



Newsletter

April 2008

Flooding Advice.....

..... See Back Page

Would you like to get involved with running the National Flood Forum?



Brendan Glynane and Mary Dhonau with Phil Woolas

The National Flood Forum has vacancies on its board of trustees. We would especially welcome applications from people who have been flooded or have had first hand experience in supporting the victims of flooding, in the North of England which is under represented at the moment. But ALL applications will be welcome!

For further details and an application form please email:

amanda.davies@floodforum.org.uk

In This Issue...

Defra	3
Ofwat	4
Water UK.....	5
REPORTS.....	6 -18
Letters	19
Advice.....	20

MPs Meet the NFF

The National Flood Forum recently hosted an MPs awareness day in Westminster...

Getting over 40 MP's together is no mean feat, but that is exactly what we did. January 23rd saw the National Flood Forum board of Directors and our Chief Executive Mary Dhonau waiting - possibly anxiously but it didn't show - for our guests to arrive. It was our very first 'MP Awareness day', held in Portcullis House close to the Houses of Parliament and hosted by Norman Baker, Lib Dem MP for Lewes. Norman is the chair of the All Parliamentary group of MP's who have a constituency

that flood. (Lewes was flooded very badly in October 2000, devastating many homes and businesses there, so flooding is a key issue to him).

The event went really well, with MP's from all parties showing support for the work that we do. We presented MP's with a portfolio of our newsletters and fact sheets. Amongst other issues raised, we discussed our funding situation. The event also enabled us to update those attending about the demands made on us during and in the aftermath of the summer floods, and the need for grants to enable homeowners to protect their own property.

We also took the opportunity to discuss the NFF response to the Pitt review and to emphasise the fact that we believe there should be more information and support from the insurance industry to advise on and promote flood

Continued on Page 2...



With Elliot Morley a long time support and friend of the NFF

MPs Meet the National Flood Forum



...Continued from Page 1

resilient repair.

A special visitor was Phil Woolas, Minister for the Environment and we were able to talk at length to him. It was encouraging to see that he found the event

helpful and informative.

Since the event, many MP's have written to both Defra and DCLG in support of the NFF.

Special thanks must go to Norwich Union Insurance who kindly sponsored the evening, and gave us valuable support throughout the event.

Well – that was one evening – one event, but the work continues; from organising many flood fairs, continuing to man our help lines and to give face to face support in Humberside and South Yorkshire. We have also attended meetings with Defra to discuss grants for flood resilience and resistance and the problems brought about by flooding from 'run off'. We have met with the Pitt Review team to discuss post-flood recovery problems and the ABI to encourage consistency of approach to flooding across the industry.

Mary Dhonau also attended a parliamentary meeting of MP's who have constituencies that flood and was able to raise with Hilary Benn, Secretary of State for the Environment, the issue of lack of builder and loss adjuster knowledge when it comes to repairing flooded homes. So we



With Eric Martlew, MP for Carlisle

continue to highlight the plight and impact of flooding on victims – at the same time seeking funding and support to enable our work to continue.

Final Reminder...

Please don't forget to respond to the Defra consultation on improving surface water drainage our suggestions matter and can make a big difference! Details:

www.defra.gov.uk/

environ/fcd/policy/surfacewaterdrainage.htm



Directors and Chief Executive of the National Flood Forum at the MP's Awareness Day



Workshop - The Impact of Flooding on Property Owners

Thursday, 8 May 2008 10.00 – 15.30

Birmingham City Centre Location

Keynote Address: Mary Dhonau – Chief Executive, National Flood Forum

Confirmed speakers include:

Anthony Concannon – Principal Emergency Planning Officer, Oxfordshire County Council

Phil Garland – Chairman North Cave Parish Flood Committee

Other invited speakers will cover: Environment Agency flood after-care policy
Relevant research findings

The day will conclude with an Open Forum with all speakers participating

Buffet Lunch and other refreshments included

SIGNIFICANT DISCOUNT ON FEE AVAILABLE TO NFF MEMBERS

For further information and to book places please visit our website, or contact:
Carly Rose - Flood Repair Network Administrator - 01902 518743 C.Rose@wlv.ac.uk

Defra - Surface Water Drainage Consultation

On 7 February 2008, to support the Government's new Water Strategy, Future Water, Defra launched the Surface Water Drainage Consultation setting out policies to improve the way that surface water drainage is managed. Tackling surface water flooding is a key Government priority and the work has been given added impetus following the floods last summer, when around two-thirds of the 55,000 properties affected were flooded from surface water overloading the drains. The Strategy puts forward a suite of policies to encourage better drainage of surface water by slowing water down through the catchment and managing more of it above-ground. Further information on surface water drainage is available at:

<http://www.defra.gov.uk/environ/fcd/policy/surfacewaterdrainage.htm>

If you would like to contribute to the consultation, responses should be sent via email to:

surfacewaterdrainage@defra.gsi.gov.uk

and should be received by Wednesday 30 April 2008.

Responses can also be sent by post to: **Surface Water Drainage Consultation**
Defra, Ergon House
Area 2D
Horseferry Road, London, SW1P 2AL

Ofwat - Preparing For a More Resilient Future

Ofwat is helping water companies to plan how best to protect pumping stations and treatment works from the impacts of climate change, by developing a common methodology for assessing flood risk from extreme weather. As part of a wider response to last summer's floods, we aim to develop an analytical framework allowing companies to gauge the risk to critical assets and identify cost-effective ways of protecting this infrastructure.

It will take into account changing climate conditions and help companies to consider protecting facilities in a consistent manner. The work will create a process which is flexible and valid across the water industry. The framework would allow options to be ranked by value and inform future investment decisions. It will also allow the vulnerability of critical assets to be understood in terms of impact on consumers – measured by security of service and overall value for money. We will take wider social and environmental impacts into account.

