



Totton & Eling Town Council

COMMUNITY FLOOD

PLAN

Environment Agency Incident Hotline: 0800 807060

National Flood Forum: www.nationalfloodforum.org.uk

IF YOU ARE IN IMMEDIATE DANGER CALL 999

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Introduction

Flood Plan - Parish Resilience

This community flood plan has been produced by Totton and Eling Town Council in consultation with the Environment Agency, New Forest District Council and Hampshire County Council. The plan is in recognition that residents and business in the town are at risk of flooding from river, surface, and ground water.

Totton and Eling Town Council is committed to helping residents to be more resilient and prepared and will work closely with Hampshire County Council (HCC) and New Forest District Council (NFDC) to achieve this aim. The Town Council is doing its part by preparing resilience advice on what residents should do in the event of a flood, by providing details of who to contact, how and when.

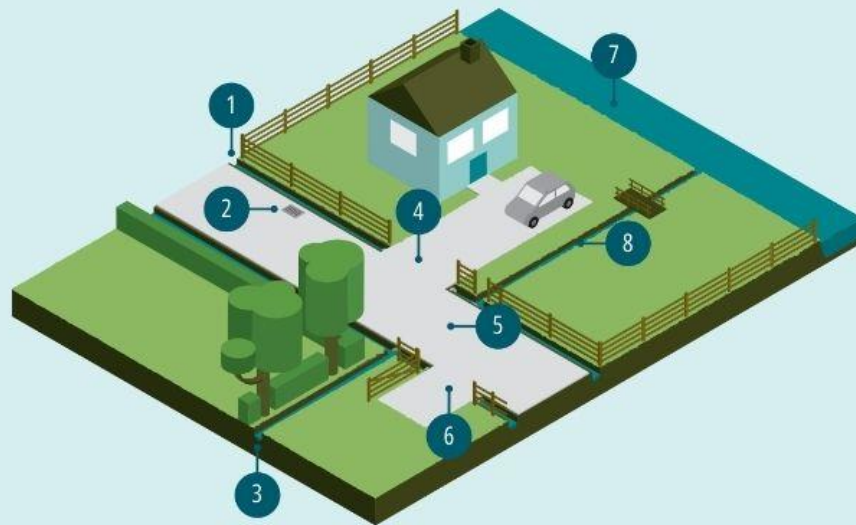
Flooding – Who is responsible for what?

Property Owners

People are responsible for looking after their own property, including reducing the risks of water entering it and of causing damage. Therefore, it is important to be aware of your flood risk and take measures to protect yourself and your household, where appropriate.

The drainage pipes located beneath your house, garden or driveway belong to you and are your responsibility. These stop being your responsibility the moment they reach outside the boundary of your property and/or connect to pipes serving another property. So, if there's a problem with a private drain or sewer, it's up to you to pay for an independent drain clearing company to carry out any clearance work. The diagram below from Hampshire County Council outlines who is responsible for maintaining a wide range of watercourses if you have land or a property next to a river, stream or ditch.

Who is responsible for maintaining watercourses?



Report flooding and maintenance incidents to Hampshire County Council at:
hants.gov.uk/transport/roadmaintenance/roadproblems/flooding

- 1 Roadside ditch**
Responsibility of adjacent landowner to maintain. Maintenance: Remove silt and obstructions regularly.
- 2 Road gully**
Responsibility of Highway Authority to maintain. Maintenance: All gullies on adopted roads are on a regular cleaning schedule.
- 3 Boundary ditch**
Responsibility of landowners each side to maintain up to the middle point. Maintenance: Remove silt and obstructions regularly.
- 4 Pipe under driveway**
Responsibility of adjacent landowner to maintain. Maintenance: Clear trash screens and rod pipe.
- 5 Pipe running from one side of the road to the other**
Responsibility of Highway Authority to maintain. Maintenance: Regularly rod or jet to remove blockages and build up.
- 6 Pipe under field access**
Responsibility of adjacent landowner to maintain. Maintenance: Clear trash screens and rod pipe.
- 7 Watercourse at boundary**
Responsibility of landowners each side to maintain up to the middle point. Maintenance: Remove any obstructions.
- 8 Watercourse within land**
Responsibility of landowner to maintain. Maintenance: Remove silt and obstructions regularly.

