

# Local Flood Rep News

## Reduced flood risk on the A368 near Bishop Sutton



*Before: Water that was unable to drain away efficiently was being trapped by the camber of the road.*



*New pipework picking up highway and land drainage*

In May 60m of heavily rooted up highway drainage pipework was replaced on the A368 just outside Bishop Sutton. In addition, a small private watercourse that had been discharging onto the highway was picked up and incorporated into the surface water drainage system. This work, combined with previous highway and land drainage improvements, should

reduce the risk of highway flooding on this busy road.

The cooperation of local residents was fundamental to the scheme. Continued private management of watercourses and land drainage in the area will help to manage future risk.

## Temple Inn Lane surface water improvements

Surface water on Temple Inn Lane in Temple Cloud was making the road hard to pass safely. Following investigations the highway drainage system was found to be damaged. A land owner was approached and agreed to grant access to lay a new pipe from the road edge to the drainage ditch. Works have subsequently been tested by two heavy rainfall events and the road has remained free of standing water.



*Before: Large amount of silt build up due to inefficient drainage.*



*New pipe laid across field to receiving ditch*



## Swift response to local concerns in Midsomer Norton

Thanks to a phone call from a local resident, the Drainage and Flooding Team were quickly able to make repairs to the embankment of a small but important watercourse in Midsomer Norton. A small cut-off ditch channels runoff from the field above away from houses. Whilst the ditch looks fairly innocuous and is often dry, it plays an important role in reducing flood risk to homes along Welton Grove. A small section of the embankment of the ditch had been worn away by people walking across the ditch, leading to runoff spilling across land and potentially causing a nuisance to people living locally. The embankment has now been repaired whilst enabling people to continue to walk in the area.

In recent years, land usage changes to the field above the cut-off ditch has also reduced the speed at which runoff is generated.

*It was a job well done and we appreciate your swift response to our request.*

Local Resident



*Before: People walking across the ditch had worn away the embankment leading to water spilling towards roads and homes.*



*After: Railway sleepers were used to reinstate the ditch whilst also allowing people to access the public right of way.*





## Weston Road highway drainage improvements

Following junction improvement works to increase safety on approaches to the junction of Weston Road and Weston where a speed table was installed, surface water issues began to emerge. Despite the addition of new gullies as part of the safety work, the camber of the road was changed in such a way that surface water could no longer naturally flow along the length of road.

A survey of the highway drainage showed areas of damage and also highlighted issues with levels and thresholds. Work was carried out to repair sections of damaged pipe and also install further gullies at low spots.

Work was completed within a week and has, so far, proved to be successful.



Surface water would begin to pool on top of the speed table during rainfall and would spill over onto adjacent land. The property most affected was a nursery where water was flowing into the car park and at the entrance to building.

### Are there surface water flood risks in your area? Could you give the Drainage and Flooding team a tour of these locations?

Local Flood Reps are an important part of helping the Council identify what's important to local people. If you have any long-standing surface water flooding issues that are affecting homes, businesses or roads in your area, the Drainage and Flooding team would be happy to come out and take a look. This could lead to formal drainage improvement works, or could simply help you to identify what can be done locally to improve things.

If you would like the Drainage and Flooding team to visit your area please email:


[drainage&flooding@bathnes.gov.uk](mailto:drainage&flooding@bathnes.gov.uk)

## How to report blocked highway gullies

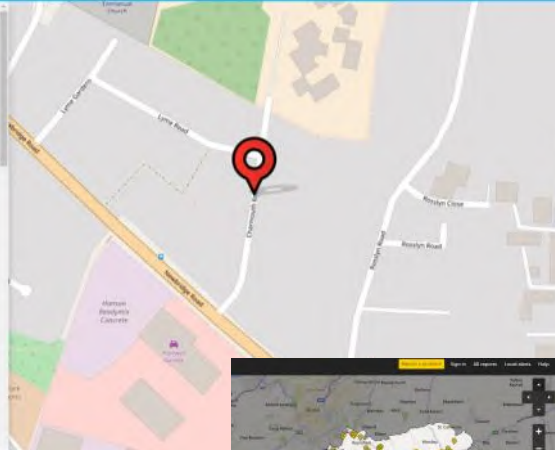
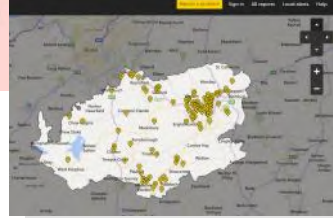

