

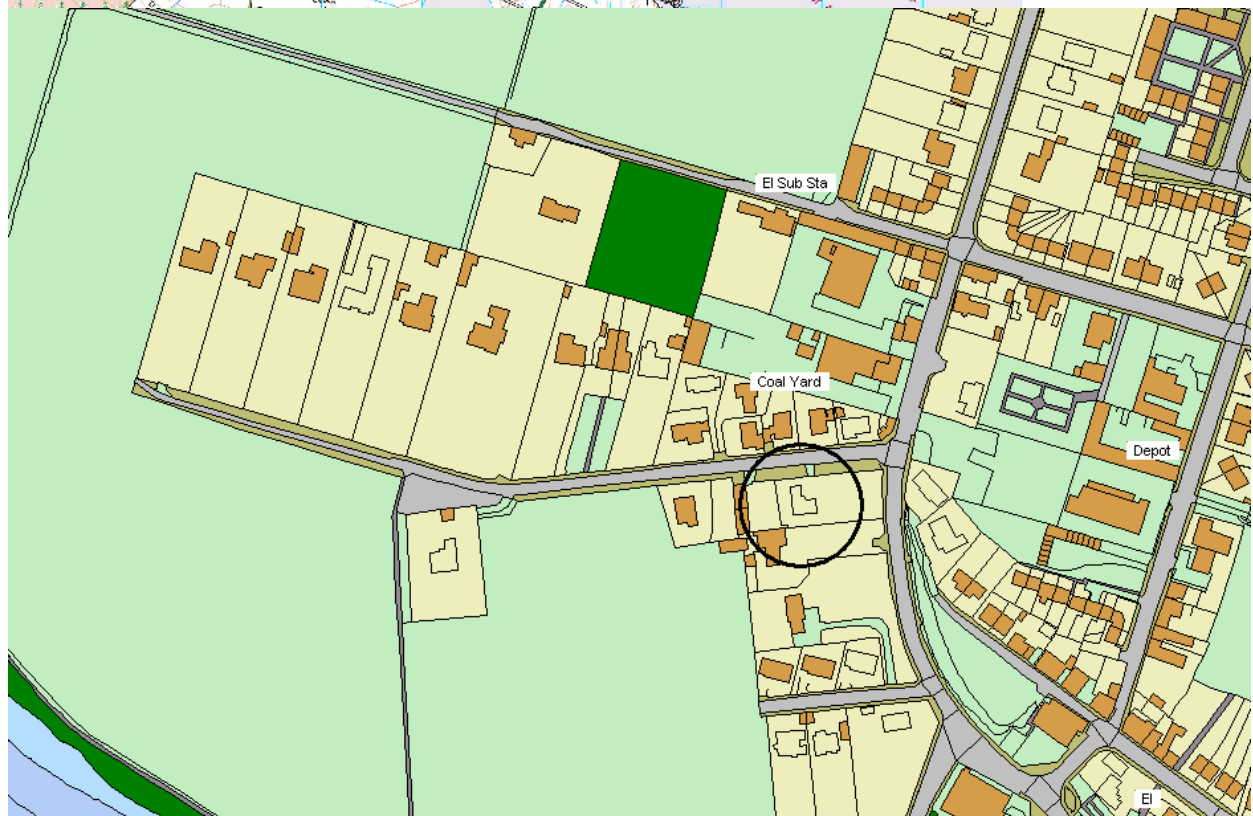
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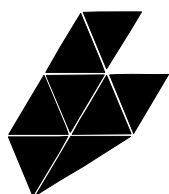
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## FLOODING INCIDENT REPORT

### RECORDING FORM: (Mark all applicable options)

Location of Flood:	Roadside Cottage, Gillfield
Water Course Name/Ref:	N/A Unknown
Grid Reference:	
Description of Flood:	Water running into garden
Date/Time of Start/Duration of Flood:	3 September 2009 Evening
Threat to People and Properties? (Please give details)	Garden & shed
Source of Notification: Name: Address: Tel No:	Mr Ross Roadside Cottage Gillfield by Wick KW1 4TB  01955 604488
Works Undertaken: (Please give details)	Sand bags provided.
Works Required:	
Does the site have a history of flooding? (Please give details)	No
Recording Officer: Date Completed:	I Moncrieff 16 Sep 09
Comments:	





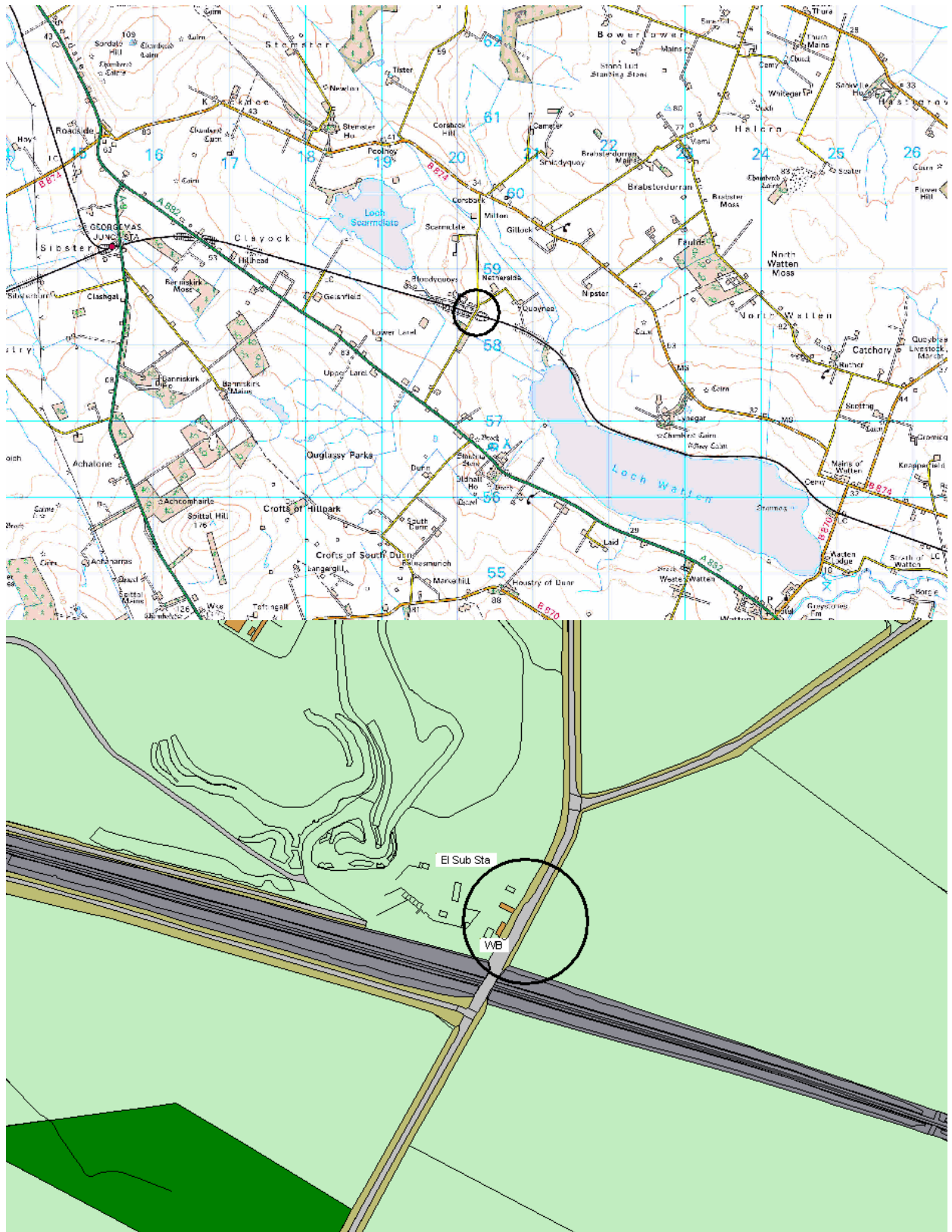
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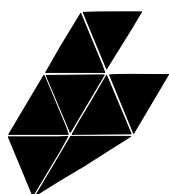
## FLOODING INCIDENT REPORT

