

# Highway flooding

## Service summary:

**When a road floods, it can be hazardous for road users and can cause damage to the road itself. The main causes of flooding are:**

- a river overflowing its banks
- a blocked water course
- burst water main
- excess surface water on the road
- a blocked drain, gulley, ditch or culvert
- land surface water from fields
- natural spring water

**Our highway maintenance target is to clean all road gullies on a regular cycle, the frequency of which is determined by location/topography. We also make it a high priority to get to a flood quickly, for safety reasons.**

## We will:

- inspect all flooded roads
- make the situation safe by putting up flood warning signs or closing the road in extreme cases
- investigate why the road flooded, once the water has gone down
- talk to local land owners if necessary
- consider any improvements to the highway drainage system where needed.

## You can help by:

- reporting any flooding to us as soon as you can
- if you think it's a burst water main, please contact the local water supplier:

**Bristol Water 0800 801 011.**



## The service does not include:

- supplying sandbags (see below)
- preventing flooding to private property.

## Contact us:

**01934 888 802**

**[www.n-somerset.gov.uk](http://www.n-somerset.gov.uk)**

Streets and Open Spaces, North Somerset Council, Weston Court,  
Oldmixon Crescent, Weston-super-Mare BS24 9AU

Frequently asked questions

## Highway flooding

### 1. Where can I get sandbags?

Contact us on 01934 888 802 and we will give you details of local suppliers.

### 2. Why does the highway flood?

At times of intense or prolonged rainfall the capacity of the highway drainage system can be exceeded.

### 3. Why do some locations keep flooding?

The existing drainage has insufficient capacity or is damaged and is listed for investigation. The investigations and repairs are prioritised on frequency and severity of the flooding.

### 4. How can I protect my home from flooding?

Advice is available from the Environment Agency who can be contacted on **08707 506 506** or go to **[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)**

You must seek advice from the council's planning office if you intend to make modifications to your property.

#### Contact:

Development Control Customer Service Team on  
**01934 888 888**