Wessex Flood Warden Newsletter - December 2020





Wessex Winter Preparedness

Local Preparation with National Support



Dear Flood Wardens, Community Volunteers and Town & Parish Clerks

Welcome to the December 2020 Wessex Winter Preparedness Newsletter. We hope this newsletter finds you all safe and well. It's hard to believe it is already December. It's been a tough year for everyone, but your ongoing support and commitment to helping manage flood risk across Wessex is nothing short of fantastic. So thank you!

In this issue of the newsletter, we wanted to show a few examples of collaboration and partnership working, and the benefits it brings for us all. Together the Environment Agency Wessex and the Flood Warden network are achieving more for communities, more for the environment, and more for ourselves. Working together we are making better informed decisions and we are utilising the best available skills and local knowledge. At the recent flood resilience events in Somerset and Wiltshire (this year done virtually, online), communities and organisations made valuable videos, shared stories and learned together. Two very successful days. We are already busy thinking about next year's events and would welcome any ideas you may have.

We have also been busy preparing for winter and ensuring we are in the best place to respond to any flooding issues across the patch this winter. Here are some of things in place:

- You will see our field teams out and about across the patch, checking our flood risk management assets are working and clear of debris (with COVID secure working practices in place).
- We are continually monitoring our assets and have contingency plans in place to deal with any issues arising.
- Our IT is more resilient than ever, meaning all staff have reliable 24hr access to systems and can remotely

monitor what is happening on the ground.

- We have strengthened and deepened our 24hr incident response staff rotas until April 2021, to take into account the challenges of Coronavirus, EU Exit and concurrent winter incidents.
- We have 24/7 duty staff monitoring rainfall totals and river levels to ensure we provide timely and accurate warning and informing, through alerts and flood warnings, including groundwater where applicable.
- We are working closely with our Local Resilience Forums, planning for the risk of multiple major incidents this winter. <u>Bradney Depot Training</u>Our joined up response is key.

However, it's only with the front line efforts by you, the flood warden community that we are able to continue to deliver all of the above and ensure people and places are more resilient this winter.

So once again we would like say a big **Thank You!** to all our flood wardens for their continued support and efforts in keeping communities safe and prepared.

Wishing you all a merry Christmas and a happy new year!

Rachel Burden and Ron Curtis Wessex Area Flood and Coastal Risk Managers

Winter resilience and training our staff

Our Incident Preparedness Team (WIP) have been delivering training sessions covering mobile pumps, temporary defences and sandbagging at Bradney Depot near Bridgwater. Bradney is one of the Environment Agency's principle depots. The WIP team have hosted five, one day sessions throughout October and November that will train 30+ operatives from our external contractors, including, ATM, Land and Water and Kier, to familiarise themselves with some of the Environment Agency's equipment - covering deployment techniques, repatriation and biosecurity - incorporating COVID protocols. We can call these contractors to bolster out Field Team capacity in the event of a large scale/prolonged incident, increasing our resilience.

The WIP team are delivering Ultra High Volume Pump familiarisation training (UHVP = 24" pump) at Bradney Depot and on site at the Environment Agency's North Drain Pumping Station, this training will cover all aspects of UHVP's including assembling/dismantling a 24" surface mounted pump.

Click on the images below to watch some videos of some of the work that we have been doing across Wessex to reduce the risk of flooding to communities.







The National Flood and Coastal Resilience Innovation Programme

Improving the resilience of places to flooding and coastal change



The Environment Agency and Defra have <u>announced a six-year programme</u> which we will deliver with partners to explore and develop innovative ways of improving the resilience of places to flooding and coastal change.

You could be one of the partners as we will be working with local authorities, businesses and communities to test and demonstrate innovative actions in their areas

The aims of the Innovative Flood and Coastal Resilience Programme are to:

- encourage local authorities, businesses and communities to test and demonstrate innovative practical resilience actions in their areas
- improve the resilience of 25 local areas, reducing the costs of future damage and disruption from flooding and coastal
- improve evidence on the costs and benefits of the innovative resilience actions and demonstrate how different actions work together across geographical areas

• use the evidence and learning developed to inform future approaches to, and investments in, flood and coastal erosion risk management

We have produced an <u>outline guide</u> which details what is on offer and how you can get involved. Deadlines for applications are the 15th January 2021. So please do apply and take up this exciting opportunity to help create a nation more resilient to flooding and coastal change.



