

Flooding advice from North Dorset District Council - January 2014

The recent severe wet weather presented problems for everyone in the county. Regardless of where we live and work everyone suffered in one way or another.

In North Dorset we may not have had to cope with rising tides as well as river levels but we have certainly been tested by the latter. Not only has the River Stour overflowed its banks in several locations but the Tarrant and Winterborne rivers have also caused flooding , followed by breaking springs.

Repeated battering by storm force winds have caused disruption to roads, railway lines and power cables across the district.

And when a problem becomes a crisis who should residents call? It's not always easy to tell. So we thought it would be useful to remind everyone who is responsible for what in terms of civil contingencies.

Dorset County Council

The County Council has responsibility for roads across the county. If you need to urgently report an incident on a public highway or call for assistance, ring Dorset Direct on **01305 221000**. Your call may then be forwarded on to a relevant service provider but this should be your starting point. Highways Officer for Pimperne is Cllr Antony Argles on **01258 455513** – please contact him Highway problems.

The website www.dorsetforyou.com/flooding gives regular updates on all weather-affected travel in its Travel-Dorset section. You can also report problems on the roads and get bus and train updates.

Environment Agency

Waterways are generally the responsibility of the Environment Agency. If a river, stream or rising flood is threatening your property, or you want to report a flood, call **Pimperne Flood Warden** Cllr John Tanner on **01258 455173** who should be your first point of contact. The Environment Agency can be contacted on 03708 506 506.

If you want to be kept up to date with potential flood warnings then go the Environment Agency website www.environment-agency.gov.uk where you will also find the all-important Floodline telephone number **0845 9881188**.

www.dorsetforyou.com/flooding will also provide flood information and can signpost you to further information.

Emergency Services

In an emergency the only number to call is 999. However, many steps can and should be taken, before drawing on the limited and expensive resources of the emergency services.

WET WEATHER QUESTIONS AND ANSWERS

Q: Do you supply sandbags?

A: Please contact the Flood Warden Cllr John Tanner on **01258 455173**.

Q: Has there been any flooding at my property?

A: The Council does not keep definitive records of properties known to flood. However, technical staff have local knowledge with respect to areas known to flood and the Environment Agency do keep records. Contact the Environment Agency on **03708 506 506**.

Q: The road is flooded, is it North Dorset District Council's responsibility?

A: Dorset County Council is the highway authority responsible for road drainage.

Q: Whose responsibility is it to keep ditches and streams clear?

A: Whoever owns the land where a ditch or stream is present is responsible for maintaining the bed and banks to allow a free flow of water.

Q: My drain/sewer is blocked, can you clear it?

A: Wessex Water is responsible for the main sewers. Contact **0845 600 4 600** (Mon-Fri, 8am to 6pm, emergency service at other times) or email operational.enquiries@wessexwater.co.uk

Q: Can I pipe my ditch?

A: Land Drainage consent is required from Dorset County Council before any ditch or stream is piped.

Q: I have a spring in my property can you give me advice?

A: We are not able to deal with springs but can offer technical advice as can the Environment Agency.

Q: Where can I get advice about flooding?

A: NDDC can offer advice to house owners about flooding. Alternatively, look at the website www.dorsetforyou.com/flooding . The Environment Agency www.environment-agency.gov.uk is also able to offer advice and can supply information leaflets on flooding matters, particularly "Flooding: Advice for the Public" which is produced with Public Health England.
