

Littlebourne Flood Plan

Last review November 2015

Drainage and Flooding Contacts

Public Foul and Surface Water Sewers

Southern Water

For general problems and queries, contact the call centre on 0845 278 0845

Email customerservices@southernwater.co.uk (They prefer you to phone if it is urgent)

Council House Drainage Problems

Ask residents to contact **Mears** direct: 0800 313 4740

Email Canterbury.repairs@mearsgroup.co.uk

Highway Gullies etc

KCC Highways: 03000 418181 (mon-fri 9am-5pm)

03000 419191 (out of hours only)

To report highway problems online

<http://webapps.kent.gov.uk/kcc.khsfaultsgis.web.sites.public/>

General KCC Highways email kent.highwayservices@kent.gov.uk

Land Drainage and Minor Rivers and Watercourses

Canterbury City Council contacts:

Dan Simmons: 01227 862450

Sandbag Deliveries and Other Flood Emergency Works

Out of hours: **CCC Control Room** 01227 781879

During office hours: Dan Simmons 01227 862450

Cesspool Emptying

MTS Sucklifts 01233 840624

Clean Water (water main bursts, leaks, etc)

South East Water

24 Hour leakline: 0333 000 3330

Online reporting: www.southeastwater.co.uk/contact-us/report-a-leak

Canterbury City Council Contact Numbers in case of Flooding

Out of office hours	Canterbury 781879	See Note 1
During normal office hours when a major emergency has NOT been declared		
Any of the following	Canterbury 862450 Canterbury 862451 Canterbury 862454	See Note 2
Or main Council number	Canterbury 862000 and ask for Engineering	
At any time day or night when a major emergency HAS been declared and the Emergency Room is manned	Canterbury 862299	See Note 3

Note 1 – This is the normal out-of-hours contact number for Central Control which is manned 24 Hours a day, 365 days in a year. There is only one line on this number and only two operators so you may have to try more than once to get through. If the Emergency Room has been opened but the main control Switchboard is not manned you will need to redial.

Note 2 – The first three numbers are the direct lines for members of the Engineering section. If the number you dial is temporarily unmanned someone else in Engineering should pick up the call. If it is not picked up within four rings it will be automatically transferred to an answering machine. There is no way of knowing if you got the answering machine because the office was unmanned or because staff were unable to pick up the phone in time. The answerphone is checked regularly in office hours.

Note 3 – When we are receiving a large number of flooding calls it can be difficult to get through on any given number. This special number hunts through the three phones in the Emergency Room and then through the ten phones in the Engineering section. It connects the call to the first open line it can find. Dialling this single number acts as though you were dialling all 13 number simultaneously.

OTHER AGENCIES

Environment Agency: Floodline – recorded information on flooding, general advise and reporting flooding:- 0345 988 1188. This is an automated system which takes you through a large number of options to get the information you want. After an introduction it asks you to press 1 for pre-recorded information on flood warnings in force, 6 for road and travel information or 4 to report flooding or general enquiries.

Pressing 1 for flood warnings will then take you to more choices to help you pick the section of river you are interested in. Because there are a lot of rivers in the South East this can be a lengthy process, much quicker is to enter the Quickdial numbers when the system asks you to. For the River Stour between Ashford and Hothfield you need to enter 0125312. For Nailbourne you need 0125341. For the Little Stour enter 0125342, for the Westbrook enter 012541 and for the Swalecliffe Brook 012542.

Environment Agency: General information, normal office hours only 03708 506506
Environment incident hotline: 0800 807060

Southern Water: 0845 2780 845

Canterbury City Council: non-emergency information:

Land drainage problems	Dan Simmons	862450
Engineering Manager	Liam Woollorton	862454

City Council Sandbag Policy

The City Council and Sandbags

The City Council believes that everyone, both householders and people with business properties etc, should take their own precautions to protect their own property. In order to encourage this attitude a list is maintained of local suppliers where sand and sandbags can be bought in small quantities as well as a list of alternative means of flood protection such as flood boards and other proprietary systems. This information is available to the public on request.

Provision of Sandbags by the City Council

If homes or businesses are threatened by flooding, the City Council, will use its best endeavours to supply, deliver and place sandbags, but only on the understanding that the City Council can give no guarantee that any such delivery will be in sufficient time or in sufficient quantity to prevent or even to reduce damage to property. The City Council will not accept any liability, whatever the circumstances, for failure to supply sandbags or for their late delivery.

City Council Stocks of Filled Sandbags

The City Council will maintain a supply of filled sandbags in readiness. 1000 are kept at the central depot in Canterbury with a further 500 each at four stores – Whitstable, Swalecliffe, Hampton and Herne Bay respectively. Further sandbags will be filled should these stocks become exhausted.

Parish Council Stocks of Filled Sandbags

Some local parishes maintain stocks of filled sandbags for rapid response to residents. These stocks have been supplied free of charge by the City Council and while it is the responsibility of the Parish Council to maintain them in good condition the City Council will, if requested, help keep stocks up to these numbers and will supply further sandbags when these stocks are exhausted.

