



Be Flood Ready Guidance

Harborough District Council
Information
For Residents





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Contact Harborough District Council

Contacting the right agencies first time, to save time



Harborough District Council

Flooding from small river and watercourses.

Ring: 01858 828282

Text: 07860 041908

Monday, Tuesday, Thursday, Friday: 8:45am – 5pm

Wednesday: 9:30am – 5pm

Out of hours: call 01858 828282 and hold on to the call after the announcement to be transferred.

Or complete the online form: <https://harborough.gov.uk/general-enquiries-flooding@harborough.gov.uk>



Leicestershire County Council – Leicestershire Highways

Flooding on roads, blocked drains or grates.

Ring: 0116 232 3232

Monday to Thursday: 8:30am – 5pm

Friday: 8:30am – 4:30pm

Or complete the online form:

<https://www.leicestershire.gov.uk/roads-and-travel/road-maintenance/report-a-road-problem>

Lead Local Flood Authority – flooding@leics.gov.uk





Severn Trent Water

Potable flooding or flooding due to burst pipes.

Ring: 0800 783 444

24/7 service

Or complete the online form: <https://www.stwater.co.uk/in-my-area/check-my-area/>

Video Your Notes App (Vyn): www.stwater.co.uk/vyn

Vyn user guide: <https://youtu.be/oM28yCPuA3g>



Anglian water

Property or garden has been affected by sewer flooding.

Ring: 03457 145 145

24/7 Service

Or complete the online form: [report an issue online](#).



Monday to Friday: 8am – 6pm

24/7 Incident hotline: 0800 20 70 60

Or complete the online form:

<https://www.gov.uk/report-flood-cause>

Main river information can be found at: [Statutory Main River Map](#)



Useful links

Harborough District Council -
<https://www.harborough.gov.uk/flooding>



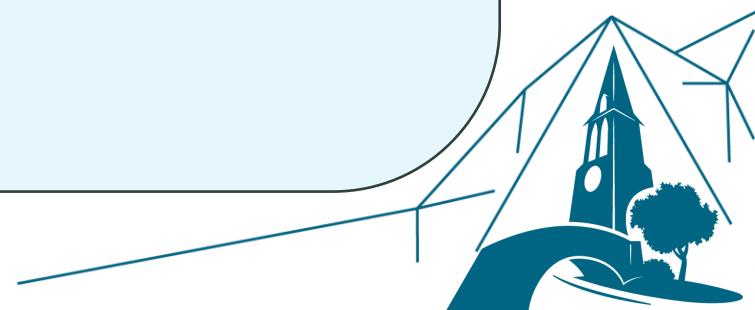
GOV.UK:

Get flood warnings: <https://www.gov.uk/get-flood-warnings>

Prepare for flooding: <https://www.gov.uk/prepare-for-flooding>

What to do after a flood: <https://www.gov.uk/after-flood>

Check the long-term risk for an area: <https://www.gov.uk/check-long-term-flood-risk>



Useful links

Personal flood plan: <https://www.gov.uk/government/publications/personal-flood-plan>

Priority Services Register: <https://www.thepsr.co.uk/>

Guidance on flash flooding: <https://www.gov.uk/guidance/flash-flooding>

Report Flooding: <https://www.gov.uk/report-flood-cause>

[Flood Re - A flood re-insurance scheme](#)

[Be Flood Ready – Property Flood Resilience \(PFR\) | Helping Reduce Flood Risk](#)

[Blue Pages Flood Directory](#)

[Communities Prepared – A Groundwork South Project](#)

[National Flood Forum – A charity to help, support and represent people at risk of flooding.](#)

[Home - Flood Mary](#)



Health and Safety



Your safety and that of your family is the priority.

- Always follow the instructions of the emergency services when told to evacuate.
- Turn off electricity and gas before leaving your property. Only if it is safe to do so and you are not in immediate danger.
- Do not enter flood water (depth, contamination, hidden hazards: open manholes, sharp objects, unstable footpaths).
- Carry out a dynamic risk assessment, agree check in times with others, ensure communication, avoid tasks that require more than one person.
- Wear waterproof clothing and rubber wellington boots.
- If you are unable to evacuate immediately, move to upper levels of your property.
- Keep an emergency grab bag ready with any medications, torches, first aid kit, warm clothes and blankets, waterproof clothing and footwear, bottled water and snacks, baby supplies such as nappies, milk and toys, pet supplies.
- Keep insurance documents, passports in a waterproof folder next to your grab bag.



