

East Hagbourne Parish Council

Flood Plan

How to guard against flooding.

What to do if there is a flood.

**Our Strategy for maintaining the stream and
road surface water drains.**

Who to contact.

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Summary

East Hagbourne lies on gently undulating land which is drained by Hacca's Brook and its tributaries, and this in turn joins the Mill Brook before entering the Thames south of Wallingford. The overall fall between the village and the Thames is modest and flood control has long been a concern in the area - various improvements have been made to the drainage channels over the years. The number of houses at risk of flooding is relatively small, and these are mainly concentrated in the area of Tadley (lower Blewbury Road) and the middle part of Main Road.

Flood events have not been frequent: the summer of 2007 saw the most recent severe event, and before that we have to look back to 1990. However, the onset of climate change may increase the likelihood of extreme weather, so we need to be prepared.

The past decades have also seen a change in the way water courses are managed, from large utilities able to apply significant labour resources, to a more targeted approach using contractors. Largely as a result of these changes, little routine maintenance was carried out between 1990 and 2007, and blockages in the stream channels contributed significantly to both flood events.

Since 2007 significant work has been done to better understand the causes of the flooding and to remedy the more obvious problems in the stream and road drain systems. This work should already reduce the risk of further flooding, but continued effort and vigilance will be needed to further improve the system and keep it well maintained.

This effort naturally involves the main authorities, SODC/Monson for the streams and Oxfordshire County Council for the road drains, with help from the Environment Agency. Some local effort is, however, essential, both to identify problems quickly, and to participate in the maintenance task and the Parish Council has been closely involved in understanding of the issues and potential improvements. Riparian owners have a duty to care for the stream where it crosses their property, and a volunteer East Hagbourne Flood Group has been formed, reporting to the Parish Council, to help watch and care for the more critical stretches of the stream.

This document is issued by East Hagbourne Parish Council. It is specific to our local needs and supplements and incorporates information from the more general flood plans issued by the regional authorities. In it you will find

(a) How to respond to a flood situation:

- How to recognise when flood conditions are likely
- What precautionary measures to take
- What to do if a flood does unfortunately occur

(b) Minimizing future flood risk

- The strategy to maintain and upgrade the drain and stream systems
- How you can help

Key contact details are included to cover all these aspects.

1. Areas Most At Risk Of Flooding

Figure 1 shows the extent of flooding in East Hagbourne during the severe event of July 2007.

The houses most at risk of flooding are those, mostly older, properties lying to the south of Hacca's Brook on Blewbury Road and Fieldside in the area known as Tadley. Seven houses suffered water ingress in 2007. These houses are susceptible if the stream overflows its banks at this point. The maintenance strategy for the two channels downstream of Blewbury Road is the principal measure to minimise the chances of a recurrence, but effective functioning of the road surface water drains is also important.

In past flood events, water has accumulated on Main Road at the lowest point adjacent to Parsonage Lane, putting some local houses at risk of minor flooding. Blocked road drains were the primary cause of this problem. Replacement of a length of drain by OCC in 2010 should have resolved the main blockage, however the drains in other areas of Main Road, including near the Village Hall will need continued attention. The stream itself in this area is mainly looked after by householders through whose land it flows, but the Flood Group have cleared vegetation on the public area along the causeway known as Parsonage Lane.

The water courses to the north of the village did not cause major problems in 2007, but will need further monitoring. Water run-off from fields can be a problem in Lake Road and other areas after heavy rain.