Flood Online Reporting Tool



FORT

Flood Data Collection

An **online platform** that allows members of the public, flood wardens, councilors and authorities to report flooding. The intelligence gathered can determine the probable source of flooding and identify which flood risk management authority is likely to act as lead. Reporting is an important trigger for Lead Local Flood Authority involvement.

The system can automatically **send reports** to relevant authorities. This provides a possible entry point to the organization's own processes. **Flood area records** can be added by registered users allowing the impact of flooding to be quickly captured. Property owners can **upload media** including photographs and videos so these can be shared efficiently and links can be created for the **local community to submit media**. Records can be submitted or imported from multiple sources and organisations, to give an overall picture of flooding, within an area, following a flood event...

Management

Records from different sources of information can be linked and given a confidence level. Flood Risk Management Authorities can add comments and consider prioritization scores allocated by the system, based on the reported impacts. An effective database of flood reports provides an evidence base for future decisions regarding development, flood alleviation schemes and flood investigations. Data collected can be used to help inform key strategic documents and processes including, Local Flood Risk Management Strategies, Strategic Flood Risk Assessments, Preliminary Flood Risk Assessments and funding applications. Property Flood Resilience schemes and grants can be recorded within the property records.

Communication and Access

The system can send alerts to reporters and users, including the responsible flood risk management authority or, when a number of reports reach a defined threshold, inform emergency planning. The data can be accessed online within the SWIM system or through live links to an existing system such as Dorset Explorer.



R	ecord Status
	Validated
F	looding Source Description
	Surface Water
F	lood Status
	Flooded
E	A Flood Zone
	Floodzone 1



Revision: Autumn 2020

swim.geowessex.com



Partnership Tool

There is **immediate access** for any registered Risk Management Authority as soon as flood records are entered. The tool is governed through a Steering Group comprising of Flood Risk Managers from across the South West. Development and implementation is managed by a Technical Implementation Group with members from Lead Local Flood Authorities and the Environment Agency (EA). The system contains over 11,000 historic flood records, with **data from various sources** and is being used by Local Authorities from across the South West.

The data can be **securely downloaded** in a variety of formats and reports produced using various commonly used software packages.

Data Protection

FORT has been designed and developed with data security in mind. It is hosted and maintained by Dorset Council under its usual corporate IT security policy. As per GDPR rules, reporters are required to acknowledge a privacy policy concerning personal data. The privacy notice can be customized and added to by partners.

FORT (formally SWIM) A History...

2013: Development of a universal, paperbased flood report in partnership with the EA, Wessex Water and others.

2014: First release of SWIM following a joint design and development project between former DCC's GIS and FRM Team

2015/16: Flooding in north of England prompts emergency roll out of SWIM to affected Local Authorities.

2017/18: Role out of tool to South West Local Authorities

2020: Re-brand from SWIM to FORT.

Throughout this time, the software has been supported, developed, bug checked and designed by Dorset Council.

Developed with Wessex & South West Flood & Coastal Committee Funding.



No-one knows a community as well as the people who live there. The <u>Flood Online Reporting Tool</u> is the way that anyone, from residents to flood risk authorities, can report flooding incidents, helping develop a better understanding of where flooding occurs and how best to reduce its risk and impact. Guy Parker from the Environment Agency will talk through how to use the new system, watch the recorded presentation by following this <u>link</u>.

Flood Action Campaign 2020

How you can help protect more people from flooding...

DO YOU KNOW WHAT TO DO IN A FLOOD?



Pack medicines & insurance docs. Visit the flood warning information service

FLOOD WARNING ACT

Move family, pets & belongings to safety. Turn off gas, water & electricity



Immediate danger? Call 999. Follow emergency services' advice

In England there are over 5 million homes at risk of flooding. The average cost of flooding to a home is around £30,000. Flooding also brings a significant risk to life.

The mental health impacts of flooding can last for two years or more after flooding has happened, and depression, anxiety and PTSD can affect up to a third of people who have been flooded. But, crucially, taking steps to prepare for flooding, and knowing what to do in a flood can significantly reduce the damages to a home and possessions (by around 40%), reduce risk to life, and reduce the likelihood of suffering from mental health impacts in the future.

