What local support is available?

If you have been impacted by flooding and it is not safe for you to remain in your home, Somerset Council may be able to help with temporary rehousing. They may also be able to assist with other welfare issues. Local grants may be available to help. If you don't have any insurance Somerset Council or the National Flood Forum may be able to help.

Who can you contact about flooding?

In an emergency, dial 999 if life is in danger.

Floodline 24-hours 0345 9881188 www.gov.uk/flood For flood warnings and advice.

Environment Agency 24-hour incident hotline 0800 807060 Report flooding from main rivers, damage to river banks and blockages causing flood risk.

Somerset Council 0300 123 2224 flooding@somerset.gov.uk www.somerset.gov.uk Report flooding and highways issues, and access support.

Flood Online Reporting Tool Tell us how flooding has impacted your property fort-somerset.dorsetcouncil.gov.uk . Shared between Flood Risk Management Authorities.

Wessex Water 0345 6004600 www.wessexwater.co.uk Customer contact number and to report sewage flooding.

National Flood Forum 01299 403055 www.nationalfloodforum.org.uk

Association of British Insurers 0207 600 3333 www.abi.org.uk

British Damage Management Association 01858 414278 www.bdma.org.uk

Electricity supplier 105 powercut

Gas supplier 0800 111999 / 105 powercut

British Red Cross 0344 871 1111 www.redcross.org.uk

Samaritans 020 8394 8300 www.samaritans.org

Community Council for Somerset www.somersetagents.org

Your community flood warden for local information and advice

Recent flooding in Somerset

What can you do now?

Read this leaflet for advice on what you can do after a flood

Stay in touch

@EnvAgencySW

@environmentagencyssw

03708 506 506

wessexenquiries@environment-agency.gov.uk

www.gov.uk/environment-agency
LIT 10512 10.16

Environment Agency

Somerset Council

FLOODS DESTROY BE PREPARED

Property Flood Resilience (PFR) and how you can repair your home to make it more resilient to flooding

You may want to think about:

- Moving electrical sockets higher up the wall
- Laying tiles and using rugs instead of carpets
- Using water resistant plaster
- Fitting non-return valves to your pipes and drains

In 2022, insurance industry organisation, Flood Re, introduced the Build Back Better scheme, which is designed to reduce the cost and impact of future floods by including property resilience measures as part of flood repairs. Find out more: **www.floodre.co.uk/buildbackbetter/**

For more helpful information on PFR visit:

- **www.thefloodhub.co.uk/property-flood-resilience-toolkit**
- **www.floodmary.com**
- **www.befloodready.uk**

Recovering from a flood can be a very difficult time

Emotional support might be helpful as flooding can affect you and your children's health and wellbeing. This might be from friends, family, your doctor, or from the Samaritans or Red Cross. If you don't feel able to talk to friends or family you can call **Mindline** - Somerset's emotional support and mental health helpline which is open 24 hours a day, 7 days a week: **01823 276 892** (local) **0800 138 1692** (freephone)

Further recovery advice

For more helpful information, guidance, downloadable guides, case studies and factsheets visit:

- **www.nationalfloodforum.org.uk** helpline open 9am– 5pm, Monday to Friday. **01299 403 055**
- **www.floodmary.com/help-and-resources/after-a-flood**
- **www.gov.uk/after-flood**
- **www.gov.uk/government/publications/flooding-and-health-public-advice**

What can you do now and for the future?

You can find out more about the flood risk for your home and community

Make sure you're signed up to receive free flood warnings for your home and community for main river flooding

Sign up to the Met Office National Severe Weather Warning Service at weather.metoffice.gov.uk/warnings-and-advice or using the Met Office app

Make sure you have a personal flood plan and a checklist of things you need should you need to leave your home

FLOODING IS EXPECTED
IMMEDIATE ACTION
REQUIRED

It's really easy to take these actions:

- Call Floodline on **0345 988 1188**
- **www.gov.uk/flood** and **www.gov.uk/check-long-term-flood-risk**

Chat to friends and neighbours about how you could help each other:

- Who can help if I am away and can't install PFR or move items in my home?
- Do I have any elderly or vulnerable neighbours who may need extra help?

- Do we have a community flood warden? If not, think about setting up a community flood group.

What does the Environment Agency do after a flood?

Following a flood event, the Environment Agency collects information on the sources and timings of flooding so we can make improvements to our Flood Warning Service.

There will also be an investigation, led by Somerset Council, to examine the circumstances leading up to and during the flooding. They will work closely with partners including the Environment Agency.

You can help us by reporting flooding to our incident hotline **0800 807060**, online at **fort-somerset.dorsetcouncil.gov.uk** or emailing us photos of flooding with location information to **wessexenquiries@environment-agency.gov.uk** and **flooding@somerset.gov.uk**