

Wiltshire Council - Useful Information, Guidance, Links and Reporting **for Flood Plans, wardens and volunteers**

Environment Agency

- Flood Warnings & Alerts
www.gov.uk/sign-up-for-flood-warnings
 - Make sure you and residents sign up for warnings and alerts.
 - If your community is in an area at risk of groundwater flooding, everyone should also ask to be signed up to the groundwater flood warning service.
- FORT – Flood Reporting system
 - <https://swim.geowessex.com/somerset/Report/Splash>
- Checking for flood information guidance e.g. current alerts & warnings and 5 day flood risk.
<https://flood-warning-information.service.gov.uk/warning>
- Checking the flood risk in your community
<https://flood-warning-information.service.gov.uk/long-term-flood-risk/map>
- Checking river, sea and groundwater levels in your community
<https://flood-warnings-information.service.gov.uk/river-and-sea-levels>

Met Office

- Met office weather warnings
Download app from Apple Store or Google Play, follow on Twitter or subscribe by email
<https://metoffice.gov.uk/weather/warnings-and-advice>
- Check for local Met Office weather observation stations at:
<https://wow.metoffice.gov.uk>

Wiltshire Council

- **MyWiltshire** to report flooding & weather emergencies
<https://www.wiltshire.gov.uk/mywilts-online-reporting>

PEAS (Parish emergency assistance scheme)
Gel sacs, florescent tabards, road flooded warning signs and grit
Email: weatherteam@wiltshire.gov.uk
- **Flood/emergency plans**
Advice or assistance, changes to contact details, flood wardens & volunteers
Email: drainage@wiltshire.gov.uk; renate.malton@wiltshire.gov.uk;
Chris.Manuel@wiltshire.gov.uk
- **Discretionary gully tanker services** (via your parish/town clerk)
Email: Wiltshiresewers@wiltshire.gov.uk

Operational Flood Working Group

Held bi-monthly in the north and south of the county to meet with stakeholder representatives, Wiltshire council, town and parish councils to discuss issues pertaining to drainage and flooding. For details and dates

Email drainage@wiltshire.gov.uk

- **Ditches**

Letters and advice for town and parishes concerned that lack of maintenance of ditches and local watercourses could cause properties within their community to flood. (at the bottom of the page) Your parish clerk should also have details on how to do this.

[Operational flood working groups - Wiltshire Council](#)

- **Watercourse Consent**

Anyone wanting to do works on or within 8 metres of an ordinary watercourse, ditch, culverted watercourse or river (not main) must apply for Land Drainage Consent.

[Land drainage and ordinary watercourse - Wiltshire Council](#)

- **Flood Re**

Affordable insurance for any-one who has flooded or is at risk of flooding and are unable to insure their house or the quote is very expensive. The property must have been built prior to 2009.

<https://www.floodre.co.uk/>

- **Drainage & Flooding**

A flood or community resilience plan should contain the following information particularly if there is a high flood risk to the community:-

- A map/information about what the flood risk to the community is e.g. river, surface water, groundwater, other or combination of one or all of the above
- Identify the areas most at risk and any indicators e.g. when river reaches the top of the smallest arch flooding will occur. A photograph of the indicator is always useful in the flood plan.
- Identify which properties/persons are at risk.
- agree adequacy of coverage of Flood Wardens across the parish for high risk flood areas.
- agree a chain of command in the event of flood alerts, actual flooding, crisis management. Actions such as:-
- sign-up to Environment Agency alerts
- have readily accessible supply of flood signs and gel sacs - which can be deployed by the Flood Wardens quickly and safely (hi viz, rechargeable LED lanterns)
- communication method within the Group e.g. create a Flood Warden Whatsapp Group
- communication method to the community e.g. social media
- regular inventory taking of supplies and where held
- Know where to go for borehole, river levels and surface water rainfall gauge information which will indicate when levels are rising.(see above)
- Identify those gullies that if blocked would cause internal property flooding or standing water on high speed road, should be in the plan and the area highway engineer notified of this. A map or directions will suffice.
- Reminder to the clerk to use the discretionary gully tanker on those not requiring traffic control e.g. high speed road.
- The parish steward can be tasked with clearing drainage assets in periods of wet weather.
- Remind the residents to report blocked gullies via the MyWilts App.
- When any internal property flooding occurs you must let the drainage team know.

- Wiltshire Council may need to carry out a Section 19 investigation to determine the contributory factors leading to the flooding. The council will require names and addresses of said properties in order to do this.
- When flooding occurs, gather information re numbers and addresses and details of what happened, photographs/videos should be taken with dates/times and details and forwarded to drainage@wiltshire.gov.uk
- If we don't know about flooding in your community we can't do anything to help – always advise the drainage team when flooding occurs, particularly when properties are flooded internally.
- You may also wish to share this article concerning a property in Wiltshire about the perils of not declaring flood risk, they may also wish to recommend to residents to look up 'misrepresentation property that floods' to find out more legal positions.
- [House buyer wins £150,000 legal victory after previous owner lied about risk | Daily Mail Online](#)

- **Homeowners**

- It is the home-owners responsibility to protect their property from flooding not the local authority.
- To check if a property is at risk of flooding from surface water and river flooding go to:- <https://www.gov.uk/check-long-term-flood-risk>
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Useful email addresses regarding flood protection, advice & information

Property Flood Resilience <https://floodmary.com/>

National flood forum <https://nationalfloodforum.org.uk/>

National flood forum blue pages, business involved in property protection

<https://bluepages.org.uk/>

Property Care <https://www.property-care.org/homeowners>

www.floodguidance.co.uk/flood-guidance/cleaning-up-after-a-flood/

Contacts

Authority	Emergency	Non Emergency
Police	999	101
Ambulance	999	111
Fire & Rescue	999	
Wessex Water	0345 600 4600	
Thames Water	0800 316 9800	
Southern Water	0330 303 0368	
Power Companies	105 (Electric & Gas)	
Vulnerable persons register	https://www.ssen.co.uk/power-cuts-emergencies/priority-services/priority-services-registration-form/	
Network Rail	03457 11 41 41	
National Highways (A419,A303,A36 & M4)	999	0300123 5000
Wiltshire Council (out of hours)	03004 560 100 Flooding	0300 456 0105

	Highway incidents Building control	
Environment Agency	0800 80 70 60 Flooding from main river or environmental incident	