

Prepare for flooding

Winter 2021-2022



Advice, guidance, information and links to support you and your community in the coming months.

We are the Environment Agency. We protect and improve the environment.

We help people and wildlife adapt to climate change and reduce its impacts, including flooding, drought, sea level rise and coastal erosion.

We improve the quality of our water, land and air by tackling pollution. We work with businesses to help them comply with environmental regulations. A healthy and diverse environment enhances people's lives and contributes to economic growth.

We can't do this alone. We work as part of the Defra group (Department for Environment, Food & Rural Affairs), with the rest of government, local councils, businesses, civil society groups and local communities to create a better place for people and wildlife.

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Introduction

We hope the following will support you in planning, responding and recovering from any flooding

Key telephone numbers

Floodline
0345 988 1188

Environment Agency
Incident Hotline
0800 807060

We'd love to hear from you

If there is any help we can give to you please let us know by using our Flood Resilience email address - resilience.solentandsouthdowns@environment-agency.gov.uk

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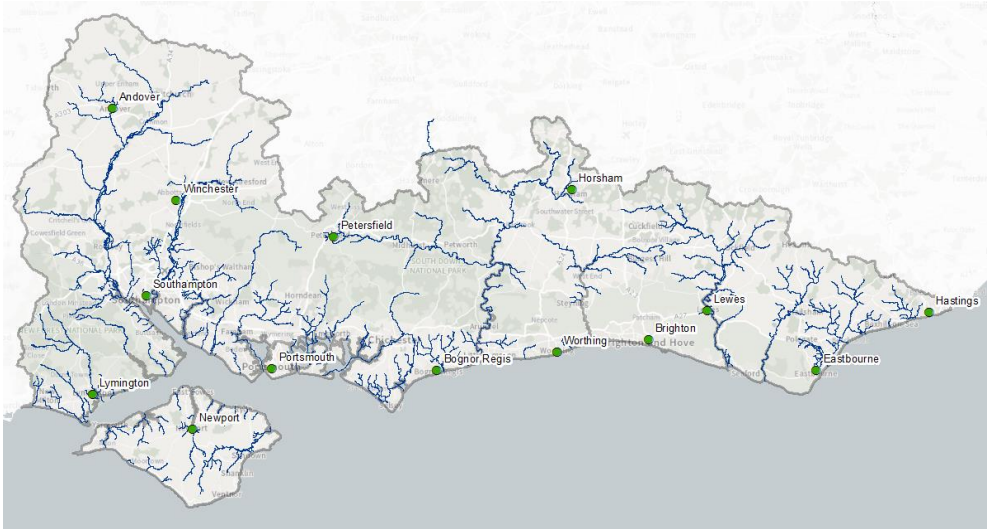
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Environment Agency Area – Solent and South Downs



In the Environment Agency we deliver our work in operational boundaries across England.

There are 14 operational areas in total and our operational area is Solent and South Downs (SSD).

SSD encompasses a large part of Hampshire, West Sussex, East Sussex and all of the Isle of Wight.

Covering an area of 6,197 km², a population of approximately 3 million people, with a coastal length of 230 km and approximately 2,200 km of main rivers.

Sources of flooding

Floods can happen anywhere and at any time. Below is a brief overview of the most common forms of flooding that may affect you and your community:

Surface Water Flooding



This is a result of exceptionally intense or prolonged rainfall which overwhelms the drainage capacity of a local area. This type of flooding can happen almost anywhere.

River (Fluvial) Flooding



This occurs when a watercourse cannot cope with the volume of water draining into it from surrounding land. The river banks overtop and the surrounding land floods. This can be more common where there are restrictions in the river flow caused by structures such as bridges.

Groundwater Flooding



Groundwater flooding occurs when the water table in the ground rises above surface levels. It is most likely to occur in areas underlain by permeable rocks, called aquifers. In low-lying areas, the water table is usually nearer to the surface and during very wet periods the water table can rise to the surface causing groundwater flooding.

Coastal and Tidal Flooding

Coastal flooding results from a combination of high tides and stormy conditions. Tides follow regular and predictable cycles. If low atmospheric pressure coincides with a high tide, a storm surge may happen which can cause serious flooding.

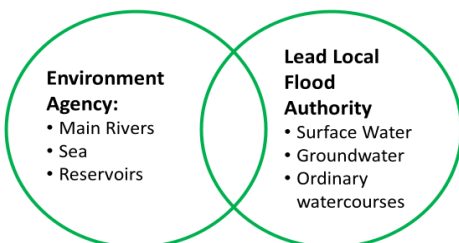
Flooding from the sea can occur on the coast, in estuaries and along tidal rivers. High sea levels can also cause rivers flowing into the sea to be held back, leading to higher water levels within the rivers and a greater risk of river (fluvial) flooding.



