

## JOINT INFORMATION – FLOODING IN SNAITH, GOWDALL & EAST COWICK

### Environment Agency

This has been the wettest winter on record. Following prolonged and persistent rain in November 2019, the combined effects of Storms Ciara and Storm Dennis have produced between 120 and 180% of the monthly long term average rainfall over the two events at many locations across Yorkshire.

The prolonged and persistent rain along with a number of storms and high spring tides has seen high river levels and washlands filling to near capacity.

The washlands are operating, however they are holding high volumes of water which may include debris that has travelled from upstream. This can affect their capacity as they continue to fill.

The Environment Agency along with partners yesterday identified the most at risk properties and worked closely with them to offer support on-the-ground providing sandbags.

With last night's tide there was flooding of properties as a result of Snaith Ings overtopping. Currently we have reports of 60 properties flooded in Snaith. We believe 62 properties are at risk in East Cowick, of which 14 properties are at imminent risk from flooding.

We do expect river levels to remain high, and washlands will not empty until river levels drop. The tides are now beginning to lower, however, tides continue to contribute to the River Aire being unable to drain. This is expected to continue to impact over the next 12-24 hours.

It is unlikely there will be capacity in the washlands, which continue to fill. Our teams are hoping to open the gravity outfalls tomorrow if the levels begin to drop on the River Aire.

All partners have staff in the area today, with multi-agency partnership working at a TCG and SCG level.

Environment Agency staff in the area today inspecting assets and we have a team of Community Information Officers warning and informing the local community.

There is a forward forecast of unsettled weather for the weekend. We are currently monitoring the forecast. Depending on whether this falls as rain or snow will result in different impacts. We are completing modeling to assess potential flood risk of different scenarios.

If rain falls on the upper Aire, we can expect the river will respond with impacts starting to be seen from the 28<sup>th</sup> February as river levels rise.

Operational response:

Over the past fortnight during Storm Ciara and Storm Dennis, the Environment Agency Operations Team have been working 24/7 across Yorkshire. We are continually monitoring the situation on the ground and from our incident room and are working closely with our partners at East Riding of Yorkshire Council. Together we have:

Inspected our flood defenses to ensure they are operating as designed

Deployed sandbags to properties immediately at risk of flooding from Snaith Ings

Prepared an Exceedance Plan for properties in Snaith and East Cowick if the washlands exceed capacity

Set up a Bronze Command Centre where we are working alongside all emergency services to ensure we are supporting the community.

Supporting communities:

We are continuing to closely work with East Riding of Yorkshire Council to ensure the necessary support is in place for the community at Snaith.

If you have any specific concerns about potential flooding or need practical support then you can speak us on the numbers below, or visit East Riding of Yorkshire website:

<https://www.eastriding.gov.uk>

You can check your flood risk using our flood information service, which is updated every 15 mins at <https://flood-warning-information.service.gov.uk/warnings>.

We are urging members of the public to remain safe and vigilant and follow the advice below:

- Avoid walking or driving through flood water.
- Keep children and vulnerable people away from it.
- Wash your hands thoroughly if you touch floodwater.

Flood warning service:

**What is the Flood Warning Service?** It is a **free service** and our main way of warning residents and businesses when flooding is expected. We aim to provide advance warnings in all locations where there is a possibility of river flooding, even if the likelihood is very small.

**Why should I register?** By registering to the Flood Warning Service you will receive an advanced warning of potential flooding in your area. This gives you time to stay safe, take action and prepare yourself and your property for flooding.

**How do I get the warning?** You can receive a warning message as a phone call to your house, place of work or mobile, as well as an option to receive a text message or e-mail.

You can manage your own details and choose different ways to receive the information.

To Register for Flood Warnings either call Floodline 0345 988 1188, or visit our website <https://flood-warning-information.service.gov.uk/warnings>

Please ask our Community Information Officers about the flood warning service. Some may have iPads with them and be able to sign you up.

