

## Frequently Asked Questions

### *My property has been flooded, where can I get support?*

Advice for tenants: [Deal with flooding in a rented home - overview - Citizens Advice](#)

Derbyshire County Council website with links: [Communities affected by flooding - Derbyshire County Council](#)

### *Which organisation is responsible for my stretch of watercourse?*

#### **Environment Agency**

The Environment Agency carries out maintenance, improvement or construction work on main rivers to manage flood risk. We are also responsible for working in partnership with the Met Office to provide flood forecasts and warnings. The main river map (link below) shows which rivers are designated as 'main rivers'. In Matlock the River Derwent running through Matlock and the Bentley Brook from downstream of the Lumsdale road crossing are main rivers.

Other rivers are called 'ordinary watercourses'. Lead Local Flood Authorities, District Councils and Internal Drainage Boards carry out flood risk management duties on ordinary watercourses.

To see a map of the Main River network, please visit:

<https://environment.maps.arcgis.com/apps/webappviewer/index.html?id=17cd53dfc524433980cc333726a56386>

#### **Lead Local Flood Authority (LLFA)**

LLFAs are county councils and unitary authorities. They are responsible for managing and investigating the risk of flooding from surface water, groundwater and ordinary watercourses (smaller watercourses including the Bentley Brook upstream of Lumsdale Road) and lead on community recovery.

Your LLFA is Derbyshire County Council. For more information, please contact: [flood.team@derbyshire.gov.uk](mailto:flood.team@derbyshire.gov.uk) or please visit;

<https://www.derbyshire.gov.uk/environment/flooding/flooding.aspx>

### *Who owns my stretch of river?*

The owner of a watercourse is usually the owner of the land that the watercourse runs through or under, referred to as the "Riparian Landowner". Where the watercourse is on the boundary of the land, the landowner is responsible for the watercourse up to its centre however it is advisable to check your deeds.

If you own a watercourse, for example a river, culvert, brook or mill stream, you must maintain the river beds and banks and not obstruct the water flow. You should also call the Environment Agency incident hotline **0800 807060** to report flooding, collapsed or badly damaged banks, or any blockages which could cause flooding from Main Rivers.

If the watercourse isn't designated as Main River, then it would be the Land Drainage Authority (Derbyshire County Council LLFA) who has certain permissive powers to ensure that the watercourse is properly maintained and not impeding the flow of water.

Further guidance on owning a watercourse can be found here: [www.gov.uk/guidance/owning-a-watercourse](http://www.gov.uk/guidance/owning-a-watercourse)

### ***What is the cause of flooding?***

The Environment Agency use computer modelling of a river to identify which areas are at risk. Data is collected from flooding to refine the computer model. Understanding how a flood happens helps us to consider options to prevent or reduce it and for setting flood warning levels.

Flood mechanisms in an area may be due to water coming out of bank from a river or stream, surface water running off the roads and surrounding hills and ponding in places. High groundwater levels can also affect properties and may lead to water coming up through floors.

### ***What about other sources of flooding?***

Water companies play a major role in managing flood risk. They manage the risk of flooding to water supply and sewerage facilities and flood risks from their infrastructure.

For matters relating to water supply and sewerage infrastructure Severn Trent Water can be contacted on 0800 783 4444.

### ***Where can I find details for recent planning applications and whether flood risk has been considered?***

Information on local planning applications can usually be found on your local authority's website. For residents within the Peak District National Park visit [Planning search: Peak District National Park](#)

For all other areas, planning application details should be on your district or borough council website. Where there is a unitary authority such as Derby City, please check their website.

Planning applications for developments within flood zones require a flood risk assessment to be submitted with the application. Find out more about flood zones and flood risk assessments here:

[www.gov.uk/guidance/flood-risk-assessment-for-planning-applications](http://www.gov.uk/guidance/flood-risk-assessment-for-planning-applications)

#### **Environment Agency**

The Environment Agency provides expert statutory and discretionary advice to planners, developers, and communities. This provides evidence on the capacity and value of the environment to aid decision-making, and attracts investment into the environment.

The Environment Agency's External Consultation Checklist informs Local Planning Authorities (LPAs) of the types of development where we should be consulted. It describes the categories of development that could potentially impact on the environment and includes those for which we are listed as a statutory consultee in Schedule 4 of the Development Management Procedure Order (DMPO) and current Government planning policy.

With particular reference to flood risk, the Environment Agency is consulted on certain types of development within Flood Zones 2 and 3. Development in the first instance should be directed to areas of lowest flood risk (floodzone 1). Only where this has been demonstrated to not be feasible should development be considered in other flood zones. Paragraph 155 of the National Planning Policy Framework (NPPF) states that where development is proposed in areas at risk of flooding 'the development should be made safe for its lifetime without increasing flood risk elsewhere'. Whilst the onus is on applicants to demonstrate this in a site specific Flood Risk Assessment (FRA), the LPA will ultimately need to be satisfied that this requirement has been met. Depending on the particular flood risks to a site, the LPA may be required to seek the views of the Environment Agency and/or the Lead Local Flood Authority

#### **Derbyshire County Council**



Derbyshire County Council in its role as Lead Local Flood Authority (LLFA) is a statutory consultee for all major planning applications across the county in relation to managing the surface water flood risk. The LLFA provides advice in a similar vein to the Environment Agency, and undertakes technical assessments of developers' surface water drainage proposals, to ensure they comply with the required technical guidance and standards.

### **District and Borough Councils**

The District and Borough Councils are the Local Planning Authority. They will determine planning applications outside of areas within the Peak District National Park.

