



## **Frequently Asked Questions**

### **What should I do in the event of a flood?**

Information on what to do in the event of a flood can be found here:

[Flooding | Extreme Weather | Lowestoft | Suffolk \(lowestoffrmp.org.uk\)](#)

### **How can I find out if my property is at risk of flooding?**

You can check if your property is at risk of flooding here:

[Flooding | Extreme Weather | Lowestoft | Suffolk \(lowestoffrmp.org.uk\)](#)

### **How do I sign up for flood warnings?**

You can find out where to sign up for flood warnings here:

[Flooding | Extreme Weather | Lowestoft | Suffolk \(lowestoffrmp.org.uk\)](#)

### **Will there be disruption to me during the construction works?**

There may be some limited noise and vibration disturbance during the construction phase. Methodologies have been selected to keep any disruption to a minimum.

Our project is running at the same time as the Gull Wing project. We will work closely with the Gull Wing team and traffic management plans to minimise traffic disruption as much as possible.

### **Who do I contact to report a problem?**

If the problem is a blocked watercourse contact:

Suffolk County Council

Email: [floods@suffolk.gov.uk](mailto:floods@suffolk.gov.uk)

Phone: 0345 606 6067

If it is water leakage contact:

Anglian Water

Report online: <https://www.anglianwater.co.uk/help-and-advice/report-an-issue/>

Phone: 0800 771 881

If it is a problem with a contractor contact:

Tamzen Pope, Coastal Partnership East

Email: [tamzen.pope@coasteast.org](mailto:tamzen.pope@coasteast.org)

Phone: 01502 523343 | 07901 338925

## Will I be offered flood protection measures for my property as part of the Lowestoft Flood Risk Management Project?

Property Level Resilience has been offered to all those eligible, with registration for the scheme closing in December 2020.

## Why are you doing the scheme?

Find out more about why we are doing the scheme here:

[About | Lowestoft Flood Risk Management Project \(lowestoffrmp.org.uk\)](http://lowestoffrmp.org.uk)

## What are the timescales for this scheme?

Fluvial and Pluvial Element – Kirkley Stream Flood Wall and Pumping Stations Work began in July 2020 and is due to be completed in Spring 2021.

Velda Close – Due to be completed in Summer 2021.

### Tidal Flood Walls

Construction on phase one of the Tidal Flood Walls element is due to start in Spring 2021 with completion of the Flood Walls due in Summer 2022.

### Tidal Barrier

The estimated start date for the construction on the Tidal Barrier is Autumn 2023 with construction taking place over three winters, with completion due in Spring 2026.

## Will my house be protected against flooding?

Once completed the Lowestoft Flood Risk Management Project will protect over 1500 homes and businesses. When scheme has been completed the Environment Agency will update their flood risk maps.

The following map shows the projected flood risk following completion of the Tidal Barrier and Flood Walls.



## Does the scheme consider climate change?

The Lowestoft Flood Risk Management Project considers climate change for the next 100 years.

The tidal barrier is designed to take into consideration climate change over the next 100 years. Some of the flood defences have been designed for an adaptive approach, so in 50 years some of the defences will need to be heightened dependant on the latest guidance.

## Will there be other improvements in the town as part of the scheme?

This project specifically provides flood risk management for the town. Once the scheme has been completed Lowestoft will become an attractive prospect for businesses and developers.

Lowestoft has a number of ongoing major infrastructure and regeneration projects, including the Gull Wing, which will be commencing simultaneously with the Lowestoft Flood Risk Management Project.

More details of projects taking place in Lowestoft can be found here:

[Regeneration projects » East Suffolk Council](#)

## Can I approach your staff directly on site to discuss the proposed scheme?

Due to Coronavirus (COVID-19), to help keep everyone safe we ask that you:

- Avoid/minimise your contact with our site staff and contractors as much as possible
- Please follow the 2 metre distancing guidance.

