

Section 19 Flood Investigation Report

Date: 24th November 2025

Section 19 Flood Investigation Report: Begbroke
Date of Flood Incident: 23rd and 24th September 2024

Revision Schedule

Version	Date	Details	Author	Checked	Approved
1	19/09/2025	Draft Flood Investigation Report for OCC comment	J Linnane	T Luck	T Byres
2	17/10/2025	Draft Flood Investigation Report for RMA comment	J Linnane	T Luck	T Byres
3	19/11/2025	Final Flood Investigation Report	J Linnane	T Luck	T Byres
4	24/11/2025	Final Flood Investigation Report – update to recommendations	J Linnane	A. Dimaline	C.Mills

Executive Summary

This Section 19 (S19) Flood Investigation Report has been issued by Oxfordshire County Council (OCC) in its capacity as Lead Local Flood Authority (LLFA). It is based upon an investigation by OCC and Cherwell District Council (CDC) into the Begbroke September 2024 floods.

September 2024 Flood Events

It was deemed necessary to complete a formal investigation into the flood incidents in Begbroke due to the number of properties that reported internal flooding during the September flood event.

Up to nine properties in Begbroke were reported to have internally flooded across both events. The properties, a mix of commercial and residential, were split across three different hotspots, with a mix of fluvial, surface water and foul water flooding occurring. Additionally, the A44, a major 'A' road running through the village, was flooded for longer than 4 hours. As such, the flooding met the OCC threshold for undertaking a formal investigation in three ways:

- *Internal flooding (excluding to basements) to five or more residential properties or businesses within an area of 1km².*
- *Flooding causing a Class A or B highway to be impassable for 4 or more hours.*
- *A business premises with 10 or more employees internally flooded within an area of 1km².*

Flooding in Begbroke was primarily caused by intense rainfall over a short period, which led to an increase in river levels and significant surface water runoff. The high fluvial flows overwhelmed channel capacity and exerted pressure on key structures, resulting in out of bank flooding of the Rowell Brook. Anecdotal evidence suggests the sheer volume of water in the catchment across these dates also overwhelmed drainage systems and caused surcharging sewer systems at one location.

This report provides a number of recommendations aimed at better understanding flooding in the area, increasing preparedness, maintaining current systems and identifying potential solutions to mitigate future risks.

A summary of the main cause of flooding for each of the three hotspot locations is provided below.

1. At Begbroke Lane, it was concluded that the sheer volume of rainfall across the catchment during the September 2024 event led to significant surface water flows and flooding. The movement of water was likely influenced by the natural topography and farming practices, which may have channelled flows toward both the front and rear of properties, resulting in internal and external flooding. The topography of Begbroke Lane, combined with the siltation of drainage infrastructure, likely contributed to surface water pooling as the reduced

capacity of the drainage system hindered its ability to effectively convey water away from the area.

2. At Fernhill Road, it was concluded that the volume of river flows, combined with a vegetated channel, overwhelmed the capacity of Rowell Brook, resulting in out of bank flooding at the rear of properties. In addition, the sheer volume of water across the catchment likely overwhelmed the Thames Water sewer system, causing manhole surcharging and foul water flooding via household pipes. These issues conclude that the flooding experienced at Fernhill Road was a result of both fluvial and foul sources.
3. At the A44 Roundabout it was concluded that the heightened river levels placed strain on the A44 culvert, the design of which would place further stress on conveyance during high flows. This stress likely caused out of bank flooding at the culvert inlet, impacting one commercial property in the immediate area. This out of bank flooding was exacerbated by combining with surface water runoff from surrounding roads, namely Spring Hill Road.

Main Recommendations

Recommendation	Lead Stakeholders	Consulting stakeholders	Time Frame (from publication) Short term – delivered within 6 months Medium term – 1 - 2 years Long term - 2 years + On-going - Continuous activities
Local residents and Parish Council to set up a flood action group and hold an annual meeting to ensure preparedness for future flood events. Through this action group and subsequent meetings, the issues and recommendations highlighted throughout the S19 report should be discussed. With support from CDC & OCC LLFA and OCC's Joint Oxfordshire Resilience Team (JORT) the flood action group can work to develop emergency resilience plans.	Local Residents, Parish Council	CDC, OCC LLFA, OCC Highways, OCC JORT	Medium term
Review the current maintenance for highways drainage assets on Begbroke Lane, and look to increase the frequency of cleaning, in line with current Highway Maintenance Programme and funding availability.	OCC Highways		Medium term

Environment Agency to remind landowners of their legal obligations to carry out watercourse maintenance in accordance with their riparian owners' responsibilities. This is particularly relevant for the stretch of the Rowell Brook at the southern limit of the village.	Landowners	Environment Agency	Medium term
Blenheim estates, CDC and OCC to investigate opportunities to adapt agricultural practices in order to support flood risk mitigation efforts.	Blenheim Estates, OCC LLFA, CDC		Medium term
Blenheim estates, CDC and OCC to assess the feasibility of implementing drainage ditches along the edge of the Blenheim Estate owned field to direct water flow south-eastward, with the aim of discharging into the Rowel Brook at a point downstream of the village.	Blenheim Estates, OCC LLFA, CDC		Medium term
Thames Water to explore possible causes of limited network capacity, which may have contributed to the internal property flooding at Fernhill Road.	Thames Water	OCC LFFA, CDC	Medium term
OCC Structures to conduct investigation into the current capacity, operation and efficiency of the A44 culvert with the aim of identifying issues and potential solutions to improve conveyance without increasing downstream flood risk. The OCC Structures Team confirmed that if there were any major obstructions in the future, clearing of any debris upstream and downstream would need to be undertaken before any jetting / clearing of the culvert would be completed.	OCC Structures	EA, OCC LLFA, CDC, OCC Highways	Medium term
OCC LLFA and Environment Agency to work with landowners to discuss willingness for natural flood management (NFM) measures to be implemented on their	OCC LLFA, Environment Agency, Landowners	CDC, Parish Council	Long term

land to slow and / or attenuate flows in the catchment upstream of Begbroke.			
Explore the willingness to implement property flood resilience measures (PFR) at all hotspot locations. Guidance on PFR measures can be viewed through Ciria document (C790F) and a link to this document is provided below: https://www.ciria.org/ItemDetail?iProductCode=C790F&Category=FREEPUBS&WebsiteKey=3f18c87a-d62b-4eca-8ef4-9b09309c1c91 Funding in the form of grants, may be available to support the property owners in delivering PFR measures – see Section 5.1.	Property owners	OCC LLFA, CDC, Parish Council	Medium term

CONTENTS

1. INTRODUCTION.....	1
1.1. Lead Local Flood Authority (LLFA) Investigation	1
1.2. Site Location and context	2
1.3. Previous flood events	6
2. RECENT FLOOD ISSUES AND INVESTIGATION	8
2.1. Summary of September 2024 Event.....	8
2.2. September 2024 rainfall data analysis.....	9
2.3. Rainfall Event Analysis	11
2.4. Site Visit and Observations	12
3. CONCLUSIONS.....	16
4. RIGHTS AND RESPONSIBILITIES	18
4.1. Communities and Residents.....	18
4.2. Lead Local Flood Authority (LLFA)	18
4.3. Highway Authority (Oxfordshire Highways)	19
4.4. Water Authority - Thames Water Utilities (TW).....	19
4.5. Cherwell District Council.....	20
4.6. Environment Agency (EA)	20
4.7. Landowners and Developers.....	21
5. RECOMMENDATIONS.....	22
5.1. General	22
5.2. Main Recommendations.....	23
5.3. Communities and Residents.....	26
5.4. Lead Local Flood Authority (LLFA)	26
5.5. Highway Authority (Oxfordshire Highways)	27
5.6. Water Authority Thames Water Utilities (TW)	27
5.7. Cherwell District Council.....	27
5.8. Landowners and Developers.....	28
6. DISCLAIMER.....	30
ACRONYMS	30
USEFUL LINKS	31
USEFUL CONTACTS	31

1. INTRODUCTION

1.1. Lead Local Flood Authority (LLFA) Investigation

Section 19 of the Flood and Water Management Act (F&WMA) states:

- 1) On becoming aware of a flood in its area, a LLFA must, to the extent that it considers it necessary or appropriate, investigate: -
 - a. which risk management authorities have relevant flood risk management functions, and
 - b. whether each of those risk management authorities has exercised, or is
 - c. proposing to exercise, those functions in response to the flood.
- 2) Where an authority carries out an investigation under subsection (1) it must: -
 - a. publish the results of its investigation, and
 - b. notify any relevant risk management authorities.

The LLFA have a set criteria which determines when a S19 report is required. The criteria are set out below.

LLFA/OCC Criteria

- Internal flooding (excluding to basements) to five or more residential properties or businesses within an area of 1km².
- Internal flooding of a business premises employing more than 10 people within an area of 1km².
- Internal flooding (excluding to basements) of at least one property or business for one week or longer.
- Flooding of one or more items of critical infrastructure, which could include hospitals, health centres, clinics, surgeries, colleges, schools, day nurseries, nursing homes, emergency services (police, fire, ambulance) stations, utilities and substations.

Caused a transport link to be impassable:

- Motorways, trunk roads, Class A and B highway closures shall all be investigated.
- Class C highways – 10 hours or more unless the route is the only means of access or is primary route for critical infrastructure then reduce to 4 hours.
- Class U highways – 24 hours or more unless the route is the only means of access or is primary route for critical infrastructure then reduce to 4 hours.
- All rail link closures shall be investigated.

Any flooding event that a risk management authority deems significant but does not meet the agreed thresholds should be put forward to the risk management authority flood group meeting for consideration.

1.2. Site Location and context

This report relates to the flood events which occurred in Begbroke, OX5 (Figure 1) on September 23rd 2024. The village of Begbroke is located within the Cherwell District of Oxfordshire, approximately 7km northwest of Oxford and 2km southwest of Kidlington.

