

CASE STUDY



from
Southern
Water.

Increasing roadside drainage to reduce flooding in Deal

Background

The Deal Water Action Taskforce (Deal-WAT) was established in 2021 in response to regular flooding, particularly in Albert Road. Co-chaired by Southern Water's CEO and Dover MP Natalie Elphicke, Deal-WAT is made up of county and district councils, Kent County Council highways, the MP's office and Southern Water's [Clean Rivers and Seas Task Force](#). The Deal-WAT's aim is to reduce flooding in Albert Road and better manage the flow of water that causes this flooding.

Collaboration is vital to resolving the issue of storm overflows. Publicly owned infrastructure is just as important to upgrade and maintain as the infrastructure owned by Southern Water, however we cannot work on it without permission, which is where the partnership working becomes so vital. We partnered with the Kent County Council Highways Team to support and advise them on planning an upgrade to their roadside drainage systems, which they then installed.

Deal: four step process

1. Increase roadside drainage
2. Expand surface water system
3. Install smart water butts
4. Optimise Golf Road WPS



Our approach

- **Research:** We carried out a comprehensive study of the catchment to help KCC understand the reason for flooding. We discovered Albert Road is the lowest point in the catchment, so excess water naturally flows there, collects in the road, and causes flooding.
- **Strategic planning:** KCC surveyed their infrastructure in Albert Road and the surrounding area to better understand the options available to solve the problem. Deal-WAT then came together to discuss the findings and what interventions would be best to use. The combined knowledge of industry and local experts helped us make the most informed decision.
- **Upgrading infrastructure:** To increase drainage and reduce flooding, extra drains to the surface water sewer were installed in Albert Road to allow for faster drainage. This is the first step in the four-step process, and will help surface water drain away before it has chance to build up and cause flooding.

Discussing our plans with Deal residents



Outcome

The study results were collated and logged to inform future projects with similar circumstances. Our [Pathfinder](#) approach is centred around constantly learning, and using what we've learned to make sure we're always improving.

The project was completed in June 2022. Alongside the extra drains, minor repairs were made by KCC outside of Albert Road to support the works.

Benefits

- Better understanding of the Albert Road area thanks to the studies and surveys.
- Improved surface water system to future-proof the sewer system in Albert Road.
- Reduced flooding in Albert Road and the surrounding area.
- Demonstrated the benefits of partnership working.

More information

[The Clean Rivers and Seas Task Force](#)

[North Kent and the East pathfinder projects](#)

[Clean Rivers and Seas Plan \(interactive map\)](#)

[November Task Force Update](#)



Construction of a gully to carry away excess rainwater

