

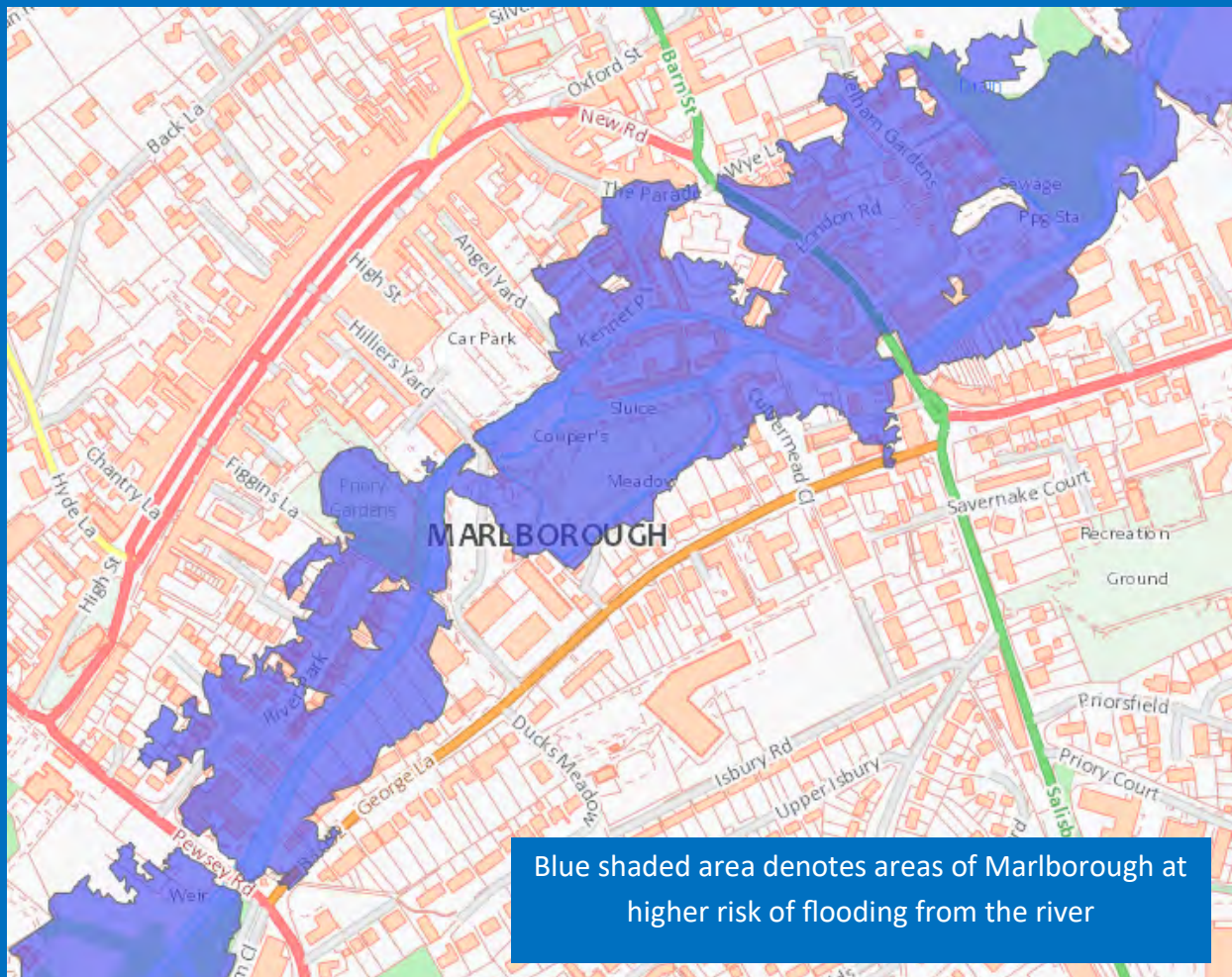


Flooding Information & Advice

Within Marlborough, some properties and land are at risk of flooding

This risk is present all year round. As winter approaches, however, flood risk is heightened due to increased likelihood of rainfall which could cause groundwater to rise, the River Kennet to burst its bank and surface water to build on highways

This leaflet has been produced to provide you with some of the key information to help you prepare for flooding events



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01672 512487

Enquiries@marlborough-tc.gov.uk

www.marlborough-tc.gov.uk

Who to call.....