Land or property next to a river, stream or ditch?

If you own land or property next to a river, stream or ditch you are considered a riparian owner and as such have rights and responsibilities for the watercourse. For more information you can download guidance from the Environment Agency's Owning a watercourse. <https://www.gov.uk/guidance/owning-a-watercourse>

Flooding Advice and Flood Warnings – Know what to do

Environment Agency – Floodline (<http://www.environment-agency.gov.uk/homeandleisure/floods/31618.aspx>)

This is a free service that gives flood alerts and warnings. It is recommended that you sign up to receive warnings if you are concerned about the flood risk to your property. The service provides flood warnings direct to you by telephone, mobile, email, SMS text message, fax or pager.

Call 0345 988 1188 or sign up on line (<https://www.gov.uk/sign-up-for-flood-warnings>).

Flood Warnings

Flood warnings within the UK are given in a 3-stage approach, Flood Watch, Flood Warning and Severe Flood Warning, depending on the severity or likelihood of flooding occurring.

PROTECT YOUR HOME OR BUSINESS



Sign up for free flood warnings by phone, text or email

Floodline 0345 988 1188

www.gov.uk/floodsdestroy



FLOOD ALERT

Flooding is possible
Be prepared

- Be prepared to act on your flood plan
- Prepare a flood kit
- Monitor water levels and flood forecast



FLOOD WARNING

Flooding is expected
Immediate action required

- Move family, pets and valuables to a safe place
- Turn off utilities if safe to do so
- Put flood protection equipment in place



SEVERE FLOOD WARNING

Severe flooding
Danger to life

- Stay in a safe place with a means of escape
- Be ready to evacuate
- Co-operate with the emergency services

Weather updates

By listening to the weather forecasts and taking appropriate action when warnings are issued, many emergencies can be avoided.

- Met Office – Understanding forecasts
- Download the Met Office weather app
- Check your five-day flood risk and sign up for flood alerts

Types of flooding

Understanding the different types of flooding can help you to better understand the flood risk in your area. Reporting a flood event to the authority who are responsible for managing the risk helps the issue to be investigated promptly.

Surface water flooding currently causes the most regular impact to communities across the county. Ditches and watercourses are designed to drain surface water away; helping to prevent flooding. Ensure ditches and water courses are clear of debris and vegetation is cut back so that water can flow freely.

Types of flooding

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Surface water flooding

Surface water flooding (also known as pluvial) occurs when rainfall cannot drain away through drainage systems or the land, and flows over land instead. It can occur when ground is saturated.

Report to the
Lead Local
Flood
Authority

River flooding

River flooding (also known as fluvial) occurs when the capacity of a watercourse is exceeded, usually following intense or prolonged rainfall across the catchment area.

Report to the
Environment
Agency

Groundwater flooding

Groundwater flooding occurs when the water table rises to the surface following prolonged rainfall. Risk of groundwater can be dependent on the geology of the area.

Report to the
Lead Local
Flood
Authority

Sewer flooding

Sewer flooding is the result of sewage systems being overwhelmed, either by intense rainfall, rising groundwater or blockages in the waste water system. It is also known as contaminated flooding.

Report to the
local sewerage
company

Coastal flooding

Coastal flooding occurs when areas are flooded by the sea. This is due to high tides over-topping the land and can be significantly exacerbated by storm surges.

Report to the
Environment
Agency

Hampshire County Council is the
Lead Local Flood Authority in
Hampshire. You can contact us via
fwm@hants.gov.uk or 01962 846730

