

Shelfanger Flood Risk Management Investigation

December 2022

What are we telling you about?

This is an update to the work we are carrying out in Shelfanger, following the December 2020 flooding.

The Environment Agency are leading a project to investigate options for reducing flood risk to the affected properties. We would like your input as well as to keep you informed of our progress. We are working with Norfolk County Council due to the interactions with surface water flooding, as well as with the Water Management Alliance (WMA), who manage the tributary watercourse to the northeast of Shelfanger.

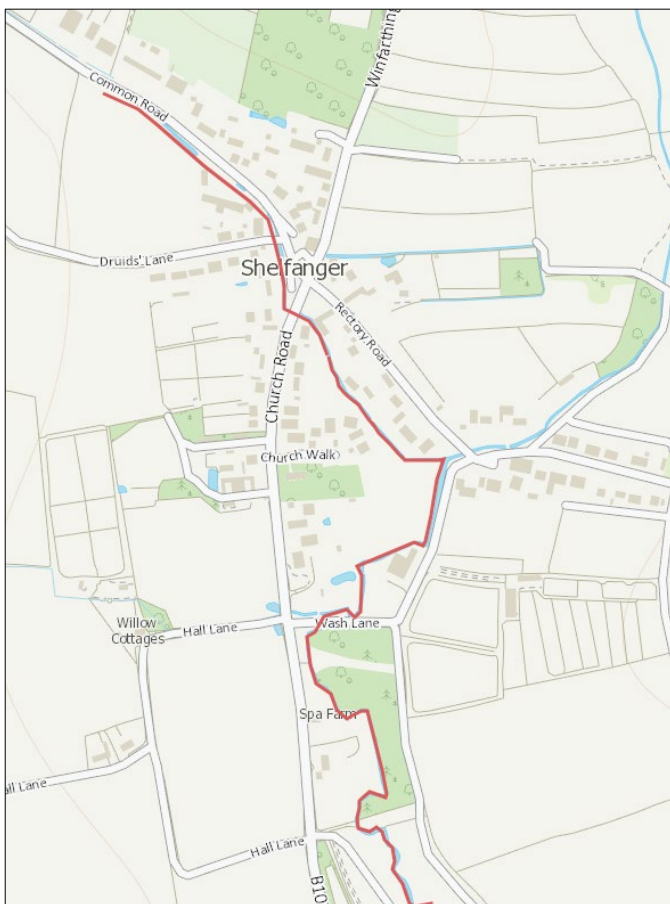


Figure 1. Path of the Main River through Shelfanger, marked in red.

What will we be doing?

We have carried out a clearance of the Main River channel and will continue to do so annually as part of our maintenance programme.

A topographic survey of the village was carried out in October to better understand how the flood water pathways work in the village, what is at risk and to help ascertain whether there are any cost-beneficial flood risk management options. Our flood risk consultants, Jacobs, are analysing this data and we will share findings with Shelfanger residents in early 2023. When doing this we would be grateful for your feedback.

How will this work benefit you?

The project is aiming to deliver better protection against flooding to your homes. Our next update will have more information on whether this might consist of a community protection construction option, or perhaps individual measures for affected properties (Property Flood Resilience).

What should you do and how can you get involved?

If your house was flooded during the December 2020 flooding and you would like to get in touch about it, or be kept updated about our progress, please get in contact via the details below*. Any photos or other information you have would be useful to help us understand the flooding extents and what is at risk.

We will be in contact in early 2023 to provide an update on the analysis from Jacobs.

customer service line
03708 506 506

incident hotline
0800 80 70 60

floodline
03459 88 11 88

Watercourse management

The Environment Agency has permissive powers to manage the [Main River](#) (shown on Figure 1) as it flows through the village, which means that we can maintain the watercourse to manage flood risk. However, landowners also have responsibilities to maintain the river where it borders their land. Find more details at:

www.gov.uk/guidance/owning-a-watercourse.

For other bodies of water in the village, such as ditches, ponds, etc., landowners will also have responsibilities and rights over their management. Norfolk County Council's Flood and Water Management department has advice on this at:

www.norfolk.gov.uk/rubbish-recycling-and-planning/flood-and-water-management/information-for-homeowners or search for 'Norfolk County Council flood and water management'.

These collective rights and responsibilities ensure that the watercourses remain healthy and able to convey water to reduce flood risk for both landowners and others who may be at risk.

If you see any significant blockages to the main river, such as fallen trees, or severe bank erosion, please call the Environment Agency's Incident hotline (0800 80 70 60).

Contact details

For any questions or comments related to the project, contact*:

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**We, the Environment Agency, are collecting this information to improve our understanding of flood risk in your area and to help inform flood risk management options. We will process your information for these*

purposes in accordance with GDPR. Your information may also be shared with your local and county councils for them to use for the same purposes, and with consultants working on our behalf. By getting in contact, you consent to the information you provide being used in this way unless you specify otherwise. You can withdraw your consent at any time by contacting PSOENS@environment-agency.gov.uk. Your personal details (name and contact information) will be held for 3 years, the rest of the information provided, including the address of the property, will be held until it is no longer necessary. The Environment Agency is the data controller for the personal data you provide.