



Herefordshire Flood Groups Meeting



Agenda

18.00 – 18.30	Arrivals – Tea/coffee
18.30 – 18.45	Welcome & Introductions
18.45 – 19.15	Updates from Herefordshire Council & Balfour Beatty Living Places (BBLP), Environment Agency and the National Flood Forum
19.15 – 20.00	Sessions <ul style="list-style-type: none">• Community flood plan – the Environment Agency will offer advice and a template• Flooding and insurance – the National Flood Forum will provide key information and advice
20.00 – 20.30	Opportunity for networking



Herefordshire
Council

Balfour Beatty



Environment
Agency

Here tonight



<p>Cllr Philip Price Cabinet Member Transport and Infrastructure</p>	<p>Emily Lowe Talk Community Development Lead</p>	<p>Jenny Allen Assistant Drainage Engineer</p>	<p>Carole Hender Flood Resilience Engagement Advisor</p>	<p>Jean Timmins Flood Engagement Officer</p>	<p>Anne-Clare Landolt River Lugg Internal Drainage Board Engineer</p>
<p>Steve Hodges Lead officer Flood Risk Management</p>	<p>Toby Hanham Emergency Planning Officer</p>	<p>Jason Himsworth Drainage Technician</p>	<p>Emily Penning Partnership & Strategic Overview Advisor</p>	<p>Sarah Bennett Flood Engagement Officer</p>	<p>Richard Davies Dŵr Cymru Welsh Water Sewerage Manager</p>
<p>Steve Wharton Natural Flood Management Project Officer</p>	<p>Mary Burton Sustainability & Climate Change Officer</p>		<p>Verity McClure Partnership & Strategic Overview Advisor</p>	<p>Sophie Davies Flood Engagement Officer</p>	<p>Steve King Hereford & Worcester Fire and Rescue Service Watch Commander</p>
			<p>Jack Denison Area Incident Team Officer</p>		