Health and Safety



- Do not drive through flood water
- Stay away from fallen power lines
- If safe to do so, check on vulnerable neighbours.
- Take pets with you. Tell the emergency services if any pets have been left behind.
- Let emergency services if you or anyone in your family has swallowed flood water.
- Be prepared for emotional stress

<https://www.gov.uk/prepare-for-flooding> <https://prepare.campaign.gov.uk/get-prepared-for-emergencies/alerts/>



Types of Flooding

Coastal flooding (tidal) – This happens when high tides and stormy conditions occur at the same time. A tidal surge may form which can cause serious flooding.

River flooding (fluvial) - Happens when a watercourse cannot cope with the water draining into it from the surrounding land. This can happen, for example, when heavy rain falls on an already very wet catchment.

Surface water flooding (pluvial) - Happens when heavy rainfall overwhelms the drainage capacity of the local area. It is much more difficult to predict and pinpoint than river or coastal flooding.

Sewer flooding - Happens when sewers are overwhelmed by heavy rainfall or when they become blocked. The likelihood of flooding depends on the capacity of the local sewerage system. Land and property can be flooded with water contaminated with raw sewage as a result. Rivers can also become polluted by sewer overflows.

Groundwater flooding - Happens when water levels in the ground rise above surface levels. Groundwater flooding can last for several weeks.

Reservoir and Canal flooding - Some reservoirs and canals hold large volumes of water above ground level, contained by walls or dams. Although the safety record for reservoirs and canals are excellent, it is still possible that a dam could fail. This would result in a large volume of water being released very quickly.



Types of Alerts



FLOOD ALERT



FLOOD WARNING



**SEVERE FLOOD
WARNING**

Warning no longer in force

	FLOOD ALERT	FLOOD WARNING	SEVERE FLOOD WARNING	Warning no longer in force
What it means	Flooding is possible. Be prepared.	Flooding is expected. Immediate action required.	Severe flooding. Danger to life.	No further flooding is currently expected for your area.
When it is issued	Two hours to two days in advance of flooding.	Half an hour to one day in advance of flooding.	When flooding poses a significant risk to life or significant disruption to communities.	When a Flood Warning or Severe Flood Warning is no longer in force
Impacts likely to be seen	Flooding on fields, recreation land and car parks. Flooding of minor roads and farmland.	Flooding of homes and businesses Flooding of rail infrastructure Flooding of roads with major impacts Extensive flood plain inundation (including caravan parks or campsites)	Deep and fast flowing water Debris in the water causing danger Potential or observed collapse of buildings and structures Communities isolated by flood waters Critical infrastructure for communities disabled Large number of evacuees	No new impacts expected from flooding, however there still may be standing water following flooding. Flooded properties flooding or damaged infrastructure.
Recommended actions	Be prepared to act on your flood plan. Prepare a flood kit of essential items. Avoid walking, cycling or driving through floodwater. Farmers should consider moving livestock and equipment away from areas likely to flood.	Protect yourself, your family and help others. Move family, pets and valuables to a safe place. Turn off gas, electricity and water supplies if safe to do so. Put flood protection equipment in place. If you are caught in a flash flood, get to higher ground.		Be careful. Flood water may still be around for several days and be contaminated. If you have been flooded, ring your insurance company as soon as possible.



Local Rivers and Watercourses

Watercourse	Location / Nearby Areas	Flood Risk Notes
River Jordan	Little Bowden, Market Harborough	Localised risk during heavy rain; watch for canal overflow
River Welland	Market Harborough, Medbourne, Ashley	Significant flood risk in Market Harborough town centre and Medbourne
River Sence	Great Glen	Known for flash flooding after intense rainfall
River Soar	Broughton Astley	Main river outside district; tributaries can cause surface water issues
River Swift	Lutterworth (north-west district)	Flooding risk in Lutterworth and surrounding villages
Medbourne Brook	Medbourne village	High flood risk in Medbourne; frequent hotspot



River and Rainfall Gauges

River Gauges in Harborough District:

