

Spring 2018



We want to say a big *thank you* to all of the flood wardens and volunteers across Wessex who give their precious time to support their community in being better prepared and dealing with flooding.

You provide an invaluable service to your community and help keep them informed, prepared and safe.

**John Curtin**

Executive Director of Flood & Coastal Risk Management

## Dates for the diary.....

We are holding events for flood wardens in Somerset, Wiltshire and Dorset over the coming months and invite you to attend a day of Preparedness and Resilience.

It's a day of interactive learning with input from our professional partners including Local Authority and often Fire & Rescue. It also gives you the opportunity to share experiences and learning with other flood wardens.

Email us at [floodwessex@environment-agency.gov.uk](mailto:floodwessex@environment-agency.gov.uk) to register your interest and we will be in touch with further details.

## Removal of the 0845 Floodline Number

During the winter 13/14 floods we changed the Floodline number so that customers had the choice of calling 0345 988 1188 or 0845 988 1188 to get advice and information about flooding. This was to give customers the option to call the number which was cheapest for them, depending on their call package. To date, both numbers have been running simultaneously, though we stopped promoting the 0845 number in 2016. Around 90% of calls have been coming through to the 0345 number.

### What are we doing?

Floodline now operates with the 0345 number only. The 0845 number has been deactivated and calls made to it will receive a recorded message asking them to redial the 0345 version. This message will remain in place until October 2018, after which, any calls to the 0845 number will be to a dead line.

### Can you please .....

- Remove any reference to the 0845 Floodline number within any webpages, internal or external facing plans and materials and literature intended for public consumption and replace it with the correct 0345 number.

## Where to find further information

- For local weather information including weather warnings visit the Met Office at [www.metoffice.gov.uk](http://www.metoffice.gov.uk)
- For river levels and to sign up for flood warnings, visit <https://flood-warning-information.service.gov.uk/river-and-sea-levels>
- Wessex Area Monthly Water Situation Reports are produced on Gov.uk at <https://www.gov.uk/government/publications/water-situation-local-area-reports>
- Flood Re has been set up to help those households who live in a flood risk area find affordable home insurance. For more information contact your insurer or visit [www.floodre.co.uk](http://www.floodre.co.uk)
- The National Flood Forum provide further advice and support at [www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk)

## Helpful resources and guidance that you can access on-line and download (click on the picture)



### What to do before, during and after a flood

Practical advice on what to do to protect you and your property from flooding



### Prepare your property for flooding

A guide for householders and small businesses to prepare for floods.



### Sandbags - How to use them properly for flood protection



### Flooding from Groundwater

Practical advice to help you reduce the impact of flooding from groundwater.

## Flood Plan Templates (click on the picture)



### Personal flood plan



### Would your business stay afloat?

A guide to preparing your business for flooding



### Community Flood Plan

### [Riverside Ownership](#)

Your responsibilities and rules to follow for watercourses on or near your property, and permissions you need to do work around them.

## Useful contacts

Contact **Floodline** on **0345 988 11 88** for up to date flood warning information or advice.  
Contact the Environment Agency **incident hotline** on **0800 80 70 60** to report flooding, blockages in rivers or any other environmental incident.

# Flood warnings - know what to do?



**FLOOD  
ALERT**

**PREPARE**

- Prepare a bag that includes medicines and insurance documents
- Visit [flood-warning-information.service.gov.uk](https://flood-warning-information.service.gov.uk)



**FLOOD  
WARNING**

**ACT**

- Turn off gas, water and electricity
- Move things upstairs or to safety
- Move family, pets and car to safety



**SEVERE  
FLOOD  
WARNING**

**SURVIVE**

- Call 999 if in immediate danger
- Follow advice from emergency services
- Keep yourself and your family safe

[floodsdestroy.campaign.gov.uk](https://floodsdestroy.campaign.gov.uk)

**FLOODS  
DESTROY  
BE PREPARED**

Floodline on 0345 988 1188

#PrepareActSurvive

## Help us to Help Your Community

If your community is affected by flooding please remember to share this information with us. Photos, times and description of flooding are vital in helping us understand how your community has been affected and what we can do going forwards, whether it be changes to flood warning thresholds or assessing your community for a scheme or property flood resilience measures.

If you have received training on SWIM (Severe Weather Information Management) system you can record information directly at <https://swim.geowessex.com>  
Alternatively you can email us at [floodwessex@environment-agency.gov.uk](mailto:floodwessex@environment-agency.gov.uk)

## Reporting Flood Risk and Riparian Responsibilities

If you are concerned about blockages, obstructions to flow in the river or know of cut vegetation being deposited in the watercourse, which can cause pollution, please remember to ring our Incident Hotline **0800 80 70 60** which is open and manned 24hrs a day. You will be given advice and guidance and the information you share will be recorded and passed to the relevant duty team who will be able to take any necessary actions.

## Keeping in Touch

If you are a new flood warden or have received this newsletter from your Town or Parish Clerk, please contact the Wessex Flood Resilience Team at [floodwessex@environment-agency.gov.uk](mailto:floodwessex@environment-agency.gov.uk) and we will update our records and sign you up to receive the newsletter and invitations to future training opportunities.