### RECORDING FORM: (Mark all applicable options)

Location of Flood:	U1782 Dunn – Corsback Rd Opposite Entrance to Gunn's Quarry, Bower
Water Course Name/Ref:	
Grid Reference:	320269/958478
Description of Flood:	Water From Quarry Access and Roadside Ditch Flowing on to Carriageway
Date/Time of Start/Duration of Flood:	4 September 2009
Threat to People and Properties? (Please give details)	Road Users
Source of Notification: Name: Address: Tel No:	John Niwa PIO  01955 607737
Works Undertaken: (Please give details)	
Works Required:	
Does the site have a history of flooding? (Please give details)	
Recording Officer: Date Completed:	
Comments:	







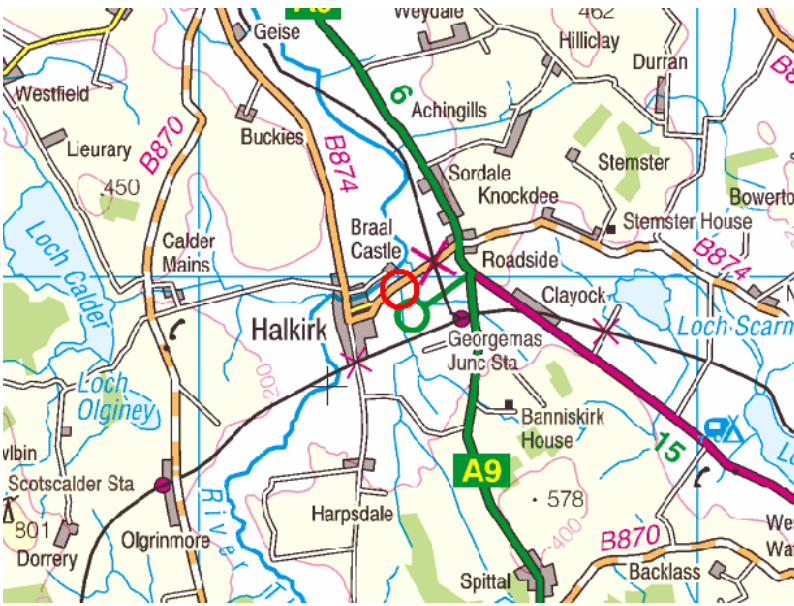
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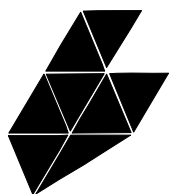
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## FLOODING INCIDENT REPORT

### RECORDING FORM: (Mark all applicable options)

Location of Flood:	Halkirk, (Scottish Water Entrance)
Water Course Name/Ref:	
Grid Reference:	OSGR 314036, 959951
Description of Flood:	Burn flooded bridge not able to cope with volume of water. Bridge bypassed with overflow spreading across road.
Date/Time of Start/Duration of Flood:	3-4/8/2009
Threat to People and Properties? (Please give details)	Very minor chance of backing up and flooding surrounding Scottish water building
Source of Notification: Name: Address:  Tel No:	Inspection during flood (04/8/2009)
Works Undertaken: (Please give details)	
Works Required:	
Does the site have a history of flooding? (Please give details)	
Recording Officer: Date Completed:	Steven Mackenzie 04/8/2009
Comments:	Water levels had dropped substantially in photos in comparison to when the event was in progress.





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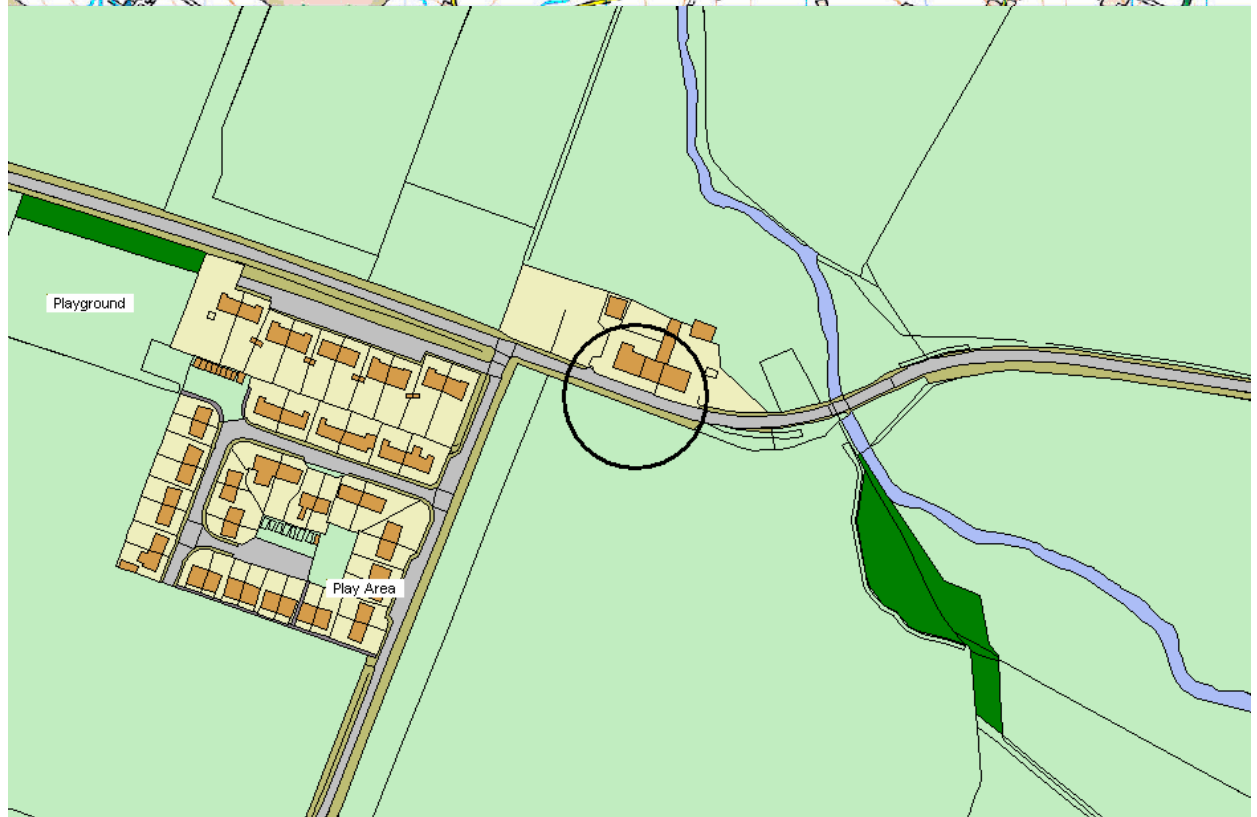
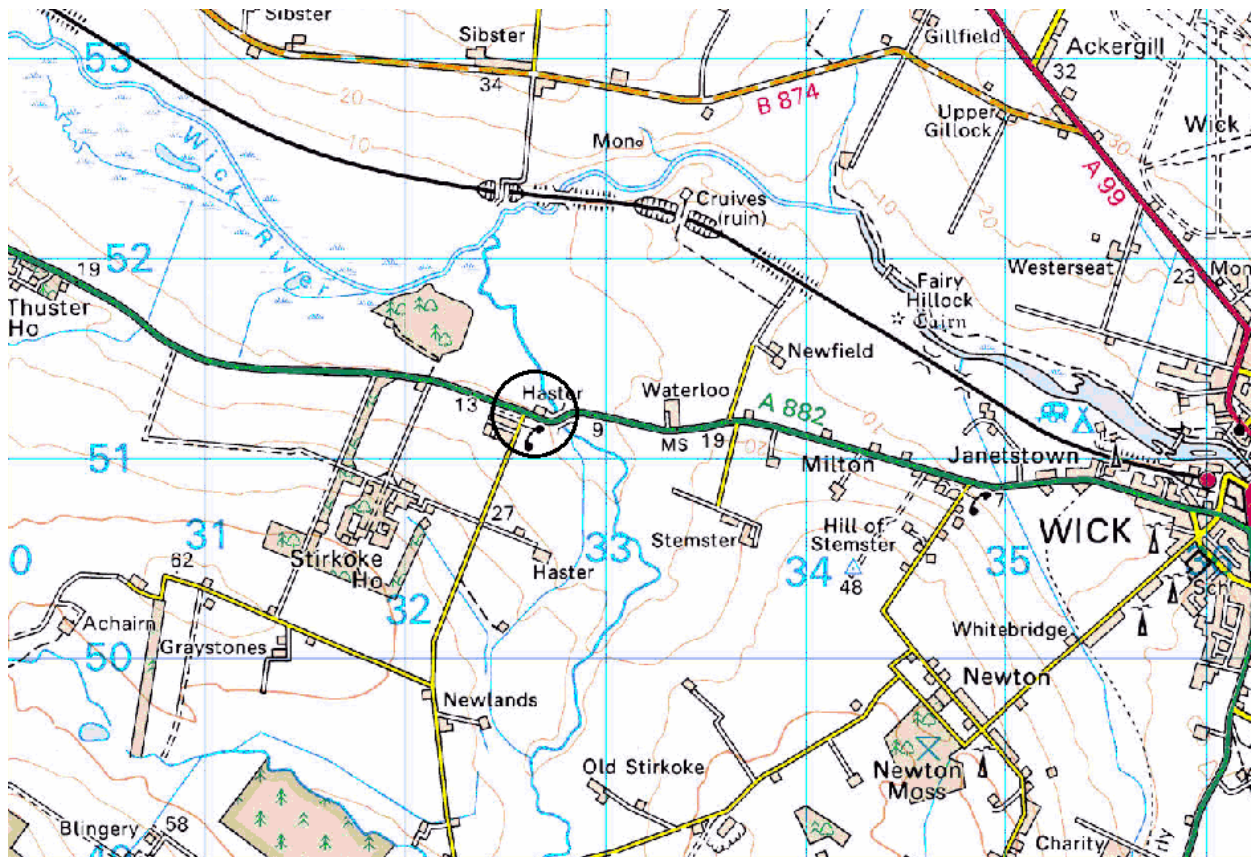
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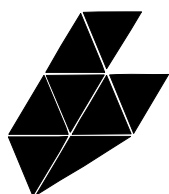
## FLOODING INCIDENT REPORT