Managing flood risk: who is responsible?

The Department for Environment, Food and Rural Affairs (Defra) is the policy lead for flood and coastal erosion risk management in England. New or revised policies are prepared with other parts of government such as the Treasury, the Cabinet Office (for emergency response planning) and the Department for Communities and Local Government (for land-use and planning policy). These national policies are then delivered by Risk Assessment Management Authorities (RMAs).

Lead responsibilities:



The RMAs are:

Environment Agency

Has strategic overview of all sources of flooding and coastal erosion. It is also responsible for flood and coastal erosion risk management activities on main rivers and the coast, regulating reservoir safety, and working in partnership with the Met Office to provide flood forecasts and warnings.

Lead Local Flood Authorities

These are the county councils and unitary authorities. They lead on managing local flood risks, i.e. risks of flooding from surface water, groundwater and ordinary (smaller) watercourses.

District and Borough Councils

They are key partners in planning local flood risk management. They can carry out flood risk management on minor watercourses.

Managing flood risk: who is responsible?

Coast Protection Authorities

District and unitary authorities in coastal areas are Coastal Protection Authorities. They lead on coastal erosion risk management activities in their area.

Water and sewerage companies

They manage the risk of flooding to water supply and sewerage facilities and flood risks from the failure of their infrastructure.

Internal Drainage Boards (IDBs)

IDBs are independent public bodies responsible for managing water levels in low-lying areas. They are the land drainage authority within their districts and their functions include supervising land drainage and flood defence works on ordinary watercourses

Highways authorities

Highways authorities (the Highways Agency and unitary/county councils) have the lead responsibility for providing and managing highway drainage and roadside ditches

For more information on the specific roles and responsibilities please visit: www.gov.uk/guidance/flood-risk-management-information-for-flood-risk-management-authorities-asset-owners-and-local-authorities

Be Prepared – Sign up for free flood warnings

Would you know what to do in a flood?



**FLOOD
ALERT**

PREPARE

- Prepare a bag that includes medicines and insurance documents
- Visit www.gov.uk/check-flooding



**FLOOD
WARNING**

ACT

- Turn off gas, water and electricity
- Move things upstairs or to safety
- Move family, pets and car to safety



**SEVERE
FLOOD
WARNING**

SURVIVE

- Call 999 if in immediate danger
- Follow advice from emergency services
- Keep yourself and your family safe

Visit check-for-flooding.service.gov.uk/plan-ahead-for-flooding

#PrepareActSurvive

Many homes or business at risk of flooding from main rivers and coastal flooding can sign up to receive flood warnings in England.

The service is free. You'll be alerted by phone, email or text when flooding is possible or expected.



Landline



Text message



Mobile phone



Email

You can register, update your details, or cancel your account on the Gov.UK website, or by calling Floodline.


Online:


www.gov.uk/sign-up-for-flood-warnings


Floodline:

0345 988 1188


Updates on flooding


 To check for flooding in your area and to read the flood forecast for the next 5 days visit: check-for-flooding.service.gov.uk


 Call Floodline: 0345 9 88 11 88
(or Type talk: 0345 602 6340 for the hard of hearing)


 Listen for updates on local TV and radio stations.

 @EnvAgencySE

 Check the latest river, sea and rainfall levels – these levels can help you understand your flood risk now and over the next few days <https://check-for-flooding.service.gov.uk/river-and-sea-levels>

 Check the latest groundwater levels – for real-time groundwater data <https://sites.google.com/view/groundwatergraphs/home>

 Check for flooding in your area and to read the flood forecast for the next 5 days visit: check-for-flooding.service.gov.uk

 For weather forecast information, please visit: www.metoffice.gov.uk/

To read the SSD monthly water situation report, please visit: www.gov.uk/government/collections/water-situation-reports-for-england

FLOODS DESTROY DESTROY BE PREPARED

Prepare for flooding

If you are at risk of flooding know how you can respond:

Make sure you are signed up to our free Flood Warning Service

Make a flood plan

Know how to turn off your gas, electricity and water

Protect your property - get advice from the [National Flood Forum](#) about how to protect your property and how much this will cost

Be aware of where to obtain sandbags - [Contact your local council](#) to find out if they may be able to supply them, if not you can obtain them from some DIY or building supplies shops

Check your insurance - make sure you have insurance to protect your home or business and check if flood damage is included

If you have a disability or need extra help ask [your council](#) if you can be put on a list to get extra help during a flood



Help during a flood

Check the [National Flood Forum](#) or speak to a **Floodline adviser** (0345 988 1188) to find out how to stay safe during a flood

Report a flood to us at the Environment Agency on our 24 hour Incident Hotline 0800 807060

For temporary accommodation - contact [your council](#) for help

For more information visit www.gov.uk/prepare-for-flooding/future-flooding




Reporting Flooding and Flood Risk

Ring our Incident Hotline **0800 807060** if you are concerned about blockages, obstructions to river flow or are aware of cut vegetation that is being regularly deposited into a watercourse, which could cause pollution.