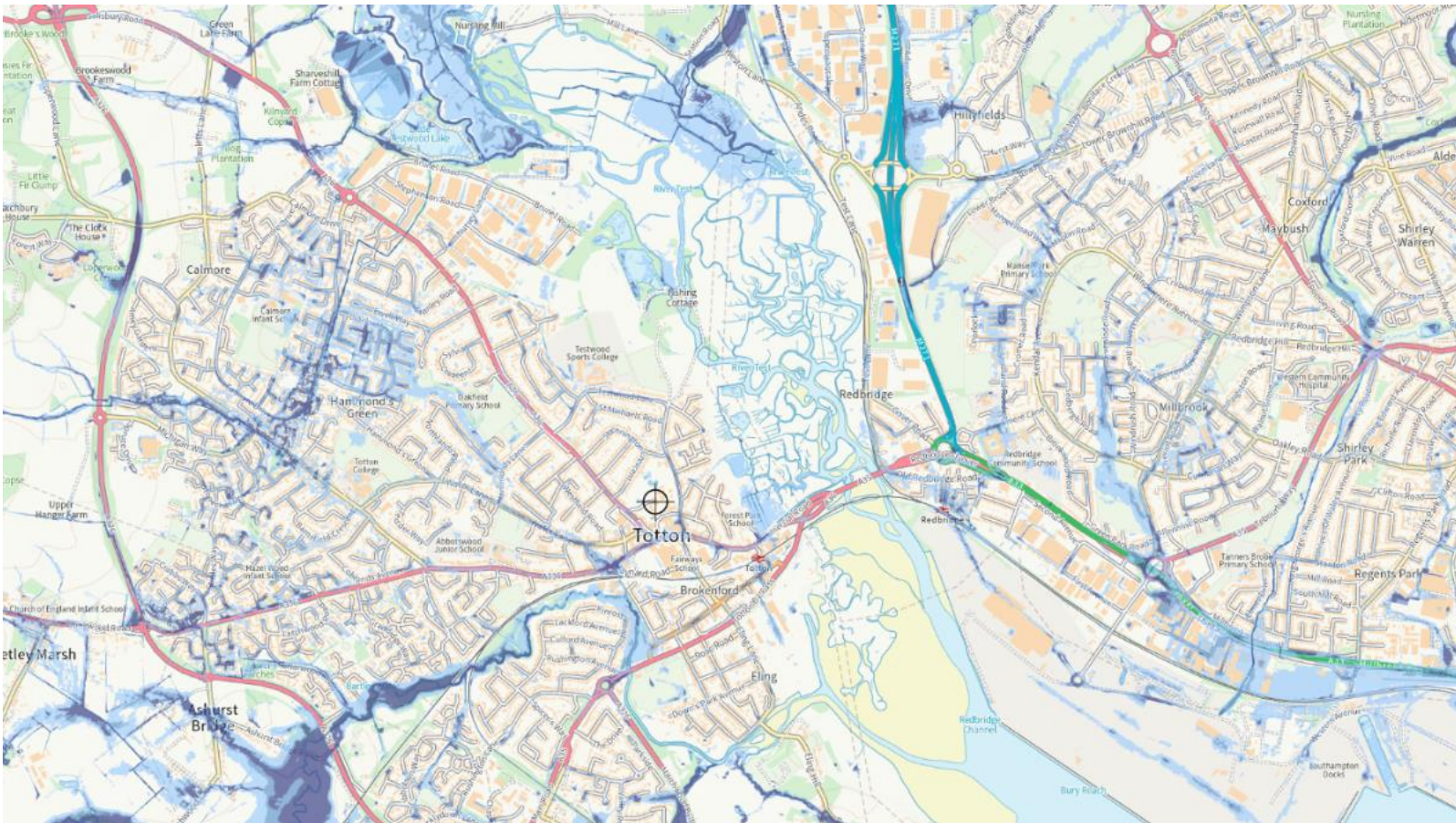


Hampshire
County Council

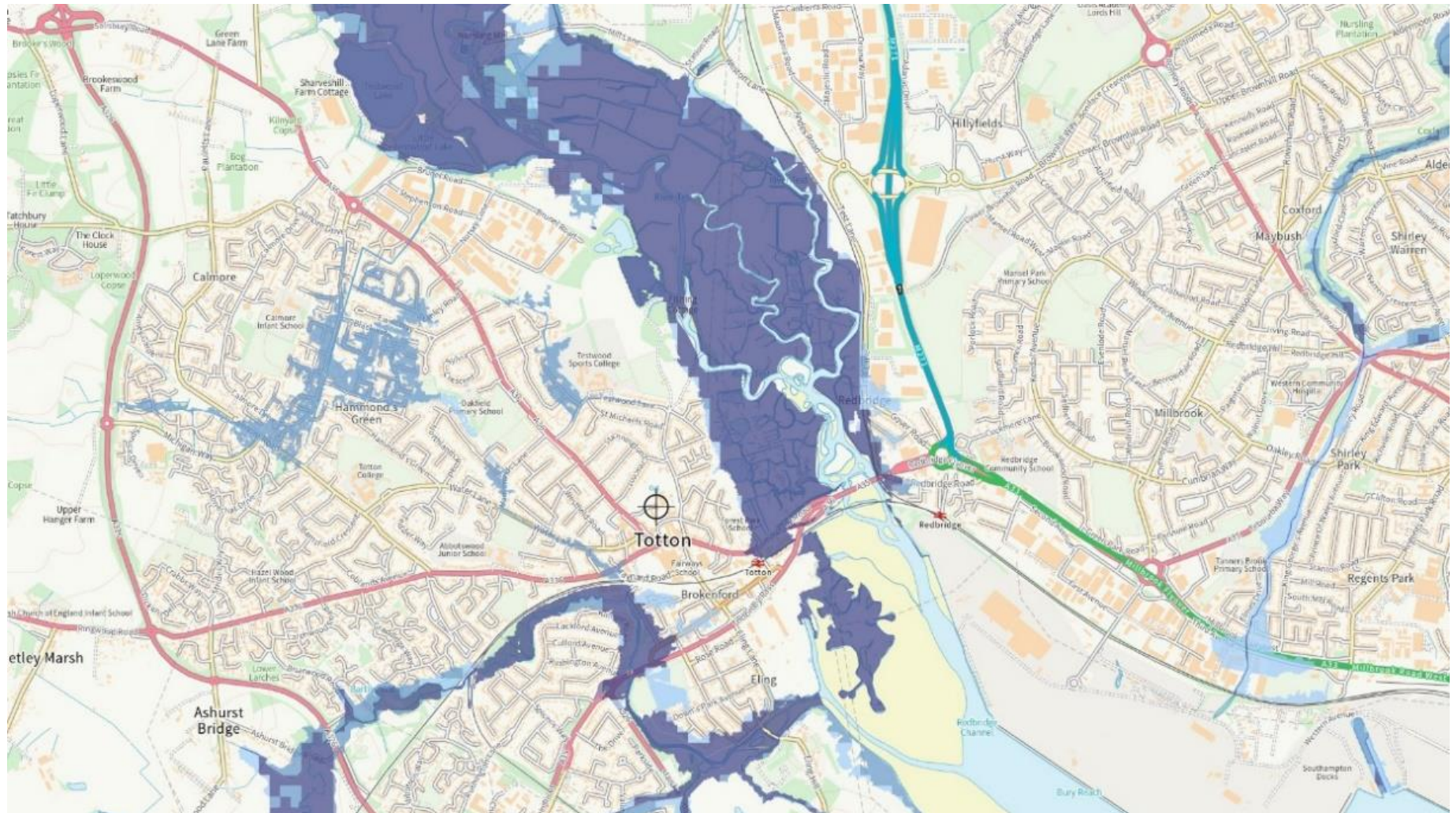
Locations at risk of flooding

The local flood zone maps below show both surface water and flooding from rivers or the sea. These maps have been taken from the Environment Agency flood mapping online, which can be found at <https://flood-map-for-planning.service.gov.uk> .

Areas at risk from surface water flooding (Source: Environment Agency).



Areas at risk from river and coastal flooding (Source: Environment Agency).



Who does what during a flood?

Outlined below are the principal actions of each organization during a flood. It may not always be possible for all actions to be carried out during a flood event. Responding organisations have limited resources so may not be able to help in all circumstances. In such cases owners and occupiers need to be aware that they should make their own arrangements to protect their property from flooding.

The Environment Agency

Responsible for taking a strategic overview of the management of all sources of flooding and coastal erosion and are responsible for managing the risk of flooding from main rivers, reservoirs, estuaries and the sea. They issue flood warnings and provide information on areas at risk of river and coastal flooding through flood risk maps.