River Sence -

- Great Glen - [River Sence level at Great Glen - GOV.UK](#)
- South Wigston - [River Sence level at South Wigston - GOV.UK](#)

River Welland -

- Market Harborough - [River Welland level at Market Harborough - GOV.UK](#)
- Ashley - [River Welland level at Ashley - GOV.UK](#)
- Great Easton Flood Storage Reservoir - [River Welland level at Great Easton Flood Storage Reservoir - GOV.UK](#)
- Tixover - [River Welland level at Tixover - GOV.UK](#)

River Jordan -

- Little Bowden - [River Jordan level at Little Bowden - GOV.UK](#)
- Little Bowden Flood Storage Reservoir - [River Jordan level at Little Bowden Flood Storage Reservoir - GOV.UK](#)

Medbourne Brook (River Welland) –

- Medbourne - [Medbourne Brook level at Medbourne - GOV.UK](#)
- Medbourne Flood Storage Reservoir - [Medbourne Brook level at Medbourne Flood Storage Reservoir - GOV.UK](#)



River and Rainfall Gauges

River Ise –

- Barford Bridge - [River Ise level at Barford Bridge - GOV.UK](#)
- Slade Brook - [River Ise level at Slade Brook - GOV.UK](#)
- Harrowden - [River Ise level at Harrowden - GOV.UK](#)

River Eye Brook –

- Stockerston Road Bridge - [River Eye Brook level at Stockerston Road Bridge - GOV.UK](#)

Brampton Branch (River Nene)

- Brixworth - [River Nene level at Brixworth - GOV.UK](#)

Willow Brook (River Soar) –

- Weldon Flood Storage Reservoir - [Willow Brook level at Weldon Flood Storage Reservoir - GOV.UK](#)
- Leicester Ash Street - [Willow Brook level at Leicester Ash Street - GOV.UK](#)

Harpers Brook (River Nene) –

- Brigstock - [Harpers Brook level at Brigstock - GOV.UK](#)



River and Rainfall Gauges

Clay Coton Brook (River Swift) –

- Clay Coton - [Clay Coton Brook level at Clay Coton - GOV.UK](#)

River Avon –

- Lilbourne (Downstream) - [River Avon level downstream at Lilbourne - GOV.UK](#)
- Lilbourne (Upstream) - [River Avon level upstream at Lilbourne - GOV.UK](#)

River Soar –

- Freemans Weir - [River Soar level at Freemans Weir - GOV.UK](#)

Bushby Brook (River Soar) –

- Leicester Uppingham Road - [Bushby Brook level at Leicester Uppingham Road - GOV.UK](#)
- Dakyn Road Inlet - [Bushby Brook level at Dakyn Road Inlet - GOV.UK](#)

Wash Brook (River Soar) –

- Oadby - [Wash Brook level at Oadby - GOV.UK](#)

Evington Brook (River Soar) –

- Spinney Hill Park - [Evington Brook level at Spinney Hill Park - GOV.UK](#)



River and Rainfall Gauges

Braunstone Brook (River Soar) –

- Leicester Braunstone Avenue - [Braunstone Brook level at Leicester Braunstone Avenue - GOV.UK](#)
-

Whetstone Brook (River Soar) –

- Whetstone - [Whetstone Brook level at Whetstone - GOV.UK](#)

River Charter –

- Fosters Bridge - [River Chater level at Fosters Bridge - GOV.UK](#)



River and Rainfall Gauges

Rainfall Gauges in Harborough District:

Dingley - [Rainfall at Dingley gauge - GOV.UK](#)

Great Oxendon - [Rainfall at Great Oxendon gauge - GOV.UK](#)

Kibworth Rain-e Wits [Rainfall at Kibworth Rain-e Wits gauge - GOV.UK](#)

Husbands Bosworth - [Rainfall at Husbands Bosworth gauge - GOV.UK](#)

Fleckney - [Rainfall at Fleckney gauge - GOV.UK](#)

Hallaton - [Rainfall at Hallaton gauge - GOV.UK](#)

Stanford Reservoir - [Rainfall at Stanford Reservoir gauge - GOV.UK](#)

Corby - [Rainfall at Corby gauge - GOV.UK](#)

Ravensthorpe - [Rainfall at Ravensthorpe gauge - GOV.UK](#)