Consultancy work on the framework has now begun with Halcrow recently appointed to carry out the project. We intend to liaise and consult with water companies throughout this project to ensure a successful

development of the framework. The process is scheduled to be completed by early May with guidance to water companies released short afterwards. The overall aim is for water companies to incorporate this guidance into their planning processes and, as a result, have assets which are more resilient both now and in the future.

Tony Moran

Head of Media and Sustainable Development



A few minutes of installation gives you peace of mind in heavy rain.



The Flood Protection Door Barrier



Back Flow Valve



Smart Airbrick

Complete Home Flood Package

2 x Flood Protection Door Barriers, 4 x Smart Airbricks and 1 Back Flow Valve.

You can order direct by phone or the web.

0871 770 4061 www.ukfloodbarriers.co.uk



A View from Water UK

Last summer's floods had a devastating impact on many households and communities. Dealing with the direct consequences of such events is bad enough, but the loss of a critical service such as water adds to distress and discomfort. Yet this is what hundreds of thousands of people were faced with last year.

Secure supplies and the reliability of critical infrastructure have always been top priorities for an industry with the protection and promotion of public health at its heart.

But recent events have caused the water industry to take a fresh look at how we manage our assets and plan for extreme events.

Water UK is leading a wide-ranging review of the floods, independently-chaired by Sir John Baker. A Phase 1 report, published in January, looks at the industry's emergency response to the summer's unprecedented events, its preparedness, communications, and mutual aid structures.

Recommendations are aimed primarily at the water industry and wider water sector: the two key ones are that water companies should:

- Put in hand a thorough review of their emergency response and contingency plans on the assumption that the scale of future floods may make current plans inadequate; and
- Take a fresh look at the potential vulnerability of key assets, including the risks from other utility service failures.

Lessons Learned from Summer Floods 2007 Phase 1 report - Emergency Response

The Review Group is now engaged in Phase 2, which looks at wider policy matters. In this phase, which will report in May, longer-term issues take centre stage including:

- The potential vulnerability of infrastructure and services to climate change;
- Rising public expectations about the reliability of supply and reduced risk;
- Responsibility for flood prevention and remediation.
- Water For Health
- Water industry initiative to support best practice for hydration
- Resources
- Waterfacts The UK water industry Waterwise Reducing water wastage Links Water industry and related organisations Jargon Buster A to Z of water terms

Of course, extreme events are not the only causes of flooding. Reducing sewer flooding and its impacts is a key issue. Water companies have already invested heavily in this area and are spending £1bn to reduce this in the period 2005-10. Less than 0.03% of properties are now at risk but this can be reduced further through a combination of targeted investment and improvements to land use planning and flood risk management, including the greater use of sustainable drainage techniques.



REPORTS

Bucklebury Flood Alleviation

Bucklebury is an old rural village on the river Pang in Berkshire, that was inundated by flash floods and prolonged river overflows in July 2007. 24 out of 26 houses were inundated as well as the Grade 1 listed Norman Church and the village hall. Bucklebury is full of heritage, and the flooded houses included five listed buildings and a further six pre-1800 properties. Properties of this age contributed to a total damage bill in excess of £2.5M.

Rather than complain, point fingers and admonish the authorities, the Bucklebury villagers took a community driven proactive and collaborative approach that has brought praise and delivered results.

After helping each other on the day of the deluge, the villagers worked together over several days to clear out the river Pang of weed and silt – it was only when this job was complete that the river stopped overflowing.

This teamwork created a determined community spirit which was harnessed in the formation of an action group. The group employed their own consultant (a former Environment Agency employee) to help assess and identify the multiple

causes of the floods and then to develop projects to alleviate future flooding. During the assessment and in designing the projects, they worked with the District and Parish Councils, the Environment Agency, their Regional Flood Defence Committee, the National Flood Forum, their local FWAG group,

Norwich Union, the ABI, local farmers, landowners and their MP to ensure that their proposals were achievable, realistic and environmentally sound. At all stages, their aim was to protect their community, heritage and environment from future flooding by

working together with the agencies that could help them, rather than fighting against them. The villagers' approach has been a model that others might want to follow as it has brought praise and more importantly, delivered results.

- The villagers created six well scoped projects which formed a single integrated flood alleviation scheme that addressed run-off and river flooding.
- The action group kept the community up to date on progress through their website www.floodalleviation.co.uk and with village meetings every two months.

“The villagers’ approach has been a model that others might want to follow as it has brought praise and more importantly, delivered results...”



• The action group itself has acted like project managers, bringing together the relevant authorities and following a basic methodology of analyse, design, fund and implement.

• The action group has driven the work through each stage and has kept all parties informed of progress.

So while many of the villagers have been living in caravans or alternative

Bucklebury Flood Alleviation (Continued)

accommodation, as their houses have been drying out, what has the action group achieved?

- West Berkshire Council funded and completed the first and very significant run-off alleviation project before Christmas.
- WBC have committed to deliver two further highway related projects in March
- The Environment Agency cleared the river Pang from below the village to ½ mile above and committed to repeat this work each year
- The EA conducted a river corridor survey and designed river management guidance for the villagers should they need them
- The EA funded the design work of the main project, a flood alleviation channel around the village, which would double the capacity of the Pang through Bucklebury.
- With Norwich Union and the ABI, the group confirmed the specification that insurers would



require of a flood alleviation scheme.

- The group has themselves used Multi-Coloured Manual data and DEFRA's own spreadsheets to assess their worthiness for DEFRA or RFDC funding for their main project.

So where have they got to now? The design work of the main scheme is approaching completion (the survey work has been done, the flow data has been

FLOODGATE

THE UNIQUE FLOOD PROTECTION SYSTEM

*"Help protect your home,
help protect your insurance."*

BENEFITS INCLUDE:

- * AWARDED BSI KITEMARK
- * NO PERMANENT FITTINGS TO THE PROPERTY
- * NO INSTALLATION COSTS
- * QUICK AND SIMPLE TO USE
- * CAN BE INSTALLED DURING FLOODING - MINIMISING DAMAGE
- * PROVIDES GREATER PROTECTION THAN 50+ SANDBAGS

01267 234205
www.floodgate.ltd.uk

Bucklebury Flood Alleviation (Continued)



calibrated and the flow models will be seen at the next status meeting); we have completed the relevant business case documents (FCNPAG3) and the EA have confirmed that we have a good business case; we have completed the EA priority scoring and also have a good score.

