



Thompson Parish Council

BEING PREPARED FOR FLOODING

Thompson Parish Council has had the management of surface water in Thompson as an agenda item for their meetings since September 2020. As well as spending time to understand the system of ditches, drains and pipes which drain surface water away from the village, the Parish Council has approached Norfolk County Council's Environment and Highways departments to find out what assistance is available from those departments to improve the water management arrangements in Thompson.

Representatives from the two departments visited the village in April 2021. They were taken round the village by members of the Parish Council and of the Millennium Green's management group to show them the drainage arrangements and the places where flooding has been experienced following the two exceptional rainfall events in 2016 and 2020. They undertook to carry out two investigatory surveys to identify ways to improve drainage capacity. So far, despite continual reminders they have failed to carry out the work promised.

Many will have heard of the Norfolk Strategic Flood Alliance which was set up in early 2021 following the extensive flooding across Norfolk on 23/4 December 2020. Thompson fortunately was not flooded as it did not experience excessive rainfall on those days. Lord Dannatt, who is Chairman of that group visited Thompson in early December 2021 at the invitation of Jean Kaye, the Chair of the Parish Council, to meet with Angus Welch and her so that he could see some of the areas in the village which have experienced flooding in recent years, and the drainage arrangements for these areas.

We explained the concerns that the Parish Council and the Millennium Green management group have about the lack of capacity of the drainage system in the village to cope with exceptional rainfall. Two such events in the last 6 years have

caused flooding in the village. We outlined our efforts over the previous year to get assistance from NCC Environment Department and NCC Highways to look at the drainage in the village and to identify ways to improve the capacity, and that they so far had not carried out the investigatory projects nor produced the surveys which had been promised. Lord Dannatt understood our concerns and the inadequacy of Thompson's surface water management arrangements and undertook to ensure that Thompson's situation would be included in the work of his group. He also undertook to follow up on the promises of NCC Environment and Highways departments. However, he did stress that owing to the budget constraints, his group would be focussing on those with riparian responsibilities and encouraging them to fulfil their obligations. He also made the point that resources must be prioritised to those areas which have suffered the most.

The information sheet and the helpful contacts and links which accompany this update were prepared by the Norfolk Strategic Flood Alliance to advise Norfolk residents as to how they should plan to mitigate their risk of flooding and also to provide helpful contact numbers for use in the event of flooding. If you would like an electronic copy, please contact Kim Austin on 07811 287071 or Jean Kaye on 01953 488254.

NOTE:

Norfolk County Council describes Riparian Ownership as follows:

If you have an ordinary watercourse that:

- Runs along the boundary of your property or land, or
- Runs through your land

you are a 'riparian owner' or 'joint riparian owner' with your neighbour. You have responsibilities and rights regarding the watercourse.

An ordinary watercourse is any natural or artificial channel through which water flows. For example, a river, stream or ditch.

Further information about riparian ownership can be found on Norfolk County Council's website:

<https://www.norfolk.gov.uk/rubbish-recycling-and-planning/flood-and-water-management/information-for-homeowners/living-next-to-a-watercourse>

BE PREPARED FOR FLOODING

Are you at risk of flooding?

More than **42,500** properties in Norfolk are potentially at risk of flooding. During heavy rainfall, surface water floods can occur quickly and put our homes, businesses and our safety at risk.

Fortunately, there are a number of things you can do in advance to prepare for flooding and minimise the impact.

IN THE EVENT OF FLOODING

0344 800 8013

Norfolk's new one stop number
for flooding in our county

or visit

www.norfolk.gov.uk/flooding

If you are in immediate danger call **999**

Flooding is dangerous and can happen very quickly. The effects can be devastating.

IF IT HAPPENS YOU CAN BE PREPARED

- ✓ Check if you are at risk of flooding visit www.gov.uk/flood and sign up to receive free flood warnings and get to know the flood warning codes
- ✓ Work together with your neighbours to set up a community flood group
- ✓ Consider buying flood protection equipment which will help make your home more flood resilient
- ✓ Know how to turn off gas, electricity and water supplies
- ✓ Remember to charge your mobile phone
- ✓ Make a check list of things to take if you have to leave as part of a Household Emergency Plan
- ✓ Listen to your local radio for up to date information and weather updates

Pop out and keep this card for easy future use

You can report flooding in Norfolk on this line or website

You can also find answers to queries about flooding on our website, or call the number for help accessing information on preparing for a flood



Norfolk County Council



What can I do?