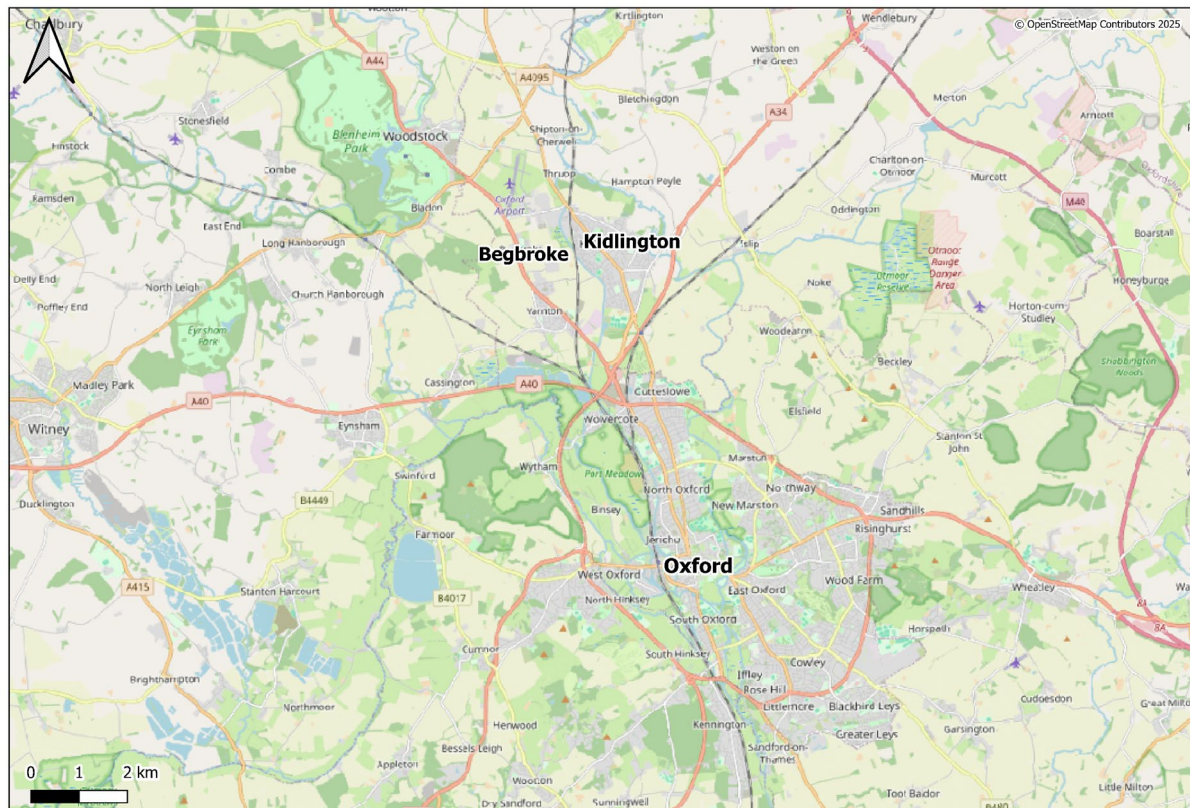


Figure 1 - Begbroke location in relation to Oxford and Kidlington (©OpenStreetMap, 2025)

Begbroke is a village with varied topography, the prominent Spring Hill flanks the west of the village with the A44 cutting through the village from the north to the south. The elevation ranges from 65 to 84 metres above ordinance datum (m AOD) across the wider area, with levels within the urban areas of the village varying between 65 to 72 m AOD. Figure 2 shows a topographical map of the village area, created using 2022 1m Light Detection and Ranging (LiDAR) data. The lowest point within the village is located along the Rowell Brook.

The village of Begbroke contains one primary watercourse called the Rowell Brook, which is classified as Main River downstream of the point it nears the A44 to the west of the village Figure 2. The Rowell Brook flows south alongside the A44, before being culverted beneath the A44 and continuing eastwards along the southern edge of the village. The Environment Agency are the lead risk management authority (RMA) for Main Rivers which are typically larger rivers. Ordinary Watercourses are generally smaller rivers, streams, or ditches of which LLFA's are the lead RMA. More

information on these classifications can be found in Section 4.2 and Section 4.6 of this report.

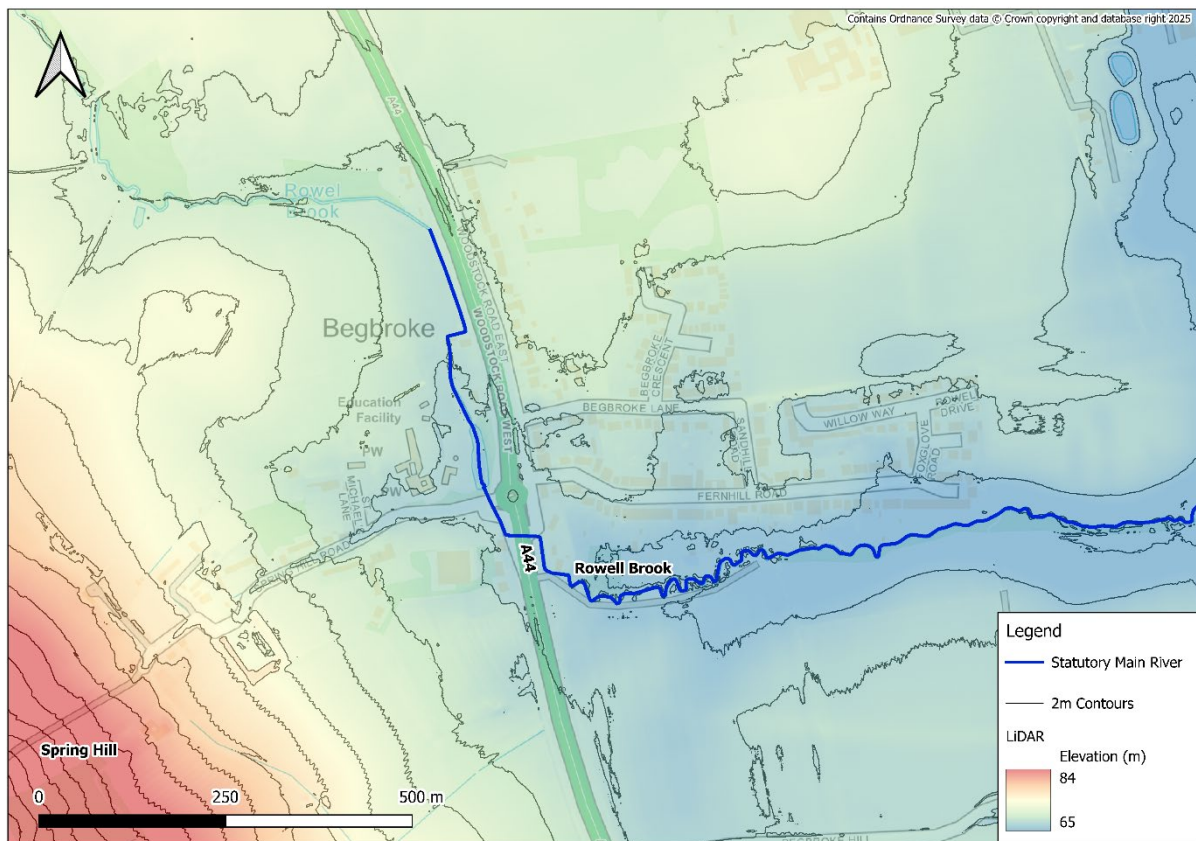


Figure 2 - Elevation map of Begbroke displayed by LiDAR and contours (Source: - [DEFRA 2022](#))

This report focuses on three ‘hot spot’ locations where internal property flooding was experienced. These areas are outlined below and shown in Figure 3:

1. Eastern Begbroke Lane, including the fields to the northeast of Begbroke Lane.
2. Eastern Fernhill Road.
3. The A44, specifically at the roundabout where the Rowell Brook is culverted beneath. Hereafter known as A44 Roundabout.

Figure 3 shows the Environment Agency's Risk of Flooding from Rivers and Sea (RoFRS) mapping and the three hot spot locations. A small portion of the southern part of the village is classified as being at risk of flooding from Main Rivers. The level of risk varies between low to high with Annual Exceedance Probabilities (AEP) ranging between 0.1% and 3.33%, with areas south of Fernhill Road and to the East of the A44 notably at high risk. AEP is the probability of a flood of a given magnitude being equalled to or exceeded in any given year. The rest of the village lies outside these areas.

