

Flooding advice and information

Groundwater flooding

Some parts of Wiltshire experience groundwater flooding, when the water level underground rises to the surface. Protection from groundwater flooding can be difficult, expensive or even sometimes impossible.

If your home is at risk of flooding from groundwater you should always consult a professional before embarking on property protection measures.

Make a plan

It's important to make a plan so in the event of flooding you and members of the family know what to do. Make a grab bag that you can take with you at short notice with important documents and information you may need such as passports, driving licence, insurance details, medicines, etc.

Businesses should also look at insurance policies and whether they are appropriate in the event of a flood.

- Make a list of employee contacts and details in the event of an evacuation.
- Security procedures and setting alarms.

- Are you insured for flood damage, business interruption and lost revenue.
- Hazardous materials plan ensuring chemicals, oils and other substances are kept safe and do not contaminate flood water.
- Make a list of important contacts
- Know the key cut off points for gas, electricity and water.
- Consider such things as alternative sites, how will your business cope and could you continue to trade if your premises were flooded.

More information about making a family plan and business plan can be found on Wiltshire Council and Environment Agency websites.

PEAS

Wiltshire Council has been working with town and parish councils to develop community resilience. This is done by providing free of charge a "flood kit" consisting of items such as sand, sandbags, gel sacs, road signs and fluorescent tabards.

Parishes are encouraged to draw up flood /community emergency plans and recruit flood/community wardens so that in the event of a weather emergency they can offer

assistance and advice until the emergency or statutory agencies can get to them.

Contact your town or parish council if you are interested in becoming a volunteer or want to know more.

Sandbags

As a property owner it is your responsibility to protect your property from flooding. The council is unable to supply sandbags in advance of any flood warnings and you should make your own arrangements to purchase and arrange for delivery to your home (see yellow pages for suppliers)

If you are in imminent danger of flooding telephone **0300 456 0105**.

We have a limited supply of sandbags and any requests for them during an emergency will be considered on a case by case basis and prioritised by level of need or vulnerability for example the elderly or infirm and the protection of commercial property to prevent environmental pollution.

Emergency planning

When we suffer severe weather Wiltshire Council operates a round the clock service in its operational control room. Calls for assistance

are co-ordinated to ensure that the people roads and properties most in need get help as quickly as possible.

Lead local flood authority

Wiltshire Council is the designated lead local flood authority for the county and are required to:

- Prepare and maintain a strategy for local flood risk management in their areas. Coordinating views and activity with statutory undertakers, local bodies and communities through public consultation, scrutiny and deliver sustainable planning.
- Maintain a register of assets – these are physical features that have a significant effect on flooding in their area.
- Investigate significant local flooding incidents (S19) Flood and Water Management Act 2010.
- Establish approval bodies for design, building and operation of Sustainable Drainage Systems.
- Issue consents for altering, removing or replacing certain structures or features on an ordinary watercourse.
- Play a lead role in the emergency planning and recovery after a flood.