

Guidance Notes: FLOOD REPORTING AND ENQUIRY INVESTIGATION

If you are unsure about anything within these notes then please contact the Flood Risk Management (FRM) team using the details at the end of this document.

The extent to which a particular flood enquiry is investigated by Derbyshire's FRM team is determined on a case-by-case basis considering factors such as the likely source, duration and severity of impact of the flood incident.

The FRM team considers flood investigations in two distinct areas:

- Enquiries where a formal investigation is required as flood has triggered a threshold response; and
- Enquiries where an informal investigation is required to determine the cause and potential solution to a problem.

Formal flood investigations

One of the County Council's key duties under the Flood and Water Management Act (FWMA, 2010) is to investigate flood events that occur within its area, as it deems necessary.

Section 19 of the FWMA states:

On becoming aware of a flood in its area, the County Council must, to the extent that it considers it necessary or appropriate, identify:

- *which Risk Management Authorities have relevant flood risk management functions; and*
- *whether each of those Risk Management Authorities has exercised, or is proposing to exercise, those functions in response to a flood event.*

Although the FWMA does not specify that the County Council must resolve the flooding issue, the conclusion of any flood investigation findings will try to identify actions which may reduce the future likelihood of similar events or identify measures to mitigate the impacts. The County Council must investigate the cause, publish the results of the investigation and notify any of the identified Risk Management Authorities.

In some circumstances a reported flood enquiry in Derbyshire triggers a 'formal investigation'. The trigger for a formal investigation is when the enquiry

meets or exceeds locally agreed criteria. This criteria was agreed by the County Council's Strategic Flood Board. The thresholds have been subject to consultation as follows:

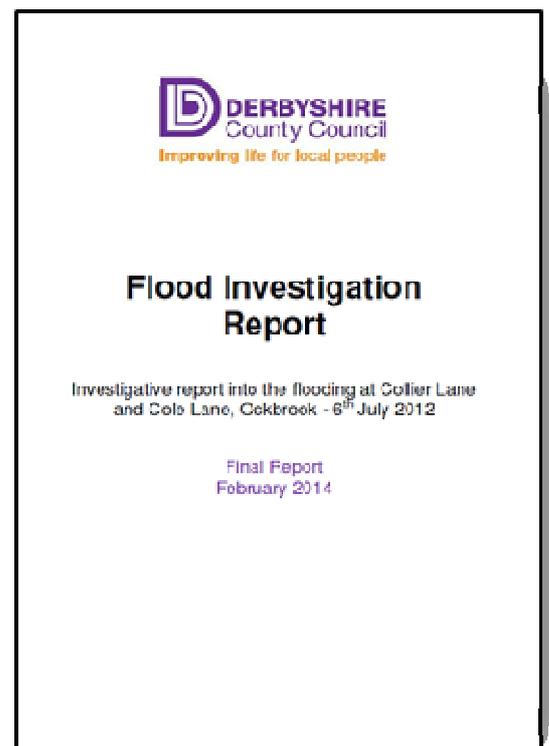
- An event where five or more residential properties, or two or more non-residential (industrial/commercial) have been internally flooded;
- An event where a flooding problem is recurring and is supported by records or anecdotal evidence as having occurred more than once in a ten year return period for any given location;
- An event where threat to life and/or threat of injury or harm has occurred;
- An event which affects an area or community with a concentration or high proportion of vulnerable people;
- An event which impacts on critical infrastructure (water, sewage treatment, electricity/gas distribution, telecommunications and the strategic transport network) in excess of twelve hours before restoration of service; and
- An event which impacts on essential services (emergency services, NHS, Local or Central Government services) in excess of twelve hours before restoration of service.

A formal 'Flood Investigation Report' undertaken by the County Council may include content such as the following:

- All available background information and associated historical flooding data;
- A summary of the FRM teams understanding of the event;
- Relevant Risk Management Authorities responsibilities;
- A summary of findings; and
- Recommended actions.

Responsible Risk Management Authorities in Derbyshire could include:

- The County Council and associated Highways Authority
- Highways England
- Yorkshire Water
- Severn Trent Water
- United Utilities
- Environment Agency



A Section 19 report

- Borough and District Councils

Private landowners also have responsibilities in relation to land drainage. Further information relating to riparian landowners rights and responsibilities can be found in the [Riparian Responsibilities Guidance Notes](#).