Back to all reports

**O/s no. 23 gully completely blocked**

Reported in the Blocked drain category anonymously at 13:30 today



I'm writing to inform you about the drainage problem on the Charnmouth Road in Bath (BA1 3LJ). This is an access road to the Newbridge Primary School hence it's important that everything is in order. The Virgin Media has been recently doing some work on our road. When they finished working in front of our house (no. 23), I noticed that the drainage has been completely blocked. I don't know what caused the blockage but I asked one of the workmen to hold the metal cover of the drainage so I could take some pictures to show the scale of the problem. The first photo (below) shows that the drainage is completely blocked with a black soil, and the second photo (below) shows that the drainage has been simply covered with the metal cover through which you can still see the scale of the problem. It is obvious that the drainage doesn't let for any flow of rain water which is not helpful because in mind that

Generally speaking highway gullies in urban areas are cleaned once every two years and gullies in rural locations once a year.

If you believe a road gully is blocked and that this is creating a risk to road safety or property flooding this can now be reported via the Council's Fix My Street portal so that it can be reviewed by the Highway Maintenance team. Fix My Street makes it easy to report the precise location of a gully and include a photo to demonstrate the issue. It's probably the simplest way to report any highway issues.

<https://fix.bathnes.gov.uk>

Alternatively you can still report highway and drainage issues via Council Connect:

Email: [councilconnect@bathnes.gov.uk](mailto:councilconnect@bathnes.gov.uk)

Twitter: @ccbathnes

Telephone: 01225 39 40 41

## BANES and Wessex Water remove fatberg in Keynsham

A recent investigation by Wessex Water and Bath & North East Somerset Council found that a misconnection of private drainage on local premises had caused a fatberg to build up in a surface water system in Keynsham. The consequence of this was a surcharging system leaking fatty material onto footpaths near primary and secondary schools.

The fatberg was removed and Wessex Water has requested that the customer remedies the misconnection on their premises.

### Own a Septic Tank? Make sure it's compliant by 2020

If you have a septic tank that discharges directly to a watercourse you will need to replace or upgrade your treatment system by 1 January 2020.

To find out more visit [www.gov.uk/guidance/general-binding-rules-small-sewage-discharge-to-a-surface-water](http://www.gov.uk/guidance/general-binding-rules-small-sewage-discharge-to-a-surface-water)



If you see pollution of a watercourse call the Environmental Incident Hotline: 0800 80 70 60

## Be aware: Culverting or filling-in a ditch without consent is illegal. If you intend to alter a ditch, stream or other watercourse get in touch with the Council first!

Drainage ditches, including those running along the perimeter of private fields or alongside hedgerow, are defined as 'watercourses' within the Land Drainage Act. As such, any proposal to modify, culvert or fill in a ditch or small stream, even if privately owned, requires the Consent of the Lead Local Flood Authority (Bath & North East Somerset Council) before any work can be carried out. In the majority of cases, culverting or filling-in would not be given Consent. If ditches are culverted or filled in without Consent, the landowner will be in breach of the Land Drainage Act and will be required to reinstate the watercourse.

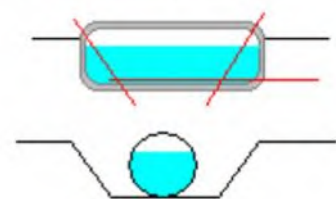
Last year we had a few instances where landowners had not applied for Consent, leading to some difficult conversations!

Please make sure that anyone that has drainage ditches or small streams on their land is aware of the restrictions around modifying watercourses. There is some excellent information available online: and we have a poster that helps to explain watercourse ownership and responsibilities—see next page.

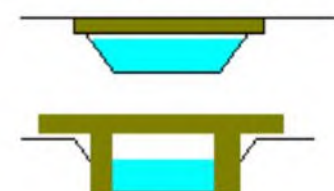
### Works that require Land Drainage Consent:

If the structure is likely to impede the flow of a watercourse then Consent is normally required.

#### Culverting, including trash screens



#### Bridge structures within channel



#### Weirs and Dam like obstructions, this could include temporary works



Culverting a watercourse requires consent from the Lead Local Flood Authority or the Environment Agency. In most cases, culverting is NOT permitted.



## Getting in touch with the Council's Drainage and Flooding team



Local Flood Reps are an important part of helping us identify what's important to local people. We are grateful for the time that Local Flood Reps have taken to flag up surface water flooding locations in your communities,

Like all Council departments, the Drainage and Flooding team has a limited budget so it's extremely useful for the team be informed of issues so that they can be prioritised as, unfortunately, we are unable to fix everything!