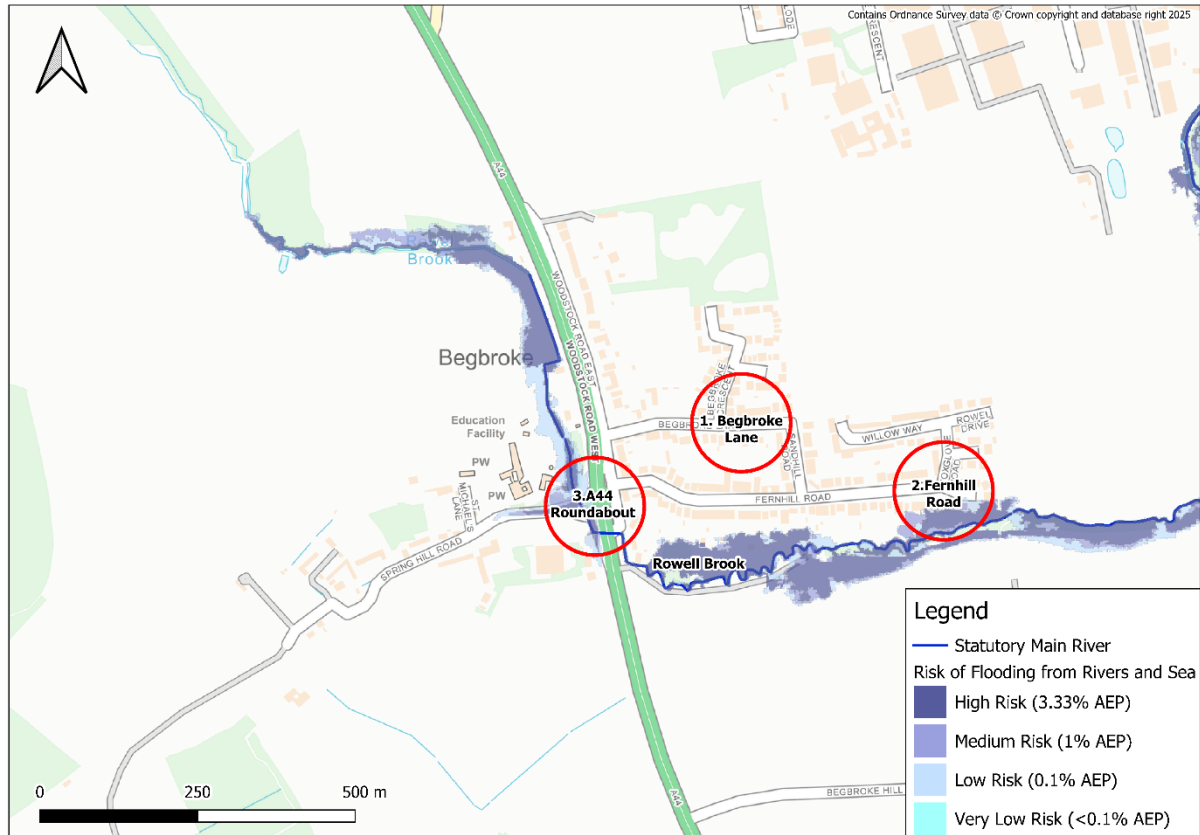


Figure 3 - Main River, RoFRS and key locations in Begbroke. Data from the [DEFRA Data Services Platform](#) (2025)

Alongside the fluvial risk from the Main Rivers, surface water flood risk is also relevant. Due to the size of some of the smaller ditches located in Begbroke, flood risk has not been captured in the RoFRS. However, flood risk from these smaller watercourses is represented in the Risk of Flooding from Surface Water (RoFSW) map. Figure 4 shows the RoFSW classifications defined by the Environment Agency through Begbroke showing high, medium and low risk as indicated by the AEP. Of the three hot spot locations covered by this report there is notable high-risk location at the A44 and Begbroke Lane.

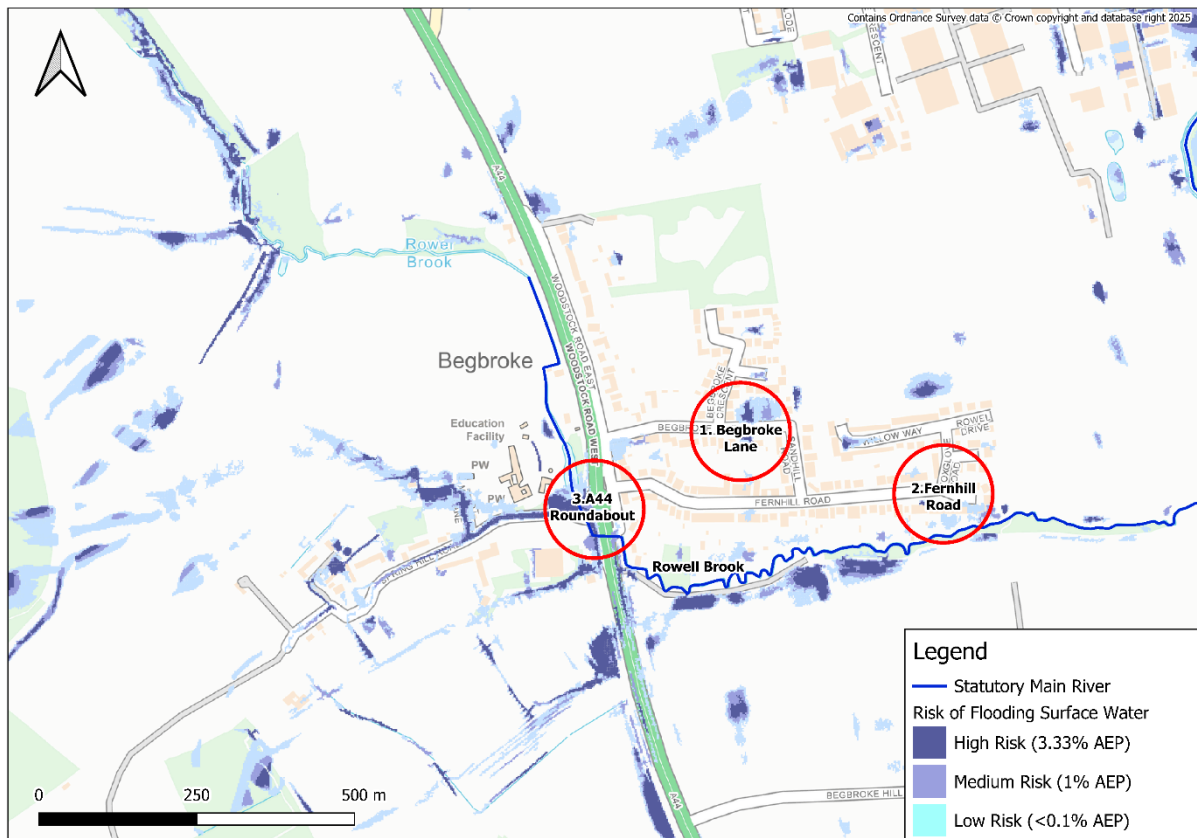


Figure 4 - Begbroke Risk of Flooding from Surface Water. Data from the [DEFRA Data Services Platform](#) (2025)

The proximity of properties that flooded to Main Rivers, combined with the surface water flow paths is likely responsible for some of the flooding detailed in this report. The surface water flow pathways identify key locations where surface water and fluvial waters interact, causing combined flooding issues. This is particularly relevant where the fluvial waters are already at capacity, leaving no further capacity for the addition of surface water runoff.

Figure 5 shows locations of indicative overland flow pathways derived from LiDAR topographic data in relation to the main areas of Begbroke. Surface water flooding is difficult to forecast as exact rainfall locations and volumes are somewhat unpredictable and as such these maps should not be taken as an exact prediction. In the western area, surface water flows predominantly eastward from the topographic high point at Spring Hill towards Rowell Brook. Several areas of high RoFSW can be seen along the drainage pathways leading to the A44 roundabout. To the north of the village, overland flows originate from the Blenheim Estate owned fields north of Begbroke Lane and travel southward, crossing Begbroke Lane and continuing across Fernhill Road before ultimately discharging into Rowell Brook.

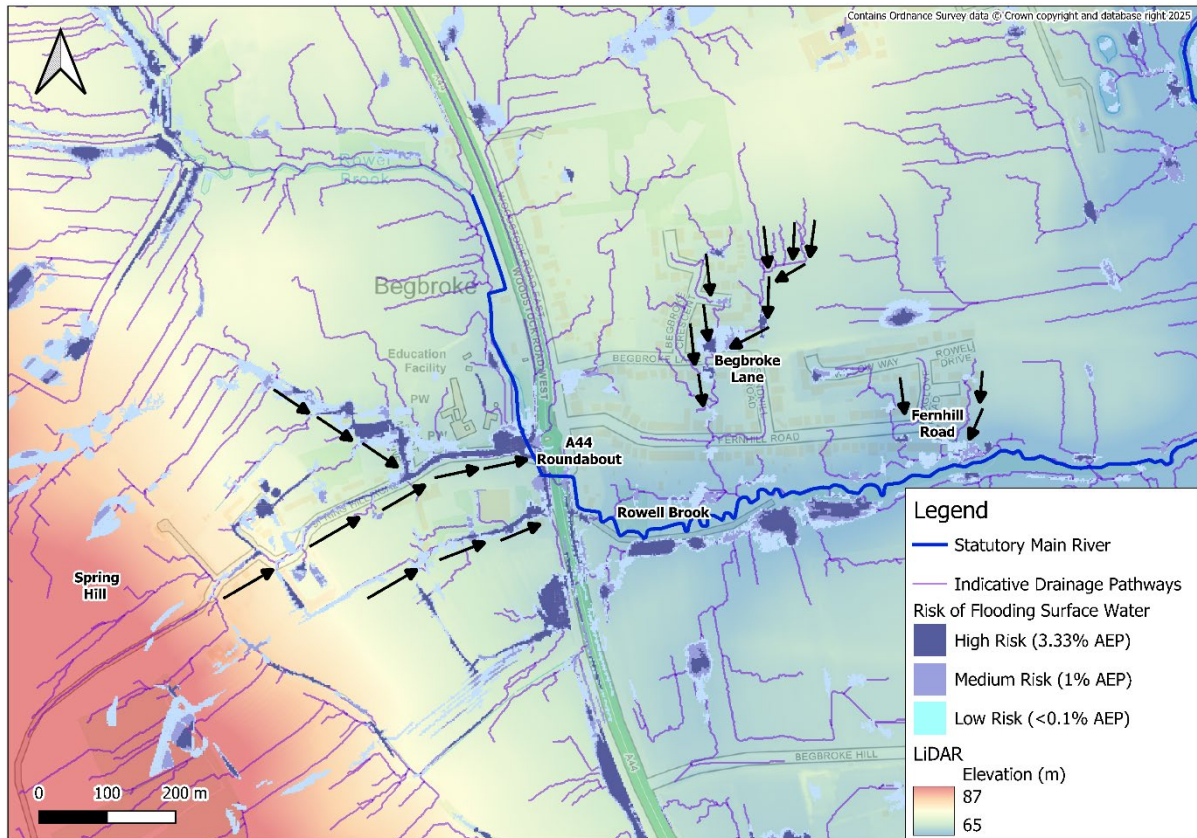


Figure 5 - Indicative drainage pathways and flow direction arrows around Mid Cassington Road, Hayday Close and Rutten Lane south with LiDAR (DEFRA 2025)

1.3. Previous flood events

The Environment Agency's Recorded Flood Outlines (RFO) show areas that have previously reported flooding to the Environment Agency from fluvial, surface water and groundwater sources. It is important to note that the absence of coverage by RFO does not mean an area hasn't flooded, just that the Environment Agency have no record of flooding in this area. Figure 6 shows the RFO through Begbroke, highlighting one historical surface water flood event.

