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## **Dear Flood Wardens, Community Volunteers and Town and Parish Clerks - Welcome to the Summer 2022 Newsletter**

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### **Hello from the Wessex Flood Resilience Team!**

The Wessex Flood Resilience team is responsible for three main areas:

#### **Flood Warning Service**

The Flood Warning sub-team is responsible for supporting the delivery of Wessex Flood Warning Service. Their primary focus is maintaining and updating flood warning systems and procedures, as well as setting thresholds for operational activity to ensure they can respond to flood events effectively and minimise impact to life and property. In addition, they review modelling project outputs and support the delivery of improvements to our flood warning network through internal and national projects.

#### **Incident Management**

The Incident Management sub-team helps to prepare the Wessex Area for flood related incidents and events. We train and maintain the Flood Warning Duty Officers who monitor the weather forecast and catchment conditions to provide members of the public and professional partners up to date warning and informing information through Flood Alerts and Flood Warnings. We liaise with professional partners through the Local Resilience Forums to provide information and expertise on flood risk.

#### **Community Engagement**

The Engagement sub-team raises flood risk awareness and supports community flood planning, engage and train community Flood Wardens/Volunteers, raise awareness of our flood risk assets and the maintenance we carry out and support communities recovering from flooding.

Meet the Engagement team and what they do:



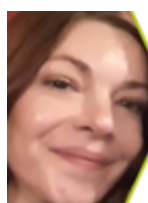
**Laura Lavery**  
Flood  
Resilience  
Team Leader



**Lisa Milton**  
Flood  
Resilience  
Dorset &  
Wiltshire



**Henry  
Quinney**  
Assets &  
Maintenance  
Engagement  
Advisor



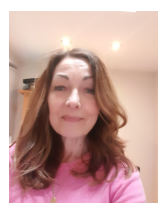
**Tiff Tapper**  
Flood  
Resilience  
Somerset



**Joseph  
Leonard**  
Flood  
Resilience  
West of  
England



**Julie Clark**  
Flood Warden  
Support  
Newsletters



**Vanessa  
Dare**  
Major  
schemes

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# Community Resilience/Training Dates for your Diary



## Community Resilience Day - Thursday, 13 October 2022

The Community Resilience Day will provide attendees with useful information about emergency preparedness and help them to become more resilient, as well as showcasing and celebrating community groups who have effectively prepared for emergency situations. The day will feature presentations, workshops and interactive equipment demonstrations, including from the emergency services.

Sessions will showcase established community groups, as well as newer organisations such as the Somerset Water Action Network (SWAN) and cover subjects such as climate change adaptation and food resilience. The event is free, with a buffet lunch included.

This year marks the beginning of the Community Resilience Award, to celebrate those who have gone above and beyond to prepare their communities for emergencies. The winner will be announced on the day and presented with a hamper of local produce.

The event will run from 10.00am - 4pm, with presentations in the morning and workshops in the afternoon.

To attend the event, please register on Eventbrite at <https://www.eventbrite.co.uk/e/somerset-prepared-community-resilience-day-tickets-365901058917>.

To find out more, or nominate a Somerset Community Champion, please visit [www.somersetprepared.org.uk](http://www.somersetprepared.org.uk) or get in touch at [info@somersetprepared.org.uk](mailto:info@somersetprepared.org.uk).



Incident Management Part 1



Incident Management Part 2



Flood Volunteer Part 1



Flood Volunteer Part 2

## Flood Warden Training Events in Dorset and Wiltshire this Autumn

We have two training days available in Dorset and Wiltshire this Autumn. Each day will be made up of presentations and tabletop exercises delivered by the Environment Agency Flood Resilience Team, Local Authority and Dorset & Wiltshire Fire Service together with participation and support from other [Local Resilience Forum](#) (LRF) partners.

- **Wednesday 21 September, 10am-4pm, Guildhall Salisbury, Wiltshire**
- **Tuesday 18 October, 10am-4pm, Salt House, West Bay, Dorset**

The Dorset event will form part of the Dorset Prepared Winter Readiness week of events running 17-21 October. Keep an eye on the [Dorset Prepared website](#) for further details of events scheduled for this week.

