

NORFOLK RESILIENCE FORUM



preparing for emergencies

«Address 1»
«Address 2»
«Address 3»
«Address 4»
«Address 5»

Date: 29/04/2021

Dear resident,

Last winter saw extreme rainfall and flooding in north Norfolk along the River Burn, particularly in the Burnhams, Creakes and Brancaster. We know this will have been a tough time affecting many households and businesses, so we wanted to get in touch to share some information about the response and provide assurance on actions being taken to help alleviate future flooding.

Responding to flooding is a complex challenge involving many organisations, as there is no single agency with overall responsibility. That said, several organisations have been working together to help and support communities during the flooding and will continue to collaborate to help reduce future flooding incidents. This group includes:

- Norfolk County Council – as the Lead Local Flood Authority and Highways Authority
- Environment Agency (EA)
- Anglian Water
- The Norfolk Rivers Internal Drainage Board (IDB)
- Borough Council of King's Lynn and West Norfolk

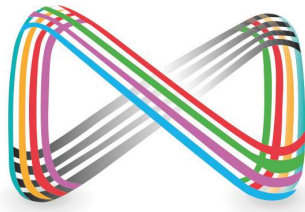
Over the page, you will find the contact details for these organisations should you need to contact them about flooding incidents.

The unprecedented high winter rainfall caused flooding to begin in January, with groundwater levels reaching a record high point in March, and although levels have begun to fall, they will remain higher than usual for several months.

The sheer volume of water in the area inundated drainage systems, overwhelmed highway gullies, foul and surface water sewers, ditches, and watercourses as well as private sewers. Multiple teams have been working together tirelessly since January, alongside local communities, to help and support residents.

To reduce the impact of these high water levels, record numbers of tankers were deployed to remove flood water. With EA approval, pumps were installed to keep customers' facilities working and remove flood water from the highway. The sewer

<https://www.norfolkprepared.gov.uk/>



NORFOLK RESILIENCE FORUM



preparing for emergencies

network is working as it should but on-going groundwater monitoring indicates high groundwater levels will continue for several months, so several of these direct pumping arrangements remain in place helping to prevent further flooding of properties. To facilitate these arrangements, temporary traffic lights are in place. Strict environmental and flood risk measures ensure that no damage is caused to the receiving watercourse by these pumps and daily monitoring confirms the flows are predominately groundwater.

We have undertaken additional river maintenance and monitoring on the River Burn, improving the downstream flow and enabling the IDB system to take more water from the river, which allows the drainage network to operate more effectively. You can find out more by visiting <https://www.gov.uk/government/publications/river-and-coastal-maintenance-programme> or by emailing info@wlma.org.uk.

Once groundwater levels have subsided, investigative work on the highway and drainage networks will assess whether the high groundwater levels have caused any damage. If that is the case, we will carry out necessary repairs. Repairs to the highway can be viewed online at <https://one.network/custom/norfolk/>.

Looking forward, actions to reduce the risk of flooding will be taken forward by the new Norfolk Strategic Flood Alliance. As part of this, we are developing groundwater flood alert triggers for the River Burn catchment so that warnings can be issued ahead of any future event. Also, if you would like information about the responsibilities of riparian landowners with watercourses on their land please visit: <https://www.gov.uk/guidance/owning-a-watercourse>.

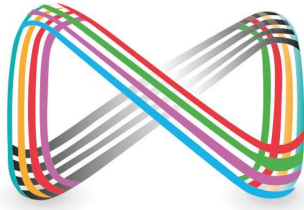
We hope these updates are useful and provide reassurance that all the agencies involved have been and are continuing to work hard to address the flooding issues in your area. You can find further information and advice on flooding online at: <https://www.norfolk.gov.uk/safety/floods/flood-help-and-advice>

We thank you for your patience and the support you have shown us, and one another in your community in the face of these recent floods.

Yours faithfully,

The Norfolk Resilience Forum
Preparing for Emergencies

<https://www.norfolkprepared.gov.uk/>



NORFOLK RESILIENCE FORUM



preparing for emergencies

Key Contacts in the event of further flooding:

If there is any risk of danger to people or property from flooding call 999 immediately.

Anglian Water: should homeowners find they have issues concerning their toilets, including any flooding caused by their foul drainage, please contact Anglian Water to report this via:

Telephone: [03457 145 145](tel:03457145145) (24 hour service)

Website: www.anglianwater.co.uk/contactus/

Environment Agency: should homeowners need to report groundwater flooding, or a suspected cause of flooding, please contact the Environment Agency via:

Email: enquiries@environment-agency.gov.uk

Telephone: 03708 506 506 (Monday to Friday 8am to 6pm)

Environment incident hotline: Telephone (24 hour service): 0800 80 70 60

Floodline: Telephone (24 hour service): 0345 988 1188

Web: <https://www.gov.uk/government/organisations/environment-agency>

Norfolk County Council Highways: should residents encounter flooding on the highways, from ditches and balancing ponds on County Council land or from culverted watercourses under the highway, please contact Norfolk County Council via:

Telephone: 0344 800 8020 (Monday to Friday 9am to 5pm)

Out of Hours Telephone: 0344 800 8009 (all hours outside the above)

Website: <https://www.norfolk.gov.uk/roads-and-transport/roads/report-a-problem>

Borough Council of King's Lynn and West Norfolk: should residents encounter flooding on ditches and balancing ponds on Borough owned land, or require temporary accommodation in an emergency, please contact the Borough Council via:

Telephone: 01553 616 200 (Monday to Thursday 9am to 5pm, Friday 9am to 4.45pm)

Out of Hours Telephone: 01553 616 601 (all hours outside the above)

Website: www.west-norfolk.gov.uk/info/20098/water_management_and_flooding

Norfolk Rivers Internal Drainage Board:

Telephone: 01553 819600 (Monday to Thursday 9am to 5pm, Friday 9am to 4.30pm)

Out of Hours Telephone: 07841 571251 (all hours outside the above)

Website: <https://www.wlma.org.uk/>

Email: info@wlma.org.uk

Please retain this page for future reference

<https://www.norfolkprepared.gov.uk/>