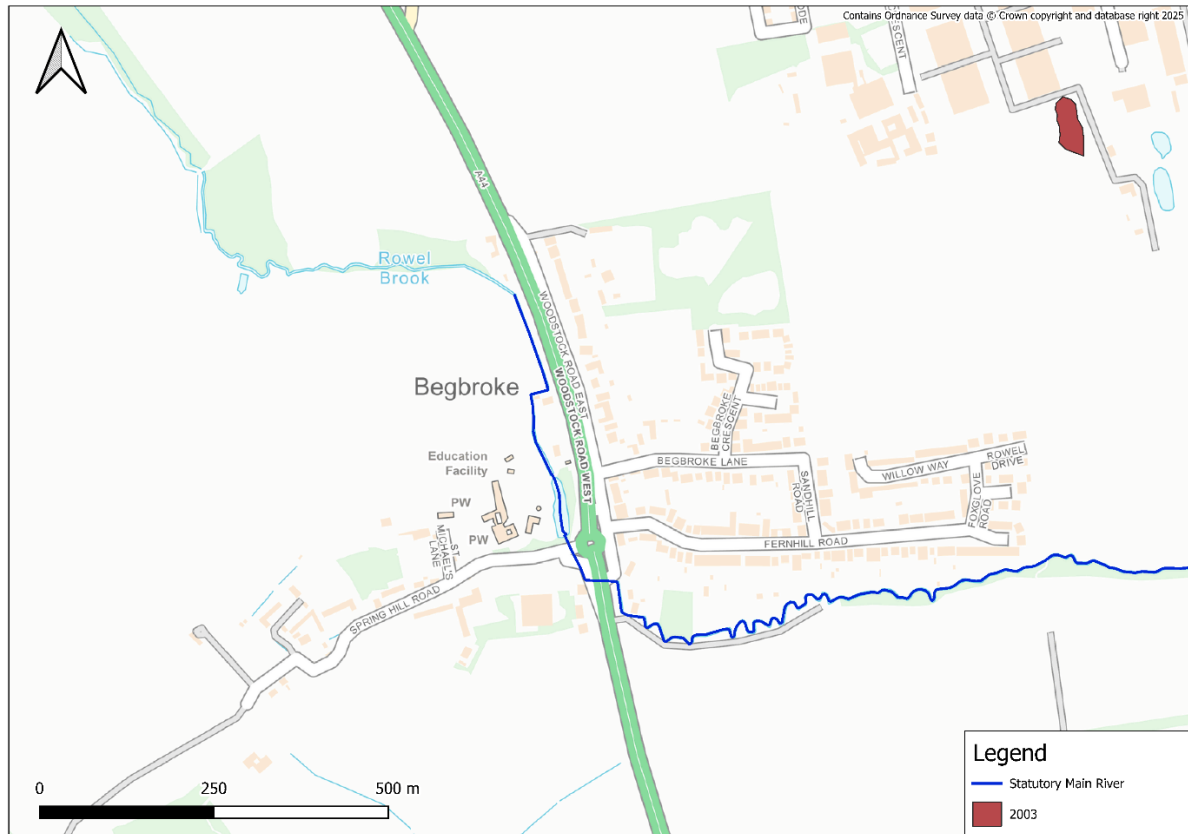


Figure 6 - Recorded flood outlines in Begbroke (DEFRA 2025)

Whilst the RFO are a useful indicator of some previous flood events, an additional flood event is documented in the Cherwell Level 1 Strategic Flood Risk Assessment (SFRA)¹. The SFRA reports that the village of Begbroke has previously experienced fluvial flooding in July 2007.

¹ Cherwell Level 1 Strategic Flood Risk Assessment Update (AECOM 2017)

2. RECENT FLOOD ISSUES AND INVESTIGATION

2.1. Summary of September 2024 Event

The Met Office reported that England, and more specifically southern England, had a particularly wet September in 2024. For Oxfordshire, September 2024 was the wettest calendar month, based on records dating back to 1836. Oxfordshire recorded 185mm of rain, more than 3 times its average September rainfall. Many parts of the county received particularly heavy rainfall on the 22nd and 23rd September.

The heavy rainfall from the 22nd to 23rd of September led to increased surface water runoff in several locations across Begbroke. As this runoff flowed through the catchment, river levels began to rise, peaking on the 24th of September. The sheer volume of water in the catchment across these dates was the main cause of the flood events, particularly as river levels approached or exceeded channel capacity, placing heavy pressure on structures and drainage assets. Additionally, anecdotal evidence suggests siltation of the drainage networks and overwhelmed drainage infrastructure may have contributed to the flooding across Begbroke.

2.1.1. Begbroke Lane

Reports indicate that up to four properties in the Begbroke Lane area experienced internal flooding during the September 2024 event. Observations suggest that surface water originating from the Blenheim Estate owned fields to the northeast of Begbroke flowed southwards, potentially aided by topography and farming practices, impacting properties at the front, rear and internally. Additionally, it was reported that the Highways drainage network along Begbroke Lane was heavily silted, reducing its capacity convey water away from Begbroke Lane.

2.1.2. Fernhill Road

Reports suggest that at up to four properties on Fernhill Road experienced both internal and external flooding during the September 2024 event. Anecdotal evidence suggests the flooding was likely caused by a combination of fluvial and sewer sources. Observations included surcharging foul water from manholes in the gardens of affected properties, consistent with overwhelmed sewer systems. Fluvial flooding was also likely experienced due to elevated river levels and the proximity of these properties to Rowell Brook. Additionally, internal flooding may have been exacerbated by foul water ingress through household pipes connected to utilities.

2.1.3. A44 Roundabout

Reports indicate that one commercial property, along with the A44, experienced flooding during the September 2024 event. Anecdotal evidence suggests the flooding likely occurred due to the culverted section of the Rowell Brook, that takes water from west to east under the A44, becoming overwhelmed. **Error! Reference source not found.** Figure 7 displays the approximate location of this culverted section of the Rowell Brook. The watercourse is initially culverted beneath Spring Hill Road as it flows southward. It then enters a culvert that turns approximately 90 degrees at the A44 inlet, redirecting the flow eastward. At the outlet, the culvert again turns at a

similar angle, reorienting the watercourse to flow southwards. These abrupt changes in direction reduce flow efficiency and contribute to localised flooding. Additionally, at this location high surface water flows were reported along Spring Hill Road, placing further strain on the culvert at this location.

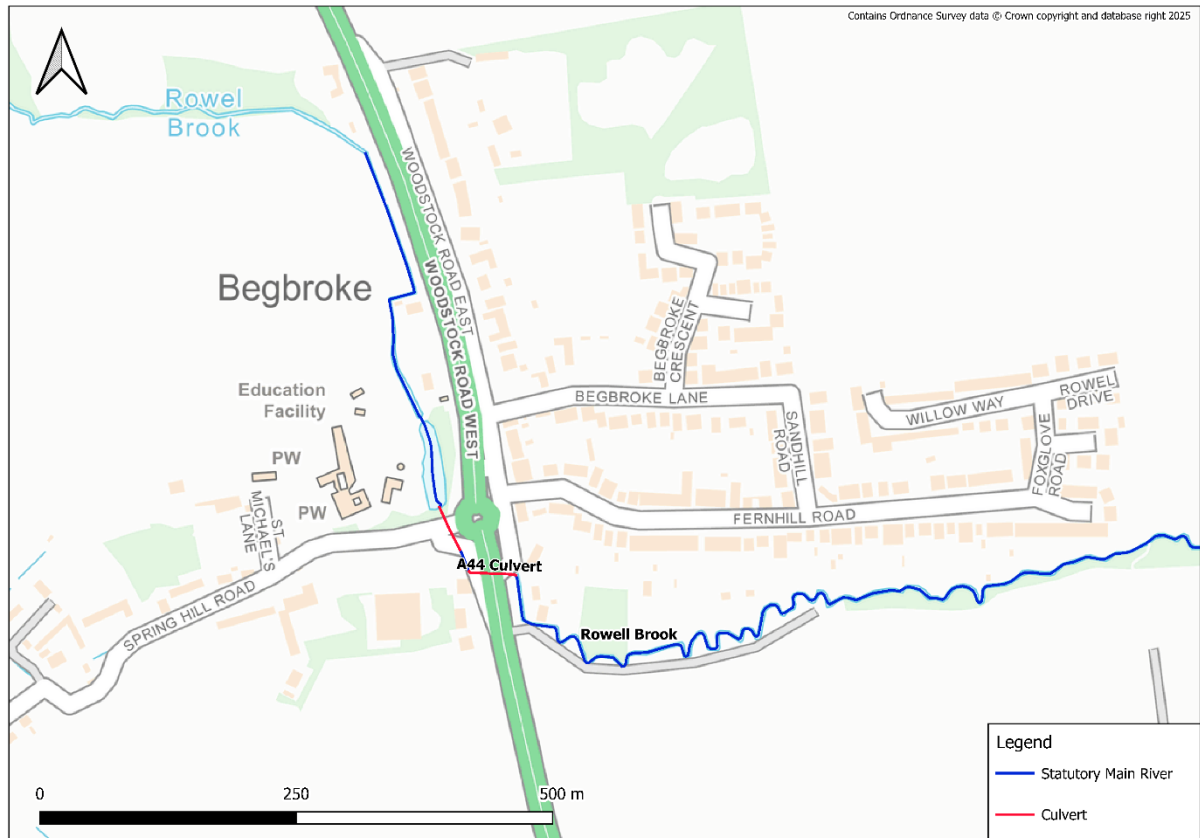


Figure 7 - Asset map displaying approximate locations culverted sections of the Rowell Brook (DEFRA 2025)

2.2. September 2024 rainfall data analysis

As summarised in Section 2.1, September 2024 was the wettest calendar month, based on records dating back to 1836. Oxfordshire recorded 185mm of rain, more than 3 times its average September rainfall. Many parts of the county received particularly heavy rainfall on the 22nd and 23rd September (Figure 8).

