



Aldbourned Parish Council – Flood Warden Team

Flooding in Aldbourned and what we can do about it this winter

Last year we had exceptional flooding in the village and Thames Water's Atac filtration unit was treating water from the sewers from November until July. As of now, groundwater levels are not as high but they are rising, the Bourne is running strongly and the Atac unit is poised to start operations outside the Library.

Flood Wardens

The Parish Council have appointed a team of Flood Wardens and approved their Flood Plan, which you can access in the Document Archive on the PC page on the Aldbourned Net (www.aldbourned.net/aldbourned-parish-council/document-archive/). This is currently being updated and some contact details may not be up to date, but it sets out a number of steps which we can take to prepare for and minimise the effects of heavy rain and high groundwater and the surface water flooding, property flooding and the sewer surcharging which results from it.

You have the basic responsibility to protect your property but if you need assistance or advice feel free to contact the Flood Warden team and we will do our best to help. To be clear, the Flood Wardens are merely volunteers willing to assist, but without obligation to do so and without accepting any liabilities. They do not replace the various statutory authorities, who are usually the best first point of contact but, if you can't get effective and prompt action, please contact the Flood Warden team and we can try to escalate the issue with the relevant agency.

Flood Warden Contact Details

Email us at aldbournedfloodwardens@gmail.com

Bear in mind that individuals may be away from the village and unable to help, so ideally use the email contact. But if you have an urgent problem requiring an immediate response you can telephone one of us:

Graham Cook **01672 540179**

Nick Josephy **07990 554076**

Jim Oliver **07950 950064**

Matt Senior **07734 295390**

Rob Warren **07551 870635**

Response to Incidents

1. Flooding of properties

- If you think that your property is potentially at risk of flooding, it is sensible to follow the advice from Wiltshire Council at www.wiltshire.gov.uk/article/987/Flooding-advice-for-homeowners. It's worth obtaining gel sacs, damp proof membrane, door flood barriers etc in advance if you think you may need them – these can be found on Amazon and other websites.
- If your house or property is at immediate risk of or is being flooded you can call the Fire Brigade on 999. But see www.dwfire.org.uk/safety/flooding/ for advice on

when the Fire Brigade can help. Typically, they will only attend a property “in certain situations, such as if there is risk to life, or water is affecting electrics, leading to a risk of fire. Please only call 999 if these risks exist”.

- If you need some assistance, contact the Flood Warden Team and we will endeavour to help. We have a limited stock of gel sacs, sand bags and sand, DPM (damp proof membrane) and flood signs etc and we can access a puddle pump and submersible pump if needed. We can also deploy flood barriers to reduce spray from flooded roads impacting your house or to stop floodwater flowing into your property. Please note that we can only loan pumps for immediate use – if you face continued groundwater or surface flooding you will need to obtain your own pump for longer term use.

2. Sewers

- If you think there is a blockage in the public sewer, your waste water drains are backing up, or your property has been flooded by the public sewer, contact **Thames Water on 0800 316 9800**
- 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.
- You can help avoid blockages by not putting fats or oils down the drains and ensuring only what you have previously eaten or drunk and loo paper goes down the lavatory.
- See www.thameswater.co.uk/help-and-advice for more information.

3. Storm Drains / Road Gullies

- If there is a blocked gully in the street (a drain with a metal grating over it) preventing proper drainage, report it to **Wiltshire Council** on the **MyWilts App** and, if necessary, call the **Wiltshire Council main switchboard on 0300 456 0100**.
- However, Wiltshire Council have limited resources and won't rapidly clear every blocked gully reported. If the blockage persists and is a serious problem, contact the Flood Wardens and we'll add it to the priority list which we provide to Wiltshire Highways on a regular basis.
- Quite often, gullies are merely blocked by leaves or other vegetation on top of the grating. On minor roads, if there is no passing traffic and only if it is safe to do so, they can easily be cleared with a rake and you'll be surprised how quickly water drains away. Contact the Flood Wardens if you are not happy doing this.

4. The Bourne

- Once water gets into the Bourne it generally flows away from the village. If you find a blockage in the Bourne, please contact the Flood Wardens. Be wary of clearing it yourself – cold water and a strong stream can kill so don't take risks.

5. Contamination / Pollution of Watercourses

- If you are concerned about sewage or other pollution of a water course (most obviously the Bourne) call the **Environment Agency on 0800 80 70 60** (see www.gov.uk/report-environmental-incident for more details)

Aldbourne Flood Wardens

November 2024