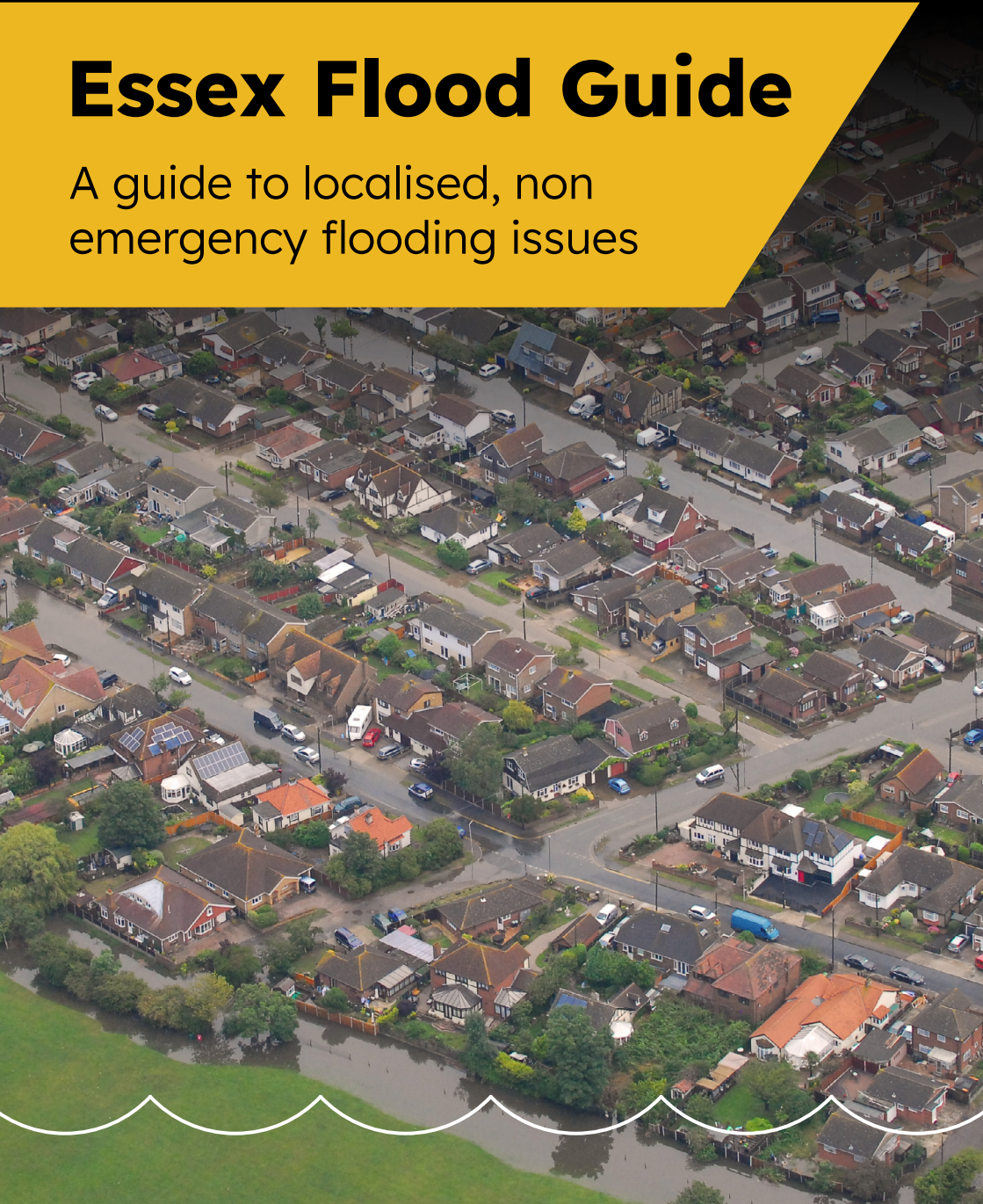


Essex Flood Guide

A guide to localised, non emergency flooding issues



Introduction

Understanding the various responsibilities related to flooding can be difficult and complicated.