Hannington Reservoir - [Rainfall at Hannington Reservoir gauge - GOV.UK](#)

Evington - [Rainfall at Evington gauge - GOV.UK](#)

Brigstock - [Rainfall at Brigstock gauge - GOV.UK](#)

Braunston - [Rainfall at Braunston gauge - GOV.UK](#)

Wing - [Rainfall at Wing gauge - GOV.UK](#)



Riparian Ownership

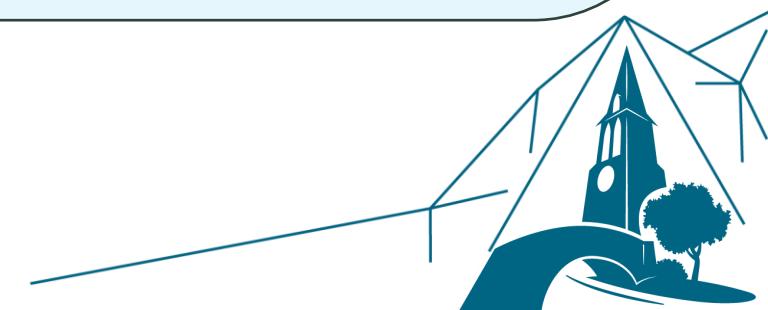
A **Riparian Owner** is anyone who has land that borders a river, stream, ditch, or other natural watercourse.

Important rights and responsibilities (amongst others):

- Ownership usually extends to the center of the watercourse.
- Keep It Clear: Remove debris and prevent blockages.
- Maintain Flow: Allow water to pass naturally.
- Prevent Pollution: Avoid contaminating the water.
- Protect Banks: Stop erosion and flooding.
- Respect Wildlife: Safeguard habitats.



Why It Matters - Proper care helps prevent flooding, protects wildlife, and keeps watercourses healthy for everyone.



Property Preparedness

Residents are responsible for flood mitigating their properties. The following are some of the things they could consider:

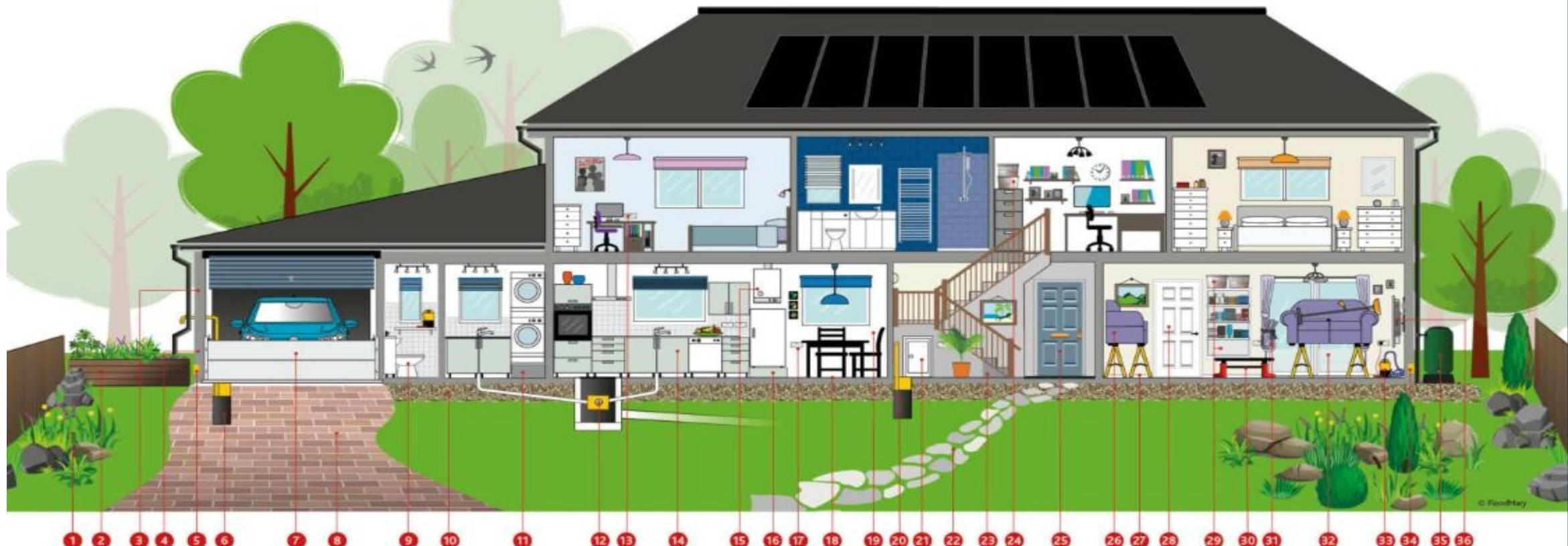
- 1) Keep sandbags made up and stored correctly for immediate use.
- 2) Self-closing air bricks and covers are designed to prevent floodwater ingress while allowing essential airflow, making them ideal for properties at risk of flooding.
- 3) Flood barriers for doors are essential tools to prevent water intrusion during flooding events, with various options available for effective protection.
- 4) Flood doors and windows have an in-built sealing system that when engaged helps to create a watertight seal between the door and its frame to prevent water entry.
- 5) Flood-resistant kitchens including High-level electric sockets and tiled floors are designed to withstand extreme weather conditions and flooding. These kitchens offer long-term protection and are built with materials that are less susceptible to water ingress.
- 6) Missing repointing to external brickworks can enable floodwater to enter the property.
- 7) Keep gutters and gullies clear of debris and leaves.
- 8) Non-return valves, toilet and sink seals prevent backflow from toilets and sinks when sewers are overwhelmed during floods.
- 9) Applying external wall sealants can help reduce water ingress.
- 10) Flood water alarms go off when water levels reach a predetermined level, either internally or externally.