Insurance

- ✓ Check to see if your insurance covers flooding
- ✓ Are your home contents correctly valued?
- ✓ Is your vehicle/caravan covered for flood damage?
- ✓ Keep insurance document details in your emergency kit
- ✓ Take photos of your valuables and store them in your emergency kit with your important documents
- ✓ If you suffer damage due to flooding, take photos of damaged items to help support any insurance claim

Prepare a Plan

You can find a household emergency plan template and other information on the Norfolk Prepared website

Find more at
www.norfolkprepared.gov.uk

Your household emergency plan should include details of:

- ✓ Your key contact numbers and details e.g. insurance
- ✓ How will you receive flood warnings?
- ✓ What home flood defences do you have, where are they and how long do they take to install?
- ✓ If you have to leave your home, where will you go?
- ✓ How will you protect your possessions such as furniture etc?
- ✓ How will you protect your valuable and irreplaceable items?
- ✓ How will you protect your pets?



Who's Who

Flooding Roles and Responsibilities

Department for Environment, Food and Rural Affairs (DEFRA)

Government Department responsible for planning for national flood emergencies.

Environment Agency

Government agency responsible for maintenance and monitoring of main rivers, sea, and tidal rivers, flood warning systems and the Lead Authority for flood risk management in England and Wales for main rivers.

Norfolk County Council

The Lead Local Flood Authority for Norfolk, co-ordinates local flood risk management and responsible for Highways drainage.

Borough, City and District Councils

Supports the local community and provides accommodation in emergencies, such as evacuation and rest centres.

Norfolk Resilience Forum

A group bringing together key partners and supporting agencies to plan for, respond to and recover from emergencies in Norfolk.

Water Providers: Anglian Water and Essex & Suffolk Water

Water companies operating in the East of England, responsible for flooding from public foul, combined and surface water sewers as well as flooding from burst water supply pipes.

Internal Drainage Boards (IDBs)

Provides flood defences and water level management in low lying areas and responsible for maintenance and protection of key watercourses.

Parish Councils

Able to advise agencies of local flood issues and implement their emergency plan until more help arrives.

To find out more about each of these organisations, including how to contact each of them, visit:
www.norfolk.gov.uk/flooding

Helpful Contacts

You can report flooding to the new Norfolk Flooding Hotline on **0344 800 8013**. This is your single point of contact for flooding in Norfolk. **If you are in immediate danger call 999. You can also report issues caused by flooding in a number of other ways:**

✓ **The Environment Agency Floodline:**

0345 988 1188

✓ **Norfolk County Council Highways:**

0344 800 8020

✓ **Report a power cut:** dial 105

✓ **Report a gas leak:** 0800 111 999

✓ **Report a water leak:**

Anglian Water customers: 0800 771 881

Essex & Suffolk Water customers: 0800 526 337

✓ **National Flood Forum:** 01299 403 055

For independent advice for those who have suffered flooding.



If you do need to have damage to your property repaired, beware of rogue traders. Consider using a Norfolk Trusted Trader. Call Trading Standards on **0344 800 8020** or visit **www.norfolk.gov.uk/trustedtrader** for more information.



Norfolk Strategic
Flooding Alliance



The Norfolk Strategic Flood Alliance is a new taskforce that is working together so that Norfolk communities and infrastructure are safer and more resilient to the risks of inland and coastal flooding. The Alliance includes, among others, the environment agency, Anglian Water, the Association of Drainage Authorities, the Water Management Alliance, Water Resources East, the Norfolk Resilience Forum, the Broads Authority and Norfolk's County, Borough, City, District and Parish Councils.

MORE HELPFUL CONTACTS AND LINKS

Organisation	Contact	Organisation	Contact
Emergency Services	999	Met Office	www.metoffice.gov.uk/public/weather
Police (non-emergency)	101	Environment Agency	www.gov.uk/browse/environment-countryside/flooding-extreme-weather
NHS (Non-emergency)	111	Norfolk Prepared – Grab bag and Household Emergency Plans	www.norfolkprepared.gov.uk/preparing-your-home/
Environment Agency Floodline	0345 988 1188 www.gov.uk/check-flood-risk	Know your Flood Risk	www.knowyourfloodrisk.co.uk/flood-advice-guidance
Norfolk County Council (Highways)	Office hours 0344 800 8020 (follow option for Highways) Out of hours 0344 800 8009 www.norfolk.gov.uk/roads-and-transport-/roads/report-a-problem	National Flood Forum	www.nationalfloodforum.org.uk/
Breckland District Council	Office hours 01362 656 870 Out of hours 01522 872 246 www.breckland.gov.uk	FloodRe	www.floodre.co.uk
Report a power cut	105	Association of British Insurers	www.Abi.org.uk/Information/Consumers
Report a flood	www.Norfolk.gov.uk/safety/floods/report-a-flood	Association of Drainage Authorities	www.ada.org.uk
Report flooding from sewer	03457 145 145	Thompson Parish Council	parishclerk@thompsonvillage.org.uk