### RECORDING FORM: (Mark all applicable options)

Location of Flood:	Haster Smithy
Water Course Name/Ref:	
Grid Reference:	332656/951198
Description of Flood:	Haster Road Ditch Overflowed on to A882
Date/Time of Start/Duration of Flood:	3 September 2009 – 18.00pm
Threat to People and Properties? (Please give details)	Smithy Threatened or Flooded
Source of Notification: Name: Address: Tel No:	John Niwa PIO  01955 607737
Works Undertaken: (Please give details)	Sand Bags Deployed
Works Required:	
Does the site have a history of flooding? (Please give details)	
Recording Officer: Date Completed:	
Comments:	





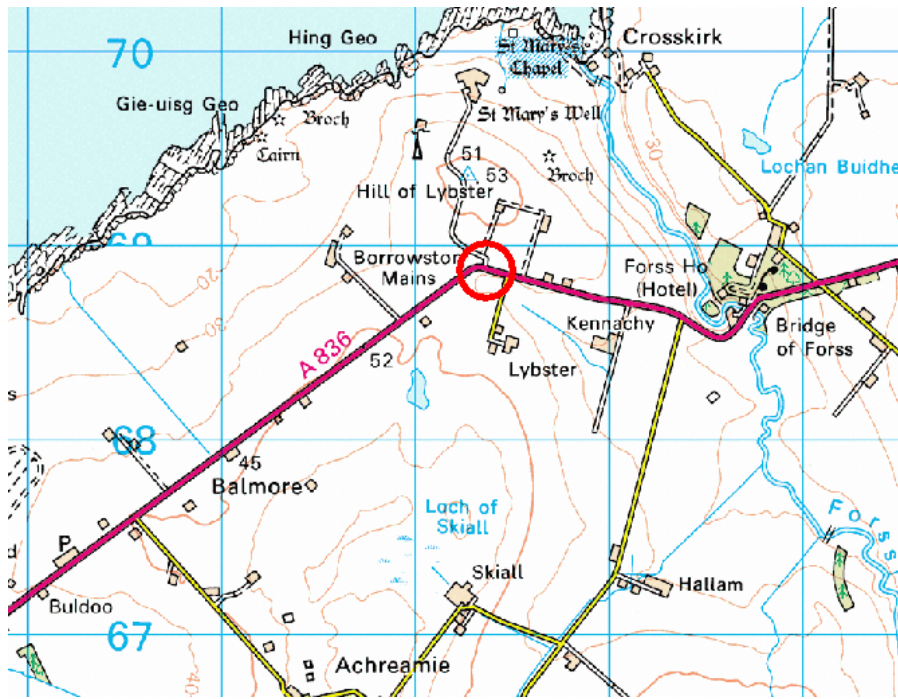


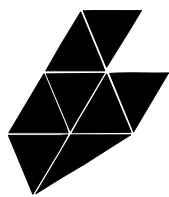
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## FLOODING INCIDENT REPORT

RECORDING FORM: (Mark all applicable options)	
Location of Flood:	Hill of Lybster – Forss. Flooding at the junction off A836 to Hill of Lybster. (Wind Farm Junction)
Water Course Name/Ref:	
Grid Reference:	OSGR 302343, 968911
Description of Flood:	Water off surrounding fields lying in low spot at junction. Progressive rain causing ponding across both lanes of carriage way. Approx 150mm deep at lowest point.
Date/Time of Start/Duration of Flood:	3-4/8/2009
Threat to People and Properties? (Please give details)	Hazard for vehicles using the A836 as flood is located next to a very tight bend of the road.
Source of Notification: Name: Address:  Tel No:	Inspection during flood (04/8/2009)
Works Undertaken: (Please give details)	
Works Required:	
Does the site have a history of flooding? (Please give details)	
Recording Officer: Date Completed:	Steven Mackenzie 04/8/2009
Comments:	Water levels had dropped substantially in photos in comparison to when the event was in progress.