Our campaign is focused on helping people know what action to take in a flood, based on our 'Prepare. Act. Survive.' flood guide.

Please support the campaign in your place, on your social channels, and through your websites, newsletters and customer communications.

Help us spread the message to Prepare. Act. Survive by:

•	Posting	CC	ontent c	on	your		social	media	channels
•	Sharing		@EnvAge	ency's		social		media	content
•	Publishing	ir	nformation	on	your		website	and	newsletters
•	Adding	our	campaign		banner	to	your	email	signature

• Putting up posters in your local area

All of the campaign materials (videos, posters etc.) can be accessed by clicking this link

Thank you for all your support!

WESSEX RESILIENCE DAYS



Somerset Prepared Training Resources and Films

In October, the Somerset Prepared partnership organised a three-day online event featuring films and interactive training. Communities Prepared led the training sessions, with staff from other organisations on hand to answer queries, including the Environment Agency, Somerset Rivers Authority, Local Authorities' Civil Contingencies Unit, and the National Association of Local Councils.

A series of short films were recorded especially for the event, and are all now available online to view on the <u>Somerset Prepared website</u>.

Some of the films will be of particular interest to Somerset's flood wardens, such as one featuring communities who have successfully applied to the Somerset Prepared Small Grant Scheme for resilience equipment, as well as a training video about how to use the Flood Online Reporting Tool (FORT) to record incidents. There are also testimonials from communities and agencies talking about how they have responded to COVID, information on the Snow Warden scheme, and a presentation from Mind in Somerset on improving mental health and resilience.

Rather than waiting until next October to hold another event, Somerset Prepared is now looking to build on the success of the online event, and to host more training and information sessions through the year. If there is something that you or your flood warden team would like to see offered, let us know by getting in touch with info@somersetprepared.org.uk.

To keep up to date with the latest, <u>sign up to the Somerset Prepared newsletter</u> or follow <u>@somersetprepare</u> on Twitter.

Somerset Prepared is a multi-agency partnership working closely with communities to deliver advice, support and training to help enhance local resilience to emergencies. The partnership includes: Avon & Somerset Police, British Red Cross, Community Council for Somerset, Devon & Somerset Fire & Rescue Service, Environment

Agency, Rotary International, Safe South West, Somerset Local Authorities Civil Contingencies Partnership, Somerset Rivers Authority, South Western Ambulance Service, and Spark Somerset.

Wiltshire Flood And Winter Preparedness Event

Working in partnership with



Wiltshire Flood And Winter Preparedness Event - 24 and 25 November 2020

November saw flood wardens and volunteers from across Wiltshire attend a 2 day virtual event. Interactive sessions included Emergency Planning, Drainage, Network Rail, Dorset & Wiltshire Fire & Rescue. Three interactive training for flood wardens and volunteers were also held on being a flood warden, snow plans and co-ordinator training, involving Wiltshire council, Environment Agency and Communities Prepared.

All sessions were well attended and raised interesting and different insights to how are communities coped in an emergency. Hints and tips by various communities were offered to newcomers, not least in how having to deal with COVID has influenced their plans.

Videos presentations were also available for people to log into and watch including those from Wessex Water and the Environment agency.

Click here to view the videos and some of the presentations.





Dorset Prepared – Event for Flood Wardens and Community Emergency Volunteers in Dorset

Another Resilience event for our Dorset Flood Wardens and Community Emergency Volunteers is scheduled for February 2021 (date to be confirmed). The event will differ from previous years due to current conditions and it will held online over a couple of days. There will be a mix of live sessions and pre-recorded videos including training sessions from Communities Prepared for Flood Warden and Community Emergency Volunteers and Coordinators. There will be a good selection of presentations from many of our Professional Partners and feedback from our Somerset and Wiltshire event attendees has been very positive.

We will be emailing all Dorset Town & Parish Council Clerks, flood wardens and community emergency volunteers with more information and how to book. If you would like to register your interest, please email us at floodwessex@environment-agency.gov.uk with your name and community.

Guidance for Public Health Crisis and Recovery



<u>Communities Prepared</u> have produced two training packages with information and guidance which is available on their website – the resources are free, but you will need to register on the site to access them.





