

WINTER FLOODING SURVEY 2020/21

What is the purpose of this survey?

The more information we have about how flooding occurs and the impacts, the more prepared we can all be. By completing this survey you will help us to better understand what happened and the impact any flooding had on you and your community.

We will use the information you share with us to make a record of this flood event and further develop our flood maps. In turn, this will inform how we manage flood risk in the future and improve how we work with our partners to respond to flooding.

The information you provide will also help us to improve our flood warning service in your area so we can provide more detail in our messages, making them as accurate, relevant and timely as we can.

What will you do with my information?

We will keep the whole of your response for a maximum of 5 years, to allow us to follow up any comments you've made or queries you have raised. We may also contact you about any local events, permitted within government guidance, or virtual meetings regarding future activity to reduce flood risk in the area.

We will then remove your name and contact details, retaining only the address and your comments as a record of flooding. We will take every step to anonymise this data, but some of your comments and views could identify you from the data.

We have strict rules regarding the use of personal information. You can find further information on the gov.uk website: [Environment Agency Personal Information Charter](#). We will collate the information you give us into a number of larger sets of data to understand the full event. This data will be anonymous.

We may share non personal information, such as where a flood occurred, with our local authority or emergency services partners for planning and emergency planning purposes, but only in accordance with our Data Protection Policy.

Environment Agency Data Protection

The Environment Agency keeps addresses of properties at risk of flooding in England in Wales as part of our responsibility to provide flood forecasting and warning services to the public. In addition we use this information to improve how we forecast, plan and deliver flood warnings. We may also disclose this information, which is not personal information, when consulting with local authorities, emergency services and other organisations for planning purposes.

Thank you for completing this survey.
 Please email frt.lincsandnorthants@environment-agency.gov.uk
 if you would prefer an electronic version to be emailed to you.

About you

Name	
Address (including postcode)	
Phone number	
Email address	

Flooding details

1	Is the property? Please tick	Residential	Commercial
2	Was there flooding inside the property? Please tick all that apply	<ul style="list-style-type: none"> • No • Ground floor • Under the floorboards • Basement 	
3	When did the water enter your property? If water came in more than once please give additional details	Date	Time
4	If there wasn't any internal flooding, did any action you took prevent this? Please give details		
5	How long was the water inside your property for?		
6	How did the water enter your property? Please tick all that apply	Air bricks or vents Walls Doors Floor Not sure	
7	How deep was the flood water?	Inside Outside	
8	When was the flooding deepest? Please give date and time	Inside Outside	
9	Where did the water come from? Please tick all that apply	River Sea Sewer Drain/ditch Surface water (rainwater flowing over the ground) Groundwater Waves caused by vehicles Road drainage/blocked Other – please give details	

10	How confident are you about where the water came from?	Very confident Confident Not very confident
11	Were your utilities affected? Please tick all that apply	Power cut Flushing toilet No
12	Was anywhere affected outside the property? Please tick all that apply	Garage – attached Garage – detached Shed/outbuildings Garden/driveway Caravan/car Road
13	Could you leave your home, or was it surrounded by flood water?	Yes, I could leave no problems Yes, I could leave but had to wade through No, I could not leave

Previous flooding

1	Has your property flooded before? If yes, please give details (month and year)	
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Flood warning service (if available in this location)

1	Are you registered to the Environment Agency's Flood Warning Service? Please tick	Yes No Not sure
If not, or you are not sure, please see Helpful Information section at the end about how to do this. You can detach and keep this sheet.		
2	Did you receive a warning message?	Yes No Not sure
3	When did you receive this message?	Time Date Not sure Not applicable
4	Was the information in the message clear?	Yes No Not applicable
5	Was the message received before water entered your property?	Yes No Not applicable
6	If yes, how much time was there before water entered the property?	
7	If no, how long after water entered the property was the message received?	
8	What action (if any) did you take when you received the message?	

Contact with organisations

1	Did you contact any of these organisations? Please tick all that apply	County Council Local Authority (e.g. District, Borough) Parish Council Environment Agency Fire and Rescue Service Utility Company (e.g. water, electricity, gas) No Other (please give details)
2	If yes, was the response helpful?	Yes No Not sure

Additional Information

Do you have any further information you wish to provide e.g. sketch to show where the water went, direction it came from, photos to show flood depth. Please use additional sheets as required. You can also send us information by email frt.lincsandnorthants@environment-agency.gov.uk

Helpful Information - please detach and keep

Register to the Environment Agency's Flood Warning Service – if available – to get advance notice of when river or sea flooding is expected at www.gov.uk/flood or call Floodline on 0345 988 1188.

For information on flood products to help reduce the impact of flooding on your home e.g. flood doors, airbrick covers visit www.bluepages.org.uk

This Flood Guide for Homeowners may help:

https://knowyourfloodrisk.co.uk/sites/default/files/FloodGuide_ForHomeowners.pdf

You can see templates to help you put together flood plans for your home, business or community here <https://flood-warning-information.service.gov.uk/plan-ahead-for-flooding>

You could prepare an Emergency Bag of essential items in case needed. This might include spare glasses, waterproof coat, medication, water, food, insurance documents and pet food. You could consider hand sanitiser and a face covering too.

You can monitor your local river and sea levels online here <https://flood-warning-information.service.gov.uk/river-and-sea-levels>

You can see current flood warnings that have been issued here <https://flood-warning-information.service.gov.uk/warnings>

Thank you for taking the time to complete this survey.

**If you have any questions please email frt.lincsandnorthants@environment-agency.gov.uk
or call 03708 506 506.**