

Flooding Factsheet



Types of flooding

Flooding can come from a variety of sources that may not be obvious or nearby, such as:

- river
- coastal
- surface water
- sewer
- ground water
- reservoir

Roles and responsibilities

North Somerset Council is the Lead Local Flood Authority and takes the lead for coordinating flood risk management in North Somerset, working closely with the Environment Agency, North Somerset Levels Internal Drainage Board, Wessex Water and Bristol Water. For more information about flood risk management in North Somerset visit www.n-somerset.gov.uk/flood.

Be prepared

Many areas in North Somerset are at risk from flooding from tides, rivers or excess surface water. The council and its partners are working to reduce the impact of flooding but residents are also encouraged to take precautions to reduce the risk of flooding to their own homes. There are many things that you can do to get prepared for a flooding event:

Sign up for Environment Agency warnings. Visit the Environment Agency website or phone 03459 881 188 to check if you're at risk of flooding and to sign up to their flood warnings service.

Prepare a flood plan. If you live in a flood risk area it's important you know what to do in the event of a flood. You can create a flood plan for your home or business, and the Environment Agency have readily available templates.

Ensure you have sufficient buildings and contents insurance for your property. The National Flood Forum can provide information and advice to people who find it difficult to get cover.

Protect your property. The council doesn't have a duty to provide flood protection products for residents or businesses – it is the responsibility of the home owner, landlord or business owner to investigate which products are best for their property. Visit www.bluepages.org.uk for details of suppliers.

Join your local community resilience network. Help to build the capacity of your community to respond to flooding. For more information visit www.communityresilience-ns.org.uk or call 01934 426 322.



Know your flood warning codes and weather warnings



The Environment Agency warning service has three types of warnings that will help you to prepare for flooding and take action.



FLOOD ALERT

Flooding is possible
- be prepared



FLOOD WARNING

Flooding is expected
- immediate action required

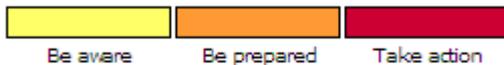


SEVERE FLOOD WARNING

Severe flooding
- danger to life



The Met Office operates a national severe weather warning service.



There are two types of warning:

- warnings (issued up to 24 hours ahead)
- alerts (issued more than 24 hours ahead)

What to do in the event of a flood

- always follow the advice of the emergency services
- remember that floodwaters contain hidden dangers
- put your flood plan into action

If you don't have a flood plan (and if it safe to do so) you should:

- tune into your local radio station
- put flood protection products in place
- move important items to safety
- turn off electricity, water and gas supplies
- roll up carpets and rugs
- hang curtains over rods unless you have time to remove them
- put important documents in polythene bags and move to safety

How to report a flood incident

If you are affected by, or notice a flooding incident you can report it to North Somerset Council. All reported incidents will be investigated and actions taken if necessary. The quickest way to report it is online at www.n-somerset.gov.uk/flood. You can also telephone Council Connect on 01934 888 802 to report it.

Flood kit

Preparing a family flood kit and keeping it in a handy place is a great way to be prepared.

The kit should include:

- a torch
- first aid kit
- warm and waterproof shoes and clothes
- prescription medicines
- bottled water
- food
- rubber gloves
- children's supplies
- pet supplies
- insurance details
- portable radio
- spare batteries
- a bag or rucksack in case of evacuation



Useful contacts

| Organisation | Contact number |
|---|--|
|  North Somerset Council | Tel: 01934 888 802 Web: www.n-somerset.gov.uk/flood |
|  Environment Agency | Floodline: 03459 881 188 (24hr) Web: www.environment-agency.gov.uk |
|  Wessex Water <small>a VTL company</small> | Customer Service Centre: 03456 004 600 (24hr) Floodline number: 03458 505 959 Web: www.wessexwater.co.uk |
|  National Flood Forum | Tel: 01299 403 055 Web: www.nationalfloodforum.org.uk |
|  BRISTOL WATER | Helpline: 08457 023 797 (24 Hour) Web: www.bristolwater.co.uk |
|  North Somerset Levels Internal drainage board | Tel: 01934 833 388 Web: www.nslidb.org.uk |
|  Met Office | Tel: 08709 000 100 or 01392 885 680 Web: www.metoffice.gov.uk |
|  SOMERSET DRAINAGE BOARDS CONSORTIUM <small>INCORPORATING THE AVE SEW AND PARRETT DRAINAGE BOARDS</small> | Tel: 01278 789 906 Web: www.somersetdrainageboards.gov.uk |
|  Community Resilience North Somerset | Tel: 01934 426 322 Web: www.communityresilience-ns.org.uk |