

## Useful flooding contacts:

**If there is a danger to life from flooding - Contact the Emergency Services**

**immediately:** Dial 999 or 112

**Swansea Council Highways emergencies** (*Daytime & Out of Hours*):  
01792 841567

**Swansea Council house flooding:**  
01792 521500

**Swansea Council Emergency Management Service:**  
01792 636000

**Natural Resources Wales (Flooding from main river, sea and reservoirs)**  
24 Hour Floodline: 0345 988 1188

Or visit the website:  
[www.naturalresources.wales/flooding](http://www.naturalresources.wales/flooding)

**Met Office - Latest weather forecasts**  
0370 900 0100

Or visit the website:  
[www.metoffice.gov.uk](http://www.metoffice.gov.uk)

**Dwr Cymru Welsh Water** (Sewage flooding) - 0800 0853968

## How you can prepare for flooding:

- Keep a list of useful telephone numbers e.g. your insurance company, Natural Resources Wales Floodline number, emergency contact numbers for friends and family.
- Check with Floodline to see if there are any specific flood warnings for your area.
- Get some sandbags or other flood protection to block doors and airbricks (making sure there is adequate ventilation) - see below.
- Make a flood kit. Keep a torch, phone and charger, battery radio, emergency numbers, writing paper, pens and your insurance policy in a safe place.
- Know where your mains electricity and gas supply switches are.
- Consider what you would do if you had to evacuate your property—consider children and pets as they will have specific needs.

**If blocked drains or gulleys are posing a risk to safety and you are unable to clear them, please report them. Please give as much detail as you can about the location of the drains and the impact they are having on safety, property and the local community.**

**Do not put yourself or others at risk—If in any doubt, notify the Council.**

### Flood Protection products:

Swansea Council cannot recommend specific flood protection products, however **Blue Pages Directory** is an independent directory of flood protection products and services. Visit their website: [www.bluepages.org.uk](http://www.bluepages.org.uk)

### Further advice and information if you have been affected by flooding:

The National Flood Forum website has a host of useful advice and further information on what to do if you have been affected by flooding. Visit [www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk) or phone 01299 403055



## Flooding advice for residents in the Swansea Council area



**Swansea Council  
The Guildhall  
Swansea  
SA1 4PE**

**01792 636000**

# Guidance on drainage and flooding

## Introduction

This leaflet has been prepared by Swansea Council 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.

## Swansea Council 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 properties 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. You can purchase sandbags and other products that may help protect your property at your local builders merchants.

## Emergency Management Service

The Swansea Council Emergency Management Service are responsible for planning for and responding to major emergencies on behalf of Swansea Council. The Service will work with the emergency services and 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. The Flood Warning Service is a free alerting system that 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 and SMS text message.

NRW can provide advice on how to protect your property against flooding:

## Mid and West Wales Fire & Rescue 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, pumping equipment, emergency vehicles and radio communications

## South Wales 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