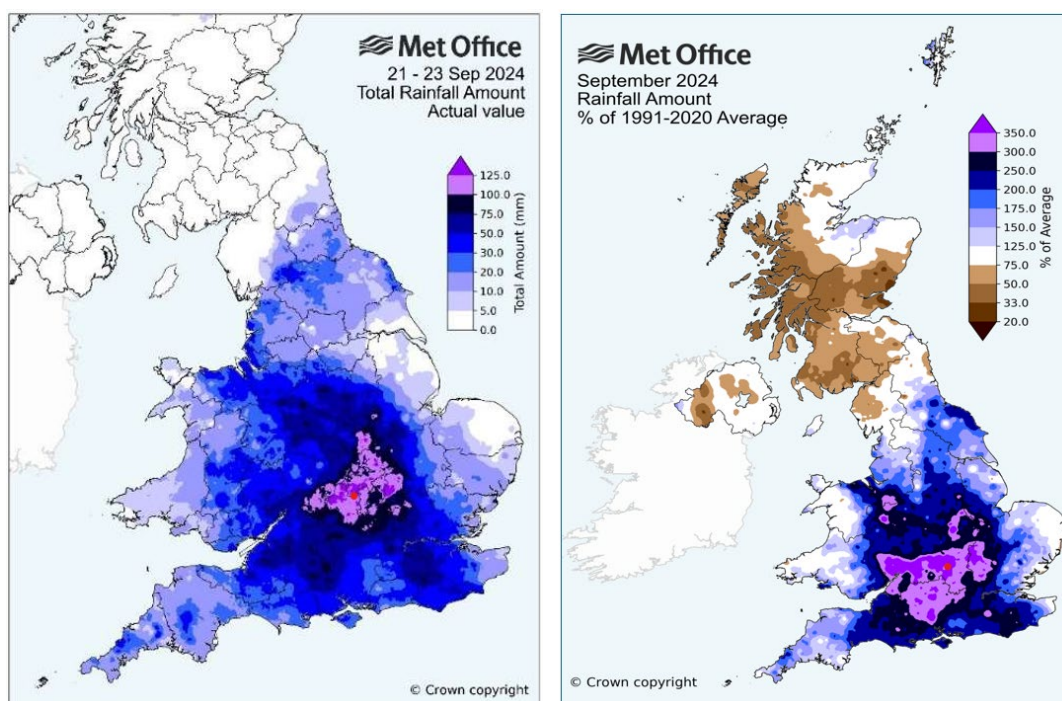


Figure 8 - September 21-24 total rainfall amount (left) and % of 1991-2020 September average (right).
Red dot = Begbroke location

Rainfall data has been obtained from the Department for Environment Food & Rural Affairs' Hydrology Data Explorer². At Eynsham rain gauge, the nearest to Begbroke (4.6km to the southeast), rainfall depths of 63mm and 55mm were recorded on the 22nd and 23rd of September 2024 respectively (Figure 9). These daily rainfall values are the first and second highest amounts of daily rainfall recorded since the start of the record on the 29th of July 1982. Daily rainfall at this station has only been recorded as over 40mm nine times since record began in 1982, and only over 50mm four times including the rainfall responsible for causing the flooding detailed by this report. It is worth noting that this data has been checked by DEFRA confirming its accuracy and reliability.

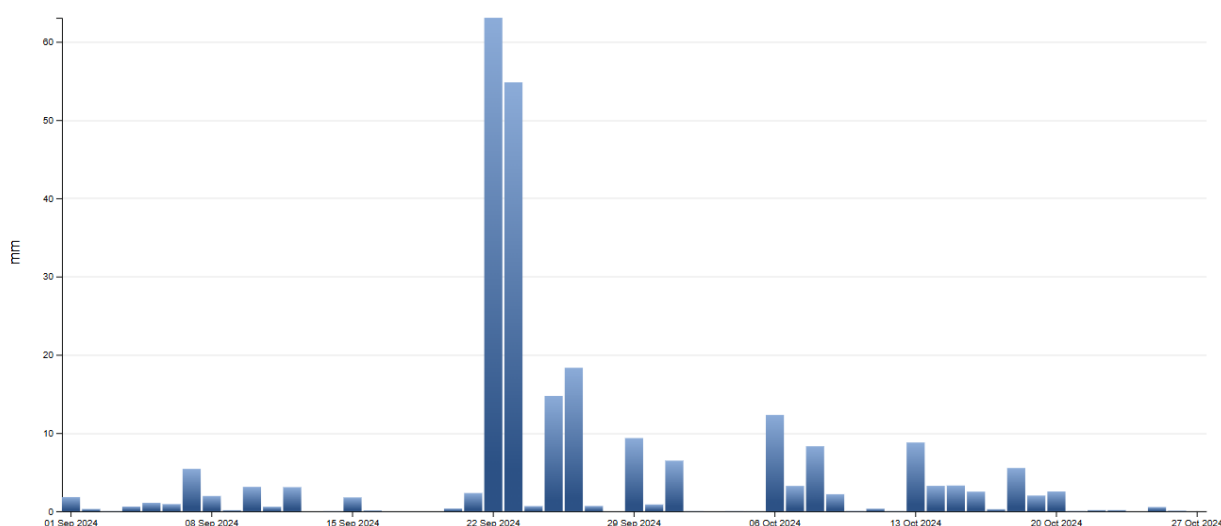


Figure 9 – Checked daily rainfall at Eynsham station from Sep 2024 to Oct 2024 – Maximum daily rainfall of 63mm on 22nd September 2024 (DEFRA, 2025 [Accessed: 15/05/2025])

² [Hydrology Data Explorer](#), 2025. Department for Environment Food & Rural Affairs.

Although there is no river gauge at Begbroke, the nearby River Glyme at Woodstock (5 km to the northwest) demonstrates the effects of this prolonged rainfall event. The rainfall led to a dramatic spike in surface water runoff, indicated by a large spike of the daily mean flow values in the River Glyme at Woodstock on the days following the rainfall, peaking at $11.2\text{m}^3\text{s}^{-1}$ on the 24th September (Figure 10).

While this provides an overview of river behaviour in the vicinity, the numerical values are not directly comparable, as every river has its own unique capacity and characteristics. However, the graph offers a representation of the fluvial response to the prolonged rainfall. It should be noted that this data is still classified as unchecked by DEFRA, meaning it is raw and uninspected, and may change in the future.

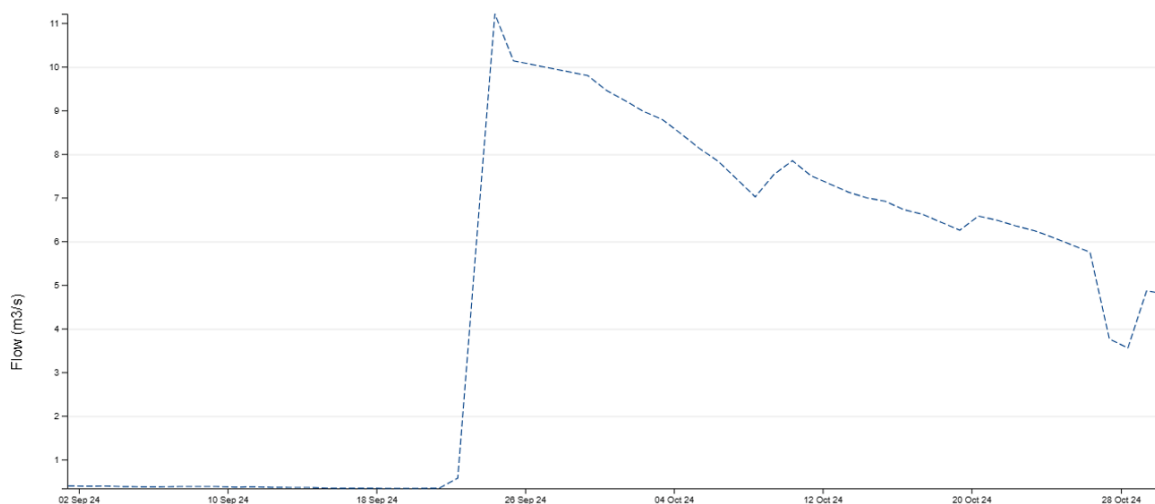


Figure 10 – Unchecked flow levels in the River Glyme at Woodstock Gauging Station prior to, during, and following the flood event – maximum flow peaking at $11.2\text{m}^3\text{s}^{-1}$ (DEFRA, 2025 [Accessed: 15/05/2025])

2.3. Rainfall Event Analysis

An assessment of the annual exceedance probability of the rainfall event was carried out using the Flood Estimation Handbook Web Service's Depth-Duration-Frequency (FEH DDF) method and the rainfall data recorded at the Eynsham rain gauge between the 21st and 24th of September. Maximum cumulative rainfall depths were calculated across a range of durations and compared against the FEH DDF model outputs. This enabled an evaluation of the likely AEP for each duration throughout the extended storm period of the 21st to 24th of September. Table 1 presents the estimated AEP for various durations alongside the peak cumulative rainfall depth recorded for those durations during the September event. The results indicate that, the depths of rainfall recorded for most durations was likely between a 1 in 200 (0.5% AEP) and 1 in 500 (0.2% AEP) event. This suggests that the intensity of the rainfall over a prolonged period was the main cause of the resulting flood event.

Table 1 – Estimated AEP of rainfall recorded at Eynsham during September 21st – 24th 2024

Storm duration (hours)	Peak rainfall depth recorded at Eynsham (mm)	Estimated AEP Range
1	13	1 in 2 (50%) – 1 in 5 (20%)
6	50	1 in 50 (2%) – 1 in 75 (1.33%)
12	72	1 in 200 (0.5%) – 1 in 500 (0.2%)
18	99	1 in 200 (0.5%) – 1 in 500 (0.2%)
24	112	1 in 200 (0.5%) – 1 in 500 (0.2%)
36	116	1 in 200 (0.5%) – 1 in 500 (0.2%)
48	119	1 in 200 (0.5%) – 1 in 500 (0.2%)
72	121	1 in 200 (0.5%) – 1 in 500 (0.2%)

2.4. Site Visit and Observations

A site visit was conducted on the 30th of July 2025 with representatives from OCC and CDC, during which the team visited multiple locations throughout the village and discussed flooding issues with the OCC and CDC representatives alongside residents. The observations and discussions on site informed the investigations into the September 2024 floods and the recommendations detailed in this report.