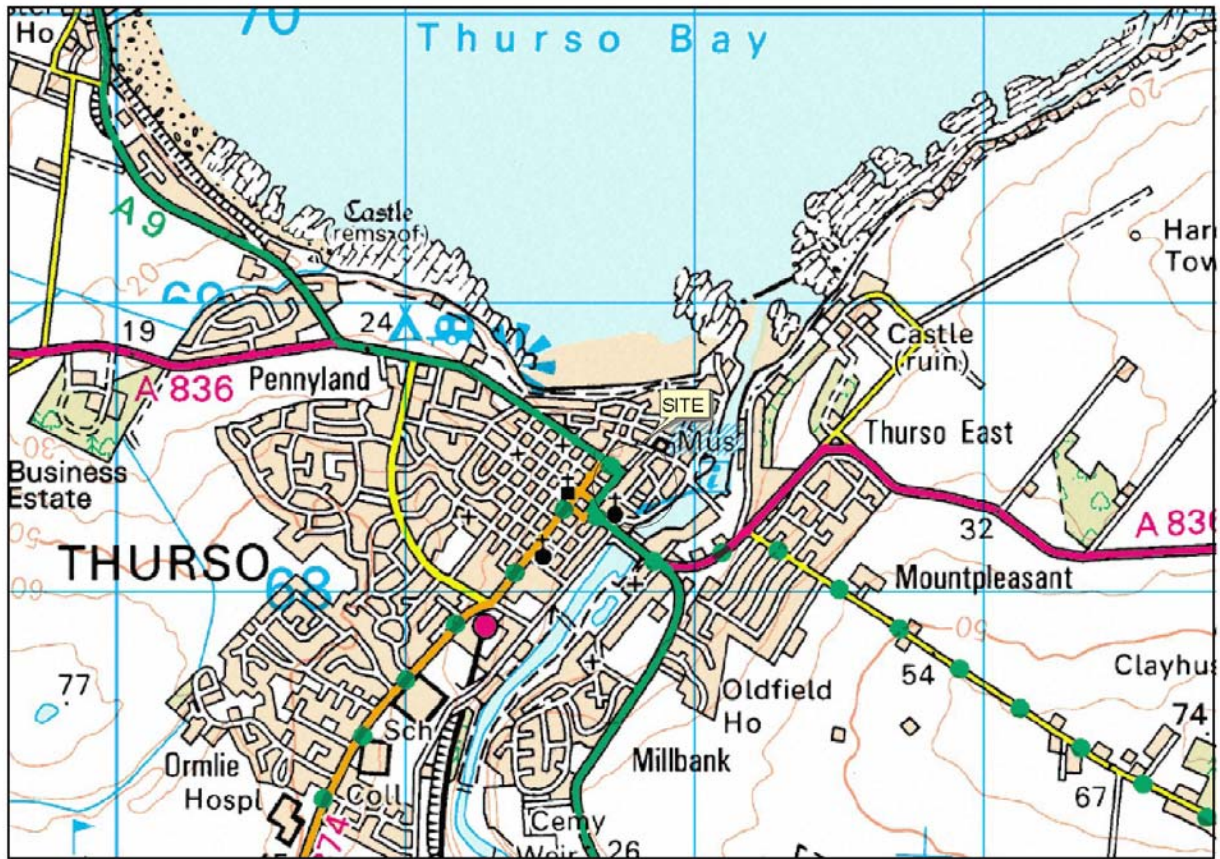
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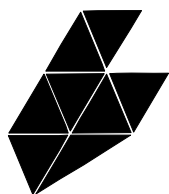
## FLOODING INCIDENT REPORT

RECORDING FORM: (Mark all applicable options)	
Location of Flood:	Le Bistro, Traill St, Thurso
Water Course Name/Ref:	N/A
Grid Reference:	311744, 968398
Description of Flood:	Water flooded from the trunk rd, down the lane and into the rear of the Bistro
Date/Time of Start/Duration of Flood:	15/07/2009
Threat to People and Properties? (Please give details)	Water collecting at the rear of the property over 2 foot deep in yard behind the Bistro
Source of Notification: Name: Address:  Tel No:	Mrs Polson Le Bistro, 2 Traill ST, Thurso or Lower Thura Farm, Bower  01847 893737 or 01955 641230
Works Undertaken: (Please give details)	Sand Bags Provided to prevent water flooding running the back of the building
Works Required:	Kerbing to prevent water entering land to the rear of the Bistro. Subject to level survey to determine where flood water would then go.
Does the site have a history of flooding? (Please give details)	No previous reports
Recording Officer: Date Completed:	J Gunn 20/07/2009
Comments:	









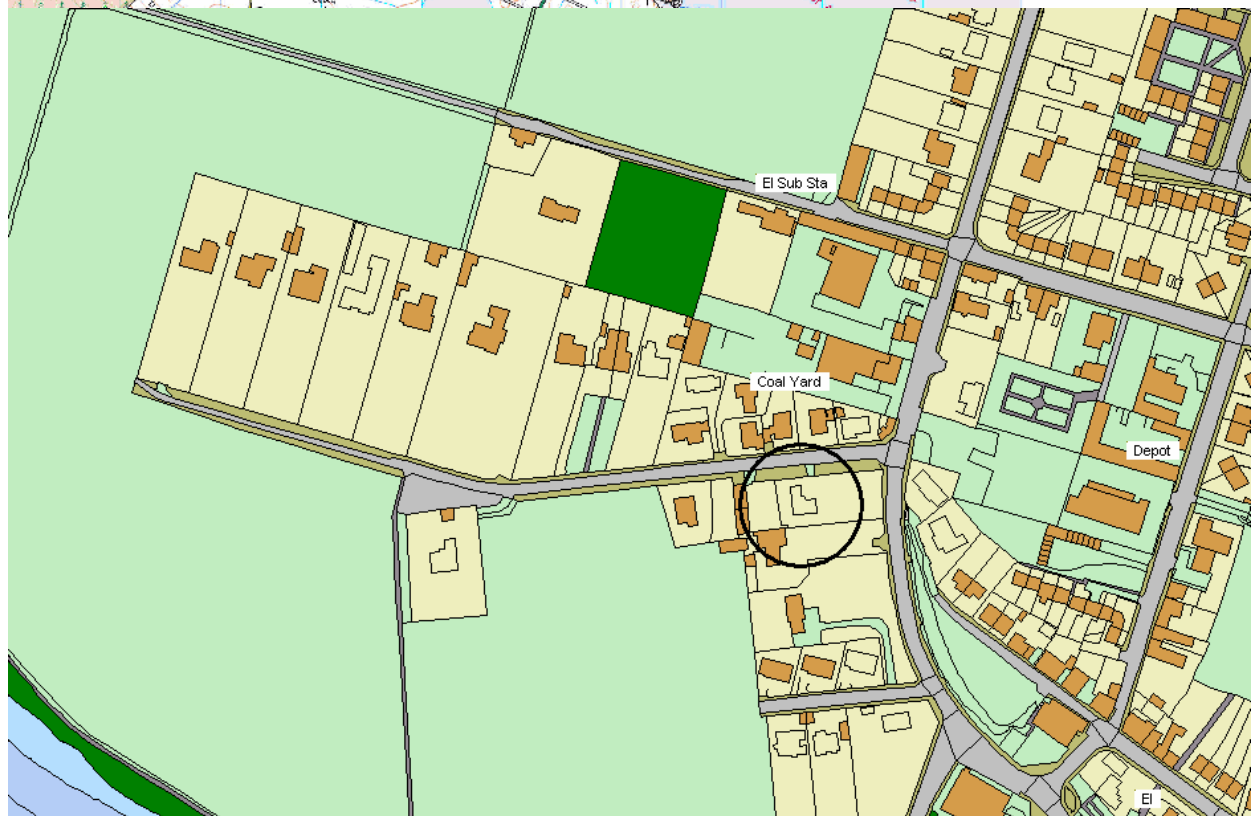
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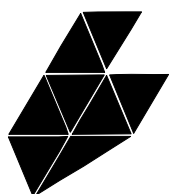
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## FLOODING INCIDENT REPORT

### RECORDING FORM: (Mark all applicable options)

Location of Flood:	2 Miller Ave, Wick
Water Course Name/Ref:	N/A Unknown
Grid Reference:	336068, 951315
Description of Flood:	Blocked culvert at bottom of garden causing flooding
Date/Time of Start/Duration of Flood:	3 September 2009 Evening
Threat to People and Properties? (Please give details)	Garden
Source of Notification: Name: Address:  Tel No:	Mr Robertson 2 Miller Ave, Wick  01955 602372
Works Undertaken: (Please give details)	Site visit during the night. No further action till tomorrow.
Works Required:	Culvert requires further study
Does the site have a history of flooding? (Please give details)	No
Recording Officer: Date Completed:	I Moncrieff 16 Sep 09
Comments:	