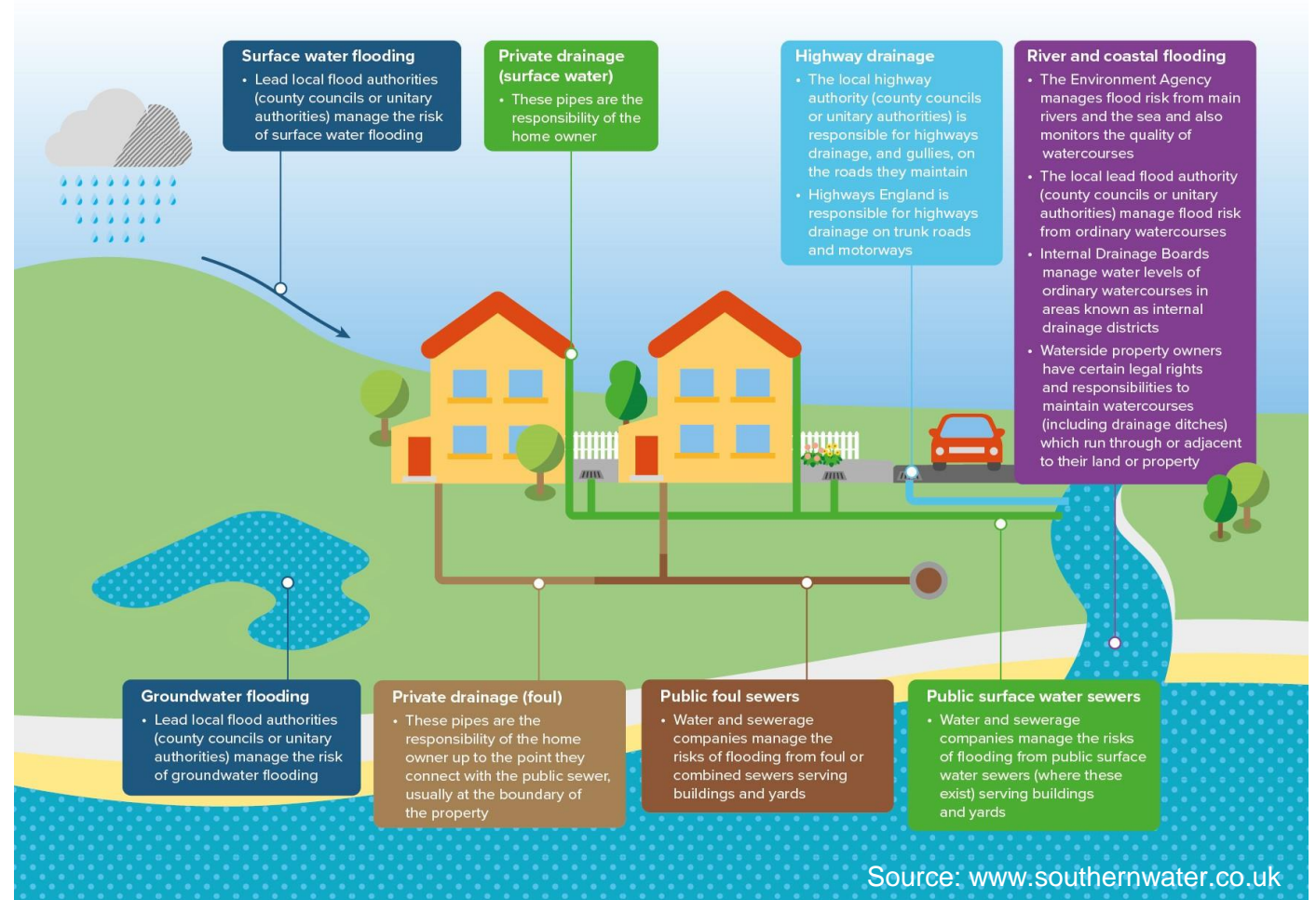
Housekeeping



- Please don't raise queries relating to specific locations during the main meeting – please speak with officers during the networking
- Disagree but don't be disagreeable
- Listen to one another – be open to hearing different points of view
- Please provide us with feedback on the event
- We'll issue a summary of the event to attendees and make information available on our webpages

Who's responsible for managing flood risk?

- Home owners
- Waterside property owners
- Lead Local Flood Authority
- Environment Agency
- Water and sewerage companies
- Internal Drainage Boards
- National Highways



Lead Local Flood Authority

- Leads in managing local flood risks
 - Surface water, ground water, ordinary watercourses
- Investigations
 - Has a duty to investigate incidents of flooding
- Consenting
 - Has powers to regulate ordinary watercourses
- Planning
 - Works with Planning Officers to ensure the sustainability of development within Herefordshire, with regards to flood risk and surface water & foul water drainage
- Strategy
 - Has a duty to produce a Flood Risk Management Strategy in partnership with key stakeholders involved in flood risk management



www.herefordshire.gov.uk/floods



- Flooding emergency →
- Sign up for flood warnings →
- Report a drainage issue →
- Report a flood →

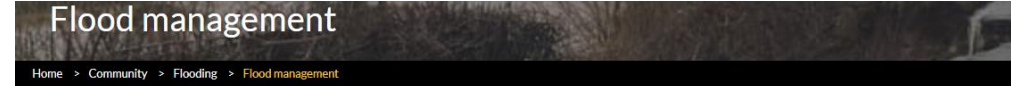
What you can do

- Prepare for a flood
- After a flood
- Advice for communities
- Protect your property from flooding

Flood management

- How we manage flooding
- Natural Flood Management (NFM)
- Flood management schemes
- Strategic flood risk assessment

- Emergency planning
- Local flood risk management strategy
- NFM case studies
- Section 19 reports
- Ditch and drainage responsibilities**
- Make changes to a watercourse



Ditch and drainage responsibilities

Ditches and drains need to be maintained to reduce the risk of flooding and to maintain the condition of highways by keeping them clear of excess water.

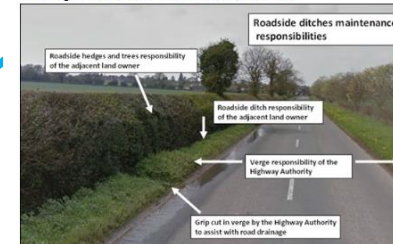
Who is responsible for ditch and drainage maintenance?

The owner of land or property that adjoins a watercourse, such as a roadside ditch, is known as the riparian owner and is responsible for its maintenance.

Where a watercourse is sited between two or more properties, each owner is equally responsible.