Hopefully will receive confirmation of funding for their main scheme, from the Thames RFDC's local levy funding, which will be allocated at the end of April.

What else has the action group done? The group has not focused just on alleviating flood risk in their village. They have keenly read the ABI, EA and Pitt

reports and have written back to Pitt and the EFRA Select Committee with what they have learned. Most recently, they have organised a riverbank clean up event, to remove all of the plastic and junk washed downstream to blight their village in the Wessex Downs Area of Outstanding Natural Beauty.

Last summer's floods brought anguish to Bucklebury and other communities across the country.

In our village it has brought us closer together; but we have worked hard, kept focused and stayed calm and it has (hopefully) brought long term dry results.



Toll Bar - Doncaster

Special repairs to hundreds of flood-damaged council homes in Toll Bar, Doncaster mean that returning residents are now better equipped to recover from any future floods.

St Leger Homes of Doncaster, the organisation that manages 22,000 homes on behalf of Doncaster Council, has implemented a series of 'flood resilient' repairs to 138 properties in the area.

Special modifications include waterproof plaster and wall covering as well as chemical waterproofing of concrete floors. Waterproof medium density fibreboard (MDF) will be used instead of traditional wooden skirting boards and architraves.

Director of Property Services, Paul Hopkinson said: "The summer floods had a devastating effect on peoples' lives and homes. By putting in these special

repairs we aim to minimise the impact of any similar floods in the future. They won't stop the water coming in but they mean that it won't do as much damage and the homes will dry out more quickly."

The homes, originally planned for improvements under Doncaster Council's Decent Homes Scheme in 2009/10, have been brought forward in the scheme and the flood resilient repairs will form a part of wider improvements to kitchens, bathrooms and electrical wiring.

"With Doncaster Council's involvement and support, we have taken the decision to get this work done quickly," added Mr Hopkinson.

Work is currently underway on a pilot property in Villa Gardens, with the remaining homes planned to be finished by August 2008.

Deerhurst Community Preservation

Deerhurst Village's Flood Defence

History

Deerhurst village has suffered over the years from flooding and some time ago built a reasonable defence of earth banks around its eighteen residences with two tarmac road stank points, however, during the memorable winter flood of 1947 these flood banks were breached and overtopped and the village properties became badly flooded. In the following years the banks were reinstated and then, in the 1980's, greatly improved to standards acceptable to the STWA which took over the responsibility for their maintenance to a 12.20 metres AOD (i.e. above sea level) - which was the level of the 1947 flooding in the village. The Environment Agency (EA) then in turn took over this responsibility.

July 2007

We have learnt that the heavy storm on Friday July 20th 2007 delivered the equivalent of approximately two months' normal rainfall in about twenty-four hours. The result was that the road at the centre of our village was flooded with the storm water and the residents were effectively cut off to and from the outside world. On Sunday 22nd, despite thirteen hours of continuous and exhausting flood bank defence work by the village's valiant major land owners, with their earth moving machines, and residents with their spades and forks, the River Severn overtopped the defences and disgorged its muddy water into the houses – some to over 1.50 metres high.

Help Arrives

The Severn flood had peaked in Deerhurst at about 3 a.m. on Monday 23rd July. At daylight the Rescue Services arrived and most of the residents were moved safely away in its boat to drier homes. We then became the 'Forgotten Village' (a BBC 1 Midlands Today News' item). The following Saturday, with water still in the houses, a visit from the Tory leader, David Cameron, and an entourage including our MP, Laurence Robertson, and Senior Police & Fire Officers helped generate the arrival of three large Fire Service pumping units from

Cirencester, Northampton and Leeds, each one capable of delivering up to 7200 litres of water per minute. With added pumping capacity from two smaller EA pumps, the homes were eventually cleared of the floodwater.

Aftermath

Fairly quickly the insurance companies' loss adjusters, surveyors, tradesmen of all disciplines, numerous white vans and skips arrived along with caravans & static homes for those wishing to live near their homes. The stench from dead animals (badgers, hares and rabbits), filth and general pall of destruction was unforgettable. Destroyed white goods, carpets, furniture and personal effects littered the village gardens and driveways awaiting clearance. Thirteen vehicles had been trapped (and then scrapped) and along with the flood damaged properties and contents the insurance claims will eventually be well over £2,000,000. The situation was most certainly depressing and stressful.

"...the heavy storm on Friday July 20th 2007 delivered the equivalent of approximately two months' normal rainfall" in about twenty-four hours...."

Formation of Deerhurst Community Preservation

A meeting, attended by the majority of the villagers, was called in early August and a Steering Committee was elected to consider the total situation and propose a way forward to defend the village against future 2007 sized floods. This Committee has had many meetings with the EA, Gloucestershire County Council's Councillors & Officers, Tewkesbury Borough Council's Councillors, Officers and its Mayor (who is the Vice Chairman of the National Flood Forum), English Heritage, St Mary's Church's Vicar & Parochial Church Council, Church Authorities, potential funders, potential suppliers and Consultants employed by the EA. Following an award of a STW Regional Flood Defence Committee levy of £15,000, the Consultants have undertaken a survey of the defences and are finalising an engineering design to allow DCP to submit a planning application to the Borough Council. Another well attended village meeting on February 5th unanimously resolved to submit the planning application and seek funding to achieve the determined objectives.

".... insurance claims will eventually be well over £2,000,000. The situation was most certainly depressing and stressful."