We would be delighted to get your feedback on this newsletter and our communications with you. Equally, if you would like to talk through a local drainage or flooding issue please get in touch initially by email: [drainage&flooding@bathnes.gov.uk](mailto:drainage&flooding@bathnes.gov.uk)

This newsletter has been put together by the Drainage and Flooding Team at Bath & North East Somerset Council.

## Resources for Local Flood Reps and communities

The Drainage and Flooding team can email or send to you any of the following items.

A map of your area highlighting flood risk

A map showing the highway drainage network in your area (in order to aid reporting of blocked gullies)

A poster explaining how to report flooding

A poster explaining watercourse responsibilities

If there is something you would like please email [drainage&flooding@bathnes.gov.uk](mailto:drainage&flooding@bathnes.gov.uk)



## How to report flooding

### Report watercourse flooding

Watercourses are split into two categories: Ordinary Watercourses and Main Rivers.

Main Rivers tend to be the larger rivers or systems and in Bath and North East Somerset these include the Avon, the Chew, the Cam Brook and Wellow Brook.

**To report Main River flooding contact the Environment Agency on 0800 80 70 60.**

Any watercourse that is not a Main River is known as an Ordinary Watercourse and includes drainage ditches, small streams and pipes.

**To report Ordinary Watercourse flooding contact the Council via Council Connect.**

### Report surface water flooding

To report surface water flooding including highway flooding and blocked road gullies contact the Council via Council Connect. Please note the Council does not provide sandbags.

### Report sewer flooding and burst water mains

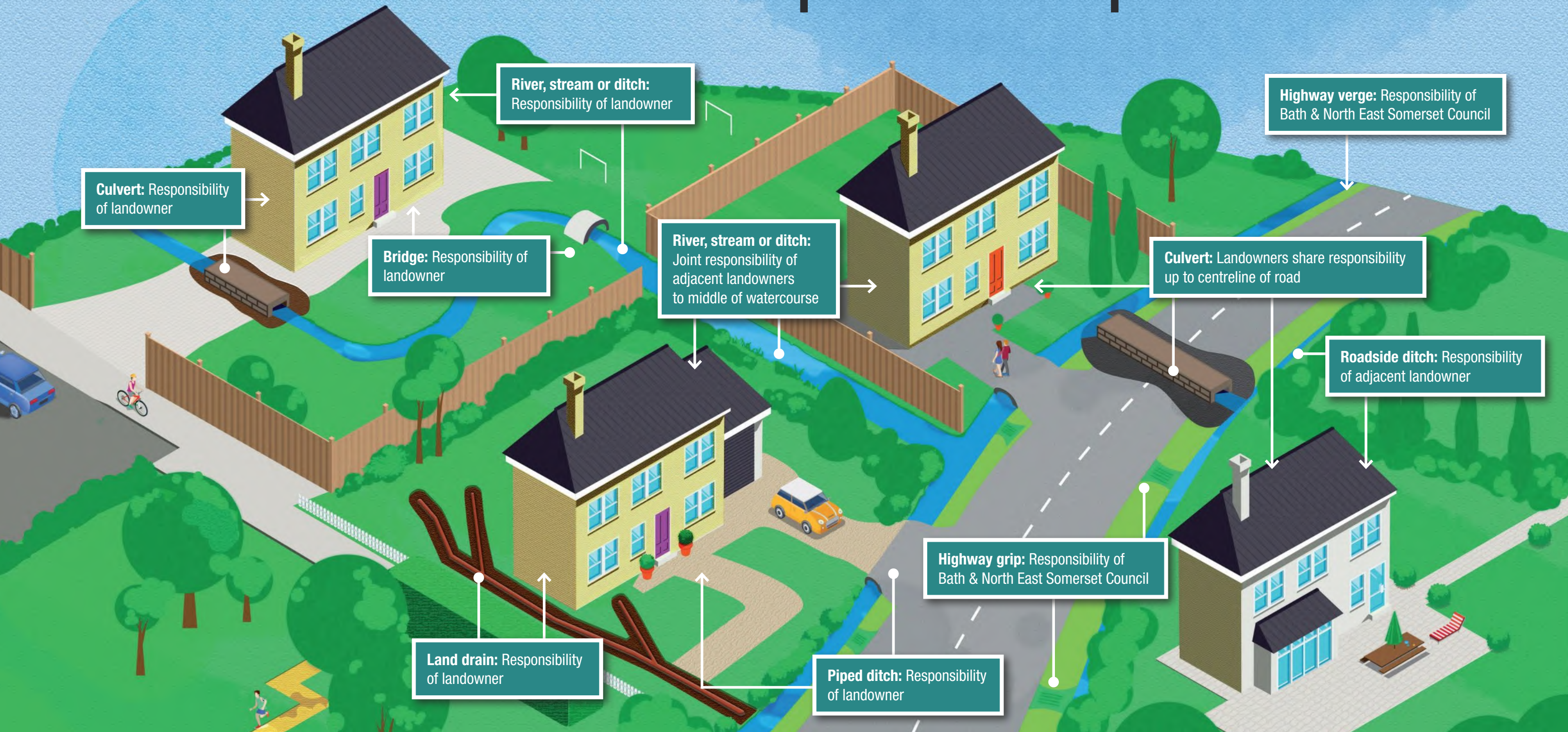
**To report sewer flooding contact Wessex Water on 0345 600 4 600.**

