

27 September 2024



Flooding update – ensure your communities are prepared
Now that summer has come to an end and autumn and winter storms have begun, it is essential that your communities are prepared in case of flooding. Town and parish councils or members of the public can check their flood risk on this map. If your community is at risk of river flooding you should sign up for Environment Agency flood warnings.

If your community is also at risk of groundwater flooding, they should ask to be registered as this service is not automatic. By signing up, your communities will be alerted when water levels rise.

Any at-risk communities should always know what to do in case of flooding. You

can also view the latest flood and warnings as a list and on an interactive map. The map not only shows river levels; it also maps groundwater levels against historical highs.

Flood plans
Flooding is a natural event, and no drainage or flood protection system can give absolute protection. However, your community should have a flood plan in place to mitigate against the worst of flooding and encourage your residents to be more resilient by installing flood resistance or resilience measures.

A community-led emergency flood response plan can provide a structured and coordinated response to support your community before, during and after flood events. It can also help emergency services, which can use the plan to identify the resources available, contact key members of the group, and identify properties that may have vulnerable residents inside to provide them with help.

We are currently updating the Wiltshire Council website to add more information on flood plans and how your community can create one, but in the meantime, The Flood Hub has a lot of useful information on community flood plans, along with advice on how to set up a plan.

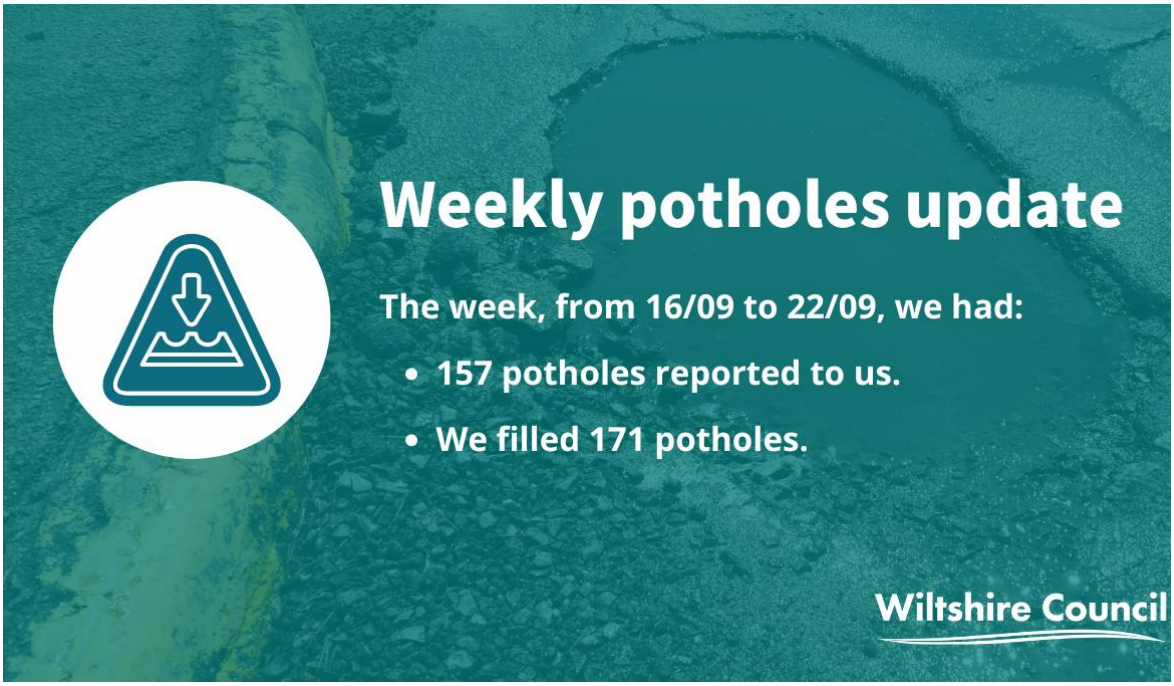
Gullies, drains and reporting
We empty 60,000 gullies each year, with many emptied on a scheduled basis. Gullies on A and B roads are cleaned out each year, while those on lesser roads are visited over a two-year programme. We have also identified around 5,000 high-risk gullies that receive an annual visit.

If you or a member of your community sees a blocked gully, the best way to report is using MyWilts. When we receive a report, we will prioritise it, with blocked gullies that may create a hazard on a high-speed road or risk internal flooding to property given the highest priority.

We have three high pressure jetting machines that are deployed reactively to deal with reports from our communities and town and parish councils, while another three tankers operate to our scheduled cleaning programme.

Useful links for your communities

- Flooding information
- Sign up for flood warnings
- Flooding emergencies - Who to contact
- What to do during and after a flood
- Flooding advice for homeowners
- Flooding advice for businesses
- Sandbags information



Pothole reports

When we receive a pothole report, it is assessed by an engineer, and given a priority based on our defect criteria, as set out in our Highways Safety Inspection Manual.
Not all reported potholes meet our defect criteria, and so not all reported potholes are repaired. Some reported potholes will be repaired at a later date, but not immediately as they are of lower priority.

We aim to fix Priority 1 potholes by the end of the next day, while Priority 2 will be fixed within 14 days, Priority 3 in 28 days, Priority 4 in 60 days, and Priority 5 are referred to a manager for further consideration.

Please report any potholes on Wiltshire's road to us using MyWilts.