A Flood Ready House

Examples of flood resistance products, flood recoverable measures and a room prepared for a flood

**flood
mary**



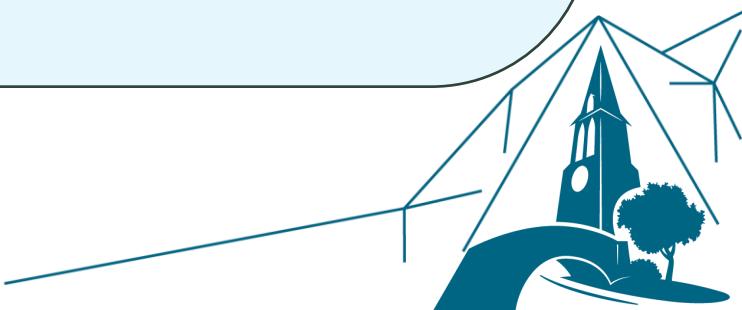
1 Grass and plants rather than paved areas	6 Sump/pump below floor level inside garage to remove water	11 White goods on raised plinths in utility area	16 Fridge on raised plinth	21 Permeable paving surface on pathway	26 Plastic, solid wood or tiled skirting boards	31 Flood barriers to better protect patio doors and back doors and allow escape route
2 Rain planter for runoff from garage roof	7 Flood barriers can better protect garage... but try to move vehicles to higher ground as soon as possible!	12 Non-return valves in sewer pipe	17 Electrical sockets raised	22 Tiled floors, with waterproof adhesive and waterproof grout	27 Bottom two steps made of concrete and with removable carpet	32 Puddle pump set up ready to remove any ingress of water down to as low as 1mm
3 Closed-cell type insulation in cavity walls	8 Permeable paving surface on driveway	13 Separate electrical circuit for upper and lower floors	18 Recoverable kitchen units such as plastic or stainless steel, or on legs concealed by removable kickboards	23 Sentimental items, important items and documents kept upstairs	28 Solid wood or removable internal doors with rising butt hinges	33 Service vents covers/seals and self-closing airbricks
4 Ensure the pointing is sound and breathable waterproofing cream on external walls	9 Inflatable-toilet bung	14 Recoverable plaster OR plasterboard laid horizontally	19 Sump/pump at lowest point inside house to remove water	24 Items from low shelves put on high shelves in plastic boxes	29 Table legs stood in wellington boots or buckets	34 Water butts to collect rain from roof
5 Self-closing airbricks	10 Pathways of gravel over weed-suppressant fabric	15 Wall-mounted boiler	20 Easily accessed storage for flood barriers and equipment	30 Furniture raised on trestles	35 Long curtains folded up and tied using old tights	36 Wall mounted TV

Build Back Better (BBB)

Build back better is a UK Government and Insurance led initiative:

- Making homes more resilient and sustainable
- Adoptions:
 - Flood resistant waterproof kitchens
 - Sealed concrete and tiled floors
 - Power sockets higher up walls
 - Flood doors/gates/barriers
 - Waterproof plaster
 - Non-return valves
 - Automatic air brick covers
 - <https://www.floodre.co.uk/buildbackbetter/>

Adapt, Plan and Thrive



How does Flood Re work?