Topics covered will include:

- An Introduction to Emergency Response
- Procedures and planning for Flood Wardens and Community Emergency Volunteers
- Understanding flooding and the role of the Flood Warden
- Flood risk awareness, dynamic risk assessment and how to stay safe

To book a place at either of these events or for more information, please email [floodwessex@environment-agency.gov.uk](mailto:floodwessex@environment-agency.gov.uk) with the following information:

***No of places required:***

***Name of attendee(s):***

***Community:***

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## Grants/Funds

### **South West Water and Bournemouth Water Neighbourhood Fund**



South West Water and Bournemouth Water are part of South West Water Limited. They play a critical role in the region and through their Neighbourhood Fund they will build on their work to support the lives of people and the places they love for generations to come.

The Neighbourhood Fund is all about supporting the local community. There will be £100,000-a-year funding available for neighbourhood community groups which inspire physical activities, education, health and wellbeing and deliver positive environmental outcomes.

For more information and to apply please visit: [Neighbourhood Fund](https://neighbourhoodfund.bournemouthwater.co.uk)  
([bournemouthwater.co.uk](https://neighbourhoodfund.bournemouthwater.co.uk))

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### **Have you got a big idea to help save tap water in your local community?**

We're looking for projects - big and small - whether it's rainwater harvesting loos, drought tolerant gardens, water butts in your community allotments, educational displays in your school, or harnessing new technology to educate people about water use.

### **Funding criteria**

We are encouraging new and innovative ideas to reduce water use.

Projects must meet two key requirements:

1. Water efficiency – the project must save tap water and be able to demonstrate a reduction in water use (litres saved as a result of the project)
2. Benefiting the community – the project must be located within our service area and demonstrate a benefit to the community we serve

For more information on the funding available, who can apply etc. please visit:

[www.bournemouthwater.co.uk/advice-and-services/save-water/water-saving-community-fund/how-the-fund-works/](http://www.bournemouthwater.co.uk/advice-and-services/save-water/water-saving-community-fund/how-the-fund-works/)

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### **Wessex Water Community Fund**



The Community Fund supports charitable and community activities which aim to improve the lives of local people.

The Fund will open for applications in September 2022. Further details about the Fund and how to apply will be shown here shortly: [The Community Fund \(wessexwater.co.uk\)](http://TheCommunityFund.wessexwater.co.uk)

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# Summer Preparedness

## Testing our Contingency Plans



During the spring and summer months the Avon and Stour field team, along with other field teams across the Wessex area, have been reviewing and testing their asset contingency plans to ensure they are fit for purpose and staff have refreshed their knowledge of the various deployments in the event of an asset failure or abnormally high river levels. By testing and rehearsing these plans in 'peace time' we can identify any problems, missing or faulty equipment or gaps in knowledge before they occur in a real event. It also provides opportunities to improve our contingency plans by identifying new equipment, supply chains and ways of working to continually improve the ways we serve our local communities. Regularly reviewing and testing our plans also allows us to carry out any remedial works, site and access improvements and develop relationships with landowners, neighbours, and community groups in a timely manner before any potential winter flood events occur.



**Blandford Pumping Station  
Contingency**



**Shapwick Pump 1**



**Shapwick Pump 2**



## Twerton Sluices Refurbishment

One of the biggest projects the Environment Agency are undertaking in the Wessex Area at the moment is the £10million refurbishment of Twerton sluices in Bath. These gates were constructed as part of the 1960's Bath Flood Defence Scheme, following the devastating 1960 floods in Bath. The gates are past their life expectancy and so we are refurbishing the vertical sluice gate this year by renewing the electrical and mechanical parts and grit blasting and painting the gate itself. Next year we will be replacing the radial gate with a brand new one.

The gates have an important function to retain a water level in Bath for navigation purposes, which allows boat traffic to connect the River Avon with the Kennet and Avon Canal. But we also need to be able to allow flood flows to pass through Bath in times of heavy flow, so the gates need to be lifted out of the water.



We currently have one gate out of action with a coffer dam either side of it to allow the contractors to carry out their work. Work is progressing well and this dry weather has been most welcome!