Deerhurst Community Preservation



The Engineering Design

The design of the defences has been drawn up in consultation with the relevant authorities by EA's consultants and with a high degree of support from a flooded Deerhurst resident who is a civil engineer and, importantly, agreed with the local landowners. It details the new minimum defence height of 12.80 metres AOD. The EA's recorded level in the village in July 2007 was 12.381metres AOD. The EA considers that the 12.80 metres level will equate to a well over 100 years flood return period. It is therefore believed that it is the minimum height which would defend the village against future foreseeable fluvial floods and would be considered acceptable to the insurance companies to enable them to offer fair and reasonable premiums in the future.

The agreed design will involve:

- Upgrading the earth banks to the new height.
- Upgrading the two road floodgates, again to the new height.
- Installing three new stank points in the banks for farming purposes.
- Acquiring demountable barriers to overcome occurrences as seen on July 22nd in the churchyard when the natural earth and man made flood bank proved ineffective to the massive flood.
- Upgrading the village pumping facility which was installed by, and is maintained by, Tewkesbury Borough Council. This facility was inadequate in dealing with the Friday 20th pluvial flooding resulting in the village road becoming impassable.
- Enlarging and improving the drainage channels to the pumping facility and elsewhere in the village.

The overall proposed defence does not in any way affect PPS25 because it only raises the present flood defence's heights and does not capture more floodplain.

Support for the Planning Application

During the July flood and its aftermath the Parish Councillors and the adjoining villages' population were very supportive. Similarly Laurence Robertson MP and his Assistant, Mark Calway, have been continuously and constructively very helpful. The EA's and its Consultants personnel have been most professional and given excellent advice. With our March 2008 planning application we hope to have letters of support from Deerhurst Parish Council, Deerhurst Church Parochial Council, the Environment Agency, English Heritage, Laurence Robertson MP and Phil Awford the present Borough Mayor.

Summary

Deerhurst village can be securely defended against foreseeable flooding by simply upgrading the present defences. With the support and approval of the EA, we have an engineering scheme which will be acceptable to all the relevant parties. We therefore wish to implement it as soon as possible. Funding is a major consideration and with the requested help being considered, we have confidence that we will achieve the scheme's objectives. Present status of the village's flooded houses (end of February 2008 – seven months after the event): Of the eighteen homes inside the flood bank defences, five remain virtually as they were at the end of July 2007. Nine still have tradesmen working on various stages of the buildings' reinstatement. Four families have happily returned to their repaired properties.

A Blog at floodingblog.blogspot.com

This is a blog raised by a resident and includes photographs of most of the flooded village properties.



CREATE - Flooding in Cherry Burton

The Village of Cherry Burton lies 3 miles north of the town of Beverley situated between the cities of York and Hull. The village has a population of around 1100 residents and approx 550 houses.

On the 25th June 2007 we had been warned that the weather that day would be exceptional, but I and many other residents of the Yorkshire village of Cherry Burton were not concerned as we are not near a waterway or flood plain, and our road drains are cleaned out about once a year.

As the rain became more persistent at about 10.00 am I tuned into BBC Local radio via my work computer with headphones. I was quite alarmed at how many roads were being affected by standing water in our region. The rains were getting so bad that the morning broadcast actually turned into a flood alert. By 12.00 noon I was beginning to get concerned as the road closures were getting nearer and nearer to Cherry Burton. At this time my eldest son telephoned me to say that he was being sent home from school because of the road closures and that if they left immediately the school bus would manage to get through before the road closures. Following that my wife telephoned me to say that she was being taken home from work in one of her companies Hi-AB vehicles as her car could not get through the floods from her work to home.

I then became concerned and left work to head home. It was by now 12.30pm and my journey from work to home takes on average 30 minutes.

At 1.00 pm my son telephoned me to say he had arrived in the village and his walk to our house was blocked by about 300mm of water. I told him to persevere and get as close as he could. 10 minutes later he called me again to say he was at the house, and there was more than 600mm of water rushing through the garden. I told him to open the gates at both sides of the house to let the water out and this he did. I then told him to immediately go to the electrical switch box in the garage and using a wooden broom handle switch the electric off which he did.

He then went into the house from the front and found about 450mm of water in the house which immediately began to rush out of the front door. He

went through to the lounge to locate our dog, a west highland terrier which was standing on a sofa, and took him to safety upstairs. At this point my wife arrived home. She called me and told me the situation, and said as there was nothing I could do and to take my time coming home. I had no choice anyway as most of the roads on my route were closed. I eventually arrived home at 4.00pm and had to park my car about 100 metres from my house as I could get no further. I could not believe what I saw. Dozens of residents were standing in the street, which resembled a river.

In talking to neighbours later they told me that they had started to feel dampness underfoot at about 10.00am on the 25th June, and so called the emergency services and the council, but nobody from either services ever came out that day nor have the council ever come out to see the village.

All in all about 50 houses got affected by this, causing about £3m worth of damage. There are many that are still not repaired, which is shocking given that the damage was caused over 8 months ago, and these insurance companies should be brought to task over this as many of these residents are elderly

Since the events of 25th June I had never really understood how such a large volume of water came to be, so started to look into it, more to curb my curiosity if nothing else.

Then on the 16th January this year, I awoke to find that my elderly neighbour's garden was beginning to flood. The local radio stations were predicting a return of the events of the 25th June 2007.

So I telephoned the Environment agency. They asked some questions and decided that as we were not affected by a River or Waterway they could not help.

I then telephoned Yorkshire water and explained the circumstances. They said as it was coming from a field it was not their issue.

I then telephoned East Riding of Yorkshire Council. They said as the water was not coming from a drain they could not help. I explained that my neighbour

"I could not believe what I saw. Dozens of residents were standing in the street, which resembled a river"

CREATE - Flooding in Cherry Burton (Continued)

was a 77 year old woman who lived alone and asked for sandbags to help her, and said that I would distribute them, and they refused. When I asked why they said that they took advice from the Environment agency. I told them that the Environment agency did not concern us and explained as to why, they still refused.

I could not think of another person to turn to, so when I got home that night I emailed my MP Graham Stuart and told him what was happening. The next day I telephoned BBC Radio Humberside's news desk, and explained the situation.

