



Guidance on flooding in Spelthorne

Please keep this leaflet for future reference

www.spelthorne.gov.uk/flooding
01784 451499

Flooding responsibilities and contacts

We understand it can be difficult to know who is responsible for what and hopefully this simple table below will help.

Who?	What?	Telephone	Website/social media
Spelthorne Borough Council	Rest centres, housing, transport, sandbags, administration of Government grant schemes, co-ordination with other agencies and sharing of information	01784 451599	www.spelthorne.gov.uk/flooding Twitter: @spelthornebc Facebook: SpelthorneCouncil Engage App: www.spelthorne.gov.uk/engageapp
Environment Agency	Flooding advice and information	0345 988 1188	www.gov.uk/environment-agency Twitter: @EnvAgency
	Flood warning service	-	www.gov.uk/check-if-youre-at-risk-of-flooding
	River levels	-	http://apps.environment-agency.gov.uk/river-and-sea-levels/136496.aspx
Thames Water	Sewage, flooded sewers, and sewage clearing	0800 009 3964	www.thameswater.co.uk Twitter: @thameswater
Affinity Water	Drinking water	Emergency number: 0345 357 2407	www.affinitywater.co.uk Twitter: @AffinityWater
UK Power Networks	Run the electricity supply network (we would advise that you do not contact your energy supplier e.g. SSE, EDF, Virgin etc. as these companies are your own electricity supplier but do not run the electricity supply network)	0800 783 8866	www.ukpowernetworks.co.uk Twitter: @UKPowerNetworks
	Text alert service	-	www.ukpowernetworks.co.uk/internet/en/power-cuts/Receive-text-updates-during-power-cuts.html
Surrey County Council	Highway gullies (storm drains)	0300 200 1003	www.surreycc.gov.uk/?a=180236 Twitter: @SurreyCouncil
	Road closures, potholes, paths and verges	0300 200 1003	www.surreycc.gov.uk/?a=181238 Twitter: @SurreyCouncil
	Adult Social Care and vulnerable residents	01932 794800 Out of hours: 01483 517898	www.surreycc.gov.uk/?a=181075 Twitter: @SurreyCouncil
	Trading Standards and rogue traders	03456 009 009	www.surreycc.gov.uk/?a=187794 Twitter: @surreyts

My home insurance is with:	Contact your insurer for further advice about what is and isn't insured	their phone number is:	their web address is:
My contents insurance is with:	Contact your insurer for further advice about what is and isn't insured	their phone number is:	their web address is:

Flood checklist

In advance checklist

- we recommend you make up a flood kit in advance (and keep upstairs if possible) to include:
 - a torch
 - blankets
 - waterproof clothing
 - wellington boots
 - a portable radio
 - first aid kit
 - rubber gloves
 - key personal documents
 - if you have a baby: baby food, milk, sterilising equipment, clothes and nappies
- think about medication. In the event of a flood, you will still need to take it
- think about evacuation and a place to stay. If you vacate the property please ensure your relatives, friends or neighbours know where you will be
- make sure you know where to turn off your gas and electricity
- what about your pets? Where will you move them to if a flood is on the way?
- think about your car. Where can you move it to?
- sign up to receive flood warnings by calling Floodline on **0345 988 1188**. Or you can register online at: **www.gov.uk/sign-up-for-flood-warnings**



During a flood checklist

- check websites: **www.spelthorne.gov.uk/flooding** and **www.gov.uk/check-if-youre-at-risk-of-flooding**
- check Twitter **@spelthornebc** and Facebook **SpelthorneCouncil**
- check local press: **www.getsurrey.co.uk**
- check local radio: BBC Surrey Radio (104.6FM)
- check regional TV: ITV London Tonight and BBC London News
- do not let children play in flood water as it may be contaminated
- store valuable or sentimental personal belongings upstairs or in a high place downstairs
- ensure that elderly and vulnerable neighbours, friends or relatives in the area are aware of the danger
- try to avoid coming into direct contact with floodwater. If you have to go into the water, wear waterproof boots and waterproof gloves. Remember to wash your hands thoroughly. Visit: **www.hpa.org.uk**
- if you are considering using liquid petroleum gas (LPG) or generators to cook, heat or pump water, bear in mind these are not designed to be used inside the home. Make sure they have been serviced recently and you have adequate ventilation in your home when they are in use

Sandbags

Sandbags offer limited protection from flooding and there are many products on the market that are designed to better protect your home. The National Flood Forum publishes a directory of these products on its website www.bluepages.org.uk

Most local builders merchants and suppliers stock sandbags and sand.