If you have concerns or queries relating to the scheme, please do not approach our staff and contractors on site. We ask instead that you contact us via:

East Suffolk Council Customer Services

Phone: 0333 016 2000

Email: [customerservices@eastsoffolk.gov.uk](mailto:customerservices@eastsoffolk.gov.uk)

## How is the scheme funded?

The project represents a major capital investment for Lowestoft of around £67m. Funding has come from:

- Government Flood Defence Grant in Aid, which is administered by the Environment Agency
- Government Green Recovery Fund
- New Anglia Local Enterprise Partnership
- Regional Flood and Coastal Committee Local Levy
- Suffolk County Council
- East Suffolk Council

Full details can be found here: [Funding | Partners | Lowestoft Flood Risk Management Project \(lowestoffrmp.org.uk\)](#)

## I'm looking to buy a house. Is it going to be protected?

Once completed the Lowestoft Flood Risk Management Project will protect over 1500 homes and businesses. When scheme has been completed the Environment Agency will update their flood risk maps.

The following map shows the projected flood risk following completion of the Tidal Barrier and Flood Walls.



## Who are our contractors?

Balfour Beatty were appointed our contractors via the SCAPE Framework. Balfour Beatty will be using some specialist subcontractors as required.

## Are there any employment opportunities?

As part of the SCAPE framework Balfour Beatty have committed to providing opportunities to Lowestoft at all stages of the project including:

- Hiring young people not in education, employment, or training
- Providing apprenticeship opportunities
- Commitment to investing locally, including the source of labour and use of local services such as hotels and food establishments.

For more information about subcontractor/ labour opportunities please contact:

Lizzie Forbes, Balfour Beatty Project Communications Manager

Email: [lizzie.forbes@balfourbeatty.com](mailto:lizzie.forbes@balfourbeatty.com)

Phone: 07540 336 917

## How will consultation take place?

We will be working closely with the local community, businesses, and all key stakeholders over the coming months as we build the tidal flood walls and move forward with preparing for the tidal barrier through a Transport Works Act Order.

Public consultations will be held at various points during the project. There will be opportunities for people to get involved or to be kept informed about how things are progressing.

Details of our consultations will be uploaded to our website here: [Consultations | Lowestoft Flood Risk Management Project \(lowestoffrmp.org.uk\)](https://www.lowestoffrmp.org.uk)

If you would like to be kept up to date with our work through regular newsletters then please email: [coastalmanagement@eastsoffolk.gov.uk](mailto:coastalmanagement@eastsoffolk.gov.uk)

### **What is a Transport Works Act Order and why do we need it?**

The tidal barrier requires a Transport Works Act Order (TWAO). This is granted by the Secretary of State and is needed when construction can change or affect navigation and when access is needed to land. A TWAO can take up to two years to be approved but we are working with our partners and stakeholders to make sure that we address concerns as early as possible.

### **Once completed what will happen during a tidal surge?**

The Suffolk Resilience Forum (SRF) are a multi-agency group who manage and respond to incidents and emergencies across the County. The Environment Agency are part of the SRF as are East Suffolk Council. The Environment Agency take the lead during flood incidents and emergencies. They issue flood warnings when it is likely that flooding is possible. They work closely with the Council so that, with the SRF, we can make informed decisions about when to put up demountable defences, close flood gates and close the tidal barrier.

The Council's contractors will make sure that all closures and demountable defences are put in place in accordance with an agreed deployment plan, in good time before any surge tide.

Everyone who is registered to receive flood warnings will continue to receive them and the SRF will work with their members and communities to act in accordance with the information provided. We would advise everyone to heed flood warnings and advice provided by the Suffolk Resilience Forum and those working as part of that group such as the Police.

### **What will happen in the meantime? Why have East Suffolk Council invested in the temporary defences? Will they be used during construction?**

The temporary defences will be used to help reduce the risk of flooding to Lowestoft until both the tidal flood walls and the tidal barrier are complete and fully operational.

East Suffolk Council were granted full funding from Local Levy by the Regional Flood and Coast Committee. When the tidal flood walls and the tidal barrier are complete and full operational then the temporary flood barriers will return to the ownership of the Regional Flood and Coast Committee and be used by the Environment Agency to protect other areas and communities who are vulnerable to flooding.