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**Dear Flood Wardens, Community Volunteers and  
Town and Parish Clerks - Welcome to the *STOP  
PRESS* Newsletter November 2021**

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## **Recent Flood Events**

There have been a number of communities across Wessex that experienced flooding from a variety of sources in October. We have already started engaging with communities to gather as much information as we can about these events. Over the coming weeks and months, the Environment Agency will be arranging drop-in sessions or appropriate engagement with communities that suffered flooding from main river. We will be in touch with these Flood Wardens and Town & Parish Clerks with more details.

In the meantime, we need your assistance – we need help in gathering data from these events which will help us in our investigations and enable us to validate our flood warnings for main river and review whether there is anything else we can do to help communities be better prepared and more resilient to future flood events.

We particularly want details of property flooding and photos of flooding would be very useful. You can create a report online on FORT (Flood Online Reporting Tool) <https://swim.geowessex.com/uk> where you can also upload any photos as well. Anybody can use FORT to report flooding and the information will be accessible to the LLFAs (Lead Local Flood Authorities), the Environment Agency and relevant agencies. If you would like more information about FORT there is a pre-recorded presentation you can watch at [https://youtu.be/aOE\\_9IVdFMO](https://youtu.be/aOE_9IVdFMO)

Alternatively, please email us at [floodwessex@environment-agency.gov.uk](mailto:floodwessex@environment-agency.gov.uk) with any information and pictures, or to request paper copies of a flood report form. (NB. Flood information received will be uploaded to FORT and shared with relevant agencies.)

If you have any queries about this process or need assistance, please contact us at [floodwessex@environment-agency.gov.uk](mailto:floodwessex@environment-agency.gov.uk)

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## It's Flood Action Week (22 to 28 November 2021)

Please support with our **Flood Action Campaign ('Prepare. Act. Survive.')** which runs until 28 November 2021.

Taking steps to prepare and knowing what to do in a flood can significantly reduce the damages to a home and possessions, reduce risk to life and reduce the likelihood of suffering from mental health impacts in the future.

The campaign continues until the end of March, helping people in flood risk areas to know [what to do in a flood](#) and encouraging them to download our '[Prepare. Act. Survive.](#)' flood plan to help reduce the impact of flooding. Last year over 100 partners joined the campaign.

### Share the message

You can access all our campaign assets such as social media posts, images and videos on our [campaign dropbox toolkit](#) and will be adding new content and videos for flood action week and as the months progress – we'll let you know when new items are added. The dropbox is viewable on Chrome or Firefox. If you have any issues, please download the files from this [WeTransfer link](#) (available for 7 days).

### Please help us by:

- posting our [Flood Action Campaign content](#) on your social media channels, use the hashtags #PrepareActSurvive #FloodActionWeek and linking to our [How to plan ahead for flooding page \(please note this url has changed since last year's campaign\)](#)
- following @EnvAgency on [Twitter](#), [Facebook](#) and [Instagram](#) and sharing our content
- publishing information on your website
- using our campaign email signature
- encouraging your colleagues and partners to support the campaign

If you are able to support, it would be great if you could let us know how and where you've used the campaign content. This helps us to understand what's worked well this year so we can build on it for future campaigns.

If you have any questions or need any further information, please e-mail us at [floodwessex@environment-agency.gov.uk](mailto:floodwessex@environment-agency.gov.uk)

Thank you for your support.

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## Somerset Prepared and Wiltshire & Swindon Prepared

A huge thank you to everyone who attended the Somerset Prepared and Wiltshire & Swindon Prepared Community Resilience events throughout October. It was great to see the events so well attended and we hope that those of you who were not able to join us are finding the recordings of the live sessions and all of the pre-recorded videos and resources useful.

In light of recent flooding across Wessex, you may be particularly interested in watching the recording of a session Mary Dhonau presented about Property Flood Resilience measures. Mary is an expert in this field and also includes her own experience of flooding and case studies of other home owners and businesses.