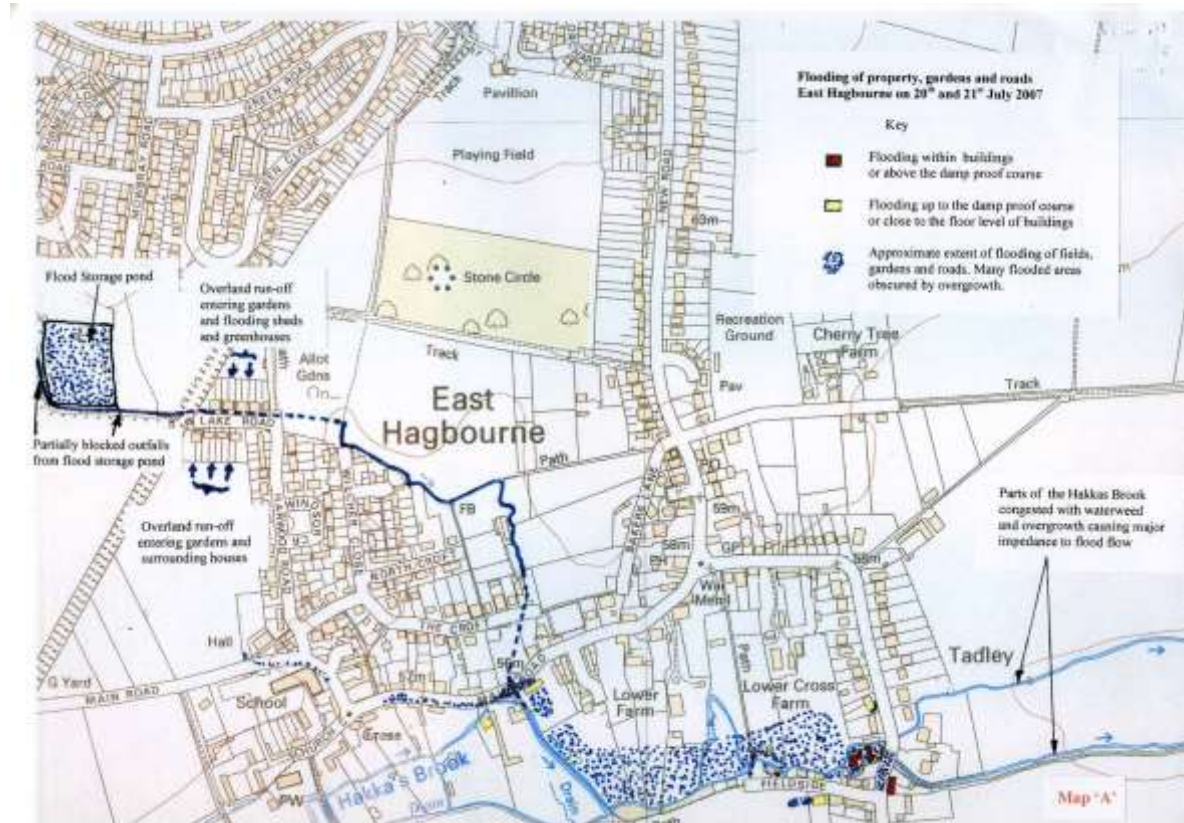


Figure 1. Extent of flooding in East Hagbourne, July 2007





2. How Will You Know There is a Risk of Flood?

(a) Flood alerts issued by the Environment Agency

The Environment Agency offers a free flood warning service in many areas at risk of flooding from rivers and the sea. Flood Alerts provide advance warning for your area by telephone, mobile, fax, pager, text or email. All you need to register is a telephone or fax number to which we can send flood warnings at any time of the day or night.

- To register or check out current flood warnings in force use the Environment Agency website: www.environment-agency.gov.uk/subjects/flood/floodwarning
- Or ring Floodline on 0845 988 1188, the Environment Agency's 24-hour telephone information service. You can get direct access to any recorded flood warnings for our local area by selecting Option 1 and entering the quickdial number 171 331
- Listen to local radio and TV for weather information. Or use the Met Office web site http://www.metoffice.gov.uk/weather/uk/se/abingdon_forecast_weather.html to monitor weather developments.

Know the Flood Warning Codes:

Flood warning codes	Meaning	
	Flooding of low-lying land and roads is expected. Be aware! Be prepared! Watch out!	Make sure you have what you need to put your flood plan into action. Drive carefully, roads may be flooded.
	Flooding of homes and businesses is expected. Act now!	Move visitors, pets, vehicles and other items to safety. Put sandbags and flood boards in place. Be prepared to turn off gas and electricity supplies. Have warm blankets available and check you have adequate water and food available. Check neighbours who may need help.
	Severe flooding is expected. There is extreme danger to life and property. Act now!	As above, plus be prepared to lose supplies, gas, electricity, water, telephone Co-operate with authorities Avoid contact with floodwater
	Flood watches or warnings are no longer in force in this area.	Check it is safe before returning Watch weather and warnings in case flooding returns

(b) Local Warning Signs

(i) Stream Condition

Watch the stream near your property and note if the water is above its normal level.

