

Groundwater and Sewers

Flood Wardens and Flood Plan

Following the problems experienced with high levels of groundwater and surcharging sewers in the past, the Parish Council appointed a team of Flood Wardens to coordinate our preparations and response if similar events occur in future.

The team have produced a Flood Plan in consultation with Wiltshire Council, Thames Water, the Environment Agency and the Parish Council, which sets out the responsibilities of and actions to be taken by all parties before, during and after a flood event. It doesn't have all the answers and won't stop problems occurring, but it should reduce the risk of them and help us all respond if they occur. We will review and update it in the light of experience, from time to time. The full plan is available on the Aldbourne Parish Council website, under the 'Useful Links' tab. <http://aldbourne-pc.org.uk/>

Various actions which Individual Property Owners and Riparian Owners can or should take are detailed in the plan.

Flood Warden Team

The Flood Warden Team's contact details are given at the bottom of this note. Its role is to coordinate village preparations for and action during flood events, disseminate flood warnings, liaise with external parties (such as Wiltshire Council, Thames Water and the Environment Agency) and distribute equipment and materials from the village Flood Stock (see the Flood Plan for Wiltshire Council's policy on the issue of sandbags etc).

You have the basic responsibility to protect your property but if you need assistance or advice feel free to contact any of the wardens and they will do their best to help. To be clear, the Flood Wardens are merely volunteers willing to assist, but have no liability to do so and they do not replace the various statutory authorities.

Contacts

If you need help or action in relation to rising groundwater, flooding or sewer surcharging, contact details are:

1. Sewers

- a. If you think there is a blockage in the public sewer or your property has been flooded by the public sewer, contact **Thames Water on 0845 9200 800 or 0800 316 9800**
- b. If only your property is affected, you don't share a sewer with another property and there is no surcharging of sewers outside your property, the problem may be within your own private drains and you may need to engage a private drain contractor to deal with the problem.
- c. See www.thameswater.co.uk/help-and-advice for more information.

2. Storm Drains

- a. If there is a blocked storm drain in the street preventing proper drainage, contact **Wiltshire Council, Highway Asset Management team on 0800 232323, from a land line or 01225 777234, from a mobile.**

Alternatively, for out of hours emergencies call **Wiltshire Council main switchboard 0300 456 0100**

3. Flood Risk

- a. The Flood Warden Team will publish groundwater flood alerts issued by the Environment Agency on the Aldbourne Net
- b. For Flood warnings see www.environment-agency.gov.uk or call **0845 988 118**

4. Contamination / Pollution of Watercourses

- a. If you are concerned about sewage or other waste contaminating a water course (most obviously the Bourne) call the **Environment Agency on 0800 80 70 60**

5. Contamination affecting Public Health

- a. If you are concerned about a public health risk contact **Wiltshire Council's Public Protection Department** by calling the **Wiltshire Council main switchboard on 0300 456 0100** or email publicprotectioneast@wiltshire.gov.uk

If you don't get a satisfactory response from any of these agencies please contact one of the Flood Wardens. We can't take on the role of reporting and solving every problem but will try to ensure that they do take any concerns seriously and respond accordingly. Contact details are:

Nick Josephy nickjosephy@hotmail.com or telephone **07990 554076**

Jim Oliver jim.oliver@proteusresearch.co.uk or telephone **07950 950064**

Graham Cook gingercook@hotmail.com or telephone **01672 540179**

Alan Watson alan@valalan.fsnet.co.uk

Alternatively you can contact **Karen Clay, our Parish Clerk, aldbournepc@yahoo.co.uk or telephone 01793 861404**

Or for matters relating to Wiltshire Council, our councillor **James Sheppard** James.Sheppard@wiltshire.gov.uk or telephone **07771 541057**