Please ensure you follow the most recent guidance when carrying out any volunteer activity in your community. This can be found at <u>Coronavirus</u> (COVID-19) - <u>NHS (www.nhs.uk)</u> and <u>Coronavirus</u> (COVID-19): guidance - GOV.UK (www.gov.uk)



Adapting to Climate Change on the Somerset Levels & Moors



Adapting the Levels is a partnership project helping Somerset to adapt to climate change by investing in nature-based solutions to flooding and drought, and working with communities to plan for a climate-resilient Somerset Levels and Moors.

In February, hundreds of people came along to public events to contribute their ideas and knowledge. The project team have been busy pulling all these comments into an event report and summary leaflet, as a first step towards putting the communities' ideas into action.

The report shows how engaged and solution-focussed the people of Somerset are, with participants demonstrating a huge willingness to contribute and learn about the issues that our changing weather patterns are bringing, and about the solutions that can help us meet the challenges.

The 42-page report will be published next week on the Adapting the Levels website.

The project team are developing an interactive website where the community can come together to develop a shared vision for climate change adaptation in this beautiful and unique area. FWAG Southwest are also continuing to work with farmers and landowners on the Levels and Moors, delivering investments to help local farmers be better adapted to climate change.

If you know of somewhere on or around the Somerset Levels and Moors where nature-based solutions to flooding and drought might be suitable, get in touch. As well as Adapting the Levels, there are a number of schemes offering funding and support to realise opportunities.

To get in touch with the project email info@adaptingthelevels.co.uk, or sign up to the newsletter.

Adapting the Levels is a partnership between Somerset County Council, Somerset Wildlife Trust, and FWAG South West. It is funded by the Interreg 2 Seas Programme and Somerset Rivers Authority.

Click here to see what the Met Office have produced to show what climate change might look like in your area.

Trees for Water Action Fund

14,000 trees are being offered to Somerset landowners and parish councils this winter, as part of a new project called Trees for Water.

The initiative is being led by Somerset environmental group Reimagining the Levels, in partnership with Somerset Rivers Authority, the Farming & Wildlife Advisory Group SouthWest and the Woodland Trust. The aim is to 'slow the flow' and reduce local flood risks. As trees intercept heavy rainfall, and help more water to infiltrate soil, so less water runs down fast to vulnerable areas. You can click here for more information.

Flood works on Somerset Levels boost 100 water control features

Three projects to reduce local flood risks and improve the environment have been carried out for Somerset Rivers Authority on the Somerset Levels.

The works at Egypt's Clyse on Othery Rhyne and on the Moorlinch and Westmoor Raised Water Level Areas are part of Somerset Rivers Authority's overarching plan to enhance the River Sowy-King's Sedgemoor Drain (KSD) system. (Pictured above: Westmoor).

Enabling this system to carry more floodwater will help to protect 150 square miles, whilst upgrading many water control features boosts habitats of international ecological importance.

Sowy-KSD works are being delivered for Somerset Rivers Authority by the Environment Agency, partly using Growth Deal Funding from the Heart of the South West Local Enterprise Partnership.

Click here for more in formation.



Residents invited to shape Salisbury River Park proposals

The Environment Agency and Wiltshire Council are planning a vibrant new feature in the centre of Salisbury in the form of a River Park. Flood risk reduction forms the basis of the River Park but other fantastic benefits will be integrated into the project to make it a valuable resource for the people of Salisbury and the local wildlife. The £18.9m scheme will build climate change resilience, improve habitats, create new spaces for biodiversity and improve public enjoyment of the river.



Residents and local businesses are currently being asked for their views on these proposals. The seven-week public consultation (19 November 2020 to 7 January 2021), covers two parts:

- The draft Salisbury River Park Masterplan, which sets out the guiding principles for the whole of the River Park, which will be delivered in phases over a number of years. It aims to provide riverside green space and urban wildlife habitat for residents and visitors to Salisbury to enjoy in the future.
- The detailed proposals for the first phase of the River Park which will be submitted as part of a joint planning application next year. This phase will provide critical flood prevention measures and environmental improvements in Salisbury's central car park, the Ashley Road open space and Fisherton Recreation Ground. It is supported by £6 million funding from the Swindon and Wiltshire Local Enterprise Partnership via the Local Growth Fund.