For a more precise evaluation, look at the stream and road surface at the Blewbury Road Bridge, downstream (east) side.

Flood Watch: The stream water level tops the spillway and starts to flow through the culvert and into the lower channel.

No immediate cause for alarm, the lower channel is intended to carry excess water

Flood Warning: The stream level is approaching the top of the culvert between the upper and lower channels.

Immediate danger of flooding. Take actions as above.

Once the culvert is flowing at capacity, additional water flow will follow the upper channel and water levels may rise rapidly.

(ii) Road Condition

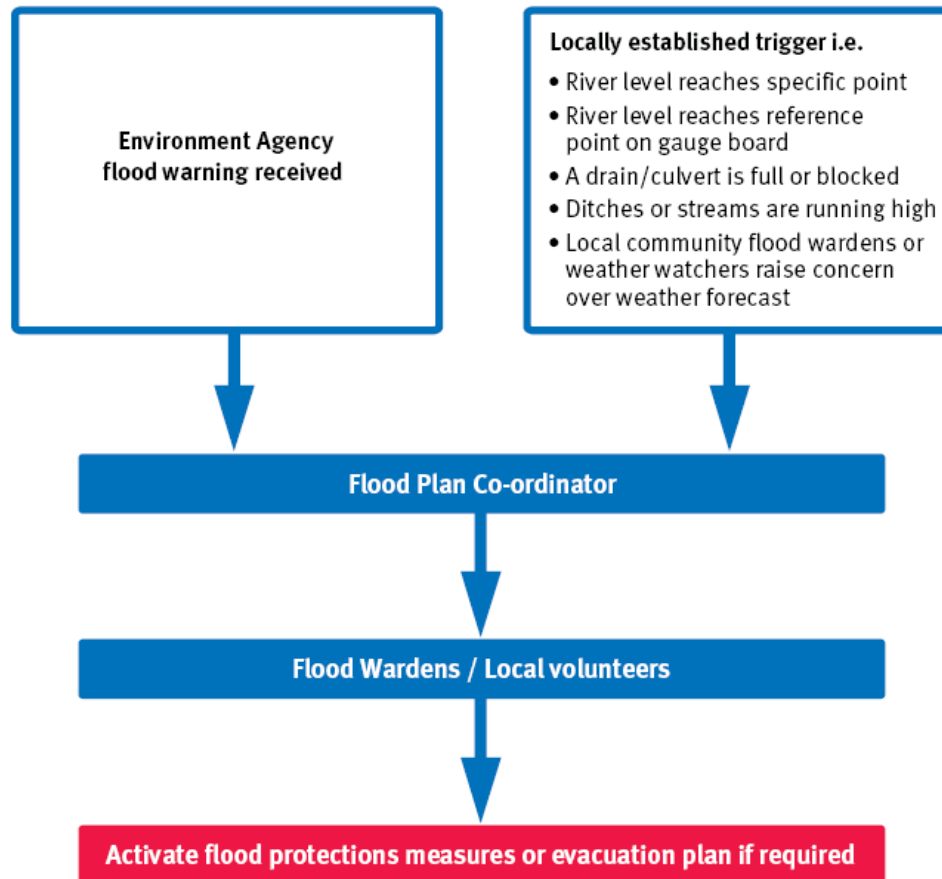
Watch how water clears from the road surface during and following rain. If water stands in the road to a significant depth and does not rapidly drain away, the road drains may be blocked. Another sign of a blocked drain is water flowing **out** of a road drain

Alert authorities immediately

NOTE: During torrential rain, the flow may temporarily exceed the capacity of the drains to remove it - use judgement.

3. What to Do in the Event of a Flood

Cascade of information during a flood event



Flood Plan Co-ordinator

- Be aware of the current situation
- Contact cascade of flood wardens or volunteers and advise on actions to prepare for flooding
- Liaise with the Local Authority, Environment Agency and other organisations
- Update the flood wardens if the situation changes

Flood Wardens/volunteers

- Act on the advice received from the flood plan co-ordinator or their assistant
- Put flood protection measures in place
- Help and advise vulnerable people and help move them to safety early if required
- Inform the community of the situation and advise them to prepare by moving cars, putting sandbags or floodboards in place etc

At no time should any volunteer or flood warden put their own life at risk.