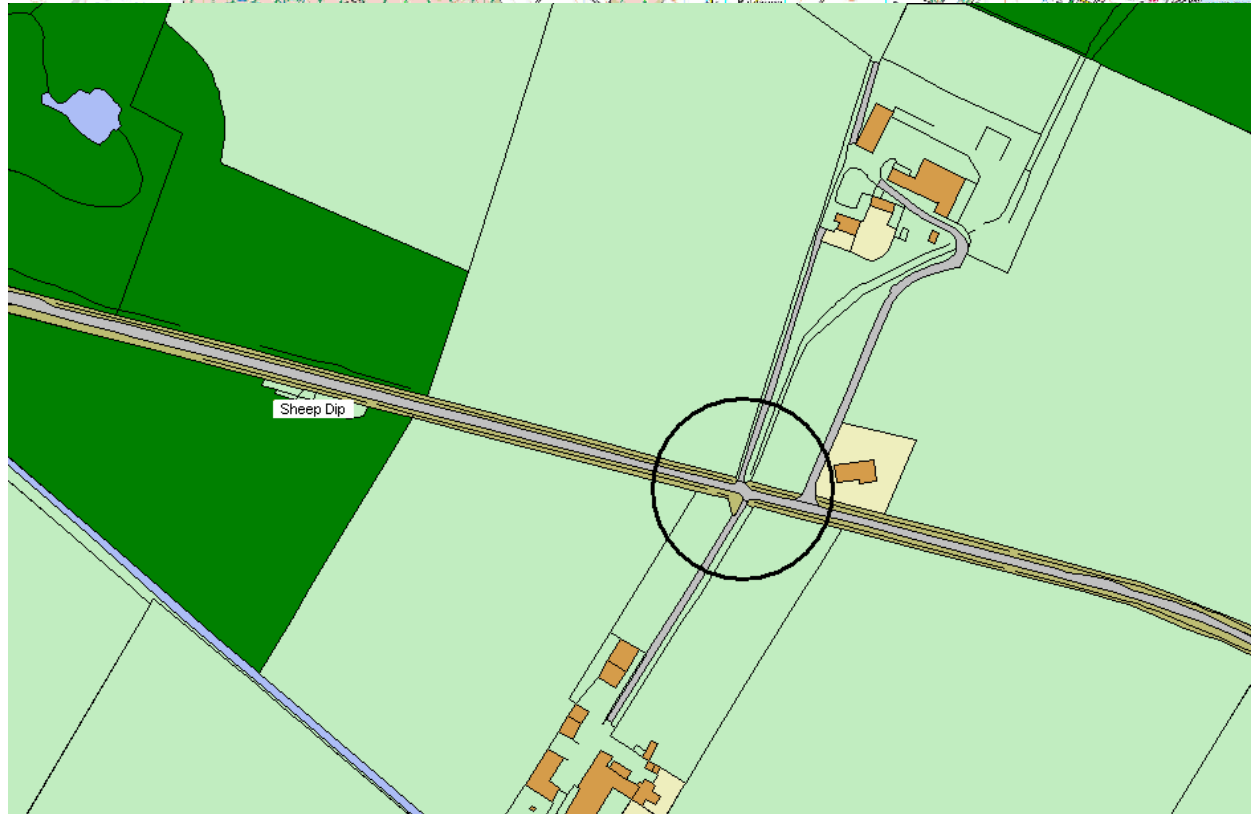
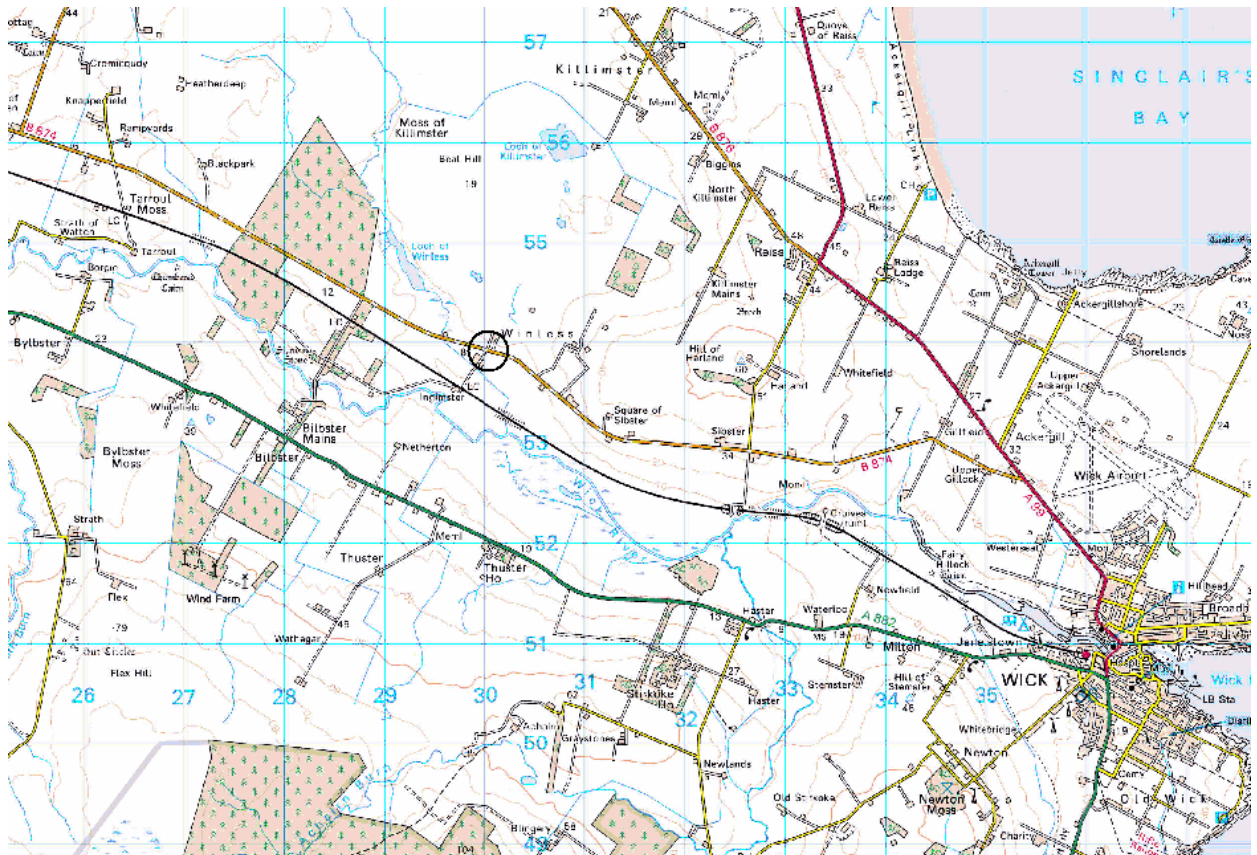


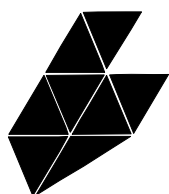
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## FLOODING INCIDENT REPORT

RECORDING FORM: (Mark all applicable options)	
Location of Flood:	B874 Entrance to North Winless Farm on Sibster Road
Water Course Name/Ref:	Ditch Parallel to Farm Track
Grid Reference:	330027/953927
Description of Flood:	Sibster Road Completely Flooded to 250mm for 50m
Date/Time of Start/Duration of Flood:	4 September 2009 – 11.00am
Threat to People and Properties? (Please give details)	Road Users
Source of Notification: Name: Address:  Tel No:	John Niwa PIO  01955 607737
Works Undertaken: (Please give details)	.
Works Required:	.
Does the site have a history of flooding? (Please give details)	
Recording Officer: Date Completed:	
Comments:	