It can be difficult to know exactly who is responsible for what especially in times of emergency. **If there is a threat to life you should call 999.** In other instances, please see information below on who to call and when.

Who?	What?	Telephone	Website
Marlborough Town Council	Local support before, during and after a flood incident. Co-ordination of flood wardens & rest centres	01672 512487 07395 793018 or 07931 996632	www.marlborough-tc.gov.uk
Wiltshire Council	The Lead Local Flood Authority with overall responsibility for local flood risk management from surface, ground-water & ordinary watercourses	Non-emergency: 0300 456 0100	https://www.wiltshire.gov.uk/article/6195/Drainage-and-flooding
Environment Agency	Strategic overview for all sources of flooding. Manages flood risk from main rivers, reservoirs, estuaries and the sea	Non emergency: 03708 506 506 EA incident line: 0800 80 70 60 Floodline: 0345 988 1188	www.gov.uk/environment-agency www.gov.uk/check-flood-risk https://flood-warning-information.service.gov.uk/warnings
Thames Water	Manages flood risk from sewers and main drains	0800 316 9800	https://www.thameswater.co.uk/help/water-and-waste-help/sewer-flooding/what-to-do-during-sewer-flooding

Marlborough Town Council Flood Wardens

Since the flooding caused by Storm Henk in January 2024, the Town Council has been working hard, alongside Wiltshire Council and other agencies, to better understand its role in an emergency incident, such as flooding, and has put measures in place to increase the resilience of Marlborough should an event of this nature and scale happen again.



Volunteer Flood Wardens have been recruited and trained to assist the community before, during and following a flooding incident.

Flood Wardens have been allocated to different 'at risk' areas of town and will assist the Town Council in raising awareness amongst residents and businesses at risk, sharing information and keeping a general eye on the situation on the ground.

Staying up to date during wet weather

The Environment Agency (EA) and the Met Office have several ways of conveying flood information. It is important that you familiarise yourself with the available information beforehand, this will ensure you are able to react to a local flood alert.

FLOOD WARNING SERVICE

The EA has a service which sends warnings by phone, email or text. To make sure you get alerts most relevant to you, sign up to **RIVER KENNET AT MARLBOROUGH**. Go to <https://www.gov.uk/sign-up-for-flood-warnings> and follow the link to register online. You can also register by phone 0345 988 1188.

FLOOD MAP OF RISK IN THE AREA

The EA has flood maps which make it possible to check the risk of long term flooding from the River Kennet.

Go to <https://flood-warning-information.service.gov.uk/long-term-flood-risk> and type in your postcode

RIVER LEVELS ON THE KENNET

You can check the level of the River Kennet on the EA website.

Go to <https://flood-warning-information.service.gov.uk/station/7113> and familiarise yourself with the river height data

FLOOD ALERTS

The EA & Met Office use three official flood codes to signal different levels of alert and to alert the severity of a flood situation. These are as follows:



Flooding is possible
BE PREPARED



Flooding is expected
IMMEDIATE ACTION REQUIRED



Severe flooding
DANGER TO LIFE

You are at risk: START PREPARING TODAY

1 If you only do one thing: Find out if your home is at risk and sign up for alerts



- Check your flood risk online
www.gov.uk/check-flood-risk
- Check how local flood information applies to you
- Sign up for Flood Alerts and Warnings for the **River Kennet at Marlborough** online:
www.gov.uk/sign-up-for-flood-warnings
call Floodline: **0345 988 1188**

2 Protect your home from flood water



- Estimate the height of your property in relation to the street level
- Check your insurance policy covers you for flooding
- Think about how water could enter your home including from neighbouring properties if you are a semi or in a terrace
- Consider flood protection equipment
A good place to start is www.nationalfloodforum.org.uk

3 Plan what you would do



- Make a personal flood plan (see copy enclosed)
- Make an inventory of what you have in your house
- Store **important documents** safely: In a high place, in polythene bags to protect them from flood water
- If you have **pets**, identify somewhere to take them if flooding is imminent
- If you have a **car**, identify somewhere safe to move it prior to a flood
- Identify who could help and who you can turn to during flooding. Look out for neighbours or others who may need help

If a flood is expected in your area—ACT NOW

If you only do one thing: Move things to safety



- Insurance papers, **documents** and items of personal value
- Car**: move your car to higher ground if flood water hasn't reached you
- Furniture**: start with lightweight things, furniture that is expensive or harder to repair