2.4.1. Begbroke Lane

The site team conducted a walkover survey along the full length of Begbroke Lane, including a visit to the fields located to the northeast. During the visit, they engaged with local residents to gather first-hand accounts and insights into recent flood events.

Along Begbroke Lane, the team observed a steep gradient sloping towards the properties on the northern side, which may contribute to surface water runoff being directed toward these homes (Figure 11). Although the Highways drainage infrastructure appeared to be clear at the time of the visit, it is important to note that post-event reports indicate that both OCC Highways and residents undertook clearance efforts following the September 2024 flood. As such, the observed condition of the drainage system may not accurately reflect its state during the flood event (Figure 12).

Discussions with residents and observations in the field to the northeast of Begbroke Lane revealed that surface water tends to originate from the northern boundary of the field and flows southward, guided by the natural topography and potentially influenced by agricultural practices (Figure 13). These factors appear to channel water toward the rear and front gardens of properties along Begbroke Lane. This inferred flow path is supported by the RoFSW data and drainage mapping presented in Section 1.2.

The combination of this flow path, the steep road gradient, and reports of silted drainage infrastructure suggests that surface water reaching the front of the properties may have been unable to drain effectively, resulting in pooling within the Begbroke Lane area.



Figure 11 – Slope on north of Begbroke Lane (Site Visit: 2025)



Figure 12 – Drainage infrastructure on Begbroke Lane during site visit (Site Visit: 2025)



Figure 13 - Fields north east of Begbroke Lane taken from the south western point of the field (Site Visit: 2025)

2.4.2. Fernhill Road

The site team carried out a walkover survey of Fernhill Road, including an inspection along the stretch of Rowell Brook that runs parallel to the rear gardens of properties in the area.

Although no visible signs of flooding were present during the visit, access to the rear gardens was not possible. However, photographic and video evidence provided by residents clearly shows that both internal and external areas of the properties were affected during previous flood events. This media also documents the surcharging of manholes within gardens, resulting in foul water flooding. Post-visit analysis of the drainage network confirms that the foul sewer in question is owned and maintained by

Thames Water. Additionally, a Thames Water pumping station is situated directly south of the Rowell Brook in this location. Given the volume of water within the catchment, it is likely that the station was overwhelmed during the flood events, preventing it from operating at full potential.

During the walk along Rowell Brook, the team observed that the watercourse upstream of the affected properties was heavily vegetated. The build-up of material along the banks may pose a risk of being mobilised during future flood events, potentially exacerbating downstream impacts. Whilst the watercourse was dry at the time due to antecedent conditions, several meanders were also noted, which are likely to contribute to slower conveyance through this reach (Figure 14).



Figure 14 - An example of a sharp meander on the Rowell Brook with flow direction arrow (Site Visit: 2025)

2.4.3. A44 Roundabout

The walkover survey of the area surrounding the A44 roundabout provided further evidence that the culverted section of Rowell Brook beneath the A44 is likely a key contributor to the flood event. Both the culvert inlet (Figure 15) and outlet (Figure 16) feature sharp 90-degree bends, which are likely to restrict flow efficiency and increase the risk of out of bank flooding at the inlet during high-flow conditions. The presence of sandbags, which were observed near adjacent commercial properties to the Rowell Brook in this location, further support assessment. Their presence provides an indication of previous flood mitigation efforts in response to flood risk at this location.



Figure 15 – Rowell Brook A44 culvert inlet with orange flow direction arrow (Site Visit: 2025)



Figure 16 - Rowell Brook A44 culvert outlet with orange flow direction arrow (Site Visit: 2025)

OCC Structures Team inspected the culvert on 05/03/2025 and removed a few minor obstructions. They did note that if there were any major obstructions in the future, clearing of any debris upstream and downstream would need to be undertaken before any jetting / clearing of the culvert would be completed.

3. CONCLUSIONS

This investigation has reviewed the flooding that occurred primarily on the 23rd of September 2024, focusing on properties and infrastructure at three locations across Begbroke. Some of the properties that reported flooding are situated within a high RoFRS classification, which is land classified as having a greater than 3.33% AEP of flooding from rivers and sea. Whilst other properties are located within a medium (1% AEP) or low (0.1% AEP) RoFRS classification. It should be noted that some properties that reported flooding were located in a very low (<0.1% AEP) RoFRS, however they are seen to be in an area of high RoFSW (>3.33%).

Flooding in Begbroke was primarily caused by intense rainfall over a short period, which led to an increase in river levels and significant surface water runoff. The high fluvial flows exceeded channel capacity and exerted pressure on key structures, resulting in the out of bank flooding from the Rowell Brook. Anecdotal evidence also indicates that the sheer volume of water in the catchment across these dates likely overwhelmed drainage systems and caused surcharging sewer systems at one location.

3.1. Begbroke Lane

At Begbroke Lane, it was concluded that the sheer volume of rainfall across the catchment during the September 2024 event led to significant surface water flows and flooding. These flows likely travelled southward across the Blenheim Estate owned fields located to the northeast of Begbroke Lane, towards residential properties. The movement of water was likely influenced by the natural topography and farming practices, which may have channelled flows toward both the front and rear of properties, resulting in internal and external flooding. The topography of Begbroke Lane, combined with the siltation of drainage infrastructure, likely contributed to surface water pooling as the reduced capacity of the drainage system hindered its ability to effectively convey water away from the area.

3.2. Fernhill Road

At Fernhill Road, it was concluded that elevated river flows, combined with a vegetated channel, likely reduced the capacity of Rowell Brook, resulting in out of bank flooding at the rear of properties. In addition, the sheer volume of water across the catchment likely overwhelmed the Thames Water sewer system, causing manhole surcharging and foul water flooding via household pipes. It is unknown if the surcharging was a result of misconnections and as such the potential of any misconnections should be investigated further. These issues conclude that the flooding experienced at Fernhill Road was a result of both fluvial and foul sources.

3.3. A44 Roundabout

At the A44 Roundabout it was concluded that the heightened river levels placed strain on the A44 culvert, the design of which would place further stress on conveyance in high flows. This stress likely caused out of bank flooding at the culvert inlet, impacting one commercial property in the immediate area. This out of bank flooding was exacerbated by combining with surface runoff from surrounding roads, namely Spring Hill Road. Future investigations could assess the culvert's inlet efficiency and explore potential improvements to enhance flow conveyance under extreme conditions.

3.4. Summary

Overall, the sheer volume of water significantly increased surface water flows, which in turn elevated river levels and which exceeded channel capacity. The drainage and sewage systems were unable to cope with the excess flows, becoming overwhelmed and preventing effective drainage. As a result, fluvial, surface and foul water flooding occurred across various locations in Begbroke.

For all the locations mentioned above, it is important to ensure that drainage systems function freely to carry water away from the village and limit stress on channel capacity. Maintaining the channels, structures and drains whilst ensuring the existing drainage infrastructure is functioning properly would likely reduce the risk of flooding. Additionally, investigations into the efficiency of the inlet and outlet of the existing culvert under the A44 could identify possible amendments to improve flow conveyance, however any amendments identified would need to ensure flood risk isn't increased downstream. Finally, implementing measures to slow or attenuate flow either upstream or throughout the village would likely reduce the overall strain on the systems at any given time, and thereby reducing the overall stress on the system.

4. RIGHTS AND RESPONSIBILITIES

4.1. Communities and Residents

Communities may consist of the Town or Parish Council, Flood Forum, Community Group and affected residents, amongst others.

Communities and residents who are aware that they are at risk of flooding should take action to ensure that they and their properties are protected.

Community resilience is important in providing information and support to each other if flooding is anticipated. Actions taken can include [subscribing to MET Office email alerts](#) for weather warnings, implementing a Flood Warden Scheme, producing a community flood plan, implementing property level protection and moving valuable items to higher ground. Finally, individual households can create their own personal flood plans, such as collating important documents for quick removal from the property, torches, waterproof clothing etc.

Oxfordshire County Council has produced a number of flood guides covering various subjects, some of which relate to this type of flood incident. The relevant guides have been identified and are available at: www.oxfordshirefloodtoolkit.com

4.2. Lead Local Flood Authority (LLFA)

As stated within the introduction section, OCC as the LLFA has a responsibility to investigate flood incidents under Section 19 of the F&WMA.

The LLFA also has a responsibility to maintain a register of assets which have a significant effect on flooding from surface runoff, groundwater or ordinary watercourses (non-Main River) as detailed within Section 21 of the F&WMA. The register must contain a record about each structure or feature, including the ownership and state of repair. OCC is also required to keep a record of flooding hotspots across the county.

OCC's practices relating to third party assets is to notify third party owners of their asset forming part of a flood risk system and assist by advising those third party owners on the condition of their assets and their maintenance responsibilities.

As Lead Local Flood Authority, OCC will be looking for support from other risk management authorities, communities and individual homeowners to ensure flood incidents are reported, and any assets which have a significant effect on flood risk are recorded on the asset register.

While OCC can suggest possible causes of flooding and make recommendations to ensure flood risk is mitigated as far as possible, the F&WMA does not provide OCC with the mandate or funding to act on identified causes of flooding or force risk management authorities to undertake any recommended actions.

4.3. Highway Authority (Oxfordshire Highways)

Oxfordshire Highways have a duty to maintain the highway under Section 41 of the Highway Act 1980 but subject to the special defence in Section 58.

New highway drainage systems are designed to Highways England's Design Manual for Roads and Bridges (Volume 4, Section 2). They are only required to be constructed to drain surface water runoff from within the highway catchment rather than from the wider catchment.

There are historic drainage systems in historic highways which can become the responsibility of the Highway Authority due to dedication, as opposed to adoption. These drainage systems may not have been designed to any standard.

Oxfordshire Highways undertake regular highway drainage cleansing. Identify and develop a detailed plan of their assets.