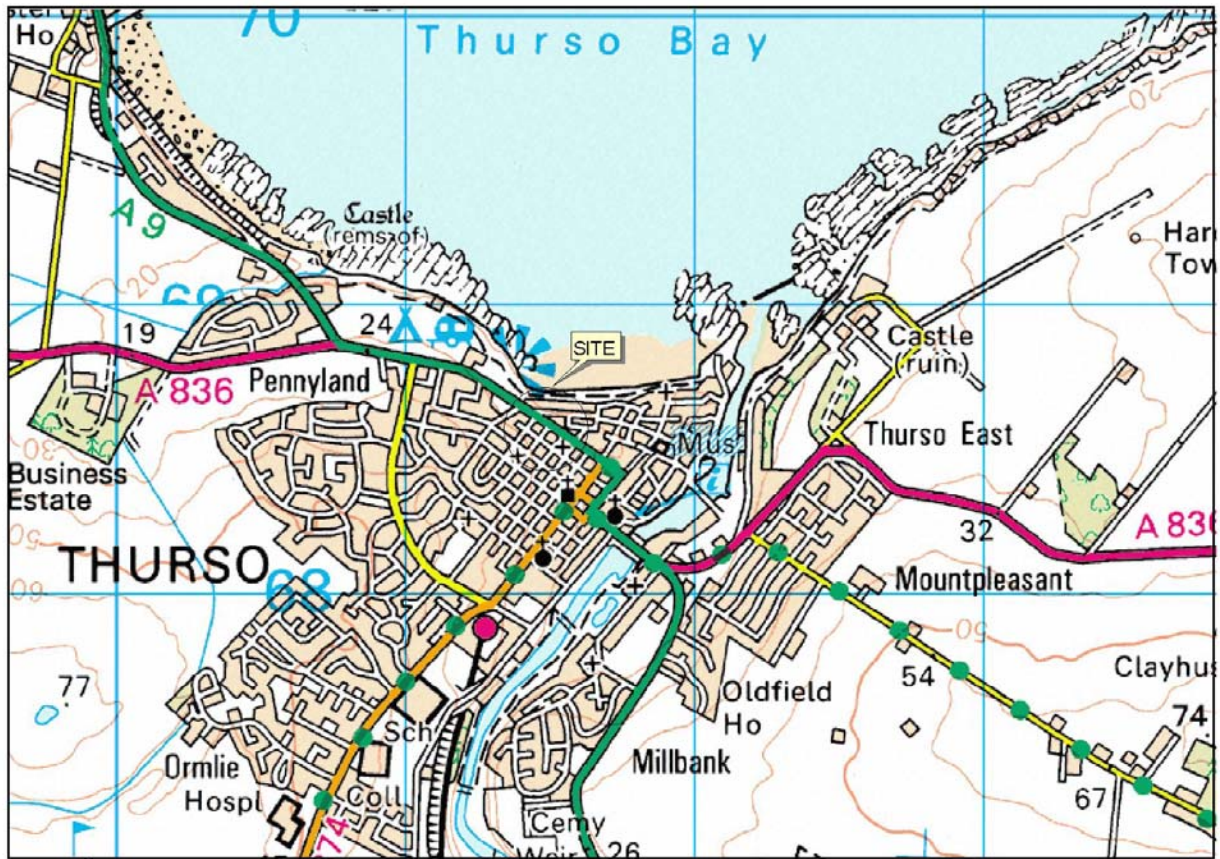
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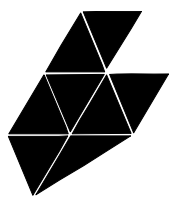
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## FLOODING INCIDENT REPORT

RECORDING FORM: (Mark all applicable options)	
Location of Flood:	26 Orlig St, Thurso
Water Course Name/Ref:	N/A
Grid Reference:	311498, 968562
Description of Flood:	Surface water from the road ran down the parking area behind the property and into the house
Date/Time of Start/Duration of Flood:	06/07/2009
Threat to People and Properties? (Please give details)	Part of the house was flooded
Source of Notification: Name: Address: Tel No:	Mrs F Maclean 26 Orlig St Thurso KW 14 7JA 01847 896463
Works Undertaken: (Please give details)	No works undertaken
Works Required:	Kerbing across driveway and additional gullies on the corners of the lanes behind the property.
Does the site have a history of flooding? (Please give details)	None reported
Recording Officer: Date Completed:	J Gunn 14 July 2009
Comments:	







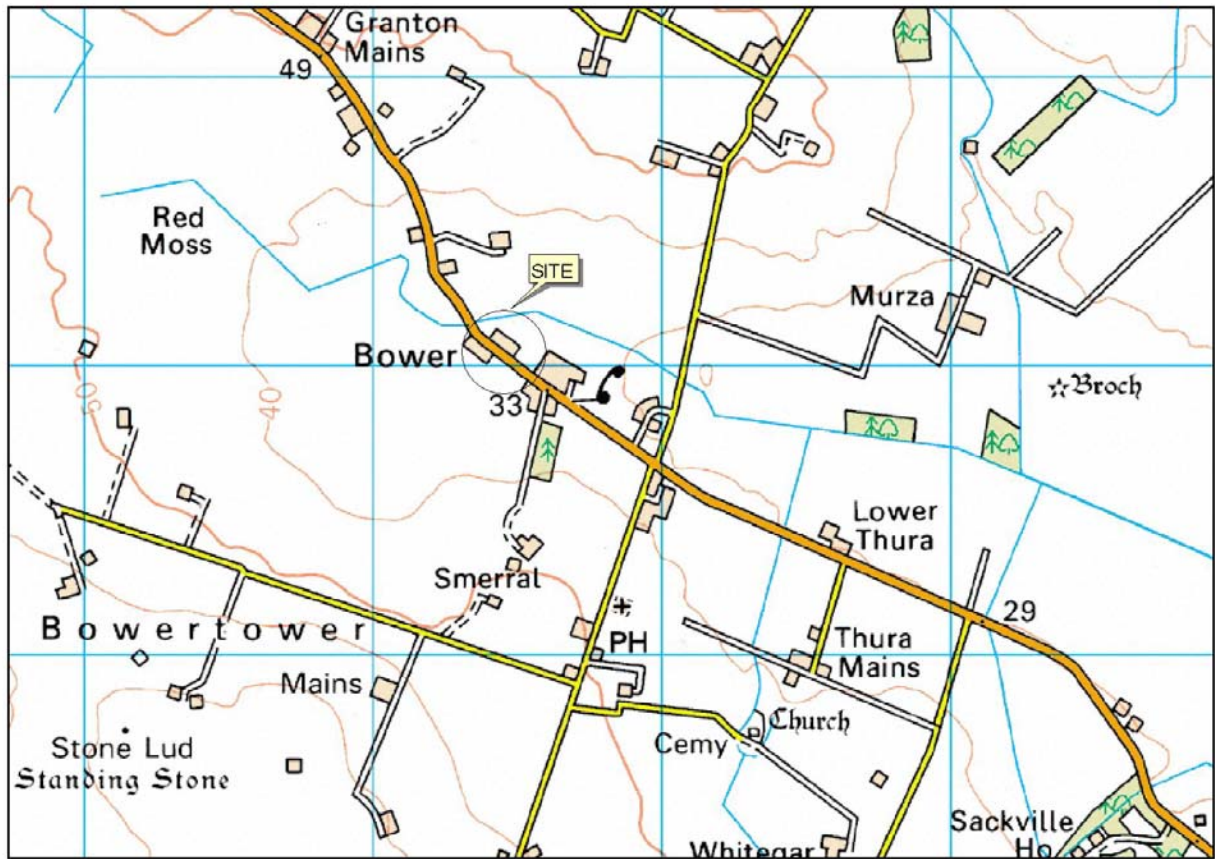
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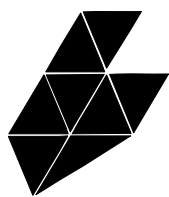
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## FLOODING INCIDENT REPORT

**RECORDING FORM: (Mark all applicable options)**

Location of Flood:	Smithy House Bowermadden
Water Course Name/Ref:	N/A
Grid Reference:	323454, 963040
Description of Flood:	Surface Water from the road ran in the driveway and came close to entering house
Date/Time of Start/Duration of Flood:	09/08/2009
Threat to People and Properties? (Please give details)	House came close to be flooded
Source of Notification: Name: Address:  Tel No:	Mr G Mackay Smithy House Bowermadden  01955 641 385
Works Undertaken: (Please give details)	No works undertaken
Works Required:	Kerb and additional gully across entrance
Does the site have a history of flooding? (Please give details)	None reported
Recording Officer: Date Completed:	J Gunn 13/08/2009
Comments:	