On the 18th January I got a phone call from BBC Radio Humberside to say they were in the village and could they interview me. I explained that I was at work but that my wife was at home. I forewarned her and they did indeed interview her. In her interview she condemned the action of the council.

This went out on every news bulletin from 12 noon to 7.00pm. At 6.00pm a Council lorry turned up outside my house with enough Sandbags for one property. Lots of residents then came out of their houses to complain that there was only enough sandbags for one house, and in fairness to the driver he did radio his depot about the situation and did go back and get more sandbags.

That night I got a response from Graham Stuart our MP to say he wanted to visit me on the Saturday. So I very quickly drafted a letter to all residents to explain this and put it through about 50 doors.

Almost immediately I had people in my house explaining what they had been doing, letters to the Council, Yorkshire Water, Environment agency etc, so they had all been working as individuals.

On the Saturday Graham Stuart did come to my house. There were 30 people in my house by now and a good discussion took place. The BBC filmed it and both he and I were on the News that night.

On Monday 21 January the rains came again. I had sandbagged mine and my neighbour's property. I arrived home at 6.00pm to see 3 fire engines pumping



out the back gardens of houses that had been affected on 25th June.

Such was the interest that I had generated I decided to carry on as another "near miss" was enough for me, and so CREATE was born.

Since I started CREATE we have managed to gather a wealth of information which has been mainly volunteered from Residents.

To cut a further long story short the problems we have are these:

- There was at one time a ditch running along the back of the fields that the affected houses back on to. This has been filled in
- When planning was granted in 1970 to expand the village it was known by the local authority at the time that these houses would be built on land that had for centuries flooded.
- The Early buildings in the Village such as the village Hall, Church, farmhouses etc are all built on High ground as it was known to the early settlers in the village of the area's that persistently flooded, the same area's that our houses now stand
- Part of the road drainage actually drains into a field (open pipe)
- The land drainage is blocked as are Culverts and dykes
- We all agree this was more than a "one off" and

CREATE - Flooding in Cherry Burton (Continued)

can happen to us again at any time.

- For the first time we have got all the local agencies talking to each other as this co-ordination was not happening.

Please visit our website at

www.cherryburton.org

where we will keep all our residents up to date with events that CREATE have undertaken so far.

We are also having a public meeting on the **10th April 2008** to update all of the residents of the village.

It has now become obvious to many that this flooding was inevitable but was the situation that lead to it were known and kept under wraps, which has to be exposed by the CREATE team to ensure the items are addressed and we never experience the events of the 25th June 2007.

In our view routine maintenance of the land drainage

could have prevented our houses from being flooded and we are working with Yorkshire Water in solving this problem at present.

We also have a meeting with the leader of the East Riding of Yorkshire council on 28th March to discuss how this flooding can be prevented in the future and what actions or steps are being taken.

We also want to highlight the dangers associated with Electrical sub-stations in the village that got affected on the 25th June, and the effectiveness of the water pumps in the village.

We also want to highlight the fact that although the Fire Service do a tremendous job, as legislation

currently stands they have no obligation to assist when a flood occurs and given the current climate in which we live surely legislation has to now change this situation.

Many thanks to the team at the NFF and our local MP Graham Stuart for their continued support.

“Since I started CREATE we have managed to gather a wealth of information which has been mainly volunteered from Residents.”



ORGANISED BY

@qua enviro

TECHNOLOGY TRANSFER

FLOOD MANAGEMENT FOR BUSINESS

21ST MAY 2008 • THE SOURCE, SHEFFIELD

This one-day event will take a practical look at flooding from a business perspective. It will consider how changes in our climate are predicted to unfold over the next decade and how this will impact on the incidences of flooding. By means of case-studies it will examine how businesses have been affected by, and responded to, the recent floods. It will consider what simple steps can be taken to minimise the risk to your business, in conjunction with the Environment Agency and Local Authorities and using sound business forward planning. Finally in the event of the worst happening, it offers advice on the quickest way to get your business back on its feet.

SPEAKERS FROM:

- THE MET OFFICE
- SHEFFIELD COUNCIL
- ASSOCIATION OF BRITISH INSURERS
- ENVIRONMENT AGENCY
- YORKSHIRE WATER
- WRC
- AQUA ENVIRO LTD
- HALCROW

water industry forum
YORKSHIRE & HUMBER

SUPPORTED BY

The Region's
Development Agency

Flood Resilience - Well Worth It !

Twice Bitten

We live near Oxford and were flooded in 2000, 2003 and 2007.

We made insurance claims in tens of thousands of pounds in 2000 and 2003. In 2007 the damage was so little we did not claim. After the 2000 flood we put things back as before, thinking we would not flood again for 50 years. Three years and one flood later, we knew differently. When we flood, water comes up through the floor, so just blocking up outside doors would not solve the problem. So we decided to restore our house in a way that would minimise the damage caused by any future flood - so-called flood resilience.

Being flooded will never be fun, but being more or less flood resilient makes it less stressful and one's much more quickly back to normal.

Stone Floors

We are lucky that the water is pretty clean. We noticed that in our neighbours' farmhouse the stone-flagged floor only needed mopping to return to normal. While our insurers assessed our claim on the basis of replacing like with like, they did not mind how we spent the money. So we decided to have stone (travertine) floors, rather than replacing wooden floors. Fortunately we had a concrete slab already.

Sump and Pump

At the same time we had a sump (just a pit below floor level, in our case with a plastic drum lining it) dug in one corner of the kitchen, and in which sits a submersible electric pump. Water coming into the house runs across the floor and down through the grating (fig. 1) into the sump below. It's then pumped



Figure 1



Figure 2

back out into the garden (fig. 2).

We are on the edge of the flood plain so we get plenty of warning and (so far!) the flooding outside has not been more than about 30 cm deep. If flood water gets about a metre or more deep outside you should not pump water out as the weight of water outside, not balanced by water inside, can cause a wall to collapse. Not a nice thought.