Who does what during a flood?

Environment Agency

- Issue flood warnings
- Receive and record details of flooding incidents
- Monitor the situation and advise other organisations
- Deal with emergency repairs and blockages on main rivers and own structures
- Respond to pollution incidents
- Advise on waste disposal issues

County Council and Unitary Authority

- Co-ordinate emergency arrangements
- Maintain safe conditions on the roads
- Put flood warning signs on the highway
- Organise road closures and traffic diversions
- Clear blockages on highway drainage systems
- May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system

District Council

- Co-ordinating role for own area
- Flood warning dissemination (by local agreement with Environment Agency)
- Emergency assistance (S138 LGA 1972) – Provide sandbags
- Clear blocked watercourses (Land Drainage Act powers)
- Environmental health issues – pollution
- Clear blocked road channels and gully gratings – street cleaning
- Emergency planning support groups

Town and Parish Council

- Flood warning dissemination (by local agreement with Environment Agency)
- Distribute sandbags from district council stockpiles

Police

- Take an overall co-ordination role during an incident.

Fire and Rescue Service

- Rescue
- Respond to all emergency incidents as required
- Assist the populace where a need is identified and the use of Fire Service personnel and equipment is relevant

Water companies

- Clear blockages in public sewers
- May take action to protect property from flooding by water from the public water mains or discharges from the public sewerage systems

Electricity, gas and telecommunication companies

- Attend to emergencies relating to their service at properties where life is at risk as a result of flooding
- Attend to flooding emergencies at their own serviced installations

Large industrial companies

- Protect own premises and installations
- Provide resources which could be hired

Property owners

- Move to a safe area if life at risk
- Prevent water from entering property if possible
- Switch off electricity and gas supplies at mains
- Move valuable possessions above areas liable to be flooded

SEE LIST OF KEY CONTACTS IN ATTACHMENT 2 (BACK PAGE)

4. Flood Alleviation History

(a) Evaluation of 2007 flooding and subsequent action

Flooding occurred in 1990 and in 2007 as a result of the stream overflowing upstream of Blewbury Road. Water extended around the low lying areas shown on the map in Figure 1, causing severe flooding in 7 properties. 2 properties in Tadley and a further 4 in Main Road suffered minor flooding. Water lay on Blewbury Road on both sides of the bridge, but particularly on the lower lying south side of the stream.

To provide a factual basis for evaluation of the problem, a group of local residents monitored water levels at Tadley over a period of several weeks. The survey was carried out early in 2008 following a second episode where houses again came close to flooding. The fact that in this case the rainfall was much less than in 2007 pointed strongly to problems in the general drainage capability of the system.

It was clear that the condition of both the main and lower channels was a significant factor in the problems experienced. Photographs from July 2007 show very dense vegetation growth at the Blewbury Road bridge, and similar dense vegetation existed in both channels downstream.

However, water lay on Blewbury Road, particularly to the south of the bridge even after levels in the stream had started to decrease. The lowest road level is 98cm above the upper edge of the culvert outlet to the lower channel, so there is adequate fall to carry away water provided the drains are free. The fact that water did not drain in spite of the gullies having been cleaned in the last 6 months pointed to a problem that needed investigating. The lower channel became overwhelmed during the July 2007 flooding. Observations of the culvert 500m downstream where Footpath 16 crosses the channel showed that the grid there was choked by debris, restricting the flow. Also, the available area at the Blewbury Road culvert exit is much less than at the entry suggesting that both the culvert design and maintenance of the spillway downstream merit attention.

In summary, the survey showed severe congestion of the channels by vegetation and fallen debris and raised questions about some of the design features of the channels. In addition, the condition of the drains from the road into the stream appeared poor.

(b) Responsibility for the water channels and drains is shared

Responsibility for the upper (main) channel of Hacca's Brook lies, in the first instance with the riparian owner, but the Environment Agency has traditionally carried out maintenance. However, now their budget and priorities only allow them to provide advice and guidance. The Agency had, some years earlier, required sedges to be planted in the stream during the redevelopment of neighbouring houses, and these seemed now to be contributing to restriction of flow in the channel.