Supply of Sandbags

Sandbags are supplied and delivered free of charge to protect peoples' homes and they will also be supplied and delivered to protect business premises and the like but priority will always be given to domestic premises. The City Council reserves the right to charge for the supply and delivery of sandbags to business premises.

The City Council will not supply sandbags to protect garages, sheds, greenhouse, outbuildings and the like nor for land generally including gardens, allotments, agricultural land, recreational land, parks, private driveways, paths, etc.

Delivery will generally be direct to the address of the person asking for help but may also be made to a central point, perhaps a street corner, for residents to collect and put in place themselves.

Distribution of Sandbags

The City Council will, wherever possible, seek to prioritise delivery of sandbags by only supplying them after an assessment of the situation has been carried out by an appropriate member of the City Council's engineering staff and his authorisation has been given for the distribution together with his recommendation of the most effective way of deploying limited resources.

However, the scale or urgency of an emergency could overwhelm the City Council's manpower resources and should that happen sandbags will be delivered to areas of known flood risk without the necessity of a prior assessment of each situation by Council engineers.

Experience has shown that most houses can be adequately protected by about 10 sandbags and requests for greater numbers will not normally be accepted except in exceptional circumstances.

Cont/...

Recovery of Sandbags

Sandbags will **NOT** be collected after the event and householders will be advised to keep them for use in future events. However, if circumstances at a particular property require significant more than the usual numbers of sandbags to be deployed, then they will, on request, be collected up by the City Council.

Supply of Sandbags at times other than Emergencies

Sandbags will not be issued other than during an emergency. Should a request be received, City Council staff will advise the public about private suppliers in the area.

Flood Wardens Fact Sheet

Littlebourne Parish Council in conjunction with Canterbury City Council and the Environment Agency have established a Flood Warning Warden Scheme as a result of the severe flooding affecting residents during the 2000/2001 winter.

This fact sheet sets out the details of the scheme, your responsibilities as a Flood Warden and has emergency contact numbers for the Environment Agency and Southern Water.

Prevention

1. Ensure that **ALL PROPERTIES KNOWN FROM PAST EXPERIENCE TO BE AT RISK** have adequate supplies of sandbags to enable residents to prepare and protect themselves and neighbours **PRIOR TO A FLOOD SITUATION**. Canterbury City Council has and will continue to support this pro-active policy in these risk areas
2. Where possible, organise volunteers to help residents unable to help themselves

How the Scheme will Work

1. All residents have been issued with the Flood Warden Scheme fact sheet.
2. If a resident's property has been or is in danger of being flooded, they will contact the nearest available Flood Warden, which may be you.
3. As the Flood Warden you will need to assess the resident's situation and if appropriate contact Canterbury City Council or other agencies to secure sandbags or other assistance that may be required, ensuring they are aware you are **AN OFFICIAL FLOOD WARDEN** and that **YOU HAVE ASSESSED THE SITUATION** prior to your call
4. Keep the affected residents and other Flood Wardens informed of any action being taken by the City Council, Environment Agency and yourself

Assistance with Assessing Residents Situations

1. If there is any water inside a resident's home, contact the City Council using the emergency telephone numbers. Follow the advice given in the Floodline Information Pack. (Details about ordering a pack are given overleaf)
2. If the flood waters are very close to the house or you believe a road needs closing, contact Canterbury City Council.
3. The main contact for sandbags is Dan Simmons of Canterbury City Council and whose telephone number is above.

Note: Those whose houses are in immediate danger of flooding will get the higher priority.

Contact the Environment Agency Floodline on 0345 988 1188 to hear recorded information on flood warnings that are in place or request a Floodline Information Pack. The Information Pack has comprehensive information on what to do to prepare for during and after a flood.

Littlebourne Parish Council Flood Action Plan

Residents Fact Sheet

Littlebourne Parish Council in conjunction with Canterbury City Council and the Environment Agency have established a Flood Warning Warden scheme as a result of the severe flooding affecting residents during the 2000/2001 winter. This fact sheet sets out details of the scheme, especially who to contact if your property is in danger if being flooded, as well as your responsibilities as part of the scheme.

How the Scheme will Work

1. If your property has been or is in danger of being flooded, contact the nearest available Flood Warden (Details above)
2. The Flood Warden will visit your property to assess the situation
3. The Flood Wardens have a list of special emergency phone numbers for the Canterbury City Council and Environment Agency. The Flood Wardens will contact the Council and/or Agency to secure sandbags or other assistance that may be required.
4. The Flood Warden will stay in contact with you to keep you informed of the action being taken by the Council and Agency.

Your Responsibilities under the Scheme

Prevention

1. If possible clear any obvious obstructions that may be causing the flooding on your property, in particular if you have any dykes and ditches located on your land. Report any blocked gulley's and drains to the Flood Wardens or Parish Councillors.
2. Do if possible store existing sandbags on your property in readiness to prepare and protect yourself and your neighbours **PRIOR TO A FLOOD SITUATION** as in reality it is impossible for the emergency services to attend immediately to the many areas that may be affected
3. Information on manufacturers of flood prevention products from Dan Simmons at Canterbury City Council 01227 862540
4. Do check whether your neighbours require help
5. Do put in place contingency plans with your neighbours, friends or family: This may be availability of spare keys, contact details, etc
6. Do drive slowly on flooded roads; avoid them completely if possible as driving through a flood creates bow waves which pose a significant threat to nearby properties.