Below are the links to access these recordings, videos and resources:

**Somerset Prepared:** <http://www.somersetprepared.org.uk/somerset-prepared-event/videos-and-resources/>

**Wiltshire & Swindon Prepared:** <https://wiltshireandswindonprepared.org.uk/wiltshire-prepared> and more at [https://www.youtube.com/playlist?list=PLrJBGaLNqeERbsCSDZRAdKAJkPhx\\_DPJu](https://www.youtube.com/playlist?list=PLrJBGaLNqeERbsCSDZRAdKAJkPhx_DPJu)

**Wiltshire & Swindon Prepared – feedback survey:**  
<https://www.surveymonkey.co.uk/r/NFGW3WM>

There is still time to complete the feedback survey – just 10 short questions. We really do value your input when planning future events to make sure we are delivering the right training and presentations to support you in your community role.

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## Please help us keep your contact details up to date



We need your help to keep our list of contact details up to date. In the two short videos – see links below – we describe why we need your contact details and how we will use them to help support you in your role as Flood Warden or Community Emergency Volunteer. We also explain why, how and when our Flood Warning Duty Officer might want to contact you.

<https://youtu.be/tyjjSO4aH-g>  
<https://youtu.be/YUKA9Gaulxc>

Please email us at [floodwessex@environment-agency.gov.uk](mailto:floodwessex@environment-agency.gov.uk) with:

- your name
- community name
- contact number

Email us if you would like more information about how and why we contact Flood Wardens, Community Emergency Volunteers and Town Clerks, or about how we handle your data.



## Know your local authority's policy on sandbags

- 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 County Council** - see their policy [here](#)
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# 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)

[River and sea levels and to sign up for flood warnings](#)

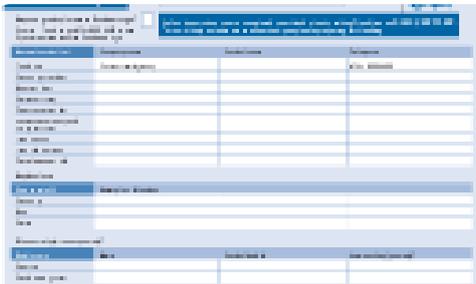
[Wessex Area Water Situation Reports](#). Monthly reports are produced on Gov.uk

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](http://www.floodre.co.uk)

The National Flood Forum provide further advice and support at [www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk)

Flooding: Find out the answers to frequently asked questions [here](#)

[Property Flood Resilience Toolkit | The Flood Hub](#). This toolkit contains all the resources you need as a basic introduction for your property to become more flood resilient. Click on each resource to download it and build up your toolkit!



## Personal Flood Plan Template

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



## Community Flood Plan Template

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



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

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



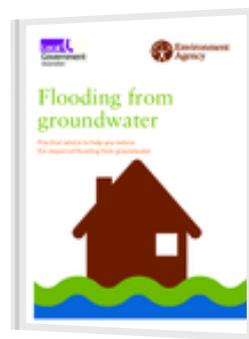
### Would your business stay afloat?

A guide to preparing your business for flooding



### Prepare your property for flooding

A guide for householders and small businesses to prepare for flooding



### Flooding from groundwater

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



**Environment Agency**

## Flood Warnings - Do you know what to do?

### Would you know what to do in a flood? Environment Agency



**FLOOD ALERT**

**PREPARE**

- Prepare a bag that includes medicines and insurance documents
- Visit [www.gov.uk/check-flooding](http://www.gov.uk/check-flooding)



**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

## 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.

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## 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.

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 the Severe Weather Information Management (SWIM) system you can record information directly at [www.swim.geowessex.com](http://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](mailto:floodwessex@environment-agency.gov.uk)

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

[Subscribe to the Flood Warden Newsletter](#)



The Environment Agency will contact you in relation to your role as Flood Warden or Community Volunteer. We will only share your contact details with members of the [Local Resilience Forum](#) if relevant to support you in your role as Flood Warden or Community Emergency Volunteer. We will not transfer the personal data that you provide outside the UK 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: [Your data matters | ICO](#)

For general information on how the Environment Agency treats your personal data and how to contact us, see our Personal Information Charter: [Personal information charter - Environment Agency - GOV.UK \(www.gov.uk\)](#)

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