The lower channel is of long standing, being present on the first edition OS map, but seems to have been brought into play as a part of the flood control during the work carried out in the 1970's, when the relief culvert was installed allowing excess flow from the upper channel to escape via this route. SODC, through their engineering contractor, Monson, are responsible for this channel.

Storm water drainage from the roads discharges into the stream, and these road drains are the responsibility of OCC Highways Department.

Finally, Thames Water is responsible for the foul water (sewage) system. A pumping station is situated next to the lower channel on Blewbury Road, from which sewage is pumped over the hill to Didcot. A similar pump exists in the north of the village, and this overflowed because of groundwater ingress during 2007. The Blewbury Road pump was upgraded following a failure during the 1990 flood, and seems to have remained functional during the 2007-08 episodes. Nevertheless, this part of the system also needs vigilance to avoid future problems.

East Hagbourne Parish Council has provided local liaison and input to developing maintenance plans. In addition, a local volunteer group has been formed as described below to complement the efforts of the main authorities.

(c) Improvements since 2007

East Hagbourne Parish Council has maintained liaison with the authorities responsible for flood management over many years, nevertheless, as noted above, the level of maintenance of the water channels had fallen to a very low level. Following the flood of 2007 and the near-flood situation in January 2008, a small group of villagers gathered information to better understand the situation, as outlined in section 2a above.

Several discussions were held with representatives of the Environment Agency, SODC and their contractor, Monson. The Environment Agency has permissive powers to undertake maintenance on the main (upper) channel. Although their local representatives were very helpful, priorities set at national level prevented them from offering much more than advice. Fortunately, SODC/Monson was more pro-active and in conjunction with the Environment Agency carried out extensive clearance of both stream channels down to the confluence with the Mill Brook. This involved cutting of vegetation, trimming of trees and removal of fallen branches.

A number of design features on the channels are less than optimum and remain an area of discussion. The spillway culvert at Blewbury Road connecting the upper and lower channels is partially buried in silt at the lower end, which restricts its maximum flow, as does the facing concrete wall, which is positioned close to the culvert outlet. Concrete end walls on the structure were also impeding flow under high water conditions; SODC have trimmed the worst of these obstructions.

Another pressure point is the culvert on the lower channel, 500m downstream of Blewbury Road, where the channel crosses Footpath 16. Two circular ribbed culverts take the flow under the footpath. The area of these pipes is less than the channel capacity, so it acts as a potential constriction. An added factor is that debris carried downstream under flood conditions can be trapped at this point. A large metal grid protects the two pipes from becoming blocked themselves, but is itself easily plugged by debris. Volunteers regularly remove material from the grid, but under flood conditions, blockages can increase the water height by 60-90cm, and are difficult to clear until the water subsides. Opinions differ on whether the grid helps or hinders.

The fall in height between Blewbury Road and the Mill Brook is modest, but sufficient to maintain a flow when the channel is clear. However the gentle gradient allows sediment to accumulate over large stretches, and this encourages vigorous vegetation growth during the warmer months.

One area particularly affected is the main channel at the Blewbury Road bridge, where sediment has obscured the outlet from road drains. The combination of silt and vegetation growth resulted during summer 2010 in the water level in the upper channel being within 3cm of the spillway lip even in prolonged dry weather. In other words, there was no reserve in the upper channel and even moderate rainfall would bring the lower reserve channel into play.

The volunteer group held a series of working parties to clear vegetation, as a result of which the level at Blewbury Road dropped by about 15-20cm. Later in the year, SODC cut vegetation on the lower channel, and together with the efforts of villagers whose gardens abut the stream, both channels were kept in good condition over the winter months.

Road surface water drainage falls within the remit of Oxfordshire County Council. Sediment is regularly removed from the road grids by the gully-sucker, but it soon became evident that more serious attention was needed in some areas. Drainage from Blewbury Road south of the stream into the lower channel was a problem in 1990 and 2007. After extensive power flushing, these drains have been cleared and a good flow into the stream established. However, blockages do seem to occur regularly, and it is still not clear whether this is all caused by silt washing down the road, or whether the underground pipe work is compromised in some way. OCC do respond quickly, so it is important to alert them as soon as a blockage is suspected.