## Dunball Sluice to get 25-year life extension



One of the Environment Agency's most important tidal defence assets is to be refurbished so it can continue protecting Bridgwater and villages in the Somerset Levels and Moors for another 25 years.

A £4.2m refurbishment scheme will refurbish or renew mechanical and electrical components in Dunball Sluice, which controls flood flows in the King's Sedgemoor Drain (KSD) and the River Sowey, which is also known as the River Parrett Flood Relief Channel.

Dunball Sluice is a critical structure in the defence of the Somerset Levels and Moors and became operational in 1971. It sits at the location where the King's Sedgemoor Drain (KSD) meets the tidal River Parrett. Four gated culverts control water levels by releasing water into the Parrett when the tide permits whilst preventing the tide from bringing saltwater into the KSD, which would impact nationally and internationally designated freshwater habitats.

The refurbishment will also make environmental improvements to encourage the migration of eels and improve access for otters between the KSD and the River Parrett. Health and safety improvements for agency staff and contractors who operate and maintain the sluice will also be completed as part of the scheme.

The scheme, funded by the Department for Environment, Food and Rural Affairs (Defra) with £650,000 partnership funding provided by Somerset Rivers Authority, will begin at the end of July 2022 and is programmed to be completed by 2024.



1st September is the start of Preparedness month - #30days30waysUK, coordinated at LRF level. It's a national campaign of activities and games via social media to inspire and empower the public towards emergency preparedness and resilience. If you would like to find out more the [website](#) has fun and engaging resources for individuals, children and schools. During September you can join using the hashtag #30days30waysUK, like and share- @30days30waysUK on facebook, follow & share @30days30waysUK on twitter.

If you have any queries please contact [Rob Hart](#) directly.

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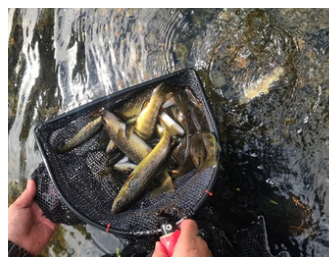


The National Monitoring Field Team from Blandford, along with some help from other teams, have recently been carrying out fish rescues on the River Tarrant at various sites. This is generally an annual task but this year, due to the prolonged dry weather we are experiencing, this has happened earlier than usual and we have also had to visit sections of the river that are not usually affected by the low summer flows.

In total approximately 1000 fish were saved, mainly Brown Trout but this also included 25 Salmon, several Grayling and a couple of Eels, as well as smaller species such as Minnows & Bullheads. All of these fish were released into the main River Stour near to the point where the Tarrant joins the Stour in the hope that some of these fish will make their way back into the Tarrant when the flow returns in the Autumn.



**Some of the team in action**



**A few Trout being released**

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### Environment Agency taking action during prolonged dry weather



See what else the Environment Agency is doing during this period of prolonged dry weather [here](#)

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## Projects/Schemes

### **Construction gets underway on the Salisbury River Park project**



The Salisbury River Park project has started construction to better protect homes and businesses in the city from flooding along with making improvements to the environment.

This £27m transformational scheme aims to reduce flood risk to over 350 homes and businesses in Salisbury, create 2 hectares of enhanced riverside habitat for the benefit of wildlife, remove obstructions to allow fish migration to continue upstream and create 13 hectares of high quality public open space, including enhanced foot and cycle paths that benefit residents and visitors.

The Salisbury River Park project is a collaboration between the Environment Agency, Wiltshire Council, Salisbury City Council and Swindon and Wiltshire Local Enterprise Partnership.

It is anticipated that the main construction works will be completed in spring 2024.

Further information on the project can be found at: [www.salisburyriverparkphase1.com](http://www.salisburyriverparkphase1.com)



Artist's impression of the completed Salisbury River Park

## Other Information

### **What UK homeowners need to know about flood insurance**



A rising number of UK homes now face a greater risk of flooding as climate change continues to trigger an increase in catastrophic weather occurrences – a trend that experts expect to carry on in the future.

