

Flood Bulletin

Culloden, Smithton & Balloch

18th November 2011

Information for residents and businesses from The Highland Council, the Scottish Flood Forum and SEPA

WELCOME to our third Flood Bulletin. The purpose of this occasional bulletin is to keep you informed of developments and work in progress following the Jul/Aug 2011 Inverness Floods.

DID YOU KNOW that the SFF is the only charitable organisation operating in Scotland solely devoted to working with flood-risk communities? It is run by people who have considerable hands-on experience in supporting victims of flooding both before, during and following a major flood event. The SFF are committed to helping communities and businesses during the long process of recovery as people seek to rebuild their lives following a flood incident. The SFF also provide support to local businesses in Continuity Planning.

'MANAGING FLOOD RISK IN THE HIGHLANDS' is an information booklet that has just been published by the Flood Team. This booklet explains the respective responsibilities of the Highland Council, SEPA, Scottish Water and property owners with regards to flood risk management. It also gives practical advice on how to be prepared and what to do if you are affected by flooding. The booklet is available from Council Service Centres or electronically on the Council's Website^a.

FLOOD MONITORS

The Flood Team have now installed two water level monitors, one each on the Smithton Burn and Tower Burn. These monitors are telemetred which means that the Council's on-

call duty-officers will receive a series of text messages and emails when water levels on these burns start to rise. Flood alerts are pre-programmed within the system at appropriate thresholds to ensure that a TECS response is initiated before a flood situation occurs. If you would like to find out more about these monitors please speak to a member of the Flood Team (contact details below).



Tower Burn monitor at Caulfield Road North

RECENT FLOOD INFORMATION EVENT

The SFF, Highland Council and SEPA recently held a flooding information event in Culloden for local residents which had attracted over 83 people. Around 18 people have also registered to receive flood alert messages from SEPA's Floodline direct warning service (see caption below).

A wide selection of products was available for hands on demonstration. Many of the visitors

had direct experience of water either entering their gardens or homes, others were very conscious of living in property that was vulnerable to possible flooding. We were privileged to have the Minister for the Environment and Climate Change – Stewart Stevenson MSP, attend the event, and he took a real interest in many of the flooding issues and concerns raised by visitors to the exhibition.

Paul Hendy of the SFF said *‘when you live with the fear of flooding having protection available either using air brick covers or door barriers often removed the risk of water entering the property but more importantly allowed insurance cover to continue to be provided. These continued to be the two biggest worries mentioned by people in the local area, and by bulk buying making them affordable for as many people as possible’.*

Visitors to the exhibition were offered the opportunity to sign up to a free no obligation SFF flood protection survey. Paul Hendy will be getting around homes as quickly as possible over the next few weeks, and was pleasantly surprised at the positive response from the community. Anyone who missed the chance to sign up for a survey can contact Paul Hendy of the SFF (contact details below) and he will try to visit you as soon as possible. More information about this event can be found in the Council’s press release dated 28th October 2011^b.

FLOODLINE



Smithton, Culloden and Balloch residents can benefit from Flood Alert messages from SEPA’s Floodline service. You can sign up to receive Flood Alert messages straight to your phone, free of charge, by visiting www.sepa.org.uk/floodingsignup or calling Floodline on 0845 988 1188. Since SEPA’s new Floodline direct warning service was introduced in March this year over 12,000 customers have registered throughout Scotland, of those 179 householders have

signed up to receive flood alerts for the ‘Easter Ross and Great Glen’ area.

PLANNING GUIDANCE FOR DEVELOPERS

The Highland Council is underlining its commitment to tackling flooding by developing improved and more detailed guidance to developers on how to address flooding matters when they design and implement their proposals for development. The advice has been in preparation for some time but has been augmented to reflect the outcomes of recent flood events in and around Inverness.

The Council have published a consultation draft of its proposed Supplementary Planning Guidance on Flood Risk and Drainage Impact Assessment. After this consultation and once approved by the Council the guidance will be adopted as Supplementary Guidance to the forthcoming Highland wide Local Development Plan.

You can view the draft guidance online^c or by visiting your local Highland Council Libraries and Planning Offices. Comments are invited by e-mail to devplans@highland.gov.uk by Friday 2nd December 2011. Or by post to:

Director of Planning and Development
Highland Council Headquarters
Glenurquhart Road
Inverness, IV3 5NX

CHOOSING A BUILDER to repair your property does not mean sticking a pin in yellow pages and going for just anyone, personal recommendation from friends/family can be a good starting point, however repairing flooded property requires professional skills so some questions to ask:

- Will they give you the telephone numbers of the last two jobs they have done and can you speak to their clients?
- How many flooded properties have they previously repaired? Are they competent?
- Do they use their own contractors or do they sub contract the work out?

- What is their policy regarding repairing defects after the work is completed?
- What is their expected work programme, when do they intend to finish?
- Will they keep you regularly updated on the progress of the work and any delays?
- Do they plan to repair 'like for like' or use alternative repair methods?
- Will they turn up regularly, and stay until the work is completed?
- Will they respect your home and you, will they clear up after the work is completed?
- Are they going to use your toilet and bathroom, or a portaloos (outside toilet), if there is any damage to your bathroom will they repair this at their own expense?

these locations to alleviate future flooding on Moray Park Wynd and Moray Park Gardens are currently being discussed with SEPA and the Forestry Commission. At the request of the Flood Team, Greenbelt has also cleared the vegetation from the swale drainage feature which runs east-west through Moray Park Gardens. Matt Smith, Flood Team Leader said: *'this drainage feature should help intercept flood waters before reaching the lower housing on Moray Park Crescent and Oakdene Court'*. Further investigations will be carried out by the Flood Team to determine the effectiveness of this feature.

FLOOD TEAM UPDATE

The Flood Team has conducted surveys at problem locations on both Culloden Burn East and South to determine where reduced capacity has led to flood waters overtopping the banks. Options to increase the capacity at



**NEXT PUBLIC MEETING
24TH NOVEMBER 2011
CULLODEN ACADEMY**

**Exhibition from 6:30pm,
Presentation starts 7:30pm**

CONTACT DETAILS

The Scottish Flood Forum

Paul Hendy

☎ 07825010436 or 07747702299

✉ paul.hendy@scottishfloodforum.org
www.scottishfloodforum.org

The Highland Council Flood Team

☎ 01349 868800

✉ FRM@highland.gov.uk
www.highland.gov.uk/yourenvironment/flooding

Scottish Environment Protection Agency (SEPA)

☎ 0845 988 1188 (FloodLine)

www.sepa.org.uk

^a www.highland.gov.uk/yourenvironment/flooding/04protectingyourproperty.htm

^b www.highland.gov.uk/yourcouncil/news/newsreleases/2011/October/2011-10-28-05.htm

^c www.highland.gov.uk/yourenvironment/planning/developmentplans/developmentplanpolicyguidance/supplementaryguidanceflooding.htm