During 2010 similar road drain blockages were experienced on Blewbury Road to the north of the bridge, and power flushing was again needed to clear them. This was a rare occurrence, but again vigilance by local residents is needed. Silt obstruction of the outlet into the stream upper channel has already been mentioned, and some concerns remain about the bed level at this point. OCC are looking at mitigation measures.

A small (9 inch) pipe connects the upper and lower channels, crossing under the road, and provides a sweetening flow to the lower channel during dryer weather. During 2008 this was found to be blocked and only cleared after flushing by OCC. The blockage was caused by two plastic 5 litre containers, apparently placed there to repair a break to the pipe caused by other contractors in the past.

During 2009, in addition to flushing drains in Blewbury Road and New Road, OCC carried out an extensive survey of the drains in Main Road, which were found to be in poor condition and in some cases obstructed by tree roots. As a result, decided to re-lay a section of drain at Parsonage Lane and contour the road to minimise the chance of water gathering there. This work was completed at the end of 2010. They also improved the culverts crossing under the road at this point and carried out some work at the other critical point, the exit from the village car park. Water retention still occurs here after heavy rain, and further investigation is needed to find a solution. Work being carried out by OCC on the road drains in this area during August 2011 may alleviate the situation.

East Hagbourne Flood Group is now established and reports to the Parish Council. This volunteer group monitors and carries out light maintenance on the channels down to FP16, as well as forming a focal point for communications with the authorities, and a network for early warning in the event of adverse weather. Contact is also maintained with the farmers down this stretch. Those residents whose property abuts the stream play their part by keeping their length of stream clear. During 2010, the Parish Council also engaged stream-dwellers upstream as far as the Church, and with their help, simple clearance was carried out, particularly tackling Himalayan balsam. Good progress was made, but undoubtedly more effort will be needed in the future. Some channels to the north of the village are still somewhat neglected, but have not caused problems in the past few years. Extension of the Flood Group to the whole village is desirable if willing volunteers can be found - a second team has recently cleared vegetation from Parsonage Lane. The higher areas of New Road and Millbrook are less at risk of flood, although road drains can get blocked at times, as in New Road during 2009.

5. Strategy For Future Maintenance

Organizational changes during 2011 will see OCC playing a bigger role in the future, and taking over some of the responsibilities currently held by the EA and SODC.

(a) Tadley and downstream

- (i) East Hagbourne Flood Group maintains a watch over both channels down as far as FP16. Household members from Captain's Cottage down to below Blewbury Road are responsible for keeping their stretch of the stream clear of obstructions. Beyond there, the volunteer group carry out regular inspections and work parties to:
 - Remove fallen branches and other minor obstructions both channels and keep the culvert grid on the lower channel of FP16 clear of debris.
 - Clear vegetation on the upper stream by trimming back tall growing bank plants and removing excessive growth from the stream bed using hand tools. Regular attention is needed because growth can be very rapid. Growth of Procumbent Marshwort (*Apium nodiflorum*) in particular is very rapid where the stream bed is muddy, but reeds, flags and sedges can also block the channel in some sections if not controlled.
 - The lower channel, having less fall, is rapidly filled with Procumbent Marshwort and other plants in the growing season. Controlling this is beyond the resources of the local group and assistance from SODC is needed.
 - Identify and report larger obstructions where assistance is needed from Riparian owners or the authorities.
 - Control Himalayan balsam as far as possible wherever it occurs by a combination of volunteer and riparian owner efforts, by pulling plants to prevent them seeding.
 - Care is taken to avoid disturbing wildlife and cutting into the banks and tall vegetation left higher on the banks following EA guidelines.
- (ii) SODC, through their contractor Monson are responsible for the lower channel. For the past two years they have cut and cleared vegetation down to FP16 and beyond during the winter months. While this is very effective, it does not prevent rapid regrowth in the spring and the channel can become rapidly obstructed. There are concerns that the channel may not be able to take its full flow in the event of a summer flood, as happened in 2007. More regular maintenance would be welcome

