Flood Warden Winter Newsletter 2024 - from Wessex Water floodwessex@environment-agency.gov.uk>

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| **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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| **Where to find further information**For local weather information including weather warnings visit the Met Office at:[www.metoffice.gov.uk](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=b4bbe5e9d2&e=afd04d4e96)The Met Office’s Community Resilience website: [Met Office Community Resilience](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=ef2f7edee0&e=afd04d4e96) To sign up for flood warnings: [Sign up for flood warnings - GOV.UK (www.gov.uk)](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=ebb2329976&e=afd04d4e96)For river, sea, groundwater and rainfall levels: [River, sea, groundwater and rainfall levels](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=e581dfe1d3&e=afd04d4e96)[Wessex Area Water Situation Reports](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=4b89a81645&e=afd04d4e96). Monthly reports are produced on Gov.ukFlood Re has been set up to help those households who live in a flood risk area findaffordable home insurance. For more information contact your insurer or visit:[www.floodre.co.uk](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=537a962103&e=afd04d4e96)The National Flood Forum provide further advice and support at:[www.nationalfloodforum.org.uk](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=6277e69a06&e=afd04d4e96)Flooding - Find out the answers to frequently asked questions: [Flooding FAQ](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=a7feb98f28&e=afd04d4e96)For Property Flood Resilience (PFR) and Flood Plan templates:[BeFloodReady – Property Flood Resilience (PFR) | Helping Reduce Flood Risk](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=55e0092781&e=afd04d4e96) |

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| **The Importance of Reporting   Flooding**We understand it is a difficult time when people are affected by flooding and their priority will be to return to their homes as quickly as possible.  |

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| However, we would encourage those affected to report property flooding as close to the event as possible. **During a flood event if it is an emergency, please contact 999 to report flooding.** The best portal for non-emergency reporting is [FORT- Home (geowessex.com)](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=9b11f29ae1&e=afd04d4e96); you can also access this via the QR code below. This information provided is then shared with the risk management authorities to ensure it goes to the correct organisation depending on the source and impact of flooding.  |
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| During flooding events it helps us to deploy staff to the right areas to investigate the situation, so that we can understand the impacts on properties or communities and prioritise our response.   |

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| Reporting flooding helps organisations work together to support those affected by flooding. By gathering information, specific issues impacting residents and communities are identified and recurring issues highlighted. The evidence from flood reporting is crucial in planning effective maintenance and justifying business cases for potential long-term solutions. Flood Wardens can provide reports for multiple flooded properties and add flooding reports on FORT, if you need more information on this please contact floodwessex@environment-agency.gov.uk |

**Grants for Household Recovery**

The Government’s Flood Recovery Framework is used in exceptional circumstances to support councils and communities following severe flooding. [This has been activated](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=e667a0de48&e=afd04d4e96) for the areas most affected by Storm Henk.

Councils can access this Government funding if 50 or more properties in their local authority area were internally flooded between 2 – 12 January 2024.

[Wiltshire Council](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=bd65cd22f7&e=afd04d4e96) and [Somerset Council](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=e4bbe7f261&e=afd04d4e96) have opened applications from residents who have been affected. Other areas may still be assessing their eligibility; if you have been affected please contact your local authority for more information.

If eligible, the following help may be available:

1. Flooded households in eligible affected areas can apply for up to £500 cash to help with immediate costs.
2. Households and businesses significantly affected will be eligible for 100% council tax and business rates relief for at least 3 months.
3. Small-to-medium sized businesses in eligible affected areas can apply for up to £2,500 from the Business Recovery Grant to help them return quickly to business as usual.
4. Eligible flood-hit property owners can apply for up to £5,000 to help make their homes and businesses more resilient to future flooding via the Property Flood Resilience Repair Grant Scheme.
5. Farmers who have suffered uninsurable damage to their land will be able to apply for grants of up to £25,000 through the Farming Recovery Fund towards repair and reinstatement costs for farmers adversely affected by exceptional flooding.

Contact **Somerset Council** for further information.

**Insurance**

Flooding is a traumatic experience, and the stress can be intensified when home or contents insurance isn’t in place, or where the insurance claim process proves difficult.

If you experience flooding and are not insured, contact your local authority or the [National Flood Forum](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=32d38ddcbd&e=afd04d4e96) for advice and support.

If you are insured, follow your insurers advice about actions to take. The Association of British Insurers provides information for [householders](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=8966c25971&e=afd04d4e96) and [businesses](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=e4fada9ff6&e=afd04d4e96) about the claims process.

Build Back Better is a relatively new scheme that offers householders the chance to install Property Flood Resilience measures up to the value of £10,000 when repairing their properties after a flood. This way the next time the area floods their home will be better prepared to keep as much of the water out as possible.  Measures can also be installed so that when water does enter it is easier, quicker and safer for families to clean up and move back in – often in a number of days rather than many months.