Although the Highways Authority is responsible for the highway, it does not own the 'sub-soil' of the highway. The owner of the land or property adjoining the highway is normally the sole riparian owner.

The image below shows ownership responsibilities.



Report a highways or land drainage issue

- ### In this section
1. Prepare for a flood
 2. Report a flood
 3. After a flood
 4. How we manage flooding
 5. Herefordshire Natural Flood Management (NFM) Project
 6. Report highway and land drainage issues
 - 7. Ditch and drainage responsibilities**
 8. Flooding advice for communities
 9. Flood investigations Section 19 reports
 10. Property flood resilience

In a flooding emergency

- Check our social media and our website
- **Call 999** if there's an urgent 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
- We provide assistance during flooding incidents and when flood risk is high but resources are limited and have to be prioritised



A screenshot of the 'Flooding emergency' page on the Herefordshire Council website. The page has a dark header with the title 'Flooding emergency' and a breadcrumb trail 'Home > Community > Flooding emergency'. Below the header is a photograph of a flooded street with a stone wall in the foreground and buildings in the background. Underneath the photo are four yellow buttons with white text and arrows: 'Road closure map', 'Local flood warnings', 'Report a flood', and 'Flooding advice'. Below these buttons is a section with a white background and a thin border, containing a list of links: 'Current road closure list', 'Flood alerts and warnings', 'Sign up for flood warnings', and 'Support after a flood'. To the right of this list is a small text box that says 'Follow @HfcsStreets on Twitter for all the latest road updates.' with a Twitter icon.

www.herefordshire.gov.uk/floods



- Flooding emergency →
- Sign up for flood warnings →
- Report a drainage issue →
- Report a flood →**

What you can do

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- After a flood
- Advice for communities
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Report a flood

If there is any risk of danger to people or property from floodwater ring 999 immediately. This is an emergency service - non-emergencies such as domestic leaks are treated differently.

Report it

Use the contact numbers below to direct your report to the appropriate agency to deal with it:

- **Flooding on a road or footpath** - call us on 01432 261800
- **Flooding from a burst water main or sewer flooding** - call Welsh Water on 0800 085 3968 (24-hour service) or Severn Trent Water on 0800 783 4444 (24-hour service)
- **Flooding to your property from main rivers (Rivers Arrow, Dore, Frome, Leadon, Lugg, Teme, Wye and the Pinsley and Worm Brooks)** - call the Environment Agency Floodline on 0345 988 1188 (24-hour service)
- **Flooding to your property from other rivers, streams, drains, ditches, brooks or groundwater** - call us on 01432 261800. Any information you give us may be shared with other organisations to help prevent and improve our response to flooding in the county

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](#)

Report highway and land drainage issues

[Report highway and land drainage issues](#)

In this section

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9. Flood investigations Section 19 reports
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Share this page

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[Previous](#)
Prepare for a flood

[Next](#)
After a flood

Print this page

Reporting a flooding or drainage issue 24 hours / 7 days a week

- Assume the person investigating is unfamiliar with the location
 - Use what3words, road no's, identifying landmark/feature
- Reference no. will be provided if you phone
- Automated Notification with reference no. will be provided if you email or complete online form
- Automated updates provided if anything happens on the enquiry's status
 - After 10 working days you can request an update

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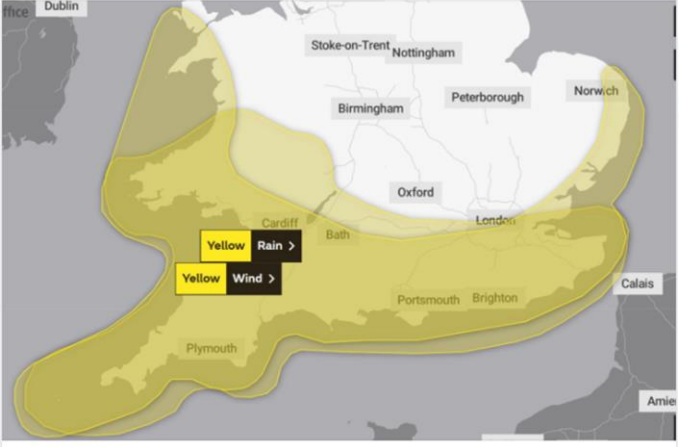
Working for Herefordshire



