

Introduction

Thank you for your ongoing patience and support while we explore options to manage flood risk in Etterby Terrace. There are two primary flooding mechanisms in the area around Etterby Terrace. One is associated with the over topping of the existing River Eden flood defences (as seen in Storm Desmond to devastating effect) and the other with surface water that is unable to enter the River Eden during high flows and so backs up behind the flood defence (again as seen Storm Desmond, Ciara and Dennis). Over time the volume of water behind the defences builds and can flood properties.

The Environment Agency, Cumbria County Council and United Utilities will work together to identify options to manage flood risk from all sources in this area.



What has been done to date



Since Storm Desmond we have surveyed the local drainage network in the area and have a better understanding of what exists on the ground. Since Storms Ciara and Dennis we have inspected the Environment Agency defences in order to reassure ourselves that these are working as intended following observations made of water coming through the wall and through manhole covers.

Carlisle City Council has cleared drains on the footway that runs parallel with the river and Cavendish Terrace. This will help prevent overland flow along the footpath ponding in the low spot during 'normal' conditions.

Environment Agency Operational Response

During Storm Ciara and Storm Dennis (February 2020) the Environment Agency deployed pumps in the area of open space in front of Etterby Terrace in order to allow us to manage the surface water levels on the dry side. This operational response will be used in the future to manage the surface water flood risk until the relevant organisation is in a position to deliver a more permanent solution (should one be technically feasible and deliverable). We appreciate any reports of 'ponding' during heavy rainfall so please continue to call and report this on 0800 807060.



Environment Agency Planned Maintenance

During Storms Ciara and Dennis residents reported seeing water coming through the flood defence wall, underneath the floodgate and out of manhole covers. These have been investigated and solutions identified. Maintenance works are programmed to take place in January 2021.

Assessment of future options

The Environment Agency wants to work with the local community, Cumbria County Council and United Utilities to understand if there are any longer term improvements we can make to the defences from the River Eden and the surface water issues. We have set up a project team to look at the options and they will be considering these against costs, technical feasibility, community acceptability and sustainability. We will share these options with the community as soon as we can as your early input is important. We are aiming to do this during Spring 2021.

Contact Us Customer service 03706 506 506

Floodline 03459 881 188

Incident hotline 0800 80 70 60