A growing number of insurance companies are offering Build Back Better policies, with many of the major insurers already signed up to the scheme. You can check to see if your insurer is one of these here:  [Build Back Better - Flood Re](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=8731c711ee&e=afd04d4e96)

The British Insurance Brokers’ Association, The Association of British Insurers and Flood Re have worked together to create an [online directory](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=63f6b08253&e=afd04d4e96) designed to help find insurance for both residential and commercial properties. If you are struggling to access insurance, contact the [National Flood Forum](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=5ba67dbec3&e=afd04d4e96) for support and advice.

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| **Emotional Impacts of Flooding**The effects of flooding can be devastating, to your home and your wellbeing. Being displaced from your home and losing sentimental possessions can have a huge impact on your mental health. There is support available if you have experienced flooding. Please find some useful resources on recovering from a flood here: [Flooding and health: advice for the public - GOV.UK(www.gov.uk).](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=b3b9331e2d&e=afd04d4e96)The NHS offers a free Talking Therapies service for those affected by flooding. Please find information on accessing mental health support following a flood here: [How to find local mental health services - NHS (www.nhs.uk)](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=04c64fb1b4&e=afd04d4e96)The Environment Agency offers support and guidance to help you prepare for and recover from flooding. Please contact wessexenquiries@environment-agency.gov.uk for more information.  |
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| **Property Flood Resilience (PFR)**Installing Property Flood Resilience (PFR) equipment at your home is a great way of protecting it from flood water. There are two elements to PFR. Resistance measures involve implementing physical barriers such as flood doors or flood boards onto the outside of your property, to prevent water from entering. Resilience measures entail installing internal equipment such as hard, waterproof floors and raised electrical sockets, which reduce the impact of flood water and make it easier and quicker to recover from the damage caused. It is preferable to prevent water from entering your property, therefore resistance measures are the most effective.Information on finding suitable measures for your home is available at [thefloodhub.co.uk/wp-content/uploads/2018/09/Property-Flood-Resilience-PFR-booklet.pdf](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=0ab0119e9d&e=afd04d4e96)To ensure that PFR equipment fulfils its purpose, it is very important that it is checked regularly and maintained. If you have equipment installed, it is advised that you practice setting it up, so that it can be easily deployed in the event of a flood. Information on maintaining your PFR equipment is available here: [PFR Health Check (double sided) (thefloodhub.co.uk)](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=906cc81283&e=afd04d4e96).This is also a useful to checklist to go through [Flood Resilience checklist (thefloodhub.co.uk)](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=b5244bc5ba&e=afd04d4e96).If you move into a new home where there is existing PFR equipment, please make sure it is still in good condition and functioning properly. Similarly, if you move house and leave PFR measures behind, please ensure that the new owners are made aware of it and how to deploy it.If you have previously been flooded, funding might be available from your insurer as part of the Build Back Better scheme, where you can receive financial support to make your home more resilient to future flooding during the recovery process. [Build Back Better - Flood Re](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=035c57d2e8&e=afd04d4e96) |
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| **Grants for Community Initiatives**There are grants available to support community emergency volunteer schemes, or for equipment or training that helps communities to be better equipped to deal with emergencies.  The Wessex Water Foundation offers grants for community and environment-related projects: [https://www.wessexwater.co.uk/visit-and-learn/funding](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=2542c57c72&e=afd04d4e96) SSEN’s Resilient Communities Fund aims to help communities become more resilient in the face of storms, severe weather and prolonged power interruptions. The fund is currently closed but may open for applications again: [Resilient Communities Fund - SSEN](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=2b37b70f14&e=afd04d4e96) [Community Foundations](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=b5ea1413cc&e=afd04d4e96) are locally based charitable organisation that distribute grants to support community needs.   Many Councils offer advice and support about locally available grants:  BANES: [funding\_journal\_-\_february\_2024.pdf (bathnes.gov.uk)](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=2c11bb535a&e=afd04d4e96) BCP: [Funding for voluntary groups and charities | BCP (bcpcouncil.gov.uk)](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=ad135f6236&e=afd04d4e96) Bristol: [Grants for voluntary and community organisations (bristol.gov.uk)](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=86937c7952&e=afd04d4e96) Dorset: [Grants and funding for communities - Dorset Council](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=e7eb7a4e46&e=afd04d4e96) Hampshire: [List of grants and funding | Hampshire County Council (hants.gov.uk)](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=129b1663da&e=afd04d4e96) Somerset: [Community Funding Sources (somerset.gov.uk)](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=30bcf35d69&e=afd04d4e96) [https://www.somersetprepared.org.uk/get-support/funding-support/](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=6653065701&e=afd04d4e96). South Gloucestershire: [Community grants | BETA - South Gloucestershire Council (southglos.gov.uk)](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=42f25fef0e&e=afd04d4e96) Wiltshire: [Area Board Grants - Wiltshire Council](https://environment-agency.us14.list-manage.com/track/click?u=995e19facf867522c99386500&id=b5eb2e3a1c&e=afd04d4e96) |