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# Retford Flood Update

## Overview and Update

In November 2019, parts of the community of Retford suffered the impacts of a devastating flood event where several homes and businesses were internally flooded.

The Environment Agency, Nottinghamshire County Council, Via East Midlands, and Bassetlaw District Council are committed to investigating the causes of this flooding. They are also committed to considering potential solutions in future to reduce the risk of future flooding events. Nottinghamshire County Council have recently commissioned the Trent Rivers Trust to work with land owners in Retford to attempt to store surface water using Natural Flood Management methods.

**The following information may offer some insight to questions you have about the flooding:**

*General Information – I have information I would like to share or would like information because I am concerned – who do I contact?*

You can contact each of the partners involved in reducing the future risk of flooding in Retford using the following details:

The Environment Agency - enquiries@environment-agency.gov.uk - 03708 506 506 – 24hr hotline 0800 80 70 60

Nottinghamshire County Councils Flood Team – flood.team@nottscc.gov.uk - 0300 500 80 80

Via East Midlands - <https://www.nottinghamshire.gov.uk/contact-and-complaints/contact-us/contact-us> – 0300 500 80 80

Bassetlaw District Council - customer.services@bassetlaw.gov.uk - 01909 533 533 (01909 534 999 out of hours).

*I have concerns about the condition of a River, a watercourse, the Public sewer or the Highway gullies/grates – who do I contact?*

The River – contact The Environment Agency - enquiries@environment-agency.gov.uk - 03708 506 506 – 24hr hotline 0800 80 70 60

A watercourse or ditch - contact Nottinghamshire County Councils Flood Team – flood.team@nottscc.gov.uk - 0300 500 80 80

Highway Gullies/Grates – online at <https://www.nottinghamshire.gov.uk/transport/roads/report-a-flooding-or-drainage-problem> - 0300 500 80 80

Public sewer – contact Severn Trent Water - <https://www.stwater.co.uk/help-and-contact/contact-us/> - 0800 783 4444

*I have concerns about the impact that new development in Retford is having on my risk of flooding?*

There is now a focus on ensuring that all new development does not increase flood risk to both those houses being built and those existing neighbouring properties. Indeed, in most cases new development can if designed effectively reduce the risk of flooding to neighbouring communities. Nottinghamshire County Council as Lead Local Flood Authority are statutory consultees to planning process, we assess surface water drainage designs for new developments advising the Local Planning Authorities, enabling them to grant or not permission to build. Should you wish to discuss a development in or near Retford please contact:

Your Local Planning Authority is Bassetlaw District Council, contact them at customer.services@bassetlaw.gov.uk - 01909 533 533 (01909 534 999 out of hours).

Nottinghamshire County Councils Flood Team – flood.team@nottscc.gov.uk - 0300 500 80 80

*I have previously flooded by water from the road, would it be possible to close some of the roads in Retford during flooding?*

This is something that we are working towards. The Environment Agency working with Nottinghamshire County Councils Emergency Planning Team are currently looking to recruit volunteers to become Flood Wardens who amongst other tasks will be trained to put out signs and close the highway on specific roads when required. If you are interested in volunteering or would like more information, please contact:

Nottinghamshire County Councils Emergency Planning Team - emergency.planning@nottscc.gov.uk – 0300 500 80 80

The Environment Agency - enquiries@environment-agency.gov.uk - 03708 506 506

*Has there been any progress with the proposed scheme on the Retford Beck?*

The Environment Agency is progressing the scheme by working with land owners, Nottinghamshire County Council and Bassetlaw District Council to investigate all proposed options. If you would like more information on progress, please contact:

The Environment Agency - enquiries@environment-agency.gov.uk - 03708 506 506

*I have heard that I can apply to have my property protected against being flooded again, who do I contact?*

Following the November flooding the Government made the Flood Protection Grant available to residents in Retford who were flooded in their houses. This Grant pays for a contractor to survey and then protect your house from being flooded again. Bassetlaw District Council are administering this Grant and if you flooded inside your house in November 2019 and have not yet done so, you can apply here: <https://www.bassetlaw.gov.uk/flooding-information/property-flood-resilience-pfr-scheme/>

*Who are the Trent Rivers Trust and what is Natural Flood Management?*

The Trent Rivers Trust are a registered charity that focuses on working with individuals and organisations to deliver environmental projects on the River Trent and its catchment. As part of this focus, they have become experts in delivering Natural Flood Management projects often referred to as NFM measures. NFM is where natural processes are used to reduce the risk of flooding by creating interventions on land to store water upstream of villages, towns and cities. Measures implemented include earth bunds to store water and leaky dams on ditches and small streams to hold back water and allow it to flood adjacent farmland for short periods. If you would like more information on either the Trent Rivers Trust or on some of the NFM projects they have delivered go to <https://www.trentriverstrust.org/>

**Contact information:**

In the unfortunate event that further flooding occurs and impacts you, more information on what to do is available on the Nottinghamshire County Councils website:

Website: [www.nottinghamshire.gov.uk/planning-and-environment/flooding/the-councils-role](http://www.nottinghamshire.gov.uk/planning-and-environment/flooding/the-councils-role)

For all other enquiries:

Phone: 0300 500 80 80

Monday to Friday: 8am to 8pm
Saturday: 8am to 12 noon

Out of Hours Phone: 01253 502776

Email: enquiries@nottscc.gov.uk

Website: [www.nottinghamshire.gov.uk](http://www.nottinghamshire.gov.uk)

Minicom: 01623 434993

Calls cost 3p/min from BT landlines. Mobile costs may vary.

Phone 0300 500 80 80 if you need the information in a different language or format.