If flooding occurs OCC will assess the capacity of the highway assets and identify any areas with insufficient capacity for draining runoff from the highway. Where this leads to flood risk to properties improvement works should be considered.

Oxfordshire highways should assess the suitability of third party drainage systems accepting discharge from Highway Drainage systems and report any unsatisfactory areas to the relevant Risk Management Authorities.

4.4. Water Authority - Thames Water Utilities (TW)

Water and sewerage companies are responsible for managing the risks of flooding from surface water, foul water or combined sewer systems. Public sewers are designed to protect properties from the risk of flooding in normal wet weather conditions. However, in extreme weather conditions there is a risk that sewer systems can become overwhelmed and result in sewer flooding.

Sewerage undertakers have a duty, under Section 94 of the Water Industry Act 1991, to provide sewers for the drainage of buildings and associated paved areas within property boundaries. Since the 1st October 2011 the majority of private sewers and lateral drains in England and Wales were transferred into public ownership, meaning they are now the responsibility of the relevant sewerage undertaker.

A public sewer is a conduit, normally a pipe that is vested in a Water and Sewerage Company or predecessor, that drains two or more properties and conveys foul, surface water or combined sewage from one point to another, and discharges via a positive outfall.

There is no automatic right of connection for other sources of drainage to the public sewer network. Connection is therefore discretionary following an application to connect.

4.5. Cherwell District Council

District Councils have powers under Section 14 of the Land Drainage Act 1991 (LDA) to undertake flood risk management works on Ordinary Watercourses (non-Main River) where deemed necessary.

Under Section 20 of the LDA, District Councils have the powers to (by agreement of any person and at that person's expense) carry out any drainage work which that person is entitled to carry out. Agreement may not be required in certain emergency or legally upheld situations.

Cherwell District Council also has delegated authority from OCC LLFA to serve notice on persons requiring them to carry out necessary works to maintain the flow of Ordinary Watercourses under Section 25 of the LDA and receives funding from the LLFA to do this.

The District Council is the Planning Authority and has a role in Building Control and the Building Regulations.

4.6. Environment Agency (EA)

The EA is responsible for taking a strategic overview of the management of all sources of flooding and coastal erosion. This includes setting the direction for managing the risks through national and strategic plans; providing evidence and advice to inform Government policy and support others; working collaboratively to support the development of risk management skills and capacity; and providing a framework to support local delivery.

The EA also has operational responsibility for managing the risk of flooding from main rivers. Main rivers are usually larger river and streams and include all watercourses defined on the main river map which can be accessed at <https://environment.data.gov.uk/DefraDataDownload/?mapService=EA/StatutoryMainRiverMap&Mode=spatial>

The responsibility for maintenance and repair of rivers lies with the riparian owner, but the EA have permissive powers to carry out maintenance work on main rivers under Section 165 of the Water Resources Act 1991 (WRA).

The EA encourage third party asset owners to maintain their property in appropriate condition and may take enforcement action on a prioritised basis where it is appropriate. They may also consider undertaking maintenance or repair of third party assets only where it can be justified in order to safeguard the public interest and where other options are not appropriate.

Further remit of the EA includes;

- preparing preliminary flood risk assessments and flood risk management plans for flooding from main rivers, reservoirs and the sea (Flood Risk Regulations 2009)

- warning and informing (Ministerial Direction to the National Rivers Authority, 1996)
- regulating activities that may affect the risk of flooding from main rivers (Environmental Permitting Regulations (England and Wales) Regulations 2016)
- Carrying out surveys and mapping (Flood Risk Regulations 2009, Water Resources Act 1991)
- reporting to the minister on flood and coastal erosion risk and how the national and local strategies are being applied by all of the authorities involved (FWMA, 2010)
- acting as a statutory consultee for planning authorities providing advice on planning applications, local plans and environmental assessments regarding flood risk from main rivers and the sea (Town and Country Planning (Development Management Procedure) (England) Order 2015)

4.7. Landowners and Developers

Landowners are responsible for the drainage of their land and controlling any movement of sediment from their land. Legally, owners of lower-level ground have to accept natural land drainage from adjacent land at a higher level. The exception to this is where the owner of the higher level land has carried out “improvements” such that the runoff from the land cannot be considered “natural”.

Agricultural practices by landowners can be considered as “improvements” to the land, so that cultivation of crops or other land uses can take place. Mitigation works are required on improved land to account for the change in natural land drainage and changes to surface water runoff this can create.

Landowners and developers are responsible for working with the Local Planning Authority to ensure that their development is completed in accordance with the planning permission and all conditions that have been imposed.

Advice for developers is available on the Oxfordshire Flood Toolkit.

www.oxfordshirefloodtoolkit.com/planning/developers/

5. RECOMMENDATIONS

5.1. General

Listed below are the recommendations emanating from this formal Section 19 Flood Investigation Report. All the actions are initial recommendations that require discussing in detail to determine their feasibility.

It is important to note that it is for the relevant responsible body or persons to assess each recommendation in terms of the legal obligation, funding, resource implications, priority and cost/benefit analysis of undertaking such action.

The recommendations may be included within the action plan linked to the Local Flood Risk Management Strategy or in the relevant risk management authority's future work programmes, as appropriate.

Authorities should work together to look into funding opportunities to carry out the listed actions. There are multiple funding sources which could contribute to schemes and improvement works going forward. The majority schemes will require elements of partnership working and contributions to be successfully funded. They are likely to need to provide multiple benefits such as improving flood resilience whilst also managing water levels, reducing drought risks, helping nature recovery as well as climate adaptation.

There are several funding options available which can be explored through multi agency working groups such as,

- Flood & Coastal Erosion Risk Management (FCERM)
 - Flood Defence Grant in Aid (FDGiA)
 - Local Levy Regional Flood and Coastal Committee (RFCC)
- DEFRA Natural Flood Management Funding
- Woodland Creation Grants
- Agricultural & Environmental Schemes (Countryside Stewardship)
- Funding sources relating to development and regeneration, such as section 106 agreements, Community Infrastructure Levy (CIL) and New homes bonus
- Non-government organisations and charitable trusts
- Community fundraising and events
- Lotteries (Heritage Lottery Fund, Big Lottery, Arts Council)
- Volunteering
- Nature for Climate Fund
- Grants from other government departments, such as BEIS, MHCLG, DfT, DfE (for example, Flood Resilient Schools)
- UKRI – the research councils funding
- Business in the community
- Green recovery challenge fund
- Partnership funding (for example, contributions from partners, local authorities, businesses and communities etc.

5.2. Main Recommendations

Recommendation	Lead Stakeholders	Consulting stakeholders	Time Frame (from publication) Short term – delivered within 6 months Medium term – 1 - 2 years Long term - 2 years + On-going - Continuous activities
Local residents and Parish Council to set up a flood action group and hold an annual meeting to ensure preparedness for future flood events. Through this action group and subsequent meetings, the issues and recommendations highlighted throughout the S19 report should be discussed. With support from CDC & OCC LLFA and OCC's Joint Oxfordshire Resilience Team (JORT) the flood action group can work to develop emergency resilience plans.	Local Residents, Parish Council	CDC, OCC LLFA, OCC Highways, OCC JORT	Medium term
Review the current maintenance for highways drainage assets on Begbroke Lane, and look to increase the frequency of cleaning, in line with current Highway Maintenance Programme and funding availability.	OCC Highways		Medium term
Environment Agency to remind landowners of their legal obligations to carry out watercourse maintenance in accordance with their riparian owners' responsibilities. This	Landowners	Environment Agency	Medium term

is particularly relevant for the stretch of the Rowell Brook at the southern limit of the village.			
Blenheim estates, CDC and OCC to investigate opportunities to adapt agricultural practices in order to support flood risk mitigation efforts.	Blenheim Estates, OCC LLFA, CDC		Medium term
Blenheim estates, CDC and OCC to assess the feasibility of implementing drainage ditches along the edge of the Blenheim Estate owned field to direct water flow south-eastward, with the aim of discharging into the Rowel Brook at a point downstream of the village.	Blenheim Estates, OCC LLFA, CDC		Medium term
Thames Water to explore possible causes of limited network capacity, which may have contributed to the internal property flooding at Fernhill Road.	Thames Water	OCC LFFA, CDC	Medium term
OCC Structures to conduct investigation into the current capacity, operation and efficiency of the A44 culvert with the aim of identifying issues and potential solutions to improve conveyance without increasing downstream flood risk. The OCC Structures Team confirmed that if there were any major obstructions in the future, clearing of any debris upstream and downstream would need to be undertaken before any jetting / clearing of the culvert would be completed.	OCC Structures	EA, OCC LLFA, CDC, OCC Highways	Medium term
OCC LLFA and Environment Agency to work with landowners to discuss willingness for natural flood management (NFM) measures to be implemented on their land to slow and / or attenuate flows in the catchment upstream of Begbroke.	OCC LLFA, Environment Agency, Landowners	CDC, Parish Council	Long term

Explore the willingness to implement property flood resilience measures (PFR) at all hotspot locations. Guidance on PFR measures can be viewed through Ciria document (C790F) and a link to this document is provided below: https://www.ciria.org/ItemDetail?iProductCode=C790F&Category=FREEPUBS&WebsiteKey=3f18c87a-d62b-4eca-8ef4-9b09309c1c91 Funding in the form of grants, may be available to support the property owners in delivering PFR measures – see Section 5.1.	Property owners	OCC LLFA, CDC, Parish Council	Medium term
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5.3. Communities and Residents

These include Town/Parish Council, Flood Forum, Community Group, landowners and affected residents.

Implement a community flood warden scheme to help coordinate the following:

- Preparing Household Emergency Plans for vulnerable properties in this area.
- Regularly inspecting ditches and pipework in the area of flood risk. Report blockages or other issues to the landowner and the LLFA.
- Explore options for property level protection and implement any recommendations. This could include additional drainage at the rear of properties, self-sealing air bricks and flood barriers.