Herefordshire Highways
3 days ago · 🌐

YELLOW WEATHER WARNING | Met Office | #StormCiaran

Wind and rain across Herefordshire from Wed 1st Nov 6 pm until Thurs 2nd Nov 12 midnight,
Please take extra care and drive to the conditions, stay connected to [Herefordshire Highways](#) for updates across the county... [See more](#)



👍❤️🗨️ 3

Like Comment Share

Herefordshire Highways
23 October at 12:33 · 🌐

ROAD CLOSURE FLOODING | C1120 #MoretonOnLugg,

Please don't drive in floodwater, even though it looks shallow, you can put yourself and passengers at risk and driving on a closed road will invalidate your car insurance.
Further info @ <https://orlo.uk/wPpvk>

👍❤️🗨️

Like Comment Share

Balfour Beatty



Working for Herefordshire

Herefordshire Highways
20 October at 09:47 · 🌐

Report a flood
If there is any risk of danger to people or property from floodwater ring 999 immediately. This is an emergency service - non-emergencies such as domestic leaks are treated differently.

Flooding on a road or footpath - call us on 01432 261800
<https://orlo.uk/OT5Wu>

West Mercia Police · Follow
20 October at 09:30 · 🌐

⚠️ We are starting to receive reports of flooding in an emergency.

Follow these steps:
■ Visit <https://check-...> See more

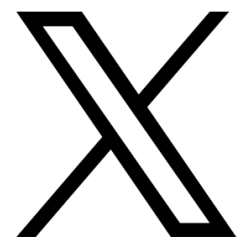
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2 comments 3 shares

Like Share

4.5k Followers

Twitter



Facebook

1.7k likes /
2.7k followers

Real-time updates

- In advance of a weather event, warnings are shared on our social media channels
- A briefing note is circulated to key stakeholders on expected conditions and to remind people of the reporting channels
- During flooding events, updates are shared on social media and via One.Network. Posts include reporting details
- Information is shared to/from emergency services
- We share when roads reopen, or if there are any network impacts such as mud/silt on roads
- Post event stakeholder briefings are shared

Recovery

- After the February 2020 floods, the council coordinated its staff and other partner agencies by going out to areas impacted by flooding, providing advice, completing applications for grants and helping with clean up
- Questionnaires completed after flood events provide essential information to help improve our understanding, prioritisation and delivery of potential flood projects



Flood improvement projects

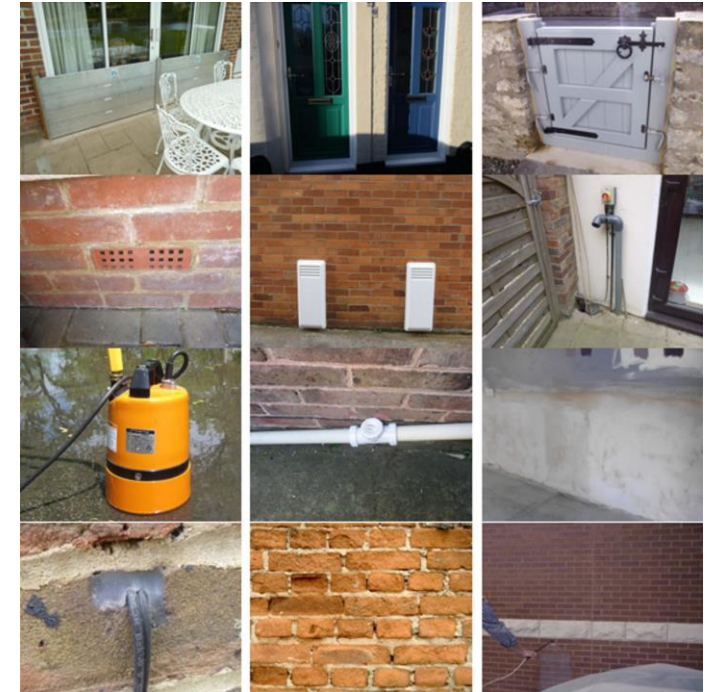
Not just traditionally constructed hard defences (flood walls, embankments, flood storage areas)



Natural Flood Management (NFM techniques increase land's ability to hold water and slows water's flow into watercourses, reducing the risk of flooding in heavy rainfall events)



