

Emergency management

In the event of a major emergency, we attend the strategic control room which is general situated at County Hall, Truro. We mobilise as many of our works gangs as possible across the affected areas of the county and we are then able to react almost immediately to deal with any emerging situations.

Who do I contact?



To report urgent problems of flooding please telephone **0300 1234 222** (24 hour/365 day service) giving precise details of the location. In extreme weather conditions with heavy rainfall, work will be prioritised depending upon the severity.

For all non-urgent problems such as blocked gullies and drains, please telephone our highways team on 0300 1234 222 during normal working hours (8:30am to 6pm Monday to Friday), or email roadtransportandparking@cornwall.gov.uk. You can also use our "Report a Highway Problem" form on www.cornwall.gov.uk.

Need more help?

For advice and support please contact

Highways and Environment Team

0300 1234 222

customerrelations@cormacltd.co.uk

Prepared by:

CORMAC Collective

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If you would like this information in another format please contact:

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CORMAC

Drainage maintenance

Our vision is trusted to deliver sustainable solutions safely



Introduction

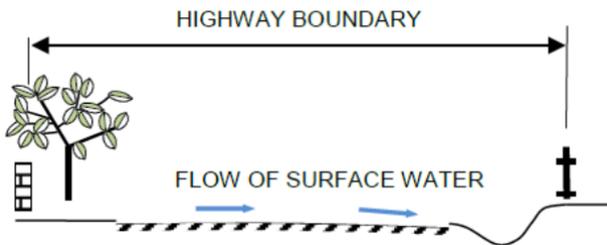
This short guide explains the services that CORMAC provides on behalf of Cornwall Council in preparation for and during flooding on the highway. More detailed information about who does what during a flood can be found at www.cornwall.gov.uk.

Water on the highway

Floods can occur during prolonged rainfall and after flash storms. CORMAC looks after the county's highway drainage systems, on behalf of Cornwall Council.

Highway drainage systems are designed to:

- remove surface water from the road to maintain road safety and minimise nuisance;
- provide effective sub-surface drainage to prevent damage to the structural integrity of the highway and maximise its lifespan; and
- minimise the impact of highway surface water on the surrounding environment.



Highway drainage systems are not designed to:

- remove surface water from adjacent land or properties; or
- provide an overflow system for land drains, watercourses, rivers or sewers.



Drainage maintenance

We carry out planned and reactive maintenance not just to highway drains, but also to leats and other waterways.

Planned highway drainage maintenance takes the form of regular scheduled visits to carry out operations such as gully emptying, ditch clearance and maintenance of grips and boltholes. We empty gullies at frequencies varying from one month to two years depending on the location of the gully and the importance of the road. We deal with ditches, grips and boltholes as part of our regular cyclic maintenance of the rural network. We also maintain other drainage assets, including leats, soakaways, ponds and culverts.

An important part of our role is to inspect and treat flooding "hot spots" when we receive a forecast of very heavy rain. This is particularly a problem in the autumn when trees are shedding their leaves. This reactive maintenance typically involves us checking that all of the road gullies are operating and that trash screens on watercourses are clear of debris.

How can you help?



If fallen leaves are covering the gully grilles and you can safely remove them then please do. These can be disposed of in your normal rubbish bin or in a compost bin. When removing leaves from drains, be careful not to step into traffic on the road and be aware of pedestrians on pavements.

Don't lift the drain covers or put your hands into the drain as there may be sharp objects you cannot see. Wearing gloves is always a good idea if you are clearing leaves by hand.

If you have blocked drains that are posing a risk to safety or affecting residents' homes and you are unable to clear them, please report them.

Please give us as much detail as you can about the location of the drains and the impact that they are having on safety, property and the local community.

If you require sandbags as a precautionary measure you will need to make your own arrangements to purchase them from local suppliers – eg DIY stores or builders' merchants