### ***Where can I find a map that will show the flood risk for my area?***

You can view flood risk maps for your area by visiting:

[www.flood-warning-information.service.gov.uk/long-term-flood-risk/map](http://www.flood-warning-information.service.gov.uk/long-term-flood-risk/map)

Type your postcode in the search box on the right-hand side to zoom into your area, and then click and drag the map to pan around. You can switch between maps of flood risk from rivers or from surface water by selecting the different options in the drop-down menu on the left-hand side.

To find out more about your area's long-term flood risk, please visit: [www.flood-warning-information.service.gov.uk/long-term-flood-risk](http://www.flood-warning-information.service.gov.uk/long-term-flood-risk)

### ***What maintenance will be carried in the area by the Environment Agency?***

Where a watercourse is designated as a 'main river' this gives the Environment Agency permissive powers to carry out maintenance where the level of flood risk to properties justifies the use of public funding.

The Environment Agency carry out scheduled maintenance activities which can include activities such as :

- Operational checks of flood risk assets pumping stations and flood gates
- Maintenance checks of flood walls and river channels
- Vegetation management
- Intermittent maintenance carried out:
- Desilting work such as under bridge arches

To see the maintenance schedule, please visit: <http://www.gov.uk/government/publications/river-and-coastal-maintenance-programme>

We also carry out ad hoc maintenance works as and when issues are reported. Please call the Environment Agency Incident hotline 0800 807060 to report collapsed or badly damaged banks, or any blockages which could cause flooding to main rivers.

### ***What is the Flood Warning Service and how do I register?***

The Environment Agency issue Flood Alerts and Flood Warnings to inform the public of expected flooding from watercourses.

Flood Alerts are issued when low-lying land and roads are expected to flood. This is an early indication of possible further flooding.

Flood Warnings are issued when property flooding is expected. Upon receiving a Flood Warning, immediate action may be required to protect your property.

You can sign up to receive Flood Alerts and Flood Warnings by phone, email or text message if your home or business is at risk of flooding.

To register for this free service, please visit: [www.gov.uk/sign-up-for-flood-warnings](http://www.gov.uk/sign-up-for-flood-warnings)

You'll need to provide:

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

You can also register, update your details or cancel your account by calling Floodline: 0345 988 1188 (24-hour service).

### **River Levels Online**

Current river levels at our gauge stations can be viewed here: <https://flood-warning-information.service.gov.uk/river-and-sea-levels>

River levels are updated at least once a day during normal flows, and up to hourly during flooding.

### **How can I help to make my property flood resilient?**

There are many things you can do to help protect your property and your belongings from flooding. A great way to start is by creating a personal flood plan. A template can be found here: [www.gov.uk/government/publications/personal-flood-plan](http://www.gov.uk/government/publications/personal-flood-plan)

For advice and information on property resilience products and simple ways to reduce the damage caused by flood water, please visit The National Flood Forum ([www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk)), which is a charity aimed at supporting individuals and communities at risk of flooding.

The National Flood Forum also provide an independent directory of property flood resilience products, called Blue Pages ([www.bluepages.org.uk](http://www.bluepages.org.uk)), which can help to advise and inform you of what's available to help reduce the risk of flooding to your property.

### **Where can I get sandbags?**

Sandbags are a short-term and relatively cheap way to manage flooding but only if they are filled and placed correctly. However, they are not as effective as purpose-designed flood resilience products (please see [www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk) for information on such products).

Residents are encouraged to make sure their property is protected as far as possible. For further information on provision of sandbags please visit: <https://www.derbyshire.gov.uk/environment/flooding/personal-resilience/sandbags/sandbags.aspx>

If you are not eligible to receive sandbags from your council, you can buy unfilled sandbags and a supply of sand from most DIY stores and builders merchants, but remember that if there is a flood expected in your area, demand may exceed supply as people rush to buy them. In an emergency you can use alternatives such as pillow cases or refuse sacks and fill them with garden soil. For information on how to use sandbags properly for flood protection, please visit: <http://www.gov.uk/government/publications/sandbags-how-to-use-them-to-prepare-for-a-flood>

As a community, you can apply for a grant for a community resilience store, which can be used to store equipment such as sandbags. Please see 'property flood resilience' for more information.

### **How can I help my community during a flood?**

You can help your community before, during and after flooding by becoming a community Flood Warden. Flood Wardens are volunteers who are trained by the Environment Agency and the Local Authority, and can help prepare the community by:

- ✓ Monitoring the rivers for obstructions and hazards, and reporting these to the Environment Agency
- ✓ Contributing to the creation of a community flood plan
- ✓ Helping to prepare the local community

- ✓ Offering support during flooding
  - ✓ Keeping residents informed of the ongoing situation
  - ✓ Monitoring the situation locally and reporting back to the Environment Agency and local authorities
- Activities that Flood Wardens do not carry out include:
- ✗ Putting themselves at risk or entering flood water
  - ✗ Rescuing people or animals (this is the role of the emergency services)
  - ✗ Unblocking watercourses (this must be done by professionals)
  - ✗ Closing roads or diverting traffic

If you are interested in becoming a Flood Warden, or would like help to create a community flood plan, please contact the Environment Agency on 0114 282 5312 or [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk), and we will be happy to provide more information. We will let you know if there is an existing scheme in your community which you can join, or help you to set one up.

#### **Additional Grant Funding**

As a community, you can also apply for a grant for a community resilience store, which can be used to store flood resilience equipment such as sandbags and flood boards.

For more information, please contact your Derbyshire County Council, who can help by identifying grant funding from other organisations such as the Regional Flood and Coastal Committee (RFCC). [flood.team@derbyshire.gov.uk](mailto:flood.team@derbyshire.gov.uk) or Call Derbyshire County Council on 01629 533190.