

# Protect your homes from flooding

The inhabitants of our village and surrounding areas are at risk from both groundwater and river flooding. The Environment Agency built flood banks in the early 1990s that successfully protect properties from 1 in 100 year floods of the River Stour. They also actively maintain the river channels and waterways to manage river flows. However, management of groundwater flooding and breaking springs remains more of a challenge.

So when there is a problem, who should residents call? We hope this advice below offers some help.

Remember, being prepared for flooding could save your life and property.

Local authorities such as the Environment Agency, Dorset Council and Wessex Water can help residents in an emergency, but it is the owners' responsibility to protect themselves in the first instance

## Frequently Asked Questions

### Who should I call to report a flood?

The Environment Agency Floodline number is: **0845 9881188**.

To report any incidents or blockages of the rivers call the Environment Agency on **0800 807060**.

The Head of the Flood Warden Team for Sturminster Marshall is Adrian Holden. His number is **01258 858884**.

### Who is responsible for road flooding?

Dorset Council are responsible for roads. To notify them contact [www.dorsetforyou.gov.uk](http://www.dorsetforyou.gov.uk)

### Where can I obtain advice about preparing for flooding?

The Environment Agency website : [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk) offers advice on preparing for flooding and you can sign up to their Flood line newsletter service for the latest severe weather updates.

Here is a link to the latest news <https://www.gov.uk/government/news/flood-risk-settled-weather-improves-outlook>

[www.dorsetforyou/flooding](http://www.dorsetforyou/flooding) offers advice about our area from Dorset Council.

### Where can I obtain sandbags?

There is no statutory requirement for the local authority to provide sandbags. Residents or business owners are responsible for protecting their own property from floodwater and it is highly recommended that they have plans in place to do so. Therefore, we encourage residents to visit their local builder's merchant to purchase and store sandbags or equivalent products in advance of a flood event. We encourage residents to make plans to

protect their property in advance of flooding such as buying and storing sandbags or equivalent products, particularly if their property is in a susceptible area.

The nearest community sandbag store is at Queen Elisabeth's School Wimborne. For details of community sandbags contact **01305 221000**. (The sandbag community store policy was updated October 2019).

### **Whose responsibility is it to keep the ditches and streams clear?**

The landowner where the stream or ditch is present is responsible for maintaining the bed and banks to allow a free flow of water.

### **Can I pipe my ditch?**

Land Drainage Consent is required from Dorset Council before any stream or ditch is piped.

### **My drain/sewer is blocked. Who clears it?**

Wessex Water is responsible for drains and sewers. Contact **0845 600 4 600** (Monday-Friday 8am-6pm), emergency services at other times.

### **I have a spring in my property. Can you give me advice?**

The Environment Agency can offer you technical advice.

Dorset Council will not recover and dispose of sandbags after an incident.

### **Has there been any flooding at my property?**

The Environment Agency collect data to identify areas at risk so they can produce maps and target their advice and support. They also offer advice on obtaining RE house insurance for those homes in vulnerable areas.

### **What general advice do you have for protecting from flooding?**

Create your own personal flood plan. The Environment Agency will provide you with a template

Block doors with flood boards or sandbags and cover air bricks and ventilation holes.

Stay away from flood water and don't take risks.

Move family pets and valuables to a safe place.

Have a flood kit ready, including a torch, batteries, fully charged mobile phone, warm clothes, water, food and any medicines you may need.

Offer to help neighbours.

Avoid cycling or walking through flood water.

Turn off gas/electricity/water if your property is about to flood. Never touch anything electrical if you are standing in water.

Inform the Environment Agency using the flood line number **0845 459881188**.