

# Flooding

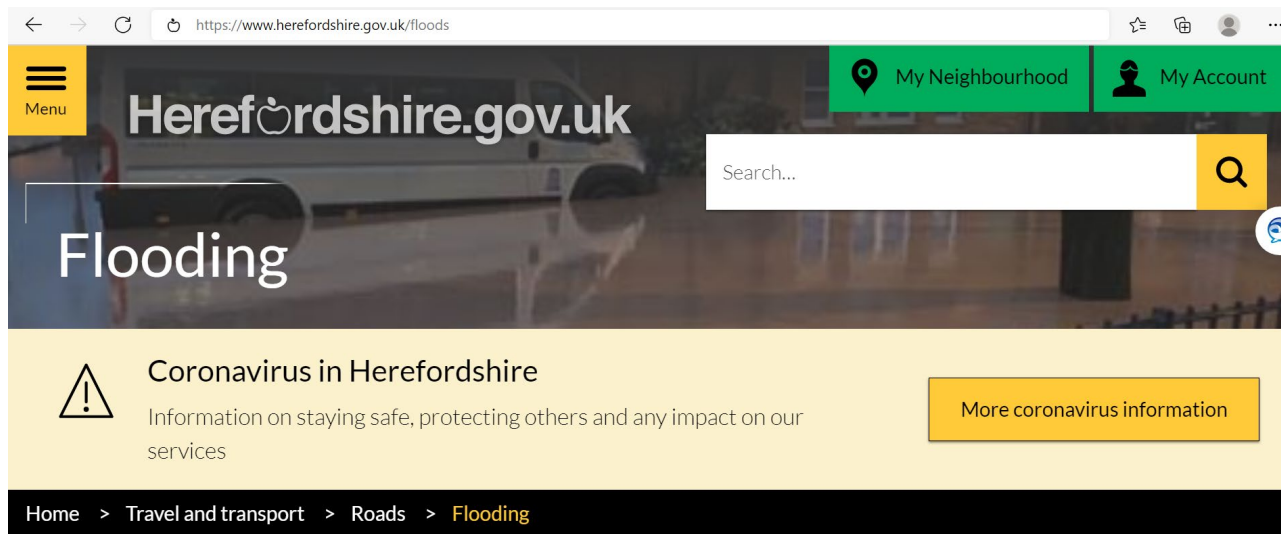
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# Communication channels

- The council's flooding webpages are regularly updated
- [www.herefordshire.gov.uk/floods](https://www.herefordshire.gov.uk/floods)



## In this section

1. Prepare for a flood

2. Report a flood

3. After a flood

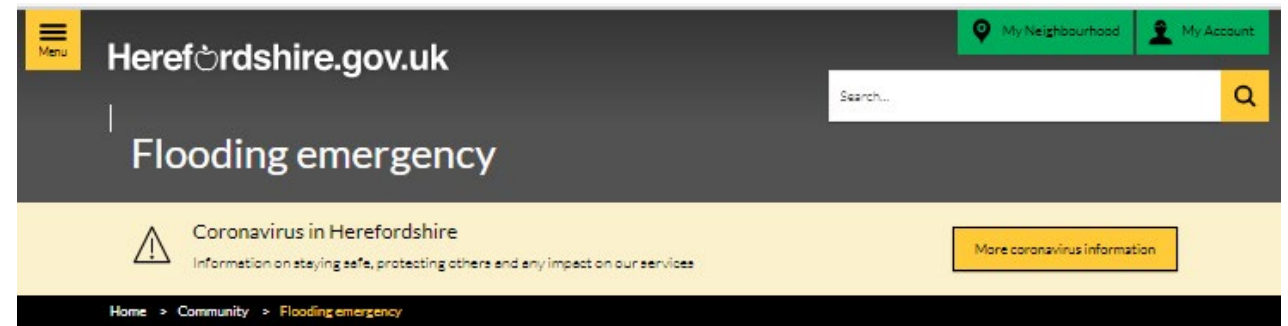
4. How we manage flooding

5. The River Wye and Lugg Natural Flood Management Project

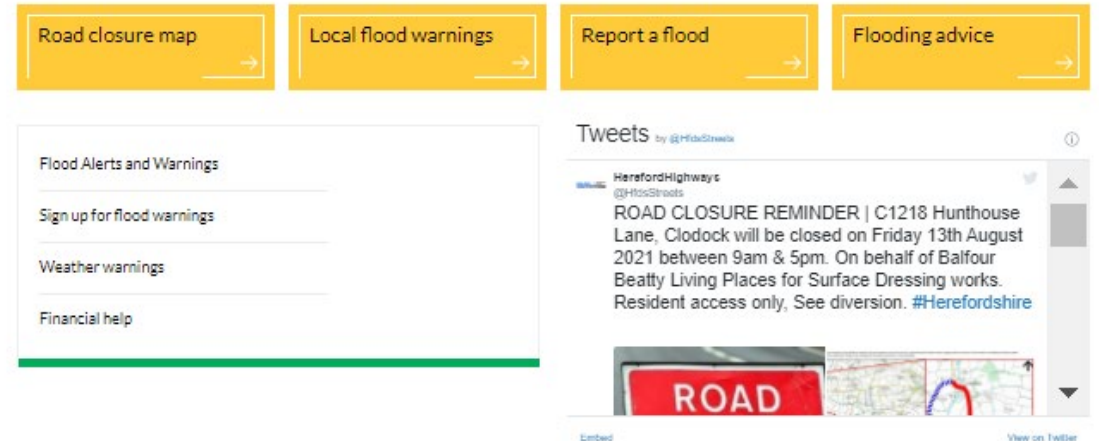
6. Ditch and drainage responsibilities

# Communication channels

- If flooding is expected/experienced, information is highlighted on the council's homepage, newsroom and social media