**To report a burst water main in the Bath area contact Wessex Water on 0345 600 4 600.**

**To report a burst water main outside of the Bath area contact Bristol Water on 0800 801 011.**



# Watercourse ownership and responsibilities



**If you have a watercourse running through or alongside your land you are responsible for ensuring that water can flow freely and is not polluted. You may have to remove blockages, fallen trees or overhanging branches from your watercourse, or cut back trees and shrubs on the bank.**

## **What you can do if you see a blocked watercourse.**

If you see a blocked watercourse, your first point of contact should be the person or organisation responsible for its maintenance. A 'watercourse' can be any river, brook, ditch, stream or culvert.

If you're not sure who owns an area of land, it's often worthwhile talking to local neighbours or your Parish Council. Alternatively, a land registry search can be carried out. Be aware that title deeds for a property may not show watercourses within the property boundary.

Any proposed alterations to a watercourse, or the construction of structures such as weirs, culverts, bridges or outfalls, may require formal consent from the Environment Agency or Bath & North East Somerset Council before they can be made. To find out more about watercourse rights and responsibilities visit [www.gov.uk/guidance/owning-a-watercourse](http://www.gov.uk/guidance/owning-a-watercourse)

**Your Local Flood Rep is:**

**Flood Risk Management** is shared between a number of different organisations with individuals and communities having an important part to play. To find out if your home or business is at risk of flooding and what you can do to manage your risks visit: [www.bathnes.gov.uk/flood](http://www.bathnes.gov.uk/flood)

**Bath & North East  
Somerset Council**

 **Environment  
Agency**



# How to report flooding

## Did you know

Anyone that has a river, stream or drainage ditch running through, or adjacent to their land is known as a 'riparian owner', and is responsible for maintaining the bed and banks to ensure that water can flow normally.

## Reduce the impact of flooding

The National Flood Forum can advise on things like finding flood insurance, or ways you can make your home more flood resilient. [www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk)

## Did you know

The maintenance of roadside ditches generally rests with the adjoining landowner.

## Is your home at risk of flooding?

Find out your flood risk by looking at the Environment Agency's flood maps for rivers and surface water. [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

## Did you know

A third of flood-related deaths in the UK involve drivers taking unnecessary risks. **Do not drive through flood water!**

**If your home or business has flooded it's important to let the Council know so that we can investigate.**

You can report flooding in a variety of ways:

- Complete an online form at [www.bathnes.gov.uk/reportit](http://www.bathnes.gov.uk/reportit)
- Email [councilconnect@bathnes.gov.uk](mailto:councilconnect@bathnes.gov.uk)
- Tweet [@ccbathnes](https://twitter.com/ccbathnes)
- Call **01225 39 40 41**
- Text **07797 806545**

If you know the precise cause of flooding please also contact the relevant organisation.

## Watercourse flooding

Watercourse flooding, also referred to as fluvial flooding, occurs when water overtops the banks of a river, stream or drainage ditch.

This can occur because there is more water draining into the channel than it can hold, or because it is blocked.

### Report watercourse flooding

Watercourses are split into two categories: Ordinary Watercourses and Main Rivers. Main Rivers tend to be the larger rivers or systems and in Bath and North East Somerset these include the Avon, the Chew, the Cam Brook and Wellow Brook.

To report Main River flooding contact the Environment Agency on **0800 80 70 60**.