For more information on this really useful article which covers flood risk and flood insurance, please visit: [www.insurancebusinessmag.com/uk/news/flood/what-uk-homeowners-need-to-know-about-flood-insurance-414256.aspx#.Yt-IYYS6wVA.twitter](http://www.insurancebusinessmag.com/uk/news/flood/what-uk-homeowners-need-to-know-about-flood-insurance-414256.aspx#.Yt-IYYS6wVA.twitter)





## Become a Friend Against Scams

Would you, your family, your community, or workplace like to understand more about scams and why people can become scam victims? Almost 1 million other people have said 'yes' and are a 'Friend Against Scams'.

A scam is a fraud, and this type of fraud affects the lives of millions of people. More than £5 billion is lost to scams each year in the UK. People who are scammed may not just lose money, but may also suffer a loss of independence, good health and wellbeing. Many people do not report being a victim, even though it is important to speak out as silence is a scammer's best friend.

Championed by Trading Standards, major banks and community organisations, 'Friends Against Scams' is a national initiative that aims to recruit people to join the fight against scams, providing the tools to understand and spot scams, and to learn who to report them to.

For more information and to become a 'Friend' visit [www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk)

Anyone can become a scam victim. If it has happened to you, contact the Citizens Advice consumer helpline on 0808 223 1133. This helpline is the first point of contact for consumers wanting advice about a consumer problem or to report something to Trading Standards.

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## Somerset Rivers Authority (SRA) Annual Report 2021-22



Somerset Rivers Authority (SRA) has published its annual report for 2021-22.

During this year, the SRA spent £2.831 million on extra flood protection and resilience work. Across the county, from Dulverton to Frome, hundreds of places benefited from the SRA's investment in activities designed to protect people, properties, businesses and roads, while enhancing local environments.

The report covers Dredging and River Management, Land Management including Natural Flood Management, Urban Water Management, Resilient Infrastructure and Building Local Resilience. The last section features (among other subjects) grants given to flood warden teams in Croscombe, Ham and Martock; support for communities affected by flooding; and the SRA-funded film ***Down by the River*** which celebrates local volunteers, and some of the extraordinary work done by them to help reduce the risks of flooding.

Some of the subscribers to this newsletter feature in both the report and the film. See how many you can recognise!

Get your copy of the report: [Somerset Rivers Authority Annual Report 2021-22 - Somerset Rivers Authority](#)

Watch ***Down by the River*** (if you haven't already!) on the Somerset Rivers Authority YouTube channel: <https://youtu.be/3M3G52lvNl0>



Baldr and Havik water injection dredging on the River Parrett for the SRA



Natural Flood Management - Mendip Holt Farm, Witham Friary Timber Scrape

## Are you interested in becoming part of a National Groundwater Flood Group?



The EA is looking for one or two Flood Wardens from Dorset & Wiltshire to represent community interest on a National Groundwater Flooding Forum. The group will focus on all matters relating to groundwater flooding. Your personal experience, whilst acting as a Flood Warden and possibly a groundwater flood 'victim', will be of great help in keeping the group firmly grounded!