This document has been produced as a quick guide to explain the role of different authorities within the water management sector. The document will enable you to quickly find out who to contact first depending on your type of flood or drainage issues.

Private home and landowners also have certain responsibilities too. In cases where multiple organisations need to be involved, we will work together.

Flooding from surface water, groundwater, rainfall, ditches and small watercourses

**County Council or Unitary Authority
- Lead Local Flood Authority**

Flooding from main rivers and sea

Environment Agency

Private Landowner

Have a role to:

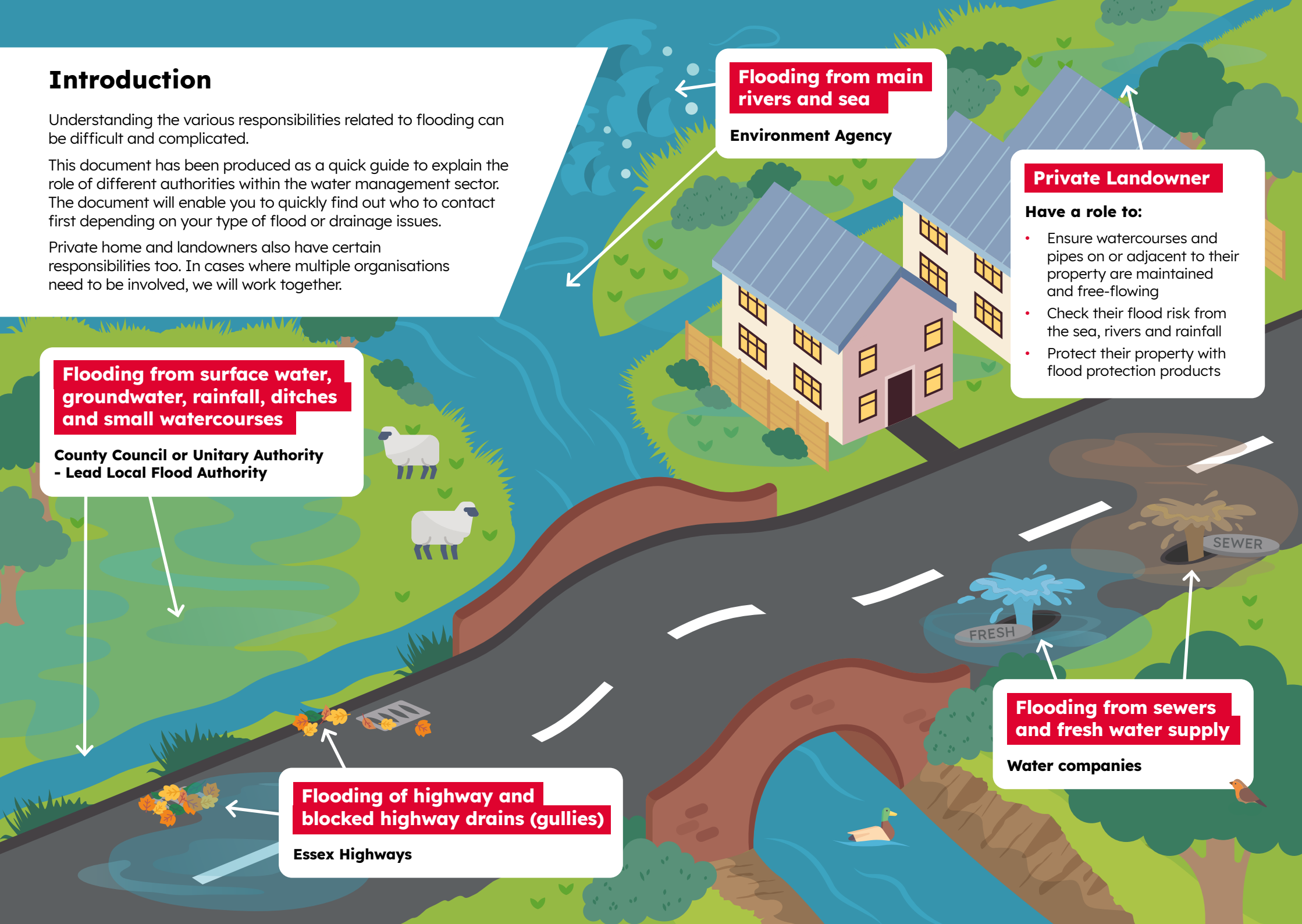
- Ensure watercourses and pipes on or adjacent to their property are maintained and free-flowing
- Check their flood risk from the sea, rivers and rainfall
- Protect their property with flood protection products

