

Dear Flood Wardens, Community Volunteers and Town & Parish Clerks,
Thank you for the positive feedback we had from our last newsletter. This winter we've put together some useful information and links to resources which you will find helpful in assisting you in your role and when speaking to people in your community about flooding.

Happy New Year from the Wessex flood resilience engagement team

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



**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



Floodline on 0345 988 1188

#floodaware

Flood warden changes

It is important to let us know if your contact details have changed so that we can continue to keep in touch with you.

If there have been any changes or new flood wardens have been recruited in your community, or you have received this newsletter and are no longer a flood warden, please let us know via email at floodwessex@environment-agency.gov.uk

Have you have received this newsletter via your Town or Parish Clerk rather than the Environment Agency? If so, please contact us directly so we can register you as a flood warden and invite you to flood warden seminars and training events.

Email us at floodwessex@environment-agency.gov.uk

Flood plans... have you and your community got one?

Flood plans can help you decide what practical actions to take before, during and after a flood. They also form a useful one-stop-shop for all of the contact details you could need if your community floods.

If you have a recently updated community flood/emergency plan or would like some support with creating one, please email us at floodwessex@environment-agency.gov.uk.

Flood plan templates and other resources are available to view and download at: www.gov.uk/prepare-for-flooding/future-flooding.

Where to find further information

- For local weather information including any weather warnings visit the Met Office at www.metoffice.gov.uk
- For information on river levels 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
- The National Flood Forum provide further advice and support at www.nationalfloodforum.org.uk

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

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.



Riverside ownership: rights and responsibilities



Sandbags - How to use them properly for flood protection



Flooding from Groundwater

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

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.

Groundwater flood warnings

Over the last year and half, we have been busy rolling out a new groundwater flood warning service throughout Wessex. During 2013-14, Dorset and Wiltshire saw some of the worst groundwater flooding in 10 years. This period of abnormally high rainfall resulted in the inundation of low lying areas and the emergence of groundwater, causing damage to property and infrastructure. The impact of groundwater levels across the chalk in Wessex 2013-14, supported the need to warn and inform the communities of the potential risk of groundwater flooding.

We are always seeking to improve this service and ask if you could monitor the groundwater activity in your town or parish, things such as springs appearing or households pumping may give us an indication of changes in the groundwater. Additionally any historical information that is held by the town, parish council or individuals would be greatly appreciated.

A list of communities that the service has been rolled out to can be found by visiting our website. Alternatively to find out if you are at risk and to register to receive the flood alerts and warnings for groundwater, call Floodline 0345 988 1188 (24 hour service) or go online at <https://www.gov.uk/sign-up-for-flood-warnings>.

If you would like any further information on the new groundwater service for your area please contact us by emailing floodwessex@environment-agency.gov.uk

For the latest updates on the groundwater situation in Wessex: <https://www.gov.uk/government/collections/groundwater-current-status-and-flood-risk>

Are you prepared?

There are some quick actions you can take to make sure you are as prepared as possible for flooding this winter:

- Prepare a kit of essential items.
- Check your insurance cover for flooding.
- Know how to turn off your gas, electricity and water mains supplies.
- Ensure your flood plans, both personal and community are up to date.
- Check that your flood warning service registration details are correct. Call Floodline on 0345 988 11 88 or visit www.gov.uk/sign-up-for-flood-warnings.