sources to be investigated.
Lead Local Flood Authority (CCC)	<ul style="list-style-type: none"> CCC to investigate local flood risk and local flooding history to inform FDC's outline business case.

22. Knights End Road (FI/14/103)

RMA	Actions taken
Highways Authority (CCC)	<ul style="list-style-type: none"> Investigative works were commissioned and there is a possible break in a pipe.

23. Orwell Drive (FI/14/104)

RMA	Actions taken
Highways Authority (CCC)	<ul style="list-style-type: none"> The outfall into the river which was blocked with tree roots has been cleared. Gullies and pipework cleaned and jetted. All left running well.

24. Rookwood Road (FI/14/105)

RMA	Actions taken
Lead Local Flood Authority (CCC)	<p>Property flooding:</p> <ul style="list-style-type: none"> Attended the site to investigate internal flooding and identified a private matter that needs addressing between neighbouring properties. The LLFA wrote to relevant property owner(s) to make them aware of the issues and suggest a potential private solution.
Highways Authority (CCC)	<p>Flooding on the highway:</p> <ul style="list-style-type: none"> Investigations and jetting of the pipe system were undertaken to reveal the outfall which was partially blocked with rubble. Works have been undertaken to remove obstructions, pipes left in working order.

25. Cedar Close (FI/14/136)

RMA	Actions taken
Anglian Water	<ul style="list-style-type: none"> Foul system and surface water system checked and clear.
Middle Level Commissioners	<ul style="list-style-type: none"> March Fifth District Drainage Commissioners have cleared the boards ditch. AWS have checked the outfall and all is cleared.

26. Elm Road (FI/14/139)

RMA	Actions taken
Highways Authority (CCC)	<ul style="list-style-type: none"> Drainage investigation found no problems, system cleaned and running freely. Investigation found that a section of riparian ditch was in need of maintenance.
Lead Local Flood Authority (CCC)	<ul style="list-style-type: none"> Spoke to the landowner and informed them of their riparian owner responsibilities. Enforcement case opened– landowner will not accept riparian responsibilities. CCC to investigate further the local flooding history and risk.

27. New Park (FI/14/146)

RMA	Actions taken
Highways Authority (CCC)	<ul style="list-style-type: none"> Gullies cleansed in June 2014. Gullies and lateral systems have been jetted. Majority of the gullies outfall into the Boards drain.
Middle Level Commissioners	<ul style="list-style-type: none"> March 5th Board drain is maintained regularly by March Fifth District Drainage Commissioners.
Anglian Water	<ul style="list-style-type: none"> AW system has been checked and is clear to the outfall.

Further actions

Cambridgeshire County Council recommends that residents, whose properties have been flooded or whose properties are at risk from surface water flooding, contact the [National Flood Forum](#) for details on how to protect their property.

Cambridgeshire County Council recommends that residents who have drainage ditches running through or along their property boundaries make themselves familiar with the responsibilities they have as riparian owners, please see the riparian owner factsheet on CCC's website.

Cambridgeshire highways issues should be reported via [the County Council's website](#) or by calling 0345 045 5212. The routine cleansing of highways gullies across Cambridgeshire is now prioritised as part of a risk based approach to highway drainage maintenance. It is expected that all bodies will continue to share information and work co-operatively to manage future risk.

It is estimated that more than half of sewer blockages that cause flooding and pollution incidents are caused by fat, oil, grease (FOG) and unflushable items being placed down sinks and toilets. Anglian Water Services Ltd have a campaign known as Keep it Clear, which promotes good use of the public sewerage system. By working together with communities in high risk areas, residents have been able to reduce blockages by an average of more than 50%. More information on Keep it Clear can be found at <http://keep-it->

Further rainfall events

We are aware there have been more heavy rainfall events in this area (less severe than August 2014 but still heavy) such as in June 2016.

Please Note:

CCC, FDC & AW prepared the following information for March Town Council:

New surface water sewer networks across the country are designed to cope with a rainfall event with an annual probability of a 1 in 30 (3.3%) however older systems (like many of the systems found in March) were not designed to this specification. The intense rainfall events we have seen in this area over the past few years are greater than this annual probability and are becoming more frequent. As the drains are not designed to cope with events greater than a 1 in 30 annual probability, after a certain point, the rainfall is unable to drain away quickly and so collects on the surface. Once the rain has stopped the water then drains away more easily as there is capacity in the system. After heavy rainfall events, if surface water on roads does not drain away within two hours of the rain stopping, please report this through to the Highways Authority. If the rain does drain away within two hours, it is likely that the intensity of the storm was greater than the design capacity of the surface water sewer system and it is unlikely there is a problem (such as a blockage) with the drainage system.

Within March, the Highways Authority (CCC) are responsible for maintaining highway drainage, including road drains/gullies, pipes, manholes and outfalls. Issues such as blocked gullies, off lets, and other grates that take highway water, as well as water discharging from roads and footways, should be reported to them by calling 0345 045 5212 or reporting the issue online:

<http://www2.cambridgeshire.gov.uk/HighwaysReports/Highways/ReportProblem1.aspx>

Customers will receive a reference number, which they can then quote in any future correspondence with

Anglian Water have responsibility over Anglian Water surface water sewers and foul sewers. Issues with these systems need to be reported on 03457 145 145. Anglian Water lines are open 24/7, and customers should also receive a reference number, which they can then quote in any future correspondence with Anglian Water.

Many of the surface water outfalls in March are connected to the Old Course River Nene. When the river level is high, it submerges the surface water outfalls which means that water may back up within the surface water systems. When built, surface water outfalls are designed to be positioned above the river level to prevent water backing up. However when storms occur and the river level temporarily rises, outfalls can become submerged. Works to alter outfall levels would be very costly and while the Fenland flood risk management partners are looking into this it is uncertain whether a viable scheme will be able to be developed due to the funding required and the technical difficulties involved. The Middle Level Commissioners manage the water levels on the Old Course River Nene and have to provide a fine balance of conflicting interests, including flood risk, channel maintenance and stability, water resources, navigation, biodiversity and other amenity uses.

All outstanding issues are reviewed every year to reconsider the potential for actions and development of viable projects. However in some areas of March there may be no further work that the Risk Management Authorities can undertake without investing large sums of money which are not available at this time.

It is recommended that residents who are worried about flood risk check their risk of surface water flooding using the risk of flooding from surface water maps on the Environment Agency website:

<https://flood-warning-information.service.gov.uk/long-term-flood-risk/map?easting=505655&northing=275735&address=10000140184&map=SurfaceWater>

Residents at risk of flooding should take the time to prepare a personal flood plan, an Environment Agency template can be found on the following website:

<https://www.gov.uk/government/publications/personal-flood-plan>

It is the responsibility of the home owner to protect their property from flooding. Residents can get advice on protecting their property from flooding from the following organisations:

- National Flood Forum: <http://www.nationalfloodforum.org.uk/> 01299 403055
- Know your flood risk: <http://www.knowyourfloodrisk.co.uk/flood-advice-guidance> 0844 844 9966

info@knowyourfloodrisk.co.uk

It is recommended by all Councils that Parish Councils prepare a response plan to enact in times of emergency (including flooding). The County Council is able to offer support with developing and testing the plan. The plans should aim to make use of local knowledge, skills and resources that can provide localised assistance in an emergency to compliment what organisations like the Police and Fire Services can provide.