We would very much value your participation. You can access the consultation details here and respond on Wiltshire Council's website

Chiswell Siren Test

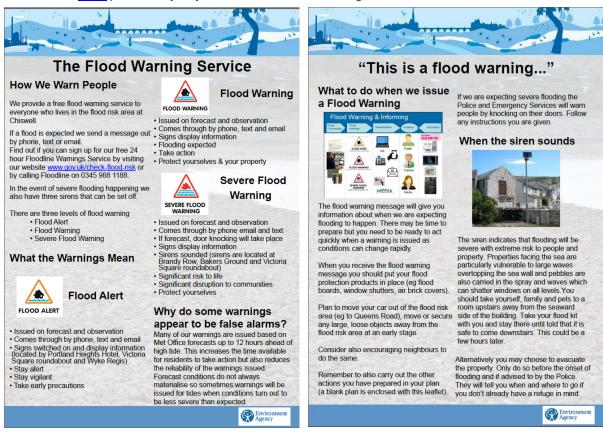


We were at Chiswell on the isle of Portland, Dorset in November testing the flood sirens. The four sirens were installed to give the local community and the properties at risk, time to take shelter during extreme conditions when large wave overtopping of the seawall and defences is forecast. There are also interactive signs where information warning about conditions and relevant times can be displayed for residents and motorists in the area.

The testing day provides the opportunity for us to talk with local residents, promoting the flood warning service and also raising awareness of the risk of not just property flooding, but the risk to life that extreme conditions can pose, as experienced in 2014.

You can see this and previous siren test video clips on our Facebook page.

For more detailed information and history about the flood risk and flood defences installed, you may be interested to watch the <u>video</u> produced by Guy Parker, Flood Incident Management Adviser.





November 2020 Situation Report

Flood Warnings Issued - Autumn Overview

Winter 2020 has finally arrived following an autumn with the usual myriad weather patterns, most notably with Storm Alex breaking the record for the wettest ever day in the UK, on Saturday 3 October, in records dating back to 1891. There was an average of 31.7mm (1.25 inches) rainfall across the UK, beating the previous record of 29.8mm (1.17 inches) on 25 August 1986. This event is observed in both number of flood warnings issued and the Wessex area rainfall data in the reports below.

In total across Wessex in the last three months we issued:

	September 2020	October 2020	November 2020						
Fluvial									
Flood Alert	1	12	14						
Flood Warning	1	8	2						
Severe Flood Warning	0	0	0						
	Tidal								
Flood Alert	3	5	40						
Flood Warning	0	4	12						
Severe Flood Warning	0	0	0						
	Groundwa	nter							
Flood Alert	0	0	0						
Flood Warning	0	0	0						
Severe Flood Warning	0	0	0						
Total	5	29	68						

Rainfall Data

Wessex received an average of 71 mm of rainfall in November, which is 'normal' for the time of year. Only the Axe and West Somerset Streams catchments had 'below normal' rainfall. The highest rainfall accumulations (for the time of year) were generally in the east and south. There were multiple bands of rain throughout November; the most notable rainfall event occurred in the middle of the month, with 23% of the month's rain falling on the 14 November. The last week of November was generally dry.

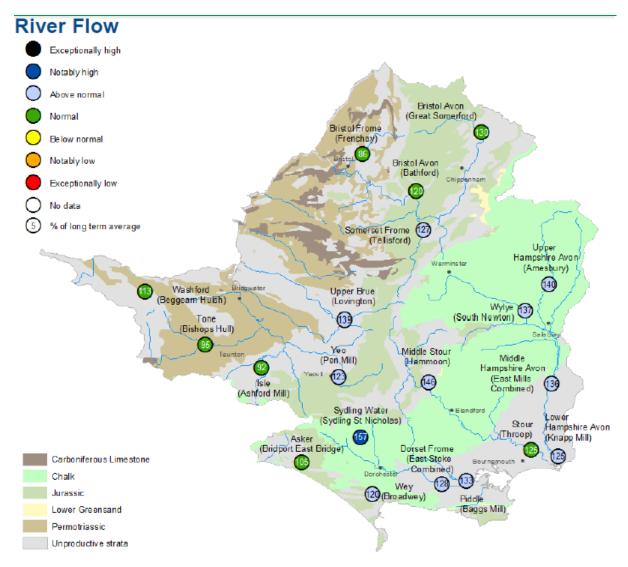
The prior 3 month cumulative rainfall is similarly 'normal' for the majority of hydrological catchments. However, in contrast, the cumulative rainfall for the last 12 months is largely 'above normal' across Wessex, which reflects the heavy rainfall received at the end of 2019, and in February and October 2020

River Flow Data

November's average river flows were 'normal' or 'above normal' at all reporting sites other than Sydling Water (Sydling St Nicholas), which flows were 'notably high'. Groundwater dominated rivers in the south were mostly above normal, supported by the rising groundwater levels in the Chalk. The surface water dominated rivers in the north had largely 'normal' flows.