Flooding of highway and blocked highway drains (gullies)

Essex Highways

Flooding from sewers and fresh water supply

Water companies



Flooding from rainfall, groundwater and watercourses

The County Council / Unitary Authorities are known as the Lead Local Flood Authorities (LLFAs) and have a role in overseeing the management of risks from rainfall or surface water, groundwater, piped or open smaller streams and ditches (known as ordinary watercourses).

When flood incidents are reported to a LLFA they will make an assessment whether to carry out a detailed flood investigation under Section 19 of the Flood and Water Management Act 2010.

It is an LLFAs role to review applications for consent to pipe, infill or make any other changes to smaller streams and ditches. Powers under the Land Drainage Act 1991 enable LLFAs to enforce removal of unconsented works and watercourse maintenance where necessary.

LLFAs also have a role in providing comments on the surface water drainage plans for major developments seeking planning permission.

Flooding from highway and impassable roads

Essex Highways is responsible for maintaining roads and pavements in Essex (excluding Southend and Thurrock).

It operates a routine maintenance programme for cleaning drains, alongside reactive maintenance to resolve issues such as drainage blockages and other minor drainage issues that are reported.

If Essex Highways receive a report of an impassable road due to flooding, the road will be assessed, and if deemed necessary the road will be closed.

Residents can use Essex Highways online reporting tool to report issues with road drainage such as blocked gullies.

Essex Highways only deals with surface water drainage on the roads and pavements on the publicly maintainable highway.

Southend-on-Sea City Council and Thurrock Council have their own highways departments. Any highways concerns in these areas should be reported to them.



Flooding from main rivers, reservoirs, estuaries and sea

The Environment Agency manages flood risks from main rivers, reservoirs, estuaries, and the sea. They also maintain main rivers and their flood defences.

Maintenance can include:

- grass cutting and weed control
- removing obstructions from rivers
- repairing and operating sluice gates and pumping stations

They provide a 24-hour Floodline where you can listen to recorded flood warning information for your area or speak to an operator for advice and information.

To report flooding from a main river or the sea, contact the Environment Agency 24 hour Floodline **0345 988 1188**.

A main river is a watercourse marked on a main river map, including any structure or device for controlling its flow – **Statutory Main River Map**



You can find out more about the Environment Agency's Flood Warning service at the following page: www.gov.uk/sign-up-for-flood-warnings



Flooding from sewers and fresh water supply

Thames Water, Anglian Water, Affinity Water and Essex and Suffolk Water

Wastewater companies are responsible for the removal and treatment of foul or combined (foul and surface water) wastewater across Essex.

In Essex Thames Water and Anglian Water have a responsibility for the removal of wastewater, this includes foul and surface water (rainfall).

Unusual heavy rainfall can overwhelm their system and cause flooding. Groundwater can also ingress into some systems and adds pressure to the volume of flow.

Thames Water, Anglian Water, Affinity Water and Essex **and** Suffolk Water provide fresh water supply to residents across Essex. Fresh water leaks are often more noticeable during times of drier weather.



Ensure you know your provider to report issues effectively.



Private Landowner

If an ordinary watercourse (small stream or ditch) borders or passes through your property you are a **riparian owner** and will have a legal responsibility to maintain any watercourses running over your property.