(I should just say that there are ways to try to proof houses against water coming in at all - such as tanking or cavity drainage systems. We did not go down this road, which tends to cost more, but may be worth investigating.)

Flood Boards

We could not get ready-made flood boards to fit our door frames so we had a carpenter fix grooved hardwood supports either side of the door and at flood time we slide in a marine ply board, with a rubber seal on the lower edge and two brass bolts into the supports to hold it in place - though mastic is still necessary. We had to use chewing gum at one stage but mastic is definitely better - be prepared with a fresh pack! Fig. 3 shows a board in place. A good DIYer (not me) could do all this.

Electrics Up

We have fridge (fig. 1), freezer and washing machine up on platforms with storage space below. They are actually easier to use at this height!

Electrical points are well up off the floor.

Kitchen units are anyway on plastic legs (quite common I think). The plinths unclip (again, common I think) and can be removed if a flood looks likely. Fig.

Oxford

2 shows the units with the plinths removed. There is no need for special waterproof units as the water never gets deep if the pump is doing its job.

We still put furniture up on wooden blocks or bricks or stand legs in plastic margarine containers or similar, but these should be sufficient because the water level should never rise far indoors.

When skirting boards were replaced we had them gloss painted on the back and underside edge before putting them in place. They survived the last flood undamaged.

Choice of plaster, and covering up air bricks during floods, are among other things to consider (see 'Finding out more' below). Another point to bear in mind is that in terraced or semi-detached houses water may get in through party walls, above or below floor level.



Figure 3

How Did it Work?

When the next flood duly came, in July 2007, the sump pump came into operation on cue. It coped well to start with, easily keeping pace with the water coming in; as time went by though it cut out at more and more frequent intervals. We now know that it was overheating and the thermal cut-out operating. The pump we had was not powerful enough for the job and we have had to get a bigger one. But even not working perfectly it did a pretty good job.

How Big a Pump?

I don't think you can calculate how big a pump you need because you can't readily work out how fast water comes in (at least I can't) - so as far as I can see all you can do is go for the biggest you can afford: talk to someone knowledgeable in your area. I'm not going into detail because circumstances differ so much. We

know of people who have two pumps in a single sump and even two sumps in different parts of the house. Generator or battery back-up is something you might want to consider if power supply is at risk. There are firms who are able to advise about all this, an internet search or Yellow Pages will give some names.

If we were to start again we'd have a bigger sump too, which would take longer to fill so the pump would come on less often. I mean a bigger area, not deeper. Our present one is about 15 inches square - a better size might be say 24 inches square. But even with the overheating the pump did well enough to save the day.

Cost and Insurance

Cost is an issue for almost everybody. As far as I know insurance companies will not pay extra to help with these measures (though you could always ask!). However, many things don't cost much more (if at all) to do in a flood-resilient way. If they are done in the aftermath of a flood, insurance payments can be put towards them.

When dealing with insurers, think flood resilience and ASK. We were lucky with our insurers and loss adjuster, but not everyone is so lucky. But you need to ask too - if you don't ask you will probably end up with what the insurers decide, which may not be what's best for you.

Think twice when the insurer says they will "do everything and put it back just as it was"(!) You may be allowed to choose your own builder. Think flood resilience and keep asking for what you want.

Finding out More

This is just what we've done; these measures won't all be appropriate for everyone and of course, as always, you need to get proper advice for your own circumstances.

There are many other aspects to flood resilience not dealt with here. Ask the National Flood Forum for further advice. Stopping the water ever getting in is the best thing, but if that isn't possible, flood resilience measures are very well worthwhile.

Thanks

My thanks to two fellow conspirators in the Oxford Flood Alliance - Richard Thurston for reading the draft of this article and making several helpful comments; and Nick Hills for discussions on flood resilience.

Peter Rawcliffe

Oxford.

Hull

The plight of Flood victims in Humberside and South Yorkshire may be forgotten by 2/3 rds of the country but the reality is many are experiencing incredible hardship and trauma.

The size of the task can be best illustrated by realising that on average the NFF regional office here visit 7.4 homes and responds to over 12 telephone calls a day just in Humberside. (average visit takes over an hour)

Many victims tell me they have had enough, they are at the end – Loss adjusters continue to fail to respond to phone calls, Builders fail to dry out houses properly, relationships are fracturing, people are just crying for hours on end.

I find it impossible to comprehend that Local Authorities offer care and support to those who are vulnerable and at risk and those in LA housing but to the ‘ordinary home owner, there is nothing. That is why the work of the NFF is so vital to flooded communities. We don’t put people

in a box; we don’t label them but offer real support and advice freely to everyone.

It is so hard to believe that people from the local authority tell me that flood victims in their area are NOT suffering depression or stress – perhaps they should come with me and sit with a mother who has

just had a miscarriage because of the situation her home is in, or to the mother who with a one week old baby can’t put it on the floor because there is no carpet, because they property still has to be dried out.

Perhaps they should come with me to visit the family who can’t move back into their home because the original builders have ‘trashed their home’ and they can’t find anyone to take on the repair.

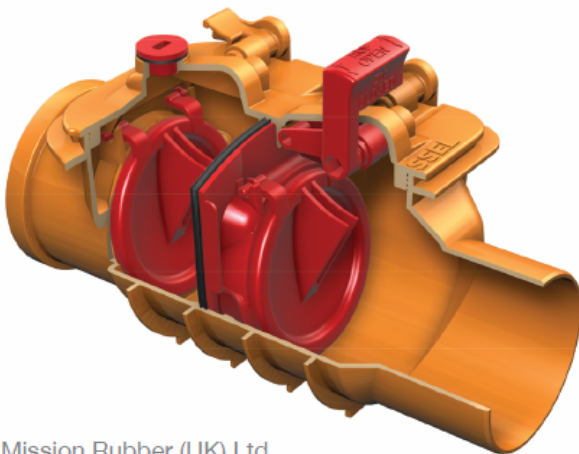
Some insurance companies are helpful and supportive – particularly Norwich Union, Halifax, Lloyds TSB, but a small minority cause such additional trauma in an already stressful situation that in my opinion they should get out of their