Information on Flood Prevention measures for Home Owners, Communities and Businesses can be found on the Flood Toolkit:

www.oxfordshirefloodtoolkit.com/risk/prevention

Residents should check whether they are at risk of flooding by using the long term flood risk service www.gov.uk/check-long-term-flood-risk. Where it is available in your local area, residents should sign up for flood warnings by visiting Sign up for flood warnings - GOV.UK. The Met Office also offer a weather warning alert service.

Permanent measures such as installing floodgates, raising electrical sockets and using flood resistant material when doing building work should be considered. Cherwell District Council, Oxfordshire County Council and the Environment Agency can provide advice on these matters and more information can be found at:

www.oxfordshirefloodtoolkit.com/emergency/preparation

<https://nationalfloodforum.org.uk/>

Explore community wide solutions (e.g. attenuation areas, overflow routes, tree planting). Use the Flood Toolkit Funding Tool to find sponsors who may be willing to help fund improvement projects: www.oxfordshirefloodtoolkit.com/risk/funding

Continue to report flood incidents to the Lead Local Flood Authority at:

www.oxfordshirefloodtoolkit.com/emergency/report-flood. Endeavour to obtain as much evidence of flood events as possible, such as photographic and video evidence.

Residents to explore obtaining Government subsidised flood insurance via Can Flood Re help me? <https://www.floodre.co.uk/>

5.4. Lead Local Flood Authority (LLFA)

LLFA team to work with the Joint Oxfordshire Resilience Team (JORT), and the EA to set up and support a community based Flood Warden Network.

Assist the JORT, the EA and other flood management authorities to support the community in the production of a Community Flood Plan and provide advice to residents on how to explore options for property level protection.

Inform owners of the drainage systems and watercourses within the overall surface water catchment area of their legal responsibilities.

Continue conducting Agency flood group meetings to discuss problems and to look at strategies to combat flooding due to climate change. Have periodic meetings with the local flood group to discuss the issues and recommendations with representatives from key authorities.

Work with CDC in looking at opportunities for schemes to manage flows upstream such as nature based solutions through partnership working.

5.5. Highway Authority (Oxfordshire Highways)

Regularly check and maintain highway assets through Begbroke in line with their current maintenance regimes. Add detailed information of the assets to the OCC Asset Register.

Assess the capacity of the highway assets with support from the LLFA and CDC to identify any areas with insufficient capacity for draining runoff from the highway. Where this leads to flood risk to properties improvement works must be considered.

Assess the suitability of third party drainage systems accepting discharge from Highway Drainage systems and report any unsatisfactory areas to the relevant Risk Management Authorities. Work with the community and LLFA to clarify ownership and maintenance responsibilities for watercourses, particularly where these are located within or near to the highway.

5.6. Water Authority Thames Water Utilities (TW)

Assess the sources of water entering the public sewerage system. Foul sewers to be checked for surface water connections, blockages and capacity issues. Remedial works to be carried out as necessary to minimise surface water entering the system and increase capacity.

Assess the capacity of their assets and identify any areas of insufficient capacity. Where this leads to flood risk to properties improvement work must be considered.

Ensure the existing foul system is not compromised from future development proposals.

5.7. Cherwell District Council

Continue to consult with the Environment Agency and LLFA as required in respect of planning applications for new developments to reduce flood risk. Aim to ensure that all works are carried out in accordance with the approved plans and documents.

Review the planning policies relating to developments in the vicinity of the flooding incident, together with any flood risk assessments and drainage designs. Consider contacting the developers to take action in the event that any items relating to surface water drainage and flood risk are not evident or ineffective in the final developments or in the construction period.

Utilise their enforcement powers under Section 25 of the Land Drainage Act 1991 where it is considered that riparian owners are failing to maintain ordinary watercourses in their ownership.

Continue regular maintenance of their Ordinary Watercourse assets, in line with current maintenance regimes.

Endeavour to assist other flood risk management authorities and landowners in the preparation of a detailed plan of assets relating to drainage and flood risk, to share with the LLFA and the community.

Support landowners to investigate private drainage and check for blockages and defects with remedial works to be carried out where necessary.

Continue to support homeowners and businesses in providing individual property level protection.

5.8. Landowners and Developers

Developers should work with local authorities to ensure all development is completed in accordance with approved plans and documents and planning policy.

Landowners should undertake regular inspection and maintenance of their drainage systems in accordance with a defined maintenance regime. Further, they should identify and develop a detailed plan of their assets to share with the LLFA, other flood risk management authorities and the community.

Landowners should assess the capacity of their drainage systems and identify any areas with insufficient capacity for the collection, conveyance, storage and disposal of surface water. Where this could lead to runoff to the public highway or nuisance to third party private property, improvement works should be considered.

Landowners who are riparian owners are responsible for carrying out work to maintain the natural flow of water in the relevant watercourse. Such work will include the removal of significant blockages and the removal of vegetation if it is causing premature flooding to third party land and or property.

Review the library of flood guides on the Oxfordshire Flood Toolkit.

Agricultural landowners should carry out works to their land to reduce surface water runoff. These include following principles of good soil husbandry and providing land drainage systems such as ditches (<https://www.gov.uk/guidance/create-and-use-a->

[soil-management-plan\)](#)

These works help to retain the natural land drainage regime and provide the best soil conditions for the continued agricultural use of the land. Examples of good practice for reducing surface water runoff from agricultural land are:

- Ploughing fields in a perpendicular direction to the slope of the land, reducing the effect of channelling of water over the land when it rains
- Using techniques and machinery to limit compaction of soils
- Growing crops that match the capability of the land, particularly in relation to the timings of activities and not overworking soils through the year
- Providing new ditches, sub-soil drainage and outfalls, and reinstating and regularly maintaining existing ditches. Old existing ditches may be completely filled and difficult to see. The type of soil make-up, type of flora and overall lie of the land can help to determine the routes of filled in historic ditches
- Preventing changes to the levels of the land that would cause channelling of surface water to a single point where this would not naturally occur.

It should be noted that following good practice for managing surface water runoff cannot completely remove the risks of natural land drainage and the associated quantities and flow routes of runoff that can cause flooding.

6. DISCLAIMER

The findings of the report are based on a subjective assessment of the information available by those undertaking the investigation and therefore may not include all relevant information. As such it should not be considered as a definitive assessment of all factors that may have triggered or contributed to the flood event.

Any recommended actions outlined in this Flood Investigation Report (FIR) will be for the relevant responsible body or persons to assess in terms of resource implications, priority and cost/benefit analysis of the proposal. Moving forward, these may be included in the Action Plan linked to the Local Flood Risk Management Strategy or in the relevant risk management authority's future work programme as appropriate.

The opinions, conclusions and any recommendations in this Report are based on information provided to Cherwell District Council and Oxfordshire County Council.

The opinions, conclusions and any recommendations in this report are based on conditions encountered and information reviewed at the time of preparation and Cherwell District Council and Oxfordshire County Council expressly disclaims responsibility for any error in, or omission from, this report arising from or in connection with those opinions, conclusions and any recommendations.

The implications for producing FIRs and any consequences of blight have been considered. The process of gaining insurance for a property and/or purchasing/selling a property and any flooding issues identified are considered a separate and legally binding process placed upon property owners and this is independent of and does not relate to the information in this report highlighting flooding to properties at a street level.

Cherwell District Council or Oxfordshire County Council do not accept any liability for the use of this report or its contents by any third party.

ACRONYMS

AEP - Annual Exceedance Probability
AOD - Above Ordinance Datum
CDC - Cherwell District Council
CIL - Community Infrastructure Levy
DEFRA - Department for Environment Food & Rural Affairs
EA - Environment Agency
F&WMA - Flood and Water Management Act 2010
FCERM - Flood & Coastal Erosion Risk Management
FEH DDF - Flood Estimation Handbook Depth-Duration-Frequency
FIR - Flood Investigation Report
GiA - Grant in Aid
JORT - Joint Oxfordshire Resilience Team
LDA - Land Drainage Act 1991

LiDAR – Light Detection and Ranging
LLFA - Lead Local Flood Authority
OCC - Oxfordshire County Council
PFR – Property Flood Resilience
RFCC - Local Levy Regional Flood and Coastal Committee
RFO – Recorded Flood Outline
RMA – Risk Management Authority
RoFRS - Risk of Flooding from Rivers and Sea
RoFSW - Risk of Flooding from Surface Water
SFRA - Strategic Flood Risk Assessment
TW - Thames Water
WRA - Water Resources Act 1991

USEFUL LINKS

Highways Act 1980:

www.legislation.gov.uk/ukpga/1980/66/contents

Water Resources Act 1991:

www.legislation.gov.uk/ukpga/1991/57/contents

Land Drainage Act 1991:

www.legislation.gov.uk/ukpga/1991/59/contents

EA - Prepare your Property for Flooding:

How to reduce flood damage Flood protection products and services

www.gov.uk/government/publications/prepare-your-property-for-flooding

EA - Long term flood risk service:

<https://www.gov.uk/check-long-term-flood-risk>

EA - Sign up for flood warnings:

[Sign up for flood warnings - GOV.UK](http://www.gov.uk/sign-up-for-flood-warnings)

Flood Alerts and Warnings:

[Flood alerts and warnings - GOV.UK](http://www.gov.uk/flood-alerts-and-warnings)

Oxfordshire County Council Flood and Water Management Web Pages:

www.oxfordshirefloodtoolkit.com

<https://www.oxfordshire.gov.uk/residents/fire-and-public-safety/emergency-planning/community-resilience>

Flood and Water Management Act 2010

<http://www.legislation.gov.uk/ukpga/2010/29/contents>

USEFUL CONTACTS

Oxfordshire County Council Highways:

Tel: 0345 310 1111

Website: www.fixmystreet.oxfordshire.gov.uk

Environment Agency:

General Tel: 08708 506 506 (Mon-Fri 8-6) Call charges

apply. Incident Hotline: 0800 807060 (24 hrs)

Floodline: 0345 988 1188

Email: enquiries@environment-agency.gov.uk

Thames Water

Emergency Tel: 0800 316 9800 (select option 1)

Website: www.thameswater.co.uk/help-and-advice/bursts-and-leaks/report-a-leak-orburst-pip