The screenshot shows the top navigation bar of the Herefordshire.gov.uk website. It includes a 'Menu' icon, the council's name 'Herefordshire.gov.uk', and links for 'My Neighbourhood' and 'My Account'. A search bar is located on the right. Below the navigation bar, the main heading is 'Flooding emergency'. A yellow banner below the heading contains a warning icon and the text 'Coronavirus in Herefordshire' with a sub-link for 'More coronavirus information'. At the bottom of the banner, there is a breadcrumb trail: 'Home > Community > Flooding emergency'.



The screenshot shows the 'Flooding emergency' section of the website. It features four yellow buttons with white text and right-pointing arrows: 'Road closure map', 'Local flood warnings', 'Report a flood', and 'Flooding advice'. Below these buttons, there is a white box with the heading 'Flood Alerts and Warnings' and four links: 'Sign up for flood warnings', 'Weather warnings', and 'Financial help'. To the right of this box is a 'Tweets' section by @HfdStreets, featuring a tweet from @HfdStreets about a road closure reminder for C1218 Hunthouse Lane on Friday 13th August 2021. The tweet includes a map and a red 'ROAD' sign icon.

# Communication channels

- The council's flooding webpages contain contact numbers to help direct you to the appropriate agency
- **Call 999** if there's a risk to people or property
- **Call 01432 261800** if there's:
  - Deep water on the road, making it impassable to vehicles
  - Fast flowing water causing damage to the road, bridges/structures
- Use the 'report flooding' form on our website to tell us about past flooding



## Report flooding to your property

This service is not for emergencies.

If you have suffered from flooding, let us know where and what happened as this may help us to minimise flooding problems there in the future. You don't need to leave your name.

You can also use the form to tell us about past flooding that has affected your property or community.

[Report a flooding incident](#)

# Council's response to flooding

- The council is a 'category one responder' under the Civil Contingencies Act and has plans to respond to emergencies, and control/reduce their impact
- We provide assistance during flooding incidents and when flood risk is high – but resources are limited and have to be prioritised



# Council's response to flooding

- Our Resilience team encourages town and parish councils to actively build their community resilience
  - Identifying the particular risks the community faces
  - Having a plan in place to deal with potential emergencies
  - These might not just be floods but industrial fires or snowfall
- Contact us to find out how your community can develop its own community resilience plan

# Council's response to flooding

- The council plays a key role in flood recovery
  - After the February 2020 floods, Talk Community coordinated council staff and other partner agencies going out to areas impacted by flooding, providing advice, completing applications for grants and helping directly in the clean up
- For more information on what to do after a flood and what financial help is available, see [www.herefordshire.gov.uk/floods](http://www.herefordshire.gov.uk/floods)



# Property Flood Resilience (PFR)

- PFR comprises:
  - **Resistance** measures that aim to reduce the amount of water entering the building, thereby reducing the damage caused internally
  - **Recoverability** measures that allow the clean-up and repair process to occur quickly, improving the recovery process





# Property Flood Resilience (PFR)

- Deadline for applications is **31 December 2021**
- This scheme enables eligible property owners to apply for up to £5,000 to carry out a survey of their property, identifying the required PFR measures, and to purchase the recommended measures
- We can organise a PFR survey to be carried out on your behalf by simply contacting us
- For more information, see [www.herefordshire.gov.uk/pfr](http://www.herefordshire.gov.uk/pfr)

# Riparian responsibilities

- **Riparian Owner** – Anyone who has a watercourse, ditch, stream, river or culvert running alongside or within their property boundary
- **Roadside ditches** – Under Common Law, roadside ditches are the responsibility of the riparian owner, which in most cases is the adjacent landowner or property owner
- **Maintenance responsibility** – The riparian owner has a duty to maintain these ditches that provide both natural drainage of the land and the highway.
- The **Highway Authority** has a prescriptive right to drain the highway into roadside ditches

# Riparian responsibilities

- We are committed to reducing the risk of flooding, as well as maintaining highway conditions by keeping them clear of excess water
- Following significant countywide flooding over recent years, it is all the more important for us to encourage riparian owners to take responsibility for their ditches and drains.
  - Increasing awareness, support, and only using enforcement where appropriate.
  - In the small number of cases where we come up against a lack of cooperation and there's a safety risk to highway users, or significant damage to highway infrastructure, we'll take a more formal approach.
  - Working collaboratively with owners to address issues which materially affect the highway

# Riparian responsibilities

## What can you do if you think there's an issue?

- If you know the landowner and have an existing relationship, encourage them to take responsibility
- Signpost relevant information for them, such as the website link, or send them a copy of the guidance leaflets
- Spread awareness through your own communications
- Report the issue
  - Online through the council website
  - Call 01432 261800

**Any questions?**