## **East Riding of Yorkshire Council**

The council has officers stationed at the Snaith Priory Church rest centre and at Snaith Library, who are on hand to offer advice and information, and residents are welcome to go along anytime.

Staff are also deploying sandbags, checking on residents and dealing with road closures, which remain in place.

Roads that remain closed are the A1041 north of Snaith and the A1041 at East Cowick. The only road open into Snaith is Pontefract Road.

The council is now planning for the recovery operation and will coordinate recovery efforts for residents.

But the operation can only begin when the risk of further flooding subsides.

Paul Abbott, head of housing transportation and public protection, said: "Full recovery activities won't be able to start until water levels have receded and will not rise again.

"When that happens, our officers will visit every affected property when it is safe and sensible to do so.

"We will also arrange special bulky waste collections for badly damaged goods."

For enquiries regarding recovery only, residents can contact the council on 01482 396301.

For any other enquiries please contact the council on 01482 393939.

### **East Riding of Yorkshire Clinical Commissioning Group**

Patients affected by flooding in the Snaith area should be reassured that NHS services will remain open as usual.

The Snaith and Rawcliffe Medical Group remains available as per their usual opening times. Patients unable to attend their appointment should call the practice on 01405 863190.

There is currently no access via the A1041 West Cowick and East Cowick. Patients are being advised instead to use M62 J34 Eggborough and use A1645. This is still a restricted access route, but if patients let Police know they have a GP appointment, they will be allowed through. (As of 2pm 27/02/2020).

The practice is also encouraging anybody who has had to leave their home, and has left medication behind, to contact them to organise new medication. This will be dealt with as a priority.

Local pharmacists are also able to give clinical advice and treatment for common illnesses such as coughs, colds, aches and pains. They can also help decide whether to contact other healthcare services.

Patients who receive nursing care in the community, including in their own home, should continue to attend their appointments as usual unless advised otherwise. If you are no longer able to attend your appointment call 01482 247111.

Goole Urgent Treatment Centre remains open and is able to provide assessment and treatment for any injuries that are not life or limb threatening.

Accident and Emergency departments should only be attended in the most serious life or limb threatening emergencies. If you think you need an emergency ambulance dial 999.

If you need medical help but you are not sure where to go, please contact NHS111.

## **Yorkshire Water**

### **Snaith Specific advice:**

Yorkshire Water are working very closely with our partner agencies in Snaith right now to help support those residents affected by the floods. We have been on site and our assets - mainly pumping stations - in the area are operating as best they can given the flooding. It is clear that the sewers in the area have become inundated when the river breached which is why the residents on George St have been experiencing the sewer flooding. We are doing everything we can with tankering to prevent this but access is difficult given the conditions.

We have delivered over 1.000 sandbags and are currently supporting East Riding with the distribution of more sandbags to residents to help protect homes in Snaith and East Cowick.

We continue to work closely with the Environment Agency and emergency services all of whom have resources on site to assist residents.

### **Dealing with flooding advice:**

Yorkshire Water understand that flooding can be one of the most unpleasant things you can experience in your home. That's why we continue to work hard to make sure these incidents are as infrequent as possible.

If your property has been damaged as a result of flooding, please contact your insurance company. If flooding has occurred inside your home, we'll investigate the cause and arrange to clean up where appropriate.

Due to the complex nature of flooding (for example interaction between highway drainage, sewers and rivers), multiple agencies are often responsible for managing flood risk. We are working in partnership with other agencies to tackle flood risk more effectively.

### **Dealing with sewer flooding:**

Sewer flooding is the most unpleasant thing our customers can experience and we make responding to it our top priority. Thankfully these incidents are infrequent.