FLOODLINE

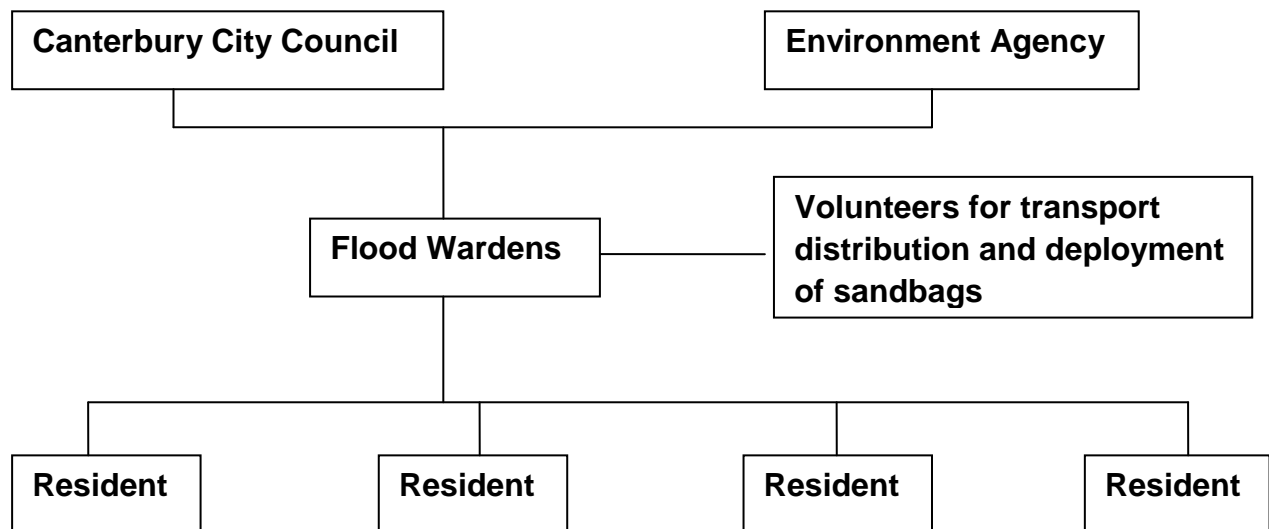
Contact the Environmental Agency Floodline on **0345 988 1188** to hear recorded information on flood warnings that are in place or to request a Floodline information pack. The information pack has comprehensive information about what to prepare for during and after a flood.

Littlebourne Flood wardens

Area	Flood Wardens	Telephone Numbers
High Street and the Maltings	Cllr Mike Giles	01227 728228
“ “	Alan Legge	01227 721685
The Green		
“ “	Barry Barnes	01227 721145
Nargate Street and Court Hill	Cllr Ken Shaw	01227 721560
Nargate Street	Geoff Rigden	01227 721398
Jubilee and Church Road	Cllr Brian Hurlow	01227 720848
Sandbag Store and Fork Lifts	David Lodge	01227 721686
	Martin Twyman	07710 190541
		01227 722327 home
		01227 721274 farm

Flood Wardens

If your property is in danger of being flooded, contact the first person on the list for your area. If you can't reach them, contact the second person. If they are not available, contact the first person in the next area closest to you.



Volunteers Needed:

The Flood Wardens are looking for volunteers willing to provide assistance with transport, distribution and deployment of sandbags. If you wish to volunteer, contact your Flood Warden giving your phone number so you can be called out if needed.

Littlebourne Parish Council

Little Stour and Nailbourne River Management Group

Procedure for Parish Councils in the Canterbury District to close a road in an emergency such as a flood

This procedure has been agreed between the Little Stour and Nailbourne River Management Group and Liam Woollorton, Engineering Manager, CCC, in liaison with the Highways Authority.

Only the Police and Highway Authority have the 'legal power' to close a road. However, under this procedure the Highway Authority can make the decision to close the road and then delegate the 'actual work' to the Parish Council acting as its agent/contractor.

1. The Parish Council identifies the need to close a road. The Parish Council phones CCC requesting contact with Highway Duty Engineer or if he is not available the Flood Duty Engineer – see telephone numbers below.
2. The Highway Engineer approves the road closure
3. Once approval has been granted, the Parish Council closes the road by erecting Road Closed signs kept for the purpose
4. The Parish Council contacts the Highway Engineer again to advise that the road has been closed
5. The Highway Engineer notifies Police and all other relevant authorities of road closure
6. The Highway Engineer visits the site as soon as practical to check the situation.
7. Responsibility for re-opening the road lies with the Highway Engineer.

CCC Telephone Numbers

Out of office hours – **01227 781879** (manned 365 days a year)

During normal office hours when a major emergency has **NOT** been declared – **01227 862000**

Any time day or night when a major emergency **HAS** been declared and the Emergency Room is manned – **01227 862299**