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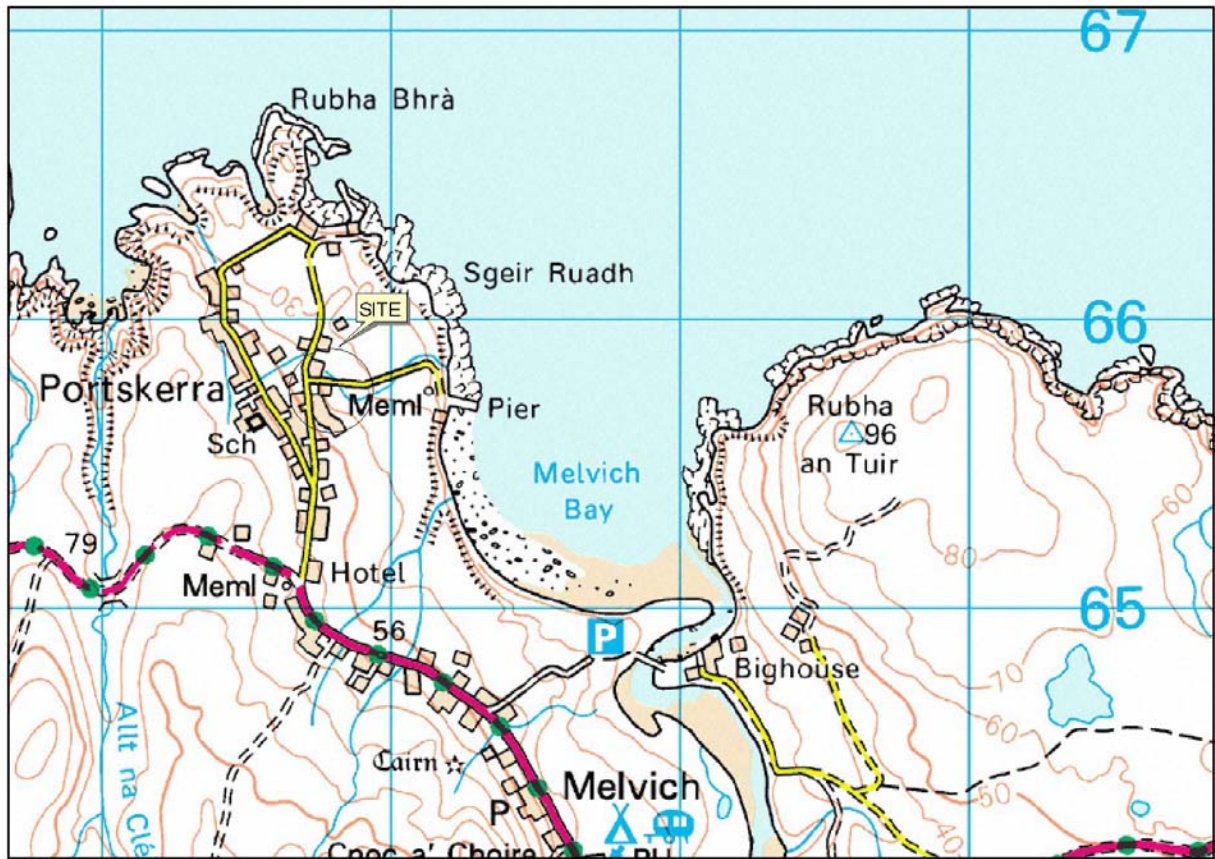
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## FLOODING INCIDENT REPORT

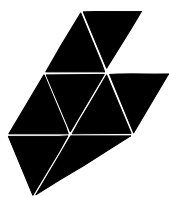
**RECORDING FORM: (Mark all applicable options)**

Location of Flood:	Sunnyside 106 Portskerra Melvich
Water Course Name/Ref:	N/A
Grid Reference:	287720, 965782
Description of Flood:	Surface water from the road flooded an outbuilding at the property
Date/Time of Start/Duration of Flood:	17 August 2009
Threat to People and Properties? (Please give details)	Out building was flooded
Source of Notification: Name: Address: Tel No:	Mr W Grant Sunnyside 106 Portskerra Melvich 01641531215
Works Undertaken: (Please give details)	No works undertaken
Works Required:	Kerbing across driveway.
Does the site have a history of flooding? (Please give details)	None reported
Recording Officer: Date Completed:	J Gunn 01 September 2009
Comments:	









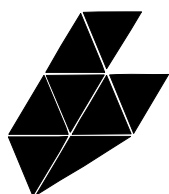
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## FLOODING INCIDENT REPORT

### RECORDING FORM: (Mark all applicable options)

Location of Flood:	Torran Reay Kw14 7rg
Water Course Name/Ref:	Unidentified culvert
Grid Reference:	296139, 964785
Description of Flood:	Old stone culvert at the bottom of the garden is blocked, causing flooding to the garden
Date/Time of Start/Duration of Flood:	11/01/2008
Threat to People and Properties? (Please give details)	Water ponding in the bottom of the garden after heavy rain
Source of Notification: Name: Address:  Tel No:	Mr Macpherson Torran Reay  01847 811221
Works Undertaken: (Please give details)	No works undertaken
Works Required:	Open up culvert to access its condition
Does the site have a history of flooding? (Please give details)	No previous reports
Recording Officer: Date Completed:	J Gunn 14/12/2007
Comments:	CRM 833973



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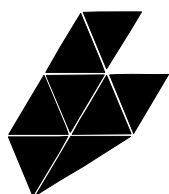
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## FLOODING INCIDENT REPORT

### RECORDING FORM: (Mark all applicable options)

Location of Flood:	Whiterow Road
Water Course Name/Ref:	Hempriggs to Newton Burn
Grid Reference:	335700/948445
Description of Flood:	Volume of water too great for road culvert. Roadway Flooded.
Date/Time of Start/Duration of Flood:	4 September 2009 – 11.30am
Threat to People and Properties? (Please give details)	Road Users Only
Source of Notification: Name: Address: Tel No:	John Niwa PIO  01955 607737
Works Undertaken: (Please give details)	.
Works Required:	.
Does the site have a history of flooding? (Please give details)	
Recording Officer: Date Completed:	
Comments:	





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## FLOODING INCIDENT REPORT

### RECORDING FORM: (Mark all applicable options)

Location of Flood:	Wick Cemetery and Road
Water Course Name/Ref:	
Grid Reference:	336181/949694
Description of Flood:	New and Old Cemeteries Flooded and Roadway
Date/Time of Start/Duration of Flood:	3 September 2009
Threat to People and Properties? (Please give details)	Cemetery
Source of Notification: Name: Address: Tel No:	John Niwa PIO  01955 607737
Works Undertaken: (Please give details)	
Works Required:	New Drainage Works on A99 Awaited
Does the site have a history of flooding? (Please give details)	Yes October 2006 and Previous
Recording Officer: Date Completed:	
Comments:	





**Inverness, Nairn, Badenoch & Strathspey**

<b>Date</b>	25 January 2008
<b>Location</b>	Gynack Burn, Kingussie
<b>Description</b>	Floodwater at Spey Street Bridge making Road impassable
<b>Work Undertaken</b>	Sandbags placed to divert flow and Road Closed signs erected
<b>Work Required</b>	Debris clearing works carried out to Gynack Burn from A86 High Street Bridge to Gynack Burn / river Spey confluence
<b>History of flooding?</b>	Major flooding February 1990 and December 2006

**Ross, Skye & Lochaber**

<b>Date</b>	05 March 2007
<b>Location</b>	Old School House, Strontian
<b>Description</b>	Surface water in house and garage
<b>Work Undertaken</b>	
<b>Work Required</b>	
<b>History of flooding?</b>	