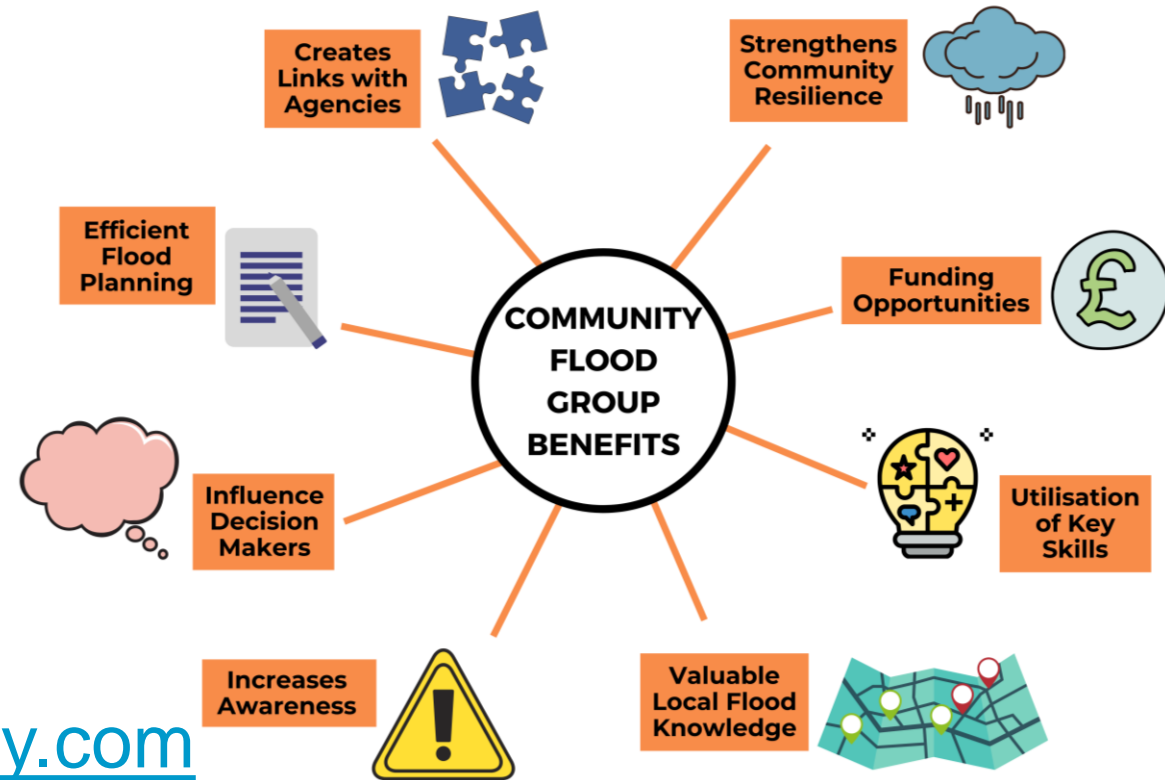
Property Flood Resilience (PFR measures can be applied to a building to make you and your property less vulnerable to the physical impacts of flooding)



Local flood groups

- We're aware that local flood groups have come together in different ways
- We're keen to support flood groups as best we can
- Contact

Herefordshire.Drainage@balfourbeatty.com
for more information



Source: <https://thefloodhub.co.uk>

The Environment Agency

We work with businesses and communities to protect and improve the environment, for people and wildlife.

We protect and improve the environment across England to:

- **reduce the risks to people and properties from flooding**
- help businesses and communities adapt to climate change
- reduce pressures on biodiversity
- help businesses to make sure they don't harm the environment through pollution or taking too much water
- issue licences and permits, and take action against people who don't take their environmental responsibilities seriously.