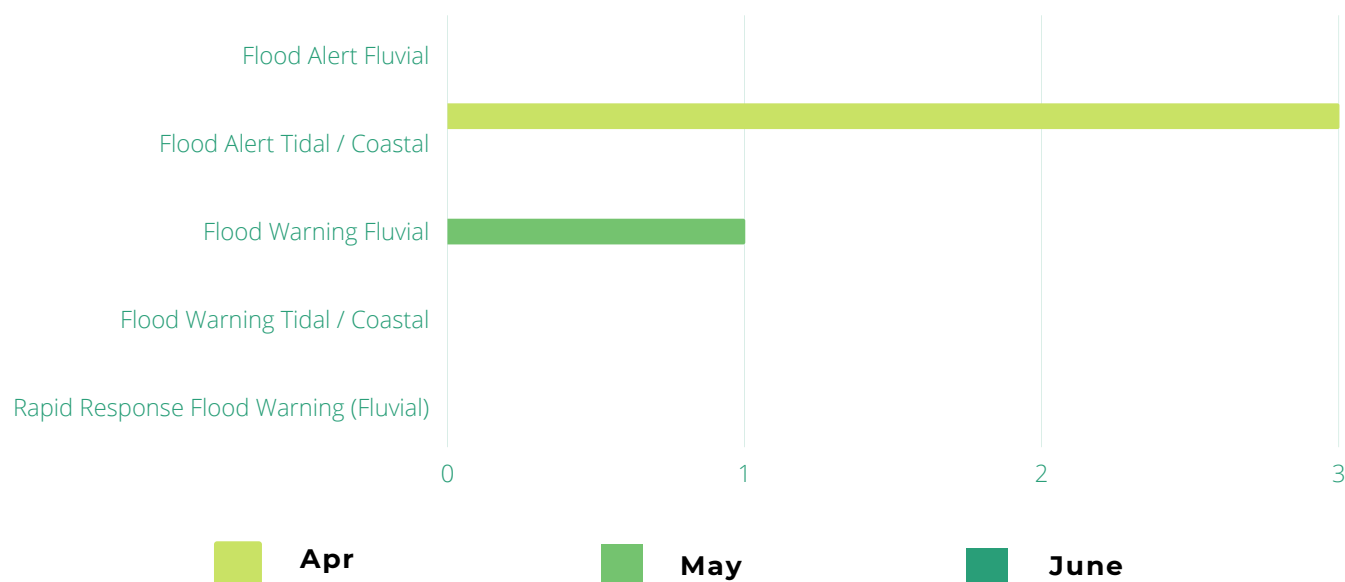
Meetings are likely to be held quarterly, but with an opportunity to join topical working groups as well. Subject to confirmation the initial meeting (by Teams) will be on the 6th October. Please contact [guy.parker@environment-agency.gov.uk](mailto:guy.parker@environment-agency.gov.uk) if you are interested.

## Useful Information



### 2022 Water Situation Report

In total, across Wessex, for the months of April, May and June we issued:

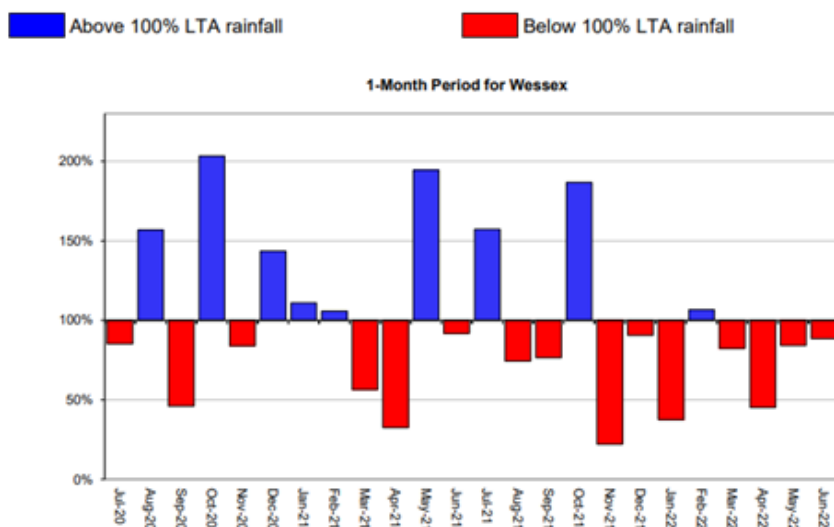


## Spring/Summer 2022

Wessex received only 24 mm of rainfall throughout April (45% LTA), which is below average. The majority of the month's rain fell within the first 8 days of the month (64%). Most of the month's rain fell during the first 8 days (64%), with the remainder of the month largely dry. The soil moisture deficit increased, growing from 25 mm at the start of the month to 48 mm at the end. All reporting sites showed an overall decrease in mean daily river flow during April. Monthly mean flows at most reporting sites (12) were 'below normal' for the time of year, with the remainder either 'notably low' or 'normal'. Total reservoir storage decreased, with levels at the end of April at 95% for Wessex Water and 90% for Bristol Water, both of which are similar to the storage levels observed time last year.

The Wessex area received 52 mm of rainfall during May (84% LTA), which is 'normal' for the time of year. The majority (71%) of rainfall occurred during the second and third week of the month, with the largest daily accumulations occurring on the 14th and 15th of May when 32% of the month's rain fell. Soil moisture deficit in Wessex increased by 20 mm during the first 2 weeks of May to reach 67 mm. During the third and fourth week, following the main rainfall events, the deficit reduced by 12 mm to reach 55 mm. Despite the 'normal' rainfall, river flows in Wessex continued to recede, with most reporting sites ending the month with 'below normal' or 'notably low' flows for the time of year. Groundwater levels throughout Wessex continued to decline with the bulk of monitoring sites reporting 'below normal' or 'notably low' levels at the end of the month. Total reservoir storage decreased throughout May with Wessex Water and Bristol Water possessing 85% and 82% of maximum storage, respectively.