Homeowners are also responsible for all aspects of their private sewage treatment plants, septic tanks, and cesspits.

In the event of a major flooding incident local authorities coordinate with emergency planning and emergency services to aid in the evacuation of people from their homes where necessary.

Local councils do not have a legal obligation to store and provide the public with sandbags. If your property is susceptible to flooding, you can protect your property using a variety of flood products.

In certain circumstances you may be eligible for a **'Property Flood Resilience' grant** from Essex County Council. The grant funds the installation of flood protection measures such as flood doors and air brick covers, which reduce the impact of future flooding to your home (as pictured below).



Types of flooding and Lead authorities

Cut this page out and keep it somewhere handy!

Flooding Type	Authority	Website
<ul style="list-style-type: none"> • Surface Water • Groundwater • Rainfall (inclusive of Ditches) 	 Essex County Council  thurrock.gov.uk  Southend-on-Sea City Council	 flood.essex.gov.uk/what-to-do-about-flooding/report-a-flood
<ul style="list-style-type: none"> • Gully • Impassable Road 	 Essex Highways  thurrock.gov.uk  Southend-on-Sea City Council	 www.essexhighways.org/tell-us
<ul style="list-style-type: none"> • Main River • Coastal 	 Environment Agency	 www.gov.uk/report-environmental-incident
<ul style="list-style-type: none"> • Sewer (manhole) • Fresh water supply 	 Thames Water  anglianwater  ESSEX & SUFFOLK WATER living water  Affinity Water	 www.thameswater.co.uk/help/report-a-problem#/view-and-report-problems  www.anglianwater.co.uk/your-local-area/report-an-issue  www.eswater.co.uk/help-and-support/water/leaks  myonlineaccount.affinitywater.co.uk/ReportALeak/Index

If there is a risk to life, call 999 and ask for the Fire Service

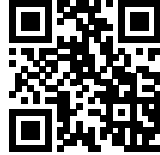


Additional Useful Resources

This page contains additional useful resources should you find that the issue you are faced with does not have a definitive lead authority.



The Flood Hub
thefloodhub.co.uk



Flood:Re
www.floodre.co.uk



OFWAT
www.ofwat.gov.uk/nonhouseholds/supply-and-standards/responsibility-supply-pipes



Advice on groundwater flooding
www.gov.uk/guidance/groundwater-flooding



Citizen Advice
www.citizensadvice.org.uk/consumer/water/sewerage/who-is-responsible-for-repairing-drains-and-sewers



Flood Mary
Flood Mary has a guide on creating a household flood plan with checklists to help prompt ideas
floodmary.com



Advice and guidance on many types of flood protection products can be found at National Flood Forum website. They produce 'The Blue Pages' which provides extensive information on flood protection measures available.
nationalfloodforum.org.uk

Check your flood risk!

If you are at risk of flooding, give yourself a head start and have a think about how you would prepare your property for potential flooding.



Are you at risk of flooding?

The long term flood risk mapping shows flooding from rivers, the sea, surface water, groundwater (where data is available) and reservoirs across England. The map also shows how climate change could increase the chance of flooding in an area.

www.gov.uk/check-long-term-flood-risk

Give yourself a head start and think about how you would prepare your property for potential flooding.

The Environment Agency offers a helpful guide on a personal flood plan, so you know what to do before, during and after a flood.

www.gov.uk/government/publications/personal-flood-plan/personal-flood-plan



This information is issued by:
Environment and Climate Action

Contact us:
floods@essex.gov.uk

Environment and Climate Action
Essex County Council
County Hall, Chelmsford,
Essex CM1 1QH

www.essex.gov.uk



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 Essex Flood & Water Management

Stay up to date with the Your Essex e-newsletter. For a monthly snapshot of news, events and activities across the county, sign up at:

www.essex.gov.uk/youressex

The information contained in this document can be translated and/or made available in alternative formats, on request.