(b) Main Road area

From the Church to Tadley the stream flows mainly through household gardens. During 2010, residents helped to control Himalayan balsam and further support will be needed in the future. For the more public areas, a second volunteer group has recently been formed:

- Parsonage Lane, which runs between Main Road and Fieldside, needs occasional attention to clear excessive vegetation and fallen branches and leaves from the stream bed. A light touch is needed to avoid undercutting the banks.
- A particular issue on this stretch is that the stream splits into two branches, running either side of a causeway and in dry periods the flow on one side or the other may be insufficient to purge leaves and silt properly. By clearing silt from under the footbridge and raking a low gravel bank more flow has been encouraged down the eastern branch. This approach has been reviewed by the EA and appears sufficient to manage the situation. Any more substantial changes would require EA approval.

(c) Other areas

The main channel beyond the village down towards West Hagbourne does not currently present any problems.

A stream from the north of the village passes by the spill pond at Mowbray Road and under Lake Road in a culvert, before emerging near the allotments. After winding around the field edge it again goes underground before emerging at Parsonage Lane. Although the bed is overgrown in places it has not caused problems in recent years. It needs to be monitored and selective action taken as needed, in conjunction with the authorities.

(d) Road Surface Water drains

OCC have carried out significant work since 2007 to improve the surface water drains. Together with ongoing cleaning this should have reduced the risk of flooding at the main problem spots.

At Tadley, major blockages in the drains were found and cleared on both sides of the Blewbury Road bridge. On the south side of the bridge, water now flows freely into the lower stream channel. On the north side, OCC are looking at ways to improve the outflow into the stream. OCC are responsible for cleaning the drain gullies on a regular basis, while SODC provide sweeping of the gutters. Regular attention to both these activities is essential since large amounts of dust and silt accumulate.

On Main Road, water flows downhill to join the stream at Parsonage Lane. In the past, the road drainage has become overloaded and water flowed down the road, accumulating near Kingsholme. OCC carried out a camera survey of the surface water drains in 2009 which led to a decision to replace a section in this area. In addition the culverts serving the northern stream branch where it crosses the road were improved, and surface levels adjusted to encourage any water on the road to flow into the stream rather than being retained on the road.

At the Village Hall entrance, OCC have improved the culvert at the end of the roadside ditch, and in August 2011 carried out work on the underground pipe work in this area.

The work carried out should improve the main problem areas and is welcome, however surface water drains in other places may still cause problems. Even where the drains are in good condition, regular cleaning is needed. It is important that OCC remain engaged and that local residents report potential problems promptly so they can be addressed.

ATTACHMENT 1: HISTORY OF FLOODING IN EAST HAGBOURNE

East Hagbourne has been subject to persistent flooding from the Hacca's Brook and its tributaries over the last century. The highest recorded level occurred in 1894, followed by the snow melt in March 1947. These are respectively assessed as 1 in 100 and 1 in 50 years frequency of return. Overall, there has been a decline in flood events regionally, however between 1960 and 1974 the frequency of flooding in East Hagbourne increased, due to the increased run-off from the urbanized area of Didcot which has expanded into the Hacca's Brook catchment since 1947. In the 1960's severe flooding was experienced in Main Street on an annual basis.

During 1974, severe flooding occurred at Tadley, Main Road, Lake Road and Coscote. 14 properties, 27 gardens and 3 roads were affected. This flood is assessed to have a 1 in 15 year frequency of return since 1940. SODC agreed a flood alleviation scheme for east Hagbourne. Some of this work was carried out over the period 1979-1982, however some essential elements were not carried out. In 1982 major flooding again occurred in Main Road. One house was badly inundated and 9 others threatened. This flood event was assessed to have a 1 in 3 year frequency of return. As a result additional measures were put in place.

Flooding occurred again in 1990. For the three months December 1989 to February 1990, local rainfall was twice average levels. On 4 February, flooding occurred to 6 properties in Tadley, and to the Blewbury and Main Roads, and to the public road at Coscote. Many more properties were on the verge of flooding.

Much of the flooding which occurred on 4 February 1990 could have been alleviated if riparian owners had carried out regular maintenance clearance of the watercourses and the flood alleviation schemes devised by SODC in 1978 had been fully implemented. In the period 1983-1990 the Drainage Authorities did not carry out any further flood alleviation work nor request that riparian owners carry out necessary work.

