

## Hampshire County Council's Flood Investigation Guidance

We receive a high number of flood enquiries each year and need to prioritise these in accordance with severity of flood and risk to property and the highway. This guidance sets out when and how we will investigate flooding. Under the Flood and Water Management Act 2010, we are only legally responsible for investigating significant flooding.

### Significant flooding

Hampshire County Council, as Lead Local Flood Authority for Hampshire, will investigate 'significant' flooding in accordance with the requirements of Section 19 of the [Flood and Water Management Act 2010](#).

**Significant flooding** is defined by Hampshire County Council as:

- Flooding that affects 20 or more residential properties internally in one flood event within the same location.
- Flooding that affects significant lengths of public highways and lasts for a period of 3 hours or more from the onset of flooding.

Where flooding is not classed as significant, we may still investigate each as per the below table. For highway flooding, the report will be forwarded to our Highways unit who will undertake any investigations or works as per their own policies.

All enquiries will be logged and assessed so that the flood incidents with the greatest impacts are investigated first. Investigation does not infer that works will be undertaken to mitigate flood risk, although if the cause is found to be as a result of other parties, we will notify them of the issues.

If flooding is as a result of an issue with an ordinary watercourse (ditch, pipe, stream etc.), we will contact the appropriate landowner to ensure their responsibilities are being undertaken. Please note any ditch outside a property, between the property and the highway, is the responsibility of the property (land) owner to maintain unless there is an existing agreement in place with Hampshire Highways.

## Investigation criteria

<b>Significant flooding</b>	<ul style="list-style-type: none"> <li>Flood that affects 20 or more properties internally in one flood event within the same location</li> <li>Flooding that affects significant lengths of public highway and lasts for a period of three hours or more</li> </ul>	<ul style="list-style-type: none"> <li>Formal Flood investigation under Section 19 of the Flood and Water Management Act 2010 undertaken</li> </ul>
<b>Major</b>	<ul style="list-style-type: none"> <li>Internal flooding of one (domestic or commercial) property which has occurred on more than one occasion.</li> <li>Internal flooding of five or more properties as a result of a single flood event</li> <li>A major transport route has been disrupted for more than 10 hours</li> </ul>	<ul style="list-style-type: none"> <li>Flooding is logged</li> <li>Desktop review</li> <li>Site visit</li> <li>Report completed</li> </ul>
<b>Moderate</b>	<ul style="list-style-type: none"> <li>Flooding that affects up to five properties internally in one flood event</li> <li>Flooding that affects highways access to 1 or more properties and lasts for more than 3 hours</li> </ul>	<ul style="list-style-type: none"> <li>Flooding is logged</li> <li>Desktop review undertaken</li> </ul>
<b>Minor</b>	<ul style="list-style-type: none"> <li>Flooding that affects gardens and open areas with no internal residential property flooding</li> <li>Ponding on small sections of highways</li> </ul>	<ul style="list-style-type: none"> <li>Flooding is logged</li> <li>No investigation</li> </ul>

## Flood Investigation Process

When we receive a report of flooding this is logged within our database. An initial review of information will be undertaken, with more information gathered from the reporter where necessary. The outcome of this review will determine the next steps taken.

The key purpose of investigating flooding is to determine the cause and identify steps that could be taken to mitigate against that particular event. In practise, by undertaking this assessment, potential mitigation measures will identify who is in the best position to undertake such mitigation.

## Flood Investigation Process