“This resulted in some 8657 houses on more than 600 streets being flooded (or damaged by floodwater). With over 20,000 people affected. This is approximately eight per cent of the population within the area of Hull City Boundary”



Reliable Backwater Protection from Mission

Protect your property against flooding from the main sewer with Mission double flap in-line anti-flood valves



- Available in sizes from 50mm to 200mm diameter
- Comply with the requirements of the Building Regulations for double flaps (Approved Doc. H)
- Manufactured to BS EN 13564
- Single Flap In-Line Valve available up to 500mm diameter
- End Flap Valves available up to 1500mm diameter

Mission Rubber (UK) Ltd.
Units 4+5, Atlas Business Park
Starnhill Close, Sheffield S35 9TG

Tel 0114 257 0040 • Fax 0114 257 1122

www.missionrubber.co.uk

Hull (Continued)



comfortable offices, and come and see the reality of what they are putting people through – WAKE UP its HELL here, and people are just wanting understanding and help and an insurance company, a loss adjuster to dealt sympathetically with their claim, These are people not numbers, these are local communities not far away places. Hey folks you have no idea of the stress you are causing.

Please take time to read Elaine's Poem; it says more than my jottings ever will.

Continued on Page 18...

Win the fight against flooding with the most effective and flexible flood protection solution available.

AquaFence is a de-mountable solution, designed as a long term answer to the cost and logistical issues of flood protection faced by public and private organisations today.

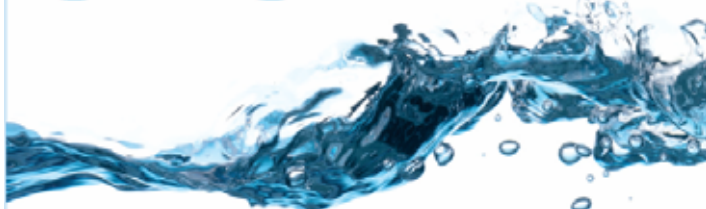
- Fast deployment – a 10 man team can build a 100m AquaFence in one hour
- Cost effective – low lifetime costs compared to traditional flood protection methods
- Water resistant – protects property from water damage
- Easy storage/transport – lays flat when not deployed.

AquaFence
www.aquafence.com

AquaFence (UK) Ltd
John Stead, Managing Director
☎ +44 (0)1789 761370
✉ john@aquafence.com

To find out more visit
www.aquafence.com

FLOOD DEFENCE SYSTEM



Prevent your home from flooding! Our innovative range of quality, bespoke, temporary flood barriers provide the perfect solution – offering protection for doorways, windows and vents – ensuring your property and possessions remain safe and dry!

- Cost effective.
- Convenient & simple to use.
- Easy to assemble and dismantle, the Flood Ark barrier system uses lightweight, but extremely strong, upvc boards that simply click and fix together.
- Unique closed cell silicone technology guarantees a watertight seal to any surface.
- Tested to a depth of 1100mm (3 feet 7 inches) and against a pressure of 3.4 tonnes.



A SECURE WAY OF PROTECTING YOUR HOME FROM THE RISK OF FLOODING!

For a free no obligation quotation, please call us on **01603 87 99 77** to arrange a survey.



...a technical solution to a natural problem



Find out more by visiting:
www.floodark.co.uk
Or email: info@floodark.co.uk

Quality System
Registered to
ISO 9001

Hull (Continued)



Elaine's Poem – 'Flood Damage'

When I cry, I am not thinking
Thinking about all the things that make me cry.

Like why can't we have our house back as it was?
Or what did we do wrong?

Why is Andrew sleeping all the time?
What can I do to help him?

He can't remember, he doesn't know, he forgets all the time,
He's lost over a stone in weight,

I should cook more, can't stand anymore – take away's
Where's my kitchen.....I cry

Why's my son drinking and staying out all the time
Having sex in parks and loosing his phone, he's 15 not from
that sort of home!

I should have gone out with him yesterday when he asked,
But I was dealing with electricians and reports, WHY

I thought by paying our premium we would be insured,
Or maybe it takes time and effort, but this is too
much! ... so I cry.

I thought I could cry no more,
I thought I'd cried my lot – how foolish and simple
I am so ashamed

The Loss Adjuster wants to give us £20,000
The builder wants £11,000

I just want our house back, and our lives.....

I cry and cry, I fear this won't happen –
Bricks and mortar, kitchens and doors don't make a
home.

We have no house, I cry, for fear there's no hope.

When I cry I'm not thinking,
Thinking what can I do?
Which way do I turn?
All I can do is cry

This problem is too complicated for me and my family,
Its all Pounds and Pence,
Cut throat business of builders and insurance.
My business is house and home,
But I am afraid that we've gone bust,
Flood damage beyond repair,

I can't remember our lives before, I don't know who we all are,
So who gives a stuff about house repair,
Claim costs £1.00 family – oops

My head hurts now, I'm old and tired, haven't eaten in two
days.

Where's my kitchen? – I had two you know,
I'm so sorry but I 'm going to cry..

I meant to send you an update, but it all got too much,
I wake up crying now, please keep in touch.

I feel so helpless and stupid, - 'Oh mother please get a grip'
I feel like taking a hammer and just letting rip.

I'd smash the doors and the windows, they're damaged
anyway...
Oh son I'm so sorry
I'm having a bad day.

I'm trying to get the house fixed, but its getting me down
Can't you see
Its not your fault, nor mine – but we have to see it through.

Its getting hard to make the best of it, Its all gone on too long,
There's so much more to do, we just have to be
strong,

I'd like to just wake up and everything be done,
I know you don't believe me son
But one dayyou'll see.

We'll fight those bastard builders, and the insurance company,
We want our house back, its well over due!!!

