

STAFFORDSHIRE LOCAL FLOOD RISK MANAGEMENT STRATEGY

2024 Update

Advice for Property Owners and Residents

1. Advice for Property Owners and Residents

Unfortunately, we will never be able to prevent flooding in Staffordshire. Risk Management Authorities work hard with limited resources to plan for and reduce flood risk across the Counties but there is no substitute for flood preparedness at a business and household level.

While, in some circumstances, other organisations or property owners may be liable due to neglect of their own responsibilities, there will be many occasions when flooding occurs despite all parties meeting their responsibilities. Consequently, it is important that house and business owners, whose properties are at risk of flooding, take steps to ensure that their homes and belongings are protected.

Further information, advice, and guidance on how to protect your property is available on the National Flood Forum's website¹.

1.1. Voluntary Organisations

Voluntary organisations, such as the National Flood Forum¹, have proven to play an important role in giving advice to individuals.

The National Flood Forum has produced the Blue Pages Directory² which provides a list of products and services associated with flood protection measures for homes and businesses. They provide support to communities as a whole during the creation of Flood Action Groups.

¹ [National Flood Forum Website](#)

² [Blue Pages Directory](#). National Flood Forum.

1.2. Be Flood Ready

The new BeFloodReady website³ also provides information to homeowners on Property Flood Resilience (PFR) measures and support on what to do before, during and after a flood event.

1.3. Flood Action Groups

The role of a local community-based Flood Action Group is to work towards reducing flood risk at a local scale, on behalf of the wider community. Their aim is to provide a representative voice for a community, by working in partnership with the Agencies and Authorities on issues relating to flood risk. In recent times, their creation across England and Wales has proved very effective.

Through these 'grass-roots' groups, communities are able to:

- address their concerns over flood risk;
- be constantly in touch with what is intended for their community;
- know procedures that are already in place with regard to managing flood risk;
- have a voice as to the future flood risk of their community through consultation;
- source funding;
- provide input into future schemes and developments;
- feed local issues to authorities through a single line of communication;
- receive regular updates through multi-agency meetings;
- create their own resilience plan;
- instigate 'flood watchers'/ 'flood wardens';
- create awareness of flood risk to the wider community, and;
- prepare to reduce the impact on the community should a flood event occur.

For further information on setting up a flood group or for links to other, established, flood groups, you should contact Staffordshire County Council.

³ [BeFloodReady – Property Flood Resilience \(PFR\) Website](#)

1.4. Who to contact during or after a flood

Table 1-1 below outlines who to contact to report a flood or for advice. **In an emergency where there is a risk to life always call 999 in the first instance.**

Table 1-1 Important contacts during a flood event with contact links

Type of contact	Risk Management Authority (RMA) and type of flooding	Contact details
	Staffordshire County Council (LLFA) – Surface Water and Ordinary Watercourse Flooding	Flood Questionnaire: Flood Questionnaire - Staffordshire County Council
Report	Staffordshire County Council Highways – Highways Flooding	Report It tool: Report a highways issue - Staffordshire County Council
	National Highways – Major Highways Flooding (motorways and trunk roads)	Online report: National Highways Report a problem
	Environment Agency – Main River Flooding	Incident hotline 0800 807 060 24-hour service
	Seven Trent Water – Sewer Flooding	Online report: What to do during flooding Flooding In My Area Severn Trent Water (stwater.co.uk)
	United Utilities – Sewer Flooding	Online report: Sewage flooding in your home or garden United Utilities
Advice	National Flood Forum	Call: 01299 403 055
	FloodLine	Call: 0345 988 1188 24-hour service (charges apply - Call charges and phone numbers - GOV.UK (www.gov.uk))