Any watercourse that is not a Main River is known as an Ordinary Watercourse and include drainage ditches, small streams and pipes.

To report Ordinary Watercourse flooding contact the Council via Council Connect.

## Surface water flooding

Surface water flooding is caused by rainwater, which runs across the surface of the ground and pools in low lying areas.

Surface water flooding commonly affects roads and can occur quickly during intense rain storms.

### Report surface water flooding

To report surface water flooding including highway flooding and blocked road gullies contact the Council via Council Connect.

Please note the Council does not provide sandbags.

## Sewer flooding and burst water mains

Sewer flooding happens either when the pipes in the network are blocked or when there is heavy rainfall and the sewers cannot cope with the amount of water. You can help prevent blockages by only flushing the three Ps – paper, poo and pee, and avoid pouring fats, oils and grease down the sink.

The danger of this type of flooding is that water can become contaminated with raw sewage and enter land, property, or the river system.

### Report sewer flooding and burst water mains

To report sewer flooding contact Wessex Water on **0345 600 4 600**.

To report a burst water main in the Bath area contact Wessex Water on **0345 600 4 600**.

To report a burst water main outside of the Bath area contact Bristol Water on **0800 801 011**.

Information and resources available from  
the Environment Agency...



## Where to find further information

- For local weather information including weather warnings visit the Met Office at [www.metoffice.gov.uk](http://www.metoffice.gov.uk)
- For river levels and to sign up for flood warnings, visit <https://flood-warning-information.service.gov.uk/river-and-sea-levels>
- Wessex Area Monthly Water Situation Reports are produced on Gov.uk at <https://www.gov.uk/government/publications/water-situation-local-area-reports>
- Flood Re has been set up to help those households who live in a flood risk area find affordable home insurance. For more information contact your insurer or visit [www.floodre.co.uk](http://www.floodre.co.uk)
- The National Flood Forum provide further advice and support at [www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk)

## Helpful resources and guidance that you can access on-line and download (click on the picture)



### What to do before, during and after a flood

Practical advice on what to do to protect you and your property from flooding



### Prepare your property for flooding

A guide for householders and small businesses to prepare for floods.



### Sandbags - How to use them properly for flood protection



### Flooding from Groundwater

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

## Flood Plan Templates (click on the picture)



### Personal flood plan



### Would your business stay afloat?

A guide to preparing your business for flooding



### Community Flood Plan

### [Riverside Ownership](#)

Your responsibilities and rules to follow for watercourses on or near your property, and permissions you need to do work around them.

## Useful contacts

Contact **Floodline** on **0345 988 11 88** for up to date flood warning information or advice.  
Contact the Environment Agency **incident hotline** on **0800 80 70 60** to report flooding, blockages in rivers or any other environmental incident.



# Flood warnings - know what to do?



**FLOOD  
ALERT**

**PREPARE**

- Prepare a bag that includes medicines and insurance documents
- Visit [flood-warning-information.service.gov.uk](https://flood-warning-information.service.gov.uk)



**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

[floodsdestroy.campaign.gov.uk](https://floodsdestroy.campaign.gov.uk)

**FLOODS  
DESTROY  
BE PREPARED**

Floodline on 0345 988 1188

#PrepareActSurvive

## Help us to Help Your Community

If your community is affected by flooding please remember to share this information with us. Photos, times and description of flooding are vital in helping us understand how your community has been affected and what we can do going forwards, whether it be changes to flood warning thresholds or assessing your community for a scheme or property flood resilience measures.

If you have received training on SWIM (Severe Weather Information Management) system you can record information directly at <https://swim.geowessex.com>  
Alternatively you can email us at [floodwessex@environment-agency.gov.uk](mailto:floodwessex@environment-agency.gov.uk)

## Reporting Flood Risk and Riparian Responsibilities

If you are concerned about blockages, obstructions to flow in the river or know of cut vegetation being deposited in the watercourse, which can cause pollution, please remember to ring our Incident Hotline **0800 80 70 60** which is open and manned 24hrs a day. You will be given advice and guidance and the information you share will be recorded and passed to the relevant duty team who will be able to take any necessary actions.

## Keeping in Touch

If you are a new flood warden or have received this newsletter from your Town or Parish Clerk, please contact the Wessex Flood Resilience Team at [floodwessex@environment-agency.gov.uk](mailto:floodwessex@environment-agency.gov.uk) and we will update our records and sign you up to receive the newsletter and invitations to future training opportunities.