Elaine Fitzgerald. Hull – 16.2.2008

Letters

Dear Flood Forum,

What an excellent response to the Pitt Report, in the January newsletter, from Howard Keal, Pickering Flood Defence Group; my sentiments exactly and no doubt the sentiments of many others. To reiterate some of the finer points:

The best way to deal with flooding is to act to prevent it happening.

Build more defences and better infrastructure

However prepared we are for the worst, homes and businesses will still be wrecked by flooding

There has been a comprehensive failure to invest in protecting our communities

The blame lies with the Government

Like Pickering, Pentre, in Shropshire, had a pre-feasibility study for a viable flood defence scheme, five years ago. Like Pickering, since then, nothing.

Various organisations talk of flood awareness. Anyone of us, that has been a victim of flooding, will tell you that there is nobody more flood aware than we are. Flood victims do not need to be urged to be better prepared, what we need is for the Government to face up to their responsibilities and provide us with the flood defences required. There is far too much money wasted, on reports, flood awareness and numerous other campaigns, that could be put to better use. These campaigns are only preaching to the converted. It is high time that we all stopped pussy-footing around and demanded that the Government act now to stop the misery of flooding, by funding the necessary flood defences, thereby giving all flood victims peace of mind. Many of us will have heard words, on Floodline Direct, something like: there is

danger to lives and property - act now!

The Government must act now!

Name and Address Supplied

Dear Flood Forum,

We too were victims of flooding, in the Carlisle floods of 2005, and can identify with all of the problems experienced by other "floody's". If our experience taught us anything, it was that your voice can be heard. It seems normal now that Insurance Companies and Loss Adjusters, use delaying tactics in an attempt to put off claimants. Be persistent, to the extent of being a nuisance, make a note of who, and when you spoke to anyone in the Insurance, Loss Adjusters etc. and to make copies of any letters sent to them and to record letters posted to them, as these companies will deny receiving the same.

As a result of our "conflict" with the Insurance Company and their Loss Adjusters, we had to pay an independent Loss Adjusters, Morgan Clark, to act on our behalf and eventually also had to ask the Insurance Ombudsman to intervene when things reached an impasse. The Ombudsman eventually found in our favour. Highly qualified people with degrees know nothing practical and "grey matter" is what should be used. As you know there has been decades of neglect to road drainage and sewerage systems and Councils have been in breach of many Acts of Parliament still alive today.

The reasons for flooding are many and varied, and in our small part of the world we also had specific problems which exacerbated the river flooding, but by persistence and pressuring we have managed to achieve some goals. We have got the local Council to lay road drainage, the Utility company has promised within the next financial



year, to replace and/or upgrade our antiquated sewage system (including pumping station and filter beds). The Environment Agency since receiving back monies taken by DEFRA, has finally promised a viability funding report in order to finally complete the flood defences around the village.

It is very difficult to maintain pressure as an individual, however there is a lot of strength to be gained by forming, as we did, a flood/drainage emergency committee also enlisting the help of the Parish Council.

We must acknowledge the help and support given by Paul Hendy, at the time in charge of Carlisle Re-united, and his team who did their best for a great many people through difficult times. Also Mike Taylor, Field Engineer for United Utilities (for sewerage) and the Chairman and council members of our local Parish Council.

As an experimental Government initiative "flood guards" fitted through the City Council have given us some peace of mind when the rains lash down!

David and Beryl Sowden

Crosby on Eden, Carlisle

Please send letters or emails for inclusion in the next edition to:

info@floodforum.org.uk

Or to the postal address on the back page.



Registered Charity Number 1121642

Address

**Old Snuff Mill Warehouse
Park Lane
Bewdley
Worcestershire
DY12 2EL**

Tel

01299 403055

Email

info@floodforum.org.uk

Web

www.floodforum.org.uk

Chief Executive

Mary Dhonau

Office Manager

Amanda Davies

Directors

Brendan Glynane (Chairman)

Phil Awford (Deputy Chairman)

Sue Chalkley

Tony Coates

Paul Hendy

Heather Shepherd

The NFF Needs YOU!

We need information from your flood action group...

Send us your story with pictures where possible to...

info@floodforum.org.uk

Flooding Advice From the NFF

Riparian Ownership - Frequently Asked Questions

Who is responsible for the ditch at the bottom of my garden?

If a ditch borders your property in any way, then you are responsible for maintaining it. If you have a fence between your garden and the ditch, the ditch is still your responsibility. The responsibility lies 50:50 between you and the landowner on the other side of the ditch.

What if the ditch is between my property and a public area, e.g. a park?

If a ditch borders your property in any way, then you have riparian ownership of the half that borders your property. If the land on the other side of the ditch is council-owned, then you share the responsibility 50:50 with the council. This ownership split applies even if there is a fence between your property and the ditch and it appears as though the ditch is within the park boundaries

I have never heard of riparian rights or ownership, when did this come into force?

The land drainage byelaws were made under section 34 of the Land Drainage Act 1976. They are enforced by the Environment Agency by provision of the Water

Resources Act 1991 and the Environment Act 1995. A copy of the byelaws and a guide to riparian ownership can be obtained by contacting the Environment Agency or your Local Council Environment Services

If I have riparian ownership of the ditch at the bottom of my garden, am I allowed to extend my property and build on it?

If you wish to extend your property over the ditch, you must first obtain permission from the Environment Agency. If you build on the ditch without permission, you may be interfering with the natural flow of the watercourse. The Agency has the right to enforce the removal of any obstruction to flow.

If someone is dumping rubbish in the ditch, what should I do?

Contact the Environment Agency on 08708 506 506 for guidance

How important is the ditch – I've never seen water in it?

Even if the ditch no longer appears to be wet, the responsibility to ensure it is kept clear of debris and other obstructions still apply. The ditch may form a vital part in clearing street or land runoff, especially in times of localised flooding.

We would be interested in hearing your reactions. Anyone wishing to respond to these articles are more than welcome to contact us at the address opposite.

Whilst the NFF cannot endorse any products and services included in this newsletter we give thanks for the generous support of the organisations concerned.