

Burrowbridge Flood Warden Scheme
Flood Plan
2025 (Revised Nov. 25)



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Part 1 - Introduction

The most valuable asset of any community is its residents – especially if they can offer to support and help others. They can play a crucial role in helping to prepare their community against the risk of flooding. Local knowledge is key to both preventing flooding and also for minimising the impact of flooding if it does occur.

Volunteers from Burrowbridge have been meeting regularly to form a community Flood Warden group in the village. The flood group comprises of 1 Flood Co-ordinator and 6 Flood Wardens, however we are always looking for new members.

These volunteers have all helped to develop a revised flood plan which will assist you should the area ever experience another flood.

NOTE TO THE COMMUNITY

At this moment in time (November 2025), the village is in desperate need of Flood Wardens for a number of cluster areas. The success of the Flood Warden group is based upon its members and ability to serve the community. A general description of the role is listed under Part 3 of this document. The role is not onerous but does give you the opportunity to participate in discussions and, should the need arise, you would become a key player in community safety and welfare.

Flood Wardens do not meet on a regular basis (generally at the Coronation Hall).

However, sometimes meetings are required to discuss various matters to ensure that a successful strategy is in place in times of potential flooding that will protect the community.

Meetings are generally attended by members of the Environment Agency and the Somerset Rivers Authority, who advise us of ongoing river maintenance and other matters on flood prevention.

An A3 map of the cluster areas is attached. Currently we are looking for Flood Wardens for the following clusters:

Cluster 2 – Central Village

Cluster 3 – Stathe Road (1)

Cluster 6 - Athelney

Cluster 10 – Stathe Road (3)

Cluster 11 – Bull Place Road.

Should the need arise, you would be issued with Personal Protective Equipment and be required to co-ordinate with other Flood Wardens and the community in your cluster, or as required by the Flood Co-ordinator.

Part 2 - The roles and responsibilities of a Flood Warden

Communicate with a set area of the community

Each Flood Warden is allocated a specific area of the community to pass on the message about potential flooding. This may be by visiting individual properties, setting up a telephone round robin, text, e-mail or a combination of all. The Flood Warden reiterates or checks a warning has been received and encourages people to take the appropriate action to protect themselves and/or their property.

Burrowbridge has been split up into 'clusters'. There are currently 11 of these. **Currently not all clusters are supported by a designated Flood Warden.**

Each Warden should:

- Be knowledgeable of their allocated sector
- Assess their cluster identifying vulnerable residents/properties
- Check that drains and culverts are clear and reporting any blockages if found
- Sign up to the Environment Agency's Floodline Warnings Direct Service and encourage other residents to do the same

- Encourage residents to report any incidents of flooding or to contact the Wardens for advice if concerned about the threat of flooding
- Help publicise the scheme
- Offer advice to residents – for example: encourage residents to create their own personal flood plan/emergency box (torch, candles, bottled water)/keep sentimental or important documents in waterproof bags

IMPORTANT: No one should ever place themselves in danger or undertake ANY activity that places them in danger.

Part 3 – Organisations involved during a flood event

Each of the listed organisations below will hold a copy of the flood plan. Burrowbridge Parish Council will ensure the flood plan is on the village website.

- **The Environment Agency:** The Environment Agency will operate pumping stations in line with procedures including deployment and operation of temporary pumps when all criteria are met under the trigger point documents.

Environment Agency Incident Hotline: Tel: 0800 80 70 60 (24 hour service) **to report flooding**, blockages in rivers or any other environment incident

Floodline: Tel: 0345 988 1188 (24 hour service) for up-to-date flood warning information or advice

General Enquiries: Tel: 03708 506 506

- **Somerset Council** (from April 2023): It is advisable to communicate via the Flood Warden group by contacting the Flood Warden supporting the cluster your home is in or other members of the group, who will liaise with staff supporting them. This will cut down on duplication and work to ensure there is an effective flow of communication to and from the community. If you wish to contact Somerset Council directly the number is 0300 123 2224

- **Somerset West and Taunton** (until March 2023 then it becomes Somerset Council):

General Enquiries – Tel 0300 304 8000

- **Internal Drainage Board:**

Tel: 01278 789906

admin@somersetdrainageboards.gov.uk

- **Burrowbridge Parish Council:**

www.burrowbridgeparishcouncil.org

bbparishclerk@outlook.com

- **Devon and Somerset Fire & Rescue Service:**

Non-emergency - Tel no: 01392 872200

Email: comments@dfsfire.gov.uk

- **Police:** Non-emergency Tel: 101

Part 4 - List of Flood Co-ordinators and Flood Wardens

The responsibility of a Flood Co-ordinator – The Flood Co-ordinators are the primary contacts for all information coming into and out of the village. When the Environment Agency’s Trigger Point for Burrowbridge is met (see page25), Somerset Council will appoint a First Response Officer and Community Based Liaison Officer to meet with the Flood Co-

ordinators to see what action may be necessary. The Flood Co-ordinators will contact all the Flood Wardens to ensure they are ready to initiate the flood plan.