The Council will have a limited supply of sandbags available for those in the most need and in locations where they may help. Please note that residents requesting sandbags from the Council will be added to an 'At Risk of Flooding' register. This list will be shared with agencies to help determine the geographical areas affected, the type of flood risk, any vulnerable or at-risk residents, and to assess the potential benefit of sandbags.

Spelthorne Council and Surrey County Council will also work with Flood Wardens and Flood Community Groups to help coordinate their distribution.

If using sandbags, we recommend that you follow the advice outlined in an Environment Agency leaflet called "Sandbags and how to use them properly" available online.

Please note that all agencies will always focus on those most vulnerable and in need.



Spelthorne Council delivering sandbags

Rest centres

During a flood or other emergency, rest centres will be set up to help people that have been evacuated from their homes. The help on offer will include overnight emergency accommodation if needed, advice on all of the available options for short and longer term accommodation, and help with basic needs such as food.

If a person is considered a 'vulnerable adult', staff from Surrey County Council will be on hand to help ensure they have the proper medication or access to health professionals, or to look into residential care for those that need that level of care.

The location of the rest centre and whether there will be more than one centre opened, will depend on the extent of the emergency and the geographical area affected.

In Spelthorne, the rest centres will normally be one or more of the Borough's Community Centres. Locations of the Centres will be publicised, including on the Council's website.



The Environment Agency Floodline Warnings Direct (FWD) service

The Environment Agency uses its Floodline Warnings Direct (FWD) system to send messages to their customers to warn them about flooding from rivers and the sea. There are three types of warning - Flood Alert, Flood Warning and Severe Flood Warning, as shown below.



Flood Alert

- issued when flooding of low lying land is expected anywhere within a Flood Alert area
- be prepared to act on your flood plan
- prepare a flood kit of essential items
- monitor local water levels and the flood forecast on the website



Flood warning

- issued when flooding of properties is expected
- move family, pets and valuables to a safe place
- turn off gas, electricity and water supplies if safe to do so
- put flood protection equipment in place



Severe flood warning

- issued when there is danger to life
- stay in a safe place with a means of escape, be ready to evacuate
- co-operate with the emergency services
- call 999 if you are in immediate danger



Lammas Park

How to register to receive flood warnings

To register for Floodline Warnings Direct, or for general advice and information about flooding, please call Floodline on **0345 988 1188**. Or you can register online at: **www.gov.uk/sign-up-for-flood-warnings**

You'll need to provide:

- the address you're registering
- a phone number you can be contacted on day or night
- an email address

You can get warnings by phone, email or text message. **The service is free.**

What Spelthorne Council did to help its residents and businesses in the last major flood

- set up a Borough Emergency Centre to coordinate the Council's response to the flooding
- distributed tens of thousands of sandbags to help residents protect their properties
- opened a Rest Centre to provide a base for housing advice and overnight emergency beds for people who had to be evacuated from their homes
- worked with our partner agencies to support vulnerable people
- provided short and long term temporary accommodation for residents who needed it
- provided free parking in our car parks so residents whose streets were flooded had somewhere safe to leave their cars
- provided regular updates for residents via our website, social media and advice leaflets
- opened two Recovery Centres to provide help, advice and information
- provided further help, advice and information with the National Flood Forum
- distributed hundreds of portable toilets to residents who needed them
- provided skips for community clear ups
- administered Council Tax and Business Rate relief for eligible individuals/businesses
- administered the Business Support Scheme

What Spelthorne Council and other agencies have planned for the future

Spelthorne Council

Emergency Community Volunteer Network

During the last flood, local people did a magnificent job volunteering to help their neighbours in a number of practical ways. We were amazed by their generosity in giving their time so selflessly. We have therefore helped to set up an Emergency Community Volunteer Network which will consist of Flood Wardens and Support Volunteers.

Flood Wardens

Community Flood Wardens will take a leading role during a flood. They will represent their community and coordinate the local Support Volunteers. The Council will provide the Community Flood Wardens with appropriate training, equipment and clothing, and they will have a direct line access to the Council's Emergency team.