Flooding occurred again on 20 July 2007 following a period of heavy rain. Severe flooding to depths of 100-350mm occurred to 7 properties in Blewbury Road and Fieldside, with minor flooding in 3 further properties in this area. Four other properties, including 2 in Main Road had water up to ground floor level. The majority of fields were full of crops that dampened the run-off into the waterways. However, no consistent maintenance had been carried out since 1990, and the poor condition of watercourses and drains was the major cause of the severity of flooding in the Hacca's Brook catchment. The overgrown nature of Hacca's Brook just downstream of the Tadley bridge was already noted as a concern, being severely choked with vegetation before the flooding event.

Over 60mm of rain fell on the Hacca's Brook catchment area during the July 2007 incident (i.e. much less than reported for some surrounding areas). So, although July is seen nationally as an exceptional event, it is estimated that for the Hacca's Brook catchment this was a one in 10 year event.

In January 2008, further flooding occurred following sustained rain, but of a much less severe nature than in July 2007. Nevertheless, one house at Tadley was again flooded as was the roadway. Adjacent houses escaped inundation only by the actions of the householders, who slowed and guided traffic to prevent waves from entering their properties. During this relatively minor event (the water levels were greater than the mean annual maximum, but estimated 1 in 2-3 years frequency of return), the culvert leading to the lower spillway channel of Hacca's Brook was overtopped, and obstruction in the main channel caused by vegetation and debris prevented the water from flowing rapidly away through the upper channel.

While the Blewbury Road/Fieldside area has suffered the most severe effects, periodic flooding has also affected other areas, particularly Main Road from the Village Hall to Parsonage Lane, where there has been standing water after heavy rain. Poor road drainage seems to be the principal cause; work to improve the situation is described in the main text.

Upstream of Tadley, the flow from Shovel Spring was augmented during the flooding incidents, but the major surge came from the stream which joins before Manor Farm and which drains West Hagbourne Field. Any future expansion to housing to the south or west of Didcot risks adding to the run-off and could increase flooding problems for East Hagbourne if not properly managed.

ATTACHMENT 2: KEY CONTACTS

East Hagbourne Parish Council

Clerk: Mrs Laura Lloyd
07891 551851
easthagbourneparishcouncil@gmail.com

Environment Agency

Floodline: Recorded flood warning information for our area:
Tel 0845 988 1188 or 0345 988 1188, select option 1,
then enter quick-dial code 171 331

Incident hot line: 0800 80 70 60

South Oxfordshire District Council / Monson

135 Eastern Avenue, Milton Park, Milton, OX14 4SB. Tel 01235 422 422

Waterways contacts: enquiries@monson.co.uk 07775309328

Dave Baldwin dbaldwin@monson.co.uk

Sri Srirathan ssrirathen@monson.co.uk

SODC Emergency Help Line (outside office hours): 01235 422410

Oxfordshire County Council, Highways

Speedwell House, Speedwell Street, Oxford, OX1 1NE

Blocked surface water drains, Road problems including potholes:

0845 310 11 11 or email: highwayenquiries@oxfordshire.gov.uk

Thames Water

Report a leak in the road 0800 714 614 (24hrs)

<https://www.thameswater.co.uk/help-and-advice/bursts-and-leaks/report-a-leak-or-burst-pipe>

Flooding from the sewer 0800 316 9800 (24hrs)

<https://my.thameswater.co.uk/dynamic/cps/rde/xchg/corp/hs.xsl/15461.htm>

Gas If you smell gas call 0800 111 999

Electricity To report a hazard on or near overhead electricity lines, phone 0800 40 40 90

In case of emergency: Dial 999

The Police: Co-ordinate the emergency services in a major flood incident and help with evacuation of people from their homes where it is necessary.

The Fire & Rescue Service: Is primarily responsible for saving life.

For non-emergencies, You can contact the police on 101
and the fire service on 01865 842999.

They may also pump out floodwater (Contact your local service to ask about this. There may be a charge for this service).

Medical Help If you have any health concerns during or after a flood call the NHS non-emergency number 111 when you need medical help fast but it's not a 999 emergency.