<b>Date</b>	21 February 2008
<b>Location</b>	33 Lovat Road, Kinlochleven
<b>Description</b>	Culvert blocked with debris – garden flooded
<b>Work Undertaken</b>	
<b>Work Required</b>	
<b>History of flooding?</b>	

<b>Date</b>	6 Park Road, Ballachulish
<b>Location</b>	Roadway
<b>Description</b>	Gullies couldn't cope with volume of water
<b>Work Undertaken</b>	
<b>Work Required</b>	
<b>History of flooding?</b>	

<b>Date</b>	25 October 2008
<b>Location</b>	Glencoe Police Station
<b>Description</b>	Water in Police Station
<b>Work Undertaken</b>	
<b>Work Required</b>	
<b>History of flooding?</b>	

<b>Date</b>	23 – 27 October 2008
<b>Location</b>	B8048 Kingairloch
<b>Description</b>	Landslide, blocked culverts – no properties affected
<b>Work Undertaken</b>	
<b>Work Required</b>	
<b>History of flooding?</b>	

## **APPENDIX F**

### **FLOOD ALLEVIATION IN THE HIGHLANDS**

## CONTACTS

For assistance during flooding...

Normal Working Hours:

COUNCIL AREA	TEC SERVICES Local Contacts
Calthness	01955 607761
Sutherland	01468 623400
Ross and Cromarty	01349 868440
Inverness	01463 703111
Nairn	01667 458522
Badenoch & Strathspey	01540 661206
Lochaber	01397 709900
Skye and Lochalsh	01478 612727

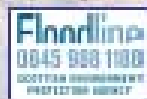
Out of Hours Emergency Numbers:

Housing Services	0845 700 2005
Social Work Services	0845 769 7284
TEC Service	0845 769 7284

Other Information Sources:

SEPA for more advice on flood risk and how to prepare for and react to flooding.

[www.sepa.org.uk/flooding](http://www.sepa.org.uk/flooding)



SCOTTISH WATER emergency number:

0845 600 8855

To request this information in an alternative format e.g., large print, Braille, computer disk, audio tape, or suitable language, please telephone:

01463 702604

## What should you do if affected by flooding?

If you have sufficient warning move valuables and items of personal value, such as photographs, to a safe location e.g. upstairs, top of wardrobe etc.

Report any flooding, or risk of flooding, to the Council's TEC Services contact number for your area.

Turn the electricity supply off, as the water may come in contact with junction boxes under the floor. If your house is flooded do not turn electricity back on before having the wiring checked by a qualified electrician.

Contact your insurance company to notify them that your property has been affected by flooding and take their advice on what to do next. If your property is not insured take advice from a reputable builder on the works required to repair your property.

Floodwater can, in some areas become contaminated by sewage. If you come in contact with floodwater outside your home you should, as soon as possible, remove outdoor clothing particularly footwear and wash your hands thoroughly especially before preparing food. Contact your local Council Environmental Health Office or Service Point for hygiene advice.



## What can the Council do?

Although the Council maintain watercourses to reduce the risk of flooding there will be occasions when the intensity or duration of rainfall will result in some properties being flooded.

The Council's TEC Services will make filled sandbags available at suitable locations in areas which are liable to be affected by flooding. Where there is a request from elderly, infirm or housebound people sandbags will be delivered to affected areas.

Contact Social Work Services and/or TEC Services if you are aware that a frail or vulnerable person is affected. Contact numbers are provided in this leaflet.



# Flood Alleviation in the Highlands



[www.highland.gov.uk](http://www.highland.gov.uk)



## RESPONSIBILITIES

### Property Owners

Under Common Law the main responsibility for reducing flood risk lies with the owner of the property. It is long established that a property owner should take responsibility for the safety and security of their own property. This includes taking steps to reduce the risk of flooding provided these actions do not increase the risk of flooding to other properties.

Owners can be held liable under common law if they cause flooding to their neighbours by, for example, dumping of rubbish, building of structures or features which reduce the size of the watercourse.

Owners can help to maintain the hydraulic efficiency of a watercourse and reduce the risk of flooding by taking the following advice:

- 1. Carry out regular maintenance to remove obstructions, such as excessive vegetation, which could cause blockages and increase the risk of flooding.
- 2. Do not use the watercourse as a dump for garden rubbish, which may cause a blockage down stream.
- 3. Do not reclaim land by filling in an open watercourse and piping the water without first obtaining technical advice from a professional engineer.
- 4. Do not build any form of structure or feature, which reduces the size of the watercourse.

### The Highland Council

The Council has a duty, under the Flood Prevention and Land Drainage (Scotland) Act 1997 to:

- 1. Periodically assess watercourses to determine whether there is a risk of flooding to property built on non-agricultural land.
- 2. Maintain a watercourse (remove mud, silt and debris) where doing so will substantially reduce the likelihood of flooding to property built on non-agricultural land. This duty does not apply where failure to maintain the watercourse would result only in flooding of land in the same ownership as the watercourse requiring maintenance.
- 3. To publish a biennial report, which contains information about areas affected by flooding and the actions taken to reduce the risk of future flooding.

The Council carries out regular maintenance of culverts, inlet screens and other areas where there is a known risk of flooding to properties.

### Scottish Water

Scottish Water is responsible for:

- 1. Dealing with curtilage drainage i.e. water from driveways, hard standings and the roofs of buildings that is drained to their sewers.
- 2. Dealing with the immediate impact of flooding from sewers.

### Scottish Environment Protection Agency (SEPA)

SEPA provides:

- 1. Floodline - 0845 966 1188 - a 24 hour a day, 365 days a year public information service providing Scotland-wide flood alert information through Flood Watch, more specific alerts for areas covered by Flood Warning schemes, and general advice on how to prepare for and cope with flooding. Flooding can also be reported through Floodline. The service is supported by the flood updates at [www.sepa.org.uk/flooding](http://www.sepa.org.uk/flooding)
- 2. 9 flood warning schemes in the Highlands, operated in partnership with the police and local authorities.
- 3. Flood warnings to the police and local authorities.
- 4. Advice to local authorities on flood prevention and flood risk for planning purposes.
- 5. Answers to public queries on potential flood risk to areas and properties.

### Major Flood Alleviation Schemes

Where the risk of flooding affects a significant number of properties the Council has powers to promote a formal flood alleviation scheme. These works are normally extensive and require a Flood Prevention Order promoted by the Council. This process can take a number of years to complete and involves public consultation. Objections to the scheme may lead to a Public Enquiry.

Details of flood alleviation schemes in progress can be found in the Council's capital programme.

## BE PREPARED

Flooding is a natural process that can happen suddenly. While official bodies like the Highland Council, Scottish Environment Protection Agency (SEPA) and the police all play a part in giving warnings and assistance, the person who can do most to help is you.

### What can you do to be prepared?

If you live in an area that is prone to flooding, do what you can now to prepare for a flood. Don't wait until it happens, you may not have time.

- 1. Make sure you have adequate insurance. Flood damage is included in most building insurance policies but do check your home and contents are covered.
- 2. Make up a flood kit - including key personal documents, torch, battery or wind-up radio, mobile phone, rubber gloves, wellington boots, waterproof clothing, first aid kit and blankets.
- 3. Keep details of your insurance policy and the emergency contact number somewhere safe - preferably as part of your flood kit.
- 4. Make a list of useful numbers you may need - local Council Service Point, the emergency services and your SEPA Floodline quick-dial code - obtained during your first call to Floodline.
- 5. Get into the habit of storing valuable or sentimental items and important documents upstairs or in a high place.
- 6. Keep some sandbags or other purpose-made flood protection products to block doorways and airbricks - a list of manufacturers and suppliers is available through Floodline.
- 7. Make sure you know where to turn off your gas, electricity and water. If you're not sure, ask the person who checks your meter when they next visit. Mark the tap or switch with a sticker to help you remember.