

## Perth & Kinross Council – Communities Service

### Perth Flood Study (Cavendish Avenue & Gray Street) - Community Drop-In Session Summary of Questions & Answers

#### Introduction

Perth & Kinross Council and Scottish Water recently carried out a flood study to investigate the risk of surface water flooding around Cavendish Avenue and Gray Street, Perth. In March 2023, the Council and Scottish Water held a community drop-in session to:

- Summarise the study work carried out;
- Highlight the identified flood risk;
- Discuss the options considered and study recommendations; and
- Raise awareness of other ongoing actions.

This session was held at Dewar's Centre, Perth on Thursday 23 March 2023 from 2pm until 8pm – see Figure 1 below. The event was attended by representatives from the Council, Scottish Water and the Scottish Flood Forum. Residents were encouraged to ask questions and to complete the online form provided to record their comments and views.

The information was also made available on the Council's consultation hub (at <https://consult.pkc.gov.uk/communities/cavendish-avenue-gray-street-flooding>) from 21 March until 13 April 2023.

The Council would like to thank those that took the time to provide comments and attend the drop-in session.

This report collates the comments received and provides the Council's response to those questions.



**Figure 1 – Photographs from Community Drop-in Sessions**

## **Community Response**

A total of 11 people attended the community drop-in session and 5 submitted comment forms during the consultation period. The comments mainly focussed on the maintenance of drains, with one comment on a separate investigation being carried out by Scottish Water to look at low-cost/temporary mitigations. One comment was also received noting that the display was well presented and that the project team explained things clearly.

Appendix A (below) provides a list of all the questions along with the Council's response. Those submitting forms have not been named for confidentiality reasons. This report has been published on the Council's Consultation Hub (at the web address detailed above) for residents to access.

## **The Next Steps**

The Council will now report the conclusions to the next available Climate Change and Sustainability Committee. Thereafter, the Council will implement the recommendations of the report.

If you require any further information on the Perth Flood Study – Cavendish Avenue/Gray Street, please contact:

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## Appendix A – Questions and Answers

### **Q1. Would clearing out the existing road and garden drains, and installing new gullies on Gray Street not help to reduce the flooding?**

The flooding in this area is driven by a combination of lack of capacity in the combined sewer network and the local steep topography which generates significant surface water. The combined sewer is the only available means to drain water from this area. During intense rainfall events, the sewer quickly reaches capacity and water surcharges from manholes located at low points on the network. Surface water has nowhere to drain away to until capacity returns to the sewer network. Simply adding more drains (gullies) will therefore not reduce the flood risk, as there is nowhere for the water to drain to.

The Council maintains the public road drainage on a regular maintenance schedule. Gully cleansing is undertaken around Cavendish Avenue and Gray Street every 2 years, in line with the Council's planned maintenance schedule.

The Council and Scottish Water will also carry out reactive maintenance where issues are identified/reported, and in line with available resources. Issues can be reported to the Council either by calling Clarence on 0800 232323 or 01738 475000, or through the Council's webpages (at <https://www.pkc.gov.uk/article/14914/Report-a-road-or-street-lighting-fault>)

For sewage related issues on public roads or footpaths, contact Scottish Water on 0800 077 8778.

### **Q2. We recently discussed other mitigations with Scottish Water, such as low walls/barriers. Are these still being considered?**

Scottish Water are carrying out a separate investigation to explore low-cost/temporary mitigations to areas affected by external sewer flooding. Residents in affected areas have been contacted by Scottish Water who have undertaken site visits.

When considering measures to reduce flood risk, Scottish Water must ensure that they do not simply transfer the flood risk to neighbouring properties.

Scottish Water have committed to updating residents on the next steps of this project at their earliest opportunity.

### **Q3. I've asked previously for assistance during flooding, but not received any such as provision of sandbags.**

In the first instance landowners are responsible for protecting their own properties from flooding. We would strongly advise residents in flood risk areas to maintain their own supply of sandbags, or other flood protection products, in advance of flooding.

There is no duty on the Council to provide sandbags. As sandbags are in limited supply, we can only provide them to properties that are in imminent danger of being flooded. In extreme flooding situations it may not be possible to provide you with sandbags due to the level of demand placed on resources. To request sandbags at such a time, telephone 01738 476476. Please note that during periods of high demand this phone line can be overwhelmed, and customers are requested to hold until their call is answered.

Sandbags are not always the best way of protecting property and other flood protection products are available. Please see [www.pkc.gov.uk/plp](http://www.pkc.gov.uk/plp). The Scottish Flood Forum can provide advice and support to you before, during or after flooding and can be contacted on 0131 563 9392.

The Council's website includes other information to help landowners prepare for future flood events – see:

<https://www.pkc.gov.uk/article/14719/Flooding-advice-and-support>

**Q4. There is raw sewage left in my garden/on the road following a flood event – what should I do?**

Sewer flooding can be caused when a drain or sewer becomes full due to heavy rainfall and overflows either inside a property or outside in the garden, street or other public areas. Drains and sewers can also become full when something blocks them, and they become choked.

If you have concerns that any part of your street or your property has been contaminated by sewage, then please contact Scottish Water's Customer Engagement Centre on 0800 077 8778 or e-mail [help@scottishwater.co.uk](mailto:help@scottishwater.co.uk).