EA Teams: Flood & Coastal Risk Management (FCRM)



Flood Resilience

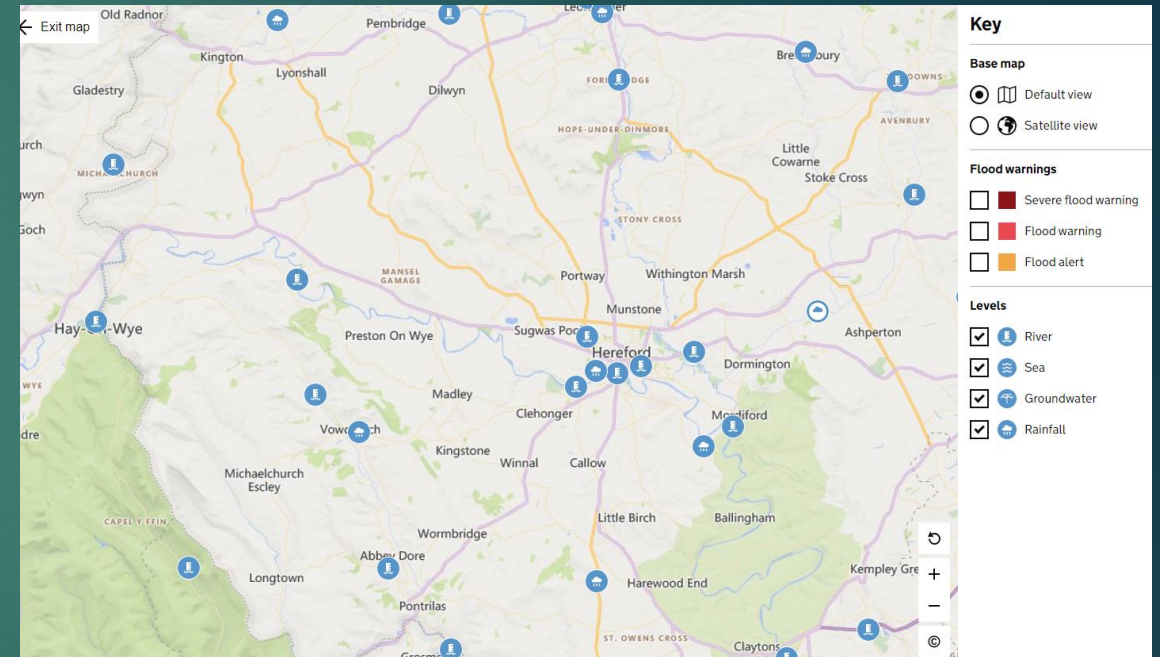
Our key responsibilities include:

Providing a flood warning service.

Coordinating the installation of new telemetry and identifying new warning areas.

Raising awareness of flooding and help communities be better prepared to respond to flood events.

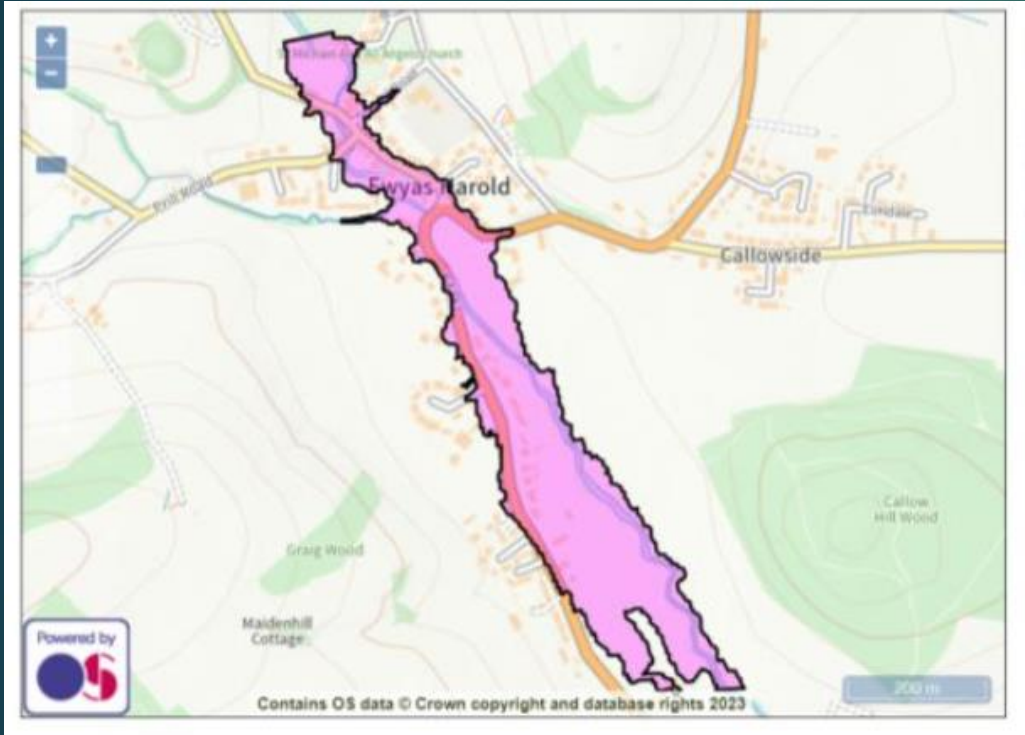
Providing input into incident plans and procedures with partners and test these through multi agency exercises.