Support Volunteers

Support Volunteers will have an important role, helping in a variety of ways, including:

- feeding back accurate information about what is happening in their local community
- helping to spread important information to people in their community e.g. leaflet delivery
- checking on neighbours
- filling or distributing sandbags
- helping with the clean-up

If you are interested in becoming a Flood Warden or Support Volunteer, please complete the form at: www.spelthorne.gov.uk/flooding

Drainage channels

Check and clear important drainage channels (critical ditches) which border council owned land and liaise with land owners about their responsibilities.



Environment Agency

Memorial Gardens, Staines-upon-Thames



Spelthorne Council is working with the Environment Agency to help make sure that callers to their Floodline get information on the latest flooding forecast, specialist flood advice, as well as advice on local arrangements, 24 hours a day, seven days a week.

The Council has also been working with the Environment Agency to help ensure that those communities and individuals either flooded or affected by the winter 2013/14 floods are still receiving all of the information that they need and

are supported as they recover. Both the Council and the Environment Agency are encouraging and supporting communities to develop a Community Resilience Plan to outline arrangements for responding to future floods. This includes helping communities to:

- produce and test household and community flood plans
- set up community resilience volunteer schemes (flood warden schemes).
- ensure residents are signed up to receive flood warnings and understand the difference between Flood Alerts, Flood Warnings and Severe Flood Warnings.

The River Ash

The EA are currently using their legal powers to do some maintenance work on the River Ash. This work includes general bank clearance, and removal of freshwater plants and debris.

The EA will continue to work with Thames Water to agree a revised protocol to minimise flood risk in the Staines-upon-Thames area.

Thames Water

Thames Water is investing nearly half a million pounds on repairs and improvements to pumping stations and other network improvements in the area. They are also making £2m of improvements to the Moor Lane sluice gate and aqueduct.

Highways network:

Roads and bridges in Surrey County Council's highways network suffered a large amount of damage as a result of the floods. In 2014/ 15, Surrey County Council is investing £55 million on their highways network, which includes a £17 million Flood Recovery Programme to help secure and improve their road network for future adverse weather conditions, following a successful funding bid to Department for Transport. This recovery programme includes the resurfacing of 100km of road and removal of more than 20,000 potholes.

Drainage:

In addition to SCC's regular annual gully cleaning, SCC is investing over £125,000 in drainage maintenance in Spelthorne this financial year, at over 100 different sites. This includes repairs to broken connections, soakaway cleaning, root cutting, and cleaning of Surrey County Council's surface water sewers.

Funding for flood resilience:

If you were flooded between 1 December 2013 and 31 March 2014, a Repair and Renew Grant is currently available which can provide up to £5,000 per flood affected home or business. The grant must be used to help protect a property against future floods - this can include things like doors or window guards, driveway barriers, water-resilient flooring and moving electricity sockets to a safer level. The grant cannot be used to replace items like carpets, curtains or furniture. Measures should be over and above the repairs that would normally be covered by insurance. The deadline for applications to the Repair and Renew Grant has been extended to 31 December 2014. Applications can be made online by visiting www.surreycc.gov.uk and typing 'Repair and Renew Grant' into the search box. Alternatively an application form can be obtained by emailing: rrg@surreycc.gov.uk or calling 0300 200 1003.

The County Council has also:

- produced a Draft Surrey Local Flood Risk Management Strategy which can be found at: www.surreycc.gov.uk and search for 'Surrey Local Flood Risk Management Strategy'
- produced a Household and Community Flood Plan template, which can be downloaded from their website to help residents and community groups know what to do during a flood
- is helping to set up flood action groups to support communities during flooding

The River Thames Scheme

The River Thames Scheme will reduce flood risk to all communities between Datchet and Teddington, including Spelthorne. It includes large scale engineering work to construct a new flood channel, improvements to three weirs and provide flood protection products (known as property level products) for up to 1200 homes. There will also be work to improve flood incident response plans.

The scheme is a major partnership project between the Environment Agency, local authorities in the area covered, including Spelthorne, the Regional Flood and Coastal Committee, and Thames Water. The Government has made a commitment to fund 75% of the cost of the scheme. However there remains a funding gap of some £50m which needs to be found locally. We are working to find the funding needed to deliver the scheme; then we expect work to start in 2016 and to be completed by 2025.

More information on the River Thames Scheme can be found online at: <https://www.gov.uk/government/publications/river-thames-flood-risk-management-scheme>