Following the conclusion of a formal investigation a 'Flood Investigation Report' will be completed and published on the County Council's website. The findings of the investigation will be communicated to the affected community and key stakeholders often at a public meeting.

It must be noted that an event where the flood is perceived to have a 'known' cause and a Risk Management Authority acknowledges that cause, no formal investigation will be undertaken.

Other flood investigations

The majority of reported flood incidents do not trigger a formal flood investigation. The FRM team endeavour to respond and investigate all reported flooding incidents as swiftly as possible. Where the source or mechanism of the flooding is not clearly identified the FRM team may seek to investigate the issue further such as by producing a catchment study.

Due to the pressures of the team and the large number of incidents reported the FRM team has to prioritise their response on a risk basis. All enquiries are assessed on a case by case basis as to the risk to life, property and critical infrastructure. For more information regarding prioritisation please refer to the [Communication Strategy and Prioritisation Guidance Notes](#).

Public reporting of flooding incidents

Where a flood incident relates to an ordinary watercourse, surface water or groundwater the public can report the incident to Derbyshire's FRM team by using any of the following methods:



By email: flood.team@derbyshire.gov.uk

By post: Flood Risk and Transport Asset Management team, North Block (Room 199C), County Hall, Matlock, DE4 3AG

Online: www.derbyshire.gov.uk/environment/flooding

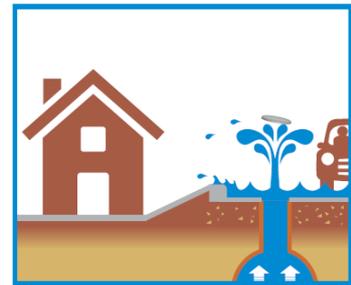
Call Derbyshire: (01629) 533190

If the problem is either an emergency or requires urgent attention, the emergency services should be contacted in the first instance.

The County Council also provide an emergency planning service that can also assist during an emergency flood event. The emergency planning team can be contacted via Call Derbyshire **(01629) 533190** or **emergency.planning@derbyshire.gov.uk**.

Where the flooding relates to the **public sewer system** you should contact your local water provider: (To identify your water service provider please refer to your water utility bill)

- Yorkshire Water – (0345) 124 24 24
- Severn Trent Water – (0800) 783 4444
- United Utilities – (0345) 672 3723



Sewer Water

Where the flooding relates to the **Highway or a blocked gully** you should contact the Highways team at the County Council via:

Call Derbyshire: (01629) 533190

Report online: www.derbyshire.gov.uk/do_it_now



Highway Water

Where the flooding relates to a **large watercourse (Main River) or reservoir** you should contact the Environment Agency on



Main Rivers



Reservoir Flooding

By email: general.enquiries@environment-agency.gov.uk

By telephone: (03708) 506 506

Where the flooding relates to a **private sewer system** the public are advised that this is a private matter and you should liaise with the landowner; often this will be a neighbour or commercial enterprise.

Where the flooding relates to a **Highway trunk road** you should contact the Highways England:

By telephone: (0300) 123 5000



Highway Water



Canal Flooding

Where the flooding relates to a **Canal** you should contact the relevant navigating authority (Canal and River Trust or the County Council).

By telephone: Canal and River Trust (0303) 0404040
or Call Derbyshire (01629) 533190

The importance of flood reporting

If you experience flooding you are advised to contact the relevant organisation to report the incident. You may be nervous about reporting flooding for insurance or data protection reasons. However it is important that the relevant responsible organisation is made aware of the incident so that this data can hopefully help support future work. Any data held by members of Derbyshire County Council is managed in accordance with Data Protection law.

It is important that you report any flood incident to the correct authority.

For example: It is particularly important that you report sewer flooding incidents to the water company. Water companies are privately owned companies which are monitored by OFWAT (the Water Services Regulation Authority) for where they invest their money. Water companies keep records of those properties impacted by flooding and use these records to develop their future maintenance and capital works programmes. If they are not made aware of any problems then addressing your concerns may not be their priority. Due to data protection reasons a member of the FRM team or even your neighbour are unable to report flooding on your behalf for it to be formally recorded.

Derbyshire County Council
Flood Risk Management Team
Economy, Transport and Environment
County Hall, Matlock, Derbyshire, DE4 3AG
Call Derbyshire: (01629) 533190
Email: flood.team@derbyshire.gov.uk