Flooding Contact Details

Highways emergencies (Daytime & Out of Hours): 01792 843330

Council house flooding: 01792 521500

Joint Resilience Unit (Emergency Planning): 01639 686400

Natural Resources Wales (Flooding from main river, sea and reservoirs) 24Hours floodline: 08459 881188

Website: environment-agency.gov.uk/flood

Danger to life from flooding - Contact Emergency Services: 999

Sewage flooding - Dwr Cymru Welsh Water 0800 0853968

Met Office - weather forecasts 0870 900 0100
Website: metoffice.gov.uk
Guidance on drainage and flooding

Introduction
This leaflet has been prepared by the City and County of Swansea to give general advice about drainage and flooding, and to provide information on who is responsible for what.

Your responsibility as a property or land owner
The primary responsibility for the protection of property in the event of flooding lies with the owner or occupier of the property. The owner or occupier is also responsible for any necessary repairs or remedial work.

Be prepared!
Owners or occupiers living near watercourses or adjoining land with significant water flowing off it after rain should take appropriate precautions without waiting for a forecast of bad weather.

Suitable precautions include getting sandbags (or water-absorbing bags that are easier to store and handle, but do the same job) and installation of flood barriers.

You could also move valuable items and documents to keep them above possible flood levels. So you are ready if there is a flood, have a plan for what you would move and what you will do if flooding is imminent.

Make sure you are insured and keep a list of telephone numbers and insurance details to hand, so that you can easily pick them up if you are forced to leave your home.

If a watercourse runs through or adjoins your land ...
If a watercourse runs through or adjoins your land, you are responsible for the protection of your property or land against flooding and erosion. You are normally responsible for keeping these watercourses, including any culverts, clear of any obstruction which would impede natural water flow.

The City and County of Swansea will ...
- Maintain the highway drainage system, including highway gully emptying and keeping highway culverts clear
- Operate a 24 hour emergency service and respond to severe flooding events to ensure safety on the public highway
- Work to avoid or reduce flooding of the public highway, and maintain culverts on council-owned land.
- Work with other emergency services in response to severe or major emergencies

Sand Bag Policy
It is the responsibility of owners and occupiers of properties to protect their property from flooding. Sandbags can help and residents and property owners at risk are advised to get sandbags or flood bags as a precaution.

The council has no statutory duty to provide or distribute sandbags to residents, and unfortunately would not be able to respond quickly in an emergency to all the requests it receives.

The council will aim to provide sandbags to divert flood water flowing from public watercourses, such as gullies, drains and culverts.

The Council has established an emergency sandbag facility for extreme events. The Council will not normally issue sandbags to residential properties, but sandbag policy and decisions on their use will depend on resources available.

Joint Resilience Unit
The Joint Resilience Unit is the Local Authority Emergency Planning Team serving the City & County of Swansea and Neath Port Talbot. The Unit will work with other organisations to co-ordinate the response to major emergencies such as flooding incidents, and arrange facilities for the evacuation of residents from their homes if required.

Natural Resources Wales (NRW)
- Responsible for flooding from main river, sea and reservoirs
- Issues flood warning on some main rivers
- Has a duty to supervise flood defences

Owners and occupiers who live in areas affected by flood risk from the above sources above should contact NRW for advice.
NRW operate a flood warning system during periods of potential risk. Floodline Warnings Direct is a free flood warning service which sends out direct messages when flooding is expected. The service can give advance notice (up to 6 hours) of when flooding from the sea or from rivers is likely to happen, giving owners and occupiers time to prepare their property. Warnings can be sent by telephone, mobile phone, email, SMS text message and fax.
NRW can provide advice on how to protect your property against flooding; Visit www.environment-agency.gov.uk/homeandleisure/floods

The Fire Service
- Primary role in the saving of life, protection of property and providing assistance to other agencies and services.
- Resources available include inflatable boats, rope rescue teams, mobile lighting and pumps, emergency vehicles and radio communications

Police
- Can offer assistance where there is danger to life
- Co-ordinate evacuation from homes

Dwr Cymru/Welsh Water
- Responsible for flooding from adopted sewers and pumping stations