Peak river flows generally occurred around 14-16 November, as the month was dominated by one main rainfall event. This rainfall caused the surface water dominated rivers in the north to peak at 'exceptionally high' flows, whilst the majority of the less responsive groundwater dominated rivers in the south, only reached 'notably high' peaks before subsiding. Dry weather across the region at the end of November led to a recession in flows, with all bar two reporting sites ending the month with 'normal' daily mean flows.

Wessex River Flow map



Groundwater Data

With winter upon us, groundwater levels have begun their annual recharge, as evident from the borehole map below; with Ashton Farm and Woodyates boreholes showing 'Above normal' results, highlighting the impact of the wet October on the Chalk bedrock. If your community is vulnerable to groundwater flooding please ensure residents are aware of the groundwater flood warning service by signposting them to: www.gov.uk/sign-up-for-flood-warnings and our Social media messages: Sign-up-for-groundwater-flood-warnings (facebook.com)

Wessex Groundwater borehole map



The full November situation report is also available online, click here.

To help you and others understand more about groundwater flooding, click on the image below to watch a short video by our resident groundwater expert, Guy Parker.

Click on the image to open Guy's groundwater video





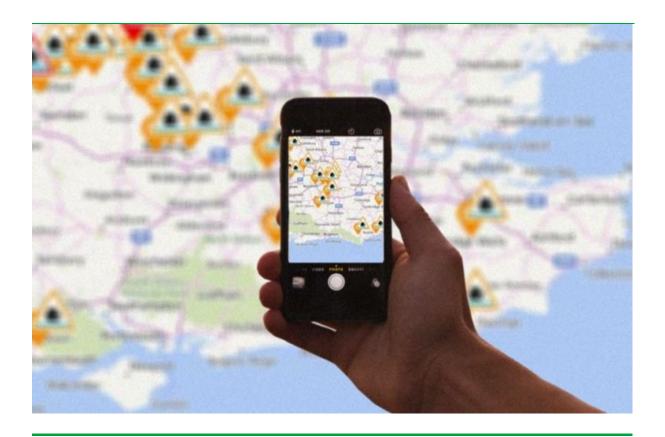
Improving your Flood Information Service

A Message from the Environment Agency's Flood Digital team

The FIS (flood information service) service is undergoing a makeover, currently in a private beta stage. For the full write up <u>click here</u>

The new version will bring the user a more streamlined and localised journey. This coincides with our redesign of the warning system. These changes address users' pain points with the service, such as over-alerting and difficulty in managing their warning accounts.

Any community groups that would like access to the trial private beta site of the new service, contact us at: floodresearch@environment-agency.gov.uk



Are your contact details up to date?



This is a reminder for you to keep us updated with your current e-mail addresses and mobile/landline numbers. We keep this information in a secure location and use this information to keep you up to date with warden news and events in your area, as well as to contact you in relation to your role. We will, of course, only contact you during sociable hours.

We will only share your contact details with members of the Local Resilience Forum with regard to your role as Flood Warden or Community Emergency Volunteer. We will not transfer the personal data that you provide outside the European Economic Area and you have the right to withdraw consent for us to hold your data at any time.

You have rights under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA 2018). The Information Commissioner's Office (ICO) is the supervisory authority for data protection legislation. The ICO website has a full list of your rights under data protection legislation, you can access this here.

For general information on how the Environment Agency treats your personal data and how to contact us, see our <u>Personal Information Charter</u> (this link is best viewed with Chrome).

Please e-mail <u>floodwessex@environment-agency.gov.uk</u> with any changes to your details so that we can keep our database and you up to date!