Hampshire County Council

Hampshire County Council is the 'local lead flood authority' for the County and is responsible for coordinating flood risk management in Hampshire. It is responsible for managing the risk of flooding from surface water, groundwater and ordinary watercourses and lead on community recovery. It is responsible for maintaining a register of flood risk assets and surface water risk. If a flood happens, all local authorities must have plans in place to respond to emergencies.

Highways Authorities

The Highways Authority is responsible for maintaining and managing the local highway network. National Highways (formerly Highways England) is responsible for all the local A roads. All other roads are the responsibility of Hampshire Council.

Water and sewerage companies

Water and sewerage companies are responsible for managing the risks of flooding from piped water and foul or combined sewer systems providing drainage from buildings and yards.

Totton and Eling Town Council

Is responsible for producing this flood plan. There is a local flood volunteer for each of the Town Council Wards, who can be contacted in the event of a flood.

Police

Take an overall co-ordination role during an incident.

Fire and Rescue Service

Responds to all emergency incidents as required and assists the public where a need is identified, and the use of Fire Service personnel and equipment is required.

Water companies

Clear blockages in public sewers and may take action to protect property from flooding by water from the public water mains or discharges from the public sewerage systems.

Electricity, gas and telecommunication companies

Attend to emergencies relating to their service at properties where life is at risk because of flooding. It also attends to flooding emergencies at their own serviced installations.

Property owners

Move to a safe area if life is at risk and prevent water from entering property if possible. Switch off electricity and gas supplies at the mains and move valuable possessions above areas liable to be flooded.

KEY CONTACTS – Essential Services

Emergency Fire, Police, Ambulance	999
Hampshire Police & Fire and Rescue (non emergency)	101
NHS Direct (non-emergency)	111
Environment Agency Floodline (to register for alert and to hear alerts and river information)	0345 988 1188 (24 hours, 7 days a week)
Environment Agency Incident Line (to report flooding, river obstructions or other EA incidents)	0800 80 70 60
Electricity Emergency (Network Operator is Southern Electric)	0800 31 63 105 (24 hours)
BT Open Reach	0800 0232023 (Option 1)
Gas Emergency (National Service – all providers)	0800 111 999 (24 hours, 7 days a week)
Southern Water	Emergencies 0330 3030368 www.southernwater.co.uk
Highways England	0300 123 5000 info@highwaysengland.co.uk
Network Rail	0345 711 4141
Hampshire County Council switchboard	0300 555 1388
Hampshire County Council Highways (to report flooding, blocked drains etc)	0300 555 1388 Out of hours, select highways option to report flooding or if urgent ring 101
Hampshire County Council Flood and Water Management team	01962 846730 fwm@hants.gov.uk
Totton and Eling Town Council	02380 863138 Info@tottoneling-tc.gov.uk

KEY LOCAL CONTACTS – Totton and Eling Town Council

FLOOD VOLUNTEERS – LOCAL COUNCILLORS

Totton Central Ward

Stephen steve.shepherd@tottoneling-tc.gov.uk 07792 150126
SHEPHERD

Totton East Ward

Mahmoud mahmoud.kangarani@tottoneling-tc.gov.uk 07754 459008
KANGARANI

Totton North Ward

Dave dave.hills@tottoneling-tc.gov.uk 07934 035065
HILLS

Totton South Ward

Caroline caroline.rackham@tottoneling-tc.gov.uk 07969 561342
RACKHAM

Totton South East Ward

Lindsey lindsey.shelley@tottoneling-tc.gov.uk 07738 166580
SHELLEY

Totton South West Ward

John john.penfield@tottoneling-tc.gov.uk 02380 864300
PENFIELD

Totton West Ward

John john.sleep@tottoneling-tc.gov.uk 07952 403503
SLEEP

Preparing for a Flood

It is the responsibility of homeowners to protect their property from flooding. If you are aware that there is a risk of flooding, be prepared with:

- An emergency kit
- Emergency contact details
- Sandbags

An Emergency Flood kit should contain the following:-

Essentials:

- Documents – insurance documents/any other important documents
- Electricals – mobile phones and chargers
- Finance – emergency cash and credit cards
- Medication – prescription medication/repeat prescription forms

Children's Essentials:

- Milk and baby food
- Sterilised bottles and spoons
- Nappies
- Wipes and nappy bags
- Clothing
- Comforter, favourite toy

You may also want to consider the following items:

- A camera to record damage for insurance purposes
- A torch with spare batteries is best, a windup torch is a good backup
- Portable battery radio, a windup radio is a good backup
- Non-perishable food items (including energy or cereal bars)
- Bottled water
- Wash kit and essential toiletries
- Pack of playing cards or family games
- Blankets, duvets, warm clothes
- Wellington boots, waterproof clothing, rubber gloves
- First aid kit

Sandbags

If you know your property is at risk of flooding, it is strongly recommended that you make your own arrangements for sandbags or other defences as part of a pre-emptive flood defence plan and sign up for the Environment Agencies Floodline warning service and Met Office weather warnings. Gel sacks and sandbags may be available from local builders' merchants or online.

Property Level Resilience

As a home or business owner, there are some steps you can take to protect and prepare your property for a flood event and to reduce damage should an event occur. Residents and Businesses wanting to install property defence products can find more information from the National Flood Forum Website

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

Professional advice should always be sought when installing flood defence measures and information can be found on the National Flood Forum's blue pages:- <https://bluepages.org.uk/>

The Town Council advise any home or business owner at risk of flooding to make a flood plan (see appendices), consider installing flood protection measures and sign up for warnings as above.

Priority Service Registers

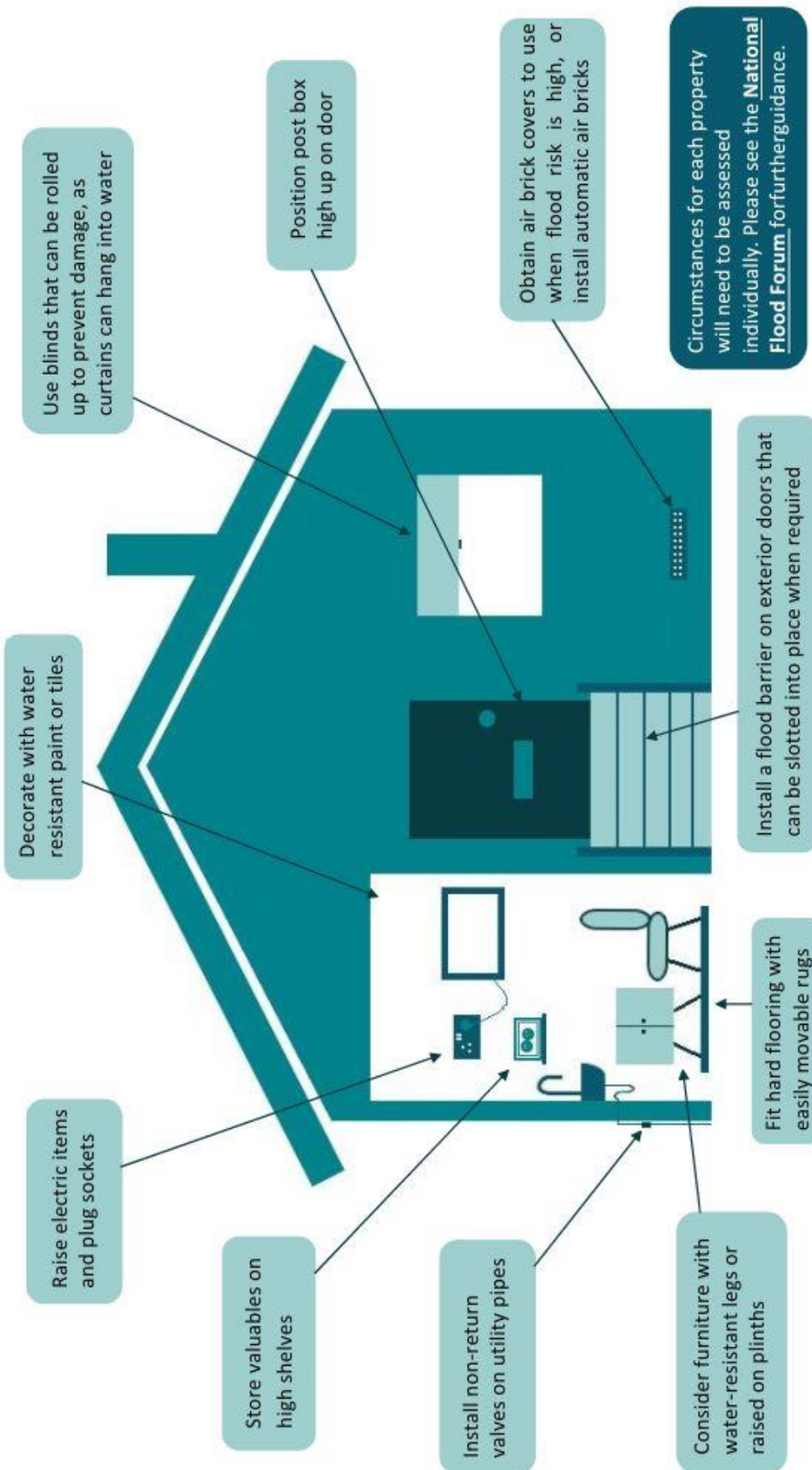
Every gas and electricity supplier, electricity distribution network and water company has a Priority Service Register (PSR). It's a free service for customers across England, Wales and Scotland, helping to support those who need it most. Vulnerable people can have themselves added to these lists and will get extra services tailored to their communication, access and safety needs, for example needing emergency water delivered during an outage lasting longer than 12 hours, providing heaters, offering alternative ways of communication. To register contact your supplier(s) to register over the phone or visit their website. You'll only need to register once as your PSR information will be shared across all companies involved in delivering energy to your home, with your consent.