The Wessex Area received 50 mm of rainfall during June (88% LTA) which is 'normal' for this time of year. The majority of rainfall (71%) fell during the first and final weeks of June with largest daily average rainfall of 11 mm observed on the 5 of June. All but three of Wessex's 22 hydrological areas received 'normal' volumes of rainfall, with the Parret receiving 'above normal', and the Upper Hampshire Avon and River Borne 'below normal'. Soil moisture deficit rallied in the first week gaining 6 mm, then declined, finishing the month at 102 mm, the lowest value observed in 2022. Most monitoring sites within Wessex experienced low monthly mean river flows during June: 7 were classified as 'below normal', 5 as 'notably low', and 3 as 'exceptionally low'. Only 4 sites located in southwest Wessex expressed 'normal' monthly mean flows throughout the month. Groundwater levels throughout Wessex continued to decline with the bulk of monitoring sites reporting 'below normal' or 'notably low'. Reservoir storage decreased throughout June with Wessex Water and Bristol Water possessing 70% and 73% of total storage, respectively.



**Figure 1.2:** Monthly rainfall totals as a percentage of the 1961 – 1990 long term average. Produced using HadUK data based on the Met Office 1km gridded rainfall dataset derived from rain gauges (Source: Met Office © Crown Copyright 2022). Provisional data based on Environment Agency 1km gridded rainfall dataset derived from Environment Agency intensity rain gauges.

# 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](#)



## 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)

The Met Office have also updated their Community Resilience leaflet which contains some really useful information:  
[https://www.metoffice.gov.uk/binaries/content/assets/metofficegovuk/pdf/business/public-sector/community-resilience-leaflet\\_oct21.pdf](https://www.metoffice.gov.uk/binaries/content/assets/metofficegovuk/pdf/business/public-sector/community-resilience-leaflet_oct21.pdf)

To sign up for flood warnings: [Sign up for flood warnings - GOV.UK \(www.gov.uk\)](https://www.gov.uk/sign-up-for-flood-warnings)

For river, sea, groundwater and rainfall levels: [River, sea, groundwater and rainfall levels](#)  
[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)

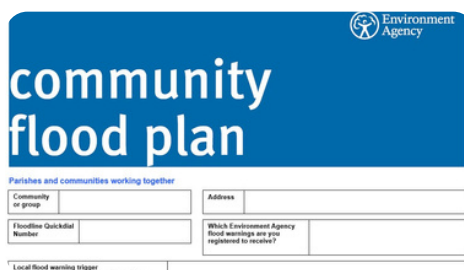
Flooding: Find out the answers to frequently asked questions [here](#)

[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!

A screenshot of a web-based form titled "Personal Flood Plan Template". The form is divided into several sections with blue headers. The first section is "About you", followed by "Your property", "Your flood risk", "Your flood plan", and "Your flood kit". Each section contains various input fields and checkboxes for users to fill out their personal flood plan details.

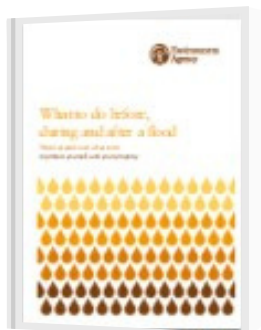
## Personal Flood Plan Template

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



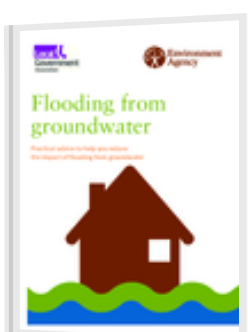
### Would your business stay afloat?

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

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



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



**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.



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.

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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/tyijSO4aH-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

E-mail 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.

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.

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 \(www.gov.uk\)](#)



**Subscribe to the Flood  
Warden Newsletter**

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