Sandbags

Know your local authority's policy on sandbags below:

BANES - see their policy here

Bournemouth, Christchurch & Poole - see their policy here

Bristol City Council - see their policy here

Dorset Council - see their policy here

Mendip District Council - see their policy here

North Somerset Council - see their policy here

Sedgemoor District Council - see their policy here

Somerset County Council - see their policy here

South Gloucestershire Council - see their policy here

Wiltshire Council - see their policy here

You can find out more on the Gov.UK website about when sandbags are useful and when they work click here.

Where to find further information



For local weather information including weather warnings visit the Met Office at www.metoffice.gov.uk

River and sea levels and to sign up for flood warnings

Wessex Area Water Situation Reports. Monthly reports are produced on Gov.uk

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

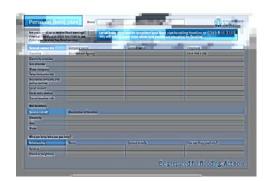
The National Flood Forum provide further advice and support at www.nationalfloodforum.org.uk



Flooding

Find out the answers to frequently asked questions here

Flood Plan Templates (click on the pictures)

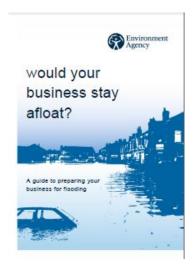


Personal flood plan

The personal flood plan includes a list of things you should do (like moving sentimental items to safety), and provides space for you to note down important contact details such as your utility companies and insurance.

Would your business stay afloat?

A guide to preparing your business for flooding





Community flood plan

This flood plan template is for anyone involved in supporting communities or groups to improve their ability to plan for a flood

Helpful resources and guidance that you can access online and download (click on the pictures):



What to do before, during and after a flood

Practical advice on what to do to protectyourself and your property



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

Prepare your property for flooding

A guide for householders and small businesses to prepare for floods

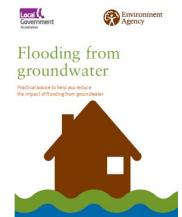






Sandbags

How to use them properly for flood protection



Flooding from groundwater

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

Flood warnings - do you know what to do?











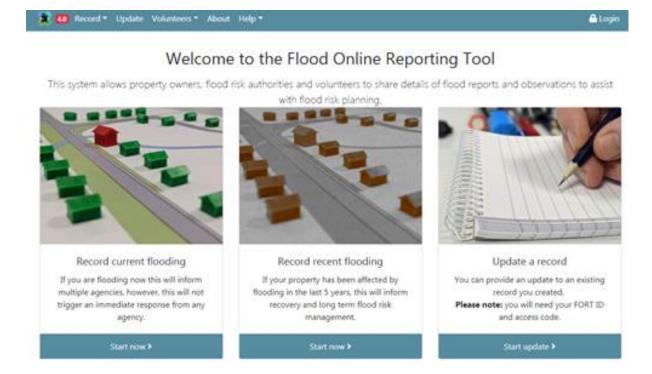


- Prepare a bag that includes medicines and insurance documents
- Visit the flood warning information service
- Turn off gas, water and electricity
- Move things upstairs or to safety
- Move family, pets and car to safety
- Call 999 if in immediate danger
- Follow advice from emergency services
- Keep yourself and your family safe

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 www.swim.geowessex.com. SWIM has recently changed its name undergoing a significant upgrade – it is now called FORT standing for Flood Online Reporting Tool, better reflecting what it actually does. We are working to improve the way wardens and flood groups can feed information into the system. Wardens will be able to enter and maintain their own contact details, they will be able to add more detailed flood extents onto the map and will be able to share a link with members of their community which will allow the public to upload photos and videos directly into their community flood report.



Alternatively you can email us at 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, remember to ring our Incident Hotline 0800 80 70 60 which is open and manned 24 hours 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.









Subscribe to the Flood Warden **Newsletters**

Why not forward this Newsletter to a friend?

Useful contacts

Contact Floodline on 0345 988 1188 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 environment incident.

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 so that we can update our records and sign you up to receive the newsletter and invitations to future training opportunities.

Please email <u>floodwessex@environment-agency.gov.uk</u> if you would like a pdf copy of the newsletter for your website.

Contact us | Visit us on GOV.UK | Our personal information charter



This email was sent to floodwessex@environment-agency.gov.uk. Please add floodwessex@environment-agency.gov.uk to your address book.

If you no longer wish to receive further emails please <u>unsubscribe</u>.