Appendices:

- Property Level Resilience
- Personal Flood Plan template

Property Level Resilience

Here are some of the steps you can take to protect and prepare your property for a flood event and to reduce damage should an event occur



Hampshire County Council is the Lead Local Flood Authority in Hampshire. You can contact us via fwm@hants.gov.uk or 01962 846730



Personal flood plan

Name



Are you signed up to receive flood warnings?
If not call Floodline on 0345 988 1188 to see if your area receives free flood warnings.

Let us know when you've completed your flood plan by calling Floodline on **0345 988 1188**. This will help us learn more about how people are preparing for flooding.

General contact list	Company name	Contact name	Telephone
Floodline	Environment Agency		0345 988 1188
Electricity provider			
Gas provider			
Water company			
Telephone provider			
Insurance company and policy number			
Local council			
Local radio station			
Travel/weather info			

Key locations

Service cut-off	Description of location
Electricity	
Gas	
Water	

Who can help/who can you help?

Relationship	Name	Contact details	How can they/you help?
Relative			
Friend or neighbour			

Be prepared for flooding. Act now

Personal flood plan

What can I do NOW?



- Put important documents out of flood risk and protect in polythene
- Look at the best way of stopping floodwater entering your property
- Find out where you can get sandbags
- Identify what you would need to take with you if you had to leave your home
- Check your insurance covers you for flooding
- Make a flood plan and prepare a flood kit
- Identify who can help you/who you can help
- Understand the flood warning codes

What can you do if a flood is expected in your area?

Actions	Location
Home	
● Move furniture and electrical items to safety	
● Put flood boards, polythene and sandbags in place	
● Make a list now of what you can move away from the risk	
● Turn off electricity, water and gas supplies	
● Roll up carpets and rugs	
● Unless you have time to remove them hang curtains over rods	
● Move sentimental items to safety	
● Put important documents in polythene bags and move to safety	
Garden and outside	
● Move your car out of the flood risk area	
● Move any large or loose items or weigh them down	
Business	
● Move important documents, computers and stock	
● Alert staff and request their help	
● Farmers move animals and livestock to safety	
Evacuation - Prepare a flood kit in advance	
● Inform your family or friends that you may need to leave your home	
● Get your flood kit together and include a torch, warm and waterproof clothing, water, food, medication, toys for children and pets, rubber gloves and wellingtons	

There are a range of flood protection products on the market to help you protect your property from flood damage. A directory of these is available from the **National Flood Forum** at www.bluepages.org.uk

Be prepared for flooding. Act now