### **Always stay safe:**

- Where possible do not walk through flood waters.
- Flood waters can contain dilute sewage if the sewer network has been inundated and surcharged. There could also be other risks such as syringes etc.
- Manhole covers may have been displaced in flooded areas which members of the public could fall down causing a risk of injury and drowning. They may not be visible in flooded areas.
- The public should not attempt to unblock sewers themselves. They will put themselves at risk and could aggravate the situation. They should wait and allow our trained technicians who possess the correct equipment to deal with the situation.
- If customers see anything that looks unsafe they should contact us immediately.

### **What you need to do:**

- If the problem is one for you (or your landlord) to resolve make sure, when calling a contractor you get full understanding of the cost as these can escalate quickly when dealing with broken underground pipes.

- In all instances of flooding to your home you must make your insurance company aware, so they can start the process of getting your home back to normal.

- If you are in doubt what the cause of the problem is. Always let us know and we'll try to help.

How do you deal with sewage flooding?

Unfortunately, in extreme weather conditions, such as major storms, we can't guarantee to prevent sewage flooding, even if we respond quickly.

Where an incident occurs which could result in a property being flooded, we'll send a representative to assess the problem as quickly as possible. If sewage has entered your property, we'll treat this as a priority.

What to do in a flood:

What happens if my property is flooded?

Yorkshire Water understand sewage flooding is very unpleasant and distressing. That's why we urge you to get in touch with us as soon as possible.

Yorkshire Water offer a service to help to reduce the effects of sewage flooding by giving help as quickly as possible in cleaning up and disinfecting the affected area.

Can I make a claim for any damage to my property?

We don't accept liability for damage caused by flooding from a public sewer unless we've been negligent in some way, so you should notify your household insurer immediately. We'll look at claims on a case-by-case basis, if:

- you're not covered by your own insurance, or
- you have to pay an excess on your insurance policy, or
- your premium increases if you make a claim on your policy for sewer flooding.

## **British Red Cross**

### Flooding: Common reactions and coping

Some of the impacts of flooding may be very disruptive to your life and can be stressful. The impacts and reactions of these can impact your thoughts, feelings, family life, and your physical and mental health.

This can lead to wide-ranging symptoms and consequences that are both emotional and physical. Personal crisis can often lead to emotional overload. The sheer magnitude of sudden or accumulated stresses can make it difficult for you to deal with the problems you are having.

You may experience:

- Depression

- Anxiety
- Scattered, unfocused thinking
- Self-doubt
- Loss of motivation
- Lack of patience or irritability
- Paranoia
- Loss of concentration
- Dizziness
- Nausea
- Tiredness
- Inability to Sleep

Crisis-related stress can also result in physical troubles:

- Headaches and loss of appetite are common.
- Stomach and digestive upset

Coping strategies:

Coping strategies are the ways we seek to adapt to a new life situation. We use them to help manage difficult circumstances and through them we aim to seeking to minimize, reduce or tolerate stress.

Healthy Coping Strategies:

- Take control (if you can)
- Set goals and make plans to accomplish them and to solve problems
- Beginning the repair of homes and community structures
- Seeking help
- Offering help to others

Accept the things you can't change:

- Take some time for yourself
- Maintain your daily routines
- Participate in healthy activities

Connect with others:

- Sharing your thoughts feelings with others can help you to make sense of the situation
- Accept and give practical and emotional support.

These healthy coping strategies can help us to function more optimally in the short and long term.

Unhealthy Coping Strategies:

- Using drugs (including alcohol, tobacco and over-indulgence in caffeine).

Emotional Eating

- Venting anger and frustration

Many of the reactions we have highlighted are common, and normal given the stress of a flooding event.

Most people experience a gradual reduction in duration and intensity of these reactions following a stressful or traumatic event such as flooding, and using healthy coping strategies will significantly aid in this process.

However, it is possible that you do not experience a gradual reduction in these problematic reactions and so you may need some extra help.

Do seek extra help if:

- You feel you have no one to talk to about your experience and feelings.
- Reactions are particularly severe and unmanageable.
- You feel overwhelmed by the situation