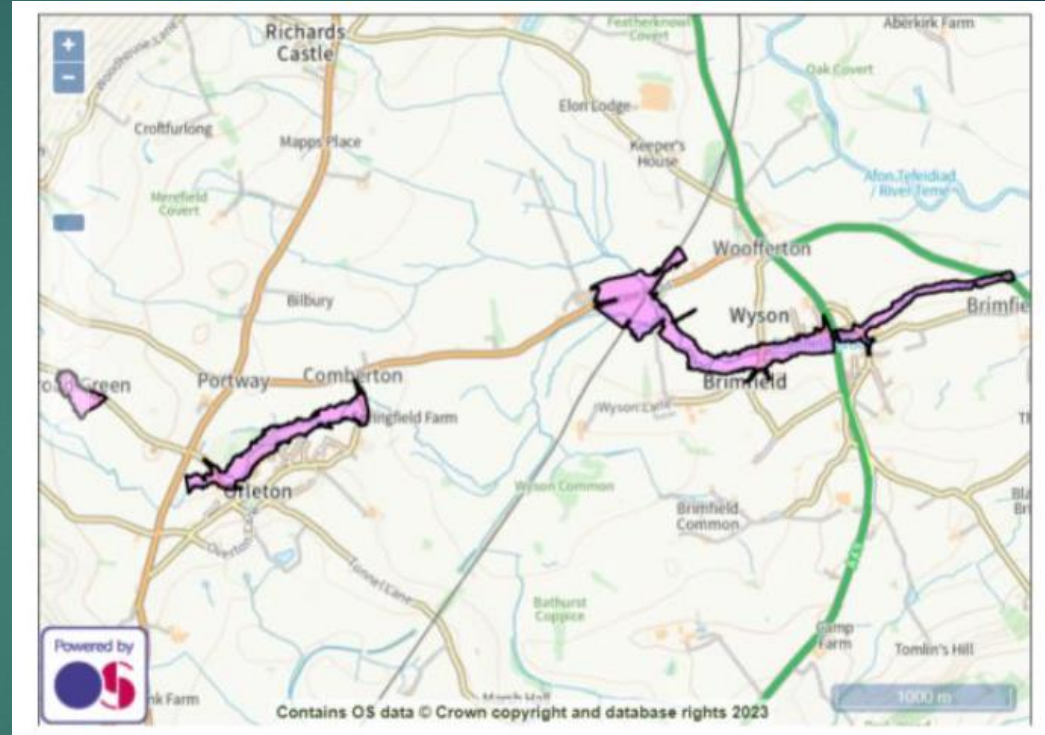
[Hereford - Find river, sea, groundwater and rainfall levels - GOV.UK \(check-for-flooding.service.gov.uk\)](https://www.gov.uk/check-for-flooding)

Flood Resilience

In 2023 we have introduced 2 new Flood Warning Areas in Herefordshire



Ewyas Harold – covering 40 properties at risk



Orleton and Brimfield – covering 92 properties at risk

Partnership and Strategic Overview

Three main workstreams within PSO:

- **Planning and Permitting**
 - Ensure that works near to, main rivers conform to legislation and will not increase flood risk
 - Work with the Sustainable Places team to respond to development proposals within 8m of a main river
 - Determine and issue Flood Risk Activity Permits on main rivers
 - Engage with customers on proposals and what permits are necessary
- **Project development**
 - Work with communities to understand their flood risk
 - Develop projects for the Flood and Coastal Risk Management capital programme
 - Work with partner organisations and communities to design, develop, fund and help deliver reduced flood risk to communities
- **Evidence and Risk**
 - Managing and improving our evidence base to support our Planning and Permitting and Project Development workstreams.