We work behind the scenes, taking on the high flood risk elements of your home insurance. It works like this:

- 1 We collect an annual levy from home insurers each year.
- 2 Your insurer passes on the flood risk part of your policy to us, so you don't have to do a thing.
- 3 If you make a valid claim on your insurance, we'll reimburse the insurer from the central Flood Re fund.

With this support from us, insurers should be able to provide affordable insurance, even on those homes which are most at risk as they no longer have to pay the cost of the flood claim.

- You buy your home insurance as usual
- Insurers pay an annual levy that funds Flood Re
- Insurers forward the risk and pay a premium to Flood Re
- You make an eligible claim and your insurer pays out
- Flood Re reimburses valid claims to insurers

Insurers set prices, not Flood Re

Flood Re Limited is registered in England and Wales (08670444).
Flood Re is authorised by the Prudential Regulation Authority and regulated by the Prudential Regulation Authority and Financial Conduct Authority (FRN 706046).

Information and advice



You'll find more details about flood risk surveys and the right kind of flood protection for your home here:

The Association of British Insurers

www.abi.org.uk

The National Flood Forum

www.nationalfloodforum.org.uk

The Scottish Flood Forum

www.scottishfloodforum.org

Environment Agency

www.gov.uk/government/organisations/environment-agency

Natural Resources Wales

www.naturalresources.wales

Department for Infrastructure Northern Ireland

www.infrastructure-ni.gov.uk

Scottish Environment Protection Agency

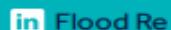
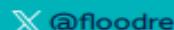
www.sepa.org.uk

FloodMary

www.floodmary.com

FLOOD RE

Making insurance available and affordable for homes at risk of flooding



Flood Re is a joint initiative between the Government and the insurance industry, designed to help you find affordable insurance for qualifying properties at risk of flooding or those that have been flooded.

Part of our work also involves helping you find out more about flood risks to your home and how you can take steps to reduce them.

Contact your insurer or visit

floodre.co.uk

to find out more

Am I eligible for Flood Re?

- 1 You must live in the property.
- 2 The property must have been registered for council tax before 2009.
- 3 Flood Re does not cover freeholders, businesses or landlords.

Scan to find out our full eligibility criteria



Do I make my claims through Flood Re?

No. You will continue to buy insurance and make claims through your insurer in the same way as you do now.

What can I do to prevent flooding?

Find out more about flood risk levels in your area and how to minimise the impact on your property:

www.gov.uk/check-flood-risk

www.floodre.co.uk/buildbackbetter

What do I need to do?

- 1 Talk to your insurer and ask them if your home is eligible for the Flood Re Scheme. Use the tool on our website to find out if your property may be eligible.
- 2 Be prepared to shop around.
- 3 Remember, finding the right advice and products is important.



Build Back Better is designed to reduce the cost and impact of future floods by including property resilience measures as part of flood repairs.

Build Back Better offers eligible homeowners whose insurers have signed up to the Scheme the opportunity to install Property Flood Resilience measures, up to the value of £10,000, when repairing their properties after a flood. This way, the next time the area floods, their home will be better prepared to keep as much water out as possible. Measures can also be installed so that, when water does get in, it's easier, quicker, and safer for families to clean up and move back in - often in a matter of days rather than many months.



Customer experience

Sandra has been flooded a number of times, most recently in 2024 and 2025. After the flood in 2024 her insurance provider made her aware of Build Back Better and what it can offer. Through the initiative she installed flood doors front and back, automatic air bricks and non-return valves on her drainage. These measures successfully protected her and her home in 2025 when the area flooded again and now give both Sandra and her daughter Beverly peace of mind when the weather turns wet.



Contact for further information:



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