Also ring our Incident hotline if you have been or are about to be flooded.

We will give you advice and guidance and the information you share will be passed on to the relevant duty team who will be able to take any necessary actions.

 Photos, times and description of flooding are vital in helping us understand how your community has been affected and will also help us to ensure our flood warning messages are as timely and accurate as possible.

Riparian Responsibilities

A riparian owner is a person, or people, with a watercourse next to or under their property. You would normally own a stretch of watercourse:

- that runs on or under your land
- on the boundary of your land, up to its centre

A watercourse can be a:

- river
- brook
- beck
- ditch
- stream
- leat
- goyle
- rhyne
- culvert

A culvert is an underground structure that water can flow through.

The deeds for your property or land will tell you if this is not the case. Check your deeds if you're not clear about ownership.

If you are a **riparian owner** you will have certain rights and responsibilities, particularly regarding maintenance of the stretch of watercourse you own, which could affect flood risk.

For more information about owning a watercourse go to <https://www.gov.uk/guidance/owning-a-watercourse>



2021-2022 Flood Action Campaign

Our annual Flood Action campaign launched on 22 November 2021. Recent polling suggests a staggering 6 out of 10 people who live in flood risk areas do not believe their homes could flood.

This year the Flood Action campaign will run until March 2022 and is focused on helping people know what action they can take in a flood, to protect themselves, their families, properties or businesses. In other words: what they can do to Prepare. Act. Survive. We keep the three focal points as our priorities; [Find out if you are at risk of flooding](#)

[Register for our free flood warning service](#)

[Create a flood plan](#)

For all of us, our homes are where we live our lives, create memories, and celebrate with the people we love. Flooding can devastate lives. So those at risk from flooding need to know what to do when it happens. Small actions can save homes, memories, and the things we hold dear to us.


We'd really love it if you could help us spread the messages far and wide by using our materials to support us promoting this campaign. Everything you need can be downloaded from [Dropbox](#) and links to our [How to plan ahead for flooding page](#)

Go to www.gov.uk/prepare-for-flooding/future-flooding for our flood plan templates

Flood plan templates

Personal Flood Plan

This guidance details actions that you should do in the event of a flood (like moving sentimental items to safety), and provides space for you to note down important contact details such as your utility companies and insurance.

Personal flood plan 

Are you signed up to receive flood warnings? **Let us know when you've completed your flood plan by adding 'Completed on: 05/05/2018 11:00'. This will help us better serve you should there be an emergency for flooding.**

Contact name	Contact name	Contact name	Telephone
Electricity supplier	Environment Agency		0164 988 1188
Gas provider			
Water provider			
Telephone provider			
Insurance company			
Landlord			
Local council			
Local MP			
Nearest police			

Area location	Description of location
Street	
City	
Postcode	
Notes	

Who else might help in an emergency?

Relationship	Name	Contact details	How can they help?
Family			
Friend or neighbour			

Be prepared for flooding. Act now

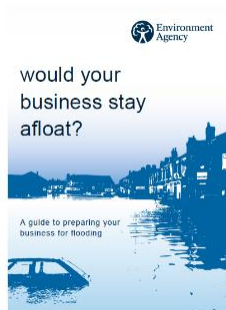
Community and Group Flood Plan

This guidance is for anyone involved in supporting communities and groups to improve their ability to plan for a flood



Business Flood Plan

This guidance details some of the easy actions that can be taken to make sure that a business is as well prepared as possible for flooding



More information



What to do before, during and after a flood

Practical advice on what to do to protect yourself and your property



[What to do before, during and after a flood](#)

This leaflet details advice on what to do before, during and after a flood to protect yourself and your property from flooding



Flooding from groundwater

Practical advice to help you reduce the impact of flooding from groundwater



[Flooding from groundwater](#)

This leaflet provides advice on how to help you reduce the impact of groundwater flooding on your property



Prepare your property for flooding

A guide for householders and small businesses

[Prepare your property for flooding](#)

While it's impossible to completely flood-proof a property, there are lots of things you can do to reduce the damage flooding can cause. This guide will support you with this

**Would you like to find out more about us
or about your environment?**

Then call us on

03708 506 506 (Monday to Friday 8am to 6pm)

Email

enquiries@environment-agency.gov.uk

Or visit our website

www.gov.uk/environment-agency

Incident hotline 0800 807060 (24 hours)

Floodline 0345 988 1188 (24 hours)

Find out about call charges

www.gov.uk/call-charges