Cluster	Area covered	Flood warden	Contact details
1	Riverside	Steve Kirk	Home: 01823 698735 Mobile: 07712 866615 E-mail: frysfarm@gmail.com
2	Central village	TBC	E-mail:
3	Stathe Road (1)	TBC	E-mail:
4	Stanmoor Road	Dave Walker	Mobile: 07885 277288 E-mail: dwalker53@btinternet.com
5	Horlake	James Winslade	Mobile: 07970 881716 E-mail: jameswinslade6430@gmail.com
6	Athelney	TBC	E-mail:
7	West Yeo and Saltmoor	Claire Churchill	Mobile: 07780 656797
8	Stathe Road (2)	Jane Brookhouse	Mobile: 07832 476140 E-mail: jane-cb@outlook.com
9	Grove Hill (Burrow Wall)	Neill McGrath	Mobile: 07739 417941 E-mail: floodwarden@burrowwall.com
10	Stathe Road (3)	TBC	TBC
11	Bull Place Road	TBC	TBC

Flood Co-ordinators:			
Dave Walker Steve Kirk (Deputy)			

Part 5 - Frequently asked questions

Q. Who do I contact re school transport?

A. Somerset Council – <http://www.somerset.gov.uk/education-learning-and-schools/>

Telephone No: 0300 123 2224

Q. How do I find out if the school is open?

A. Somerset Council website/School/Local Radio/Local TV

Q. Where do I park my car/will it be secure?

A. *No formal arrangements are currently in place. However, there is limited parking available at Burrow Mump Car Park (owned by the National Trust) should the need arise. Please note that this will be at the owners' risk. Speak to your local Flood Warden to arrange this.*

Q. Who will sort my post? Where will it be delivered? Will the Post Office be prepared to deliver to one location?

A. *Please contact your Flood Warden/Flood Co-ordinator should the need arise.*

Q. How will residents get their medicines and prescriptions? Could they be delivered to the homes of individuals?

A. Residents to give authority to collect when needed. Contact medical centres.

Q. Where do I get sandbags?

A. Somerset Council. Tel: 0300 304 8000 (general number). Open 8.00am to 5.30pm Monday to Friday. They can advise on their policy and provide updates.

Q. Do I have to evacuate if I'm advised to?

A. No. This is your choice. See Part 8 of the flood plan.

Q. Will my home be secure if I do need to evacuate? Will police patrol the area?

A. Check your personal flood plan. Lock your house and make it secure before you leave, as well as support neighbours to be vigilant etc. See Part 8 of the flood plan.

The Police have attended a number of meetings and are aware of potential security concerns. The Police advise they would assess the situation at the time and base a response on the current and likely situation.

Q. What if my septic tank goes under water?

A. If the septic tank goes under water, then it is very unlikely the occupant will be able to use the toilets/showers, wash hand basin etc,

as any water discharged into it would back up the drainage system, possibly into the house.

Q. Where can I access portable loos?

A. Private hire company. Contact Community Based Liaison Officer for advice via the Flood Warden group.

Q. I've seen pumps coming in; does this mean I will flood?

A. No, please contact your Flood Warden for the most up to date information.

Q. I feel vulnerable, is there a number I can call to speak to somebody?

A. For emotional and mental health support contact Somerset Village & Community Agents on 01823 331222 in the first instance. They can signpost you to other organisations for help and advice if needed.

In relation to vulnerability from flooding

A. Contact the Flood Warden group or speak to the Flood Co-ordinator.

Q. What will happen to my oil tank in a flood?

A. In a flood, there are a variety of things to consider. If the house is being evacuated the homeowner should turn off the oil feed at the tank. There is a lever on the gasket which generally turns to stop oil leaving the tank. This will prevent oil escaping from broken pipe work if the tank should float. Call the oil supplier to see if they are able to come and empty the tank temporarily until the flooding has subsided. Only once all tanks and pipe work have been reconnected and pressure tested by a suitably qualified professional should they be reconnected.

Q. Who do I contact if I want to volunteer?

A. Please contact Steve Kirk on 07712 866615 or Debbie House, Parish Clerk at bbparishclerk@outlook.com

Q. Can we access volunteers to help clean up after a flood?

A. Possibly. Any information regarding volunteers will be circulated in the event of a flood.

Q. How do I dispose of sandbags?

A. Somerset Council. Tel: 0300 304 8000 (general number). Open 8.00am to 5.30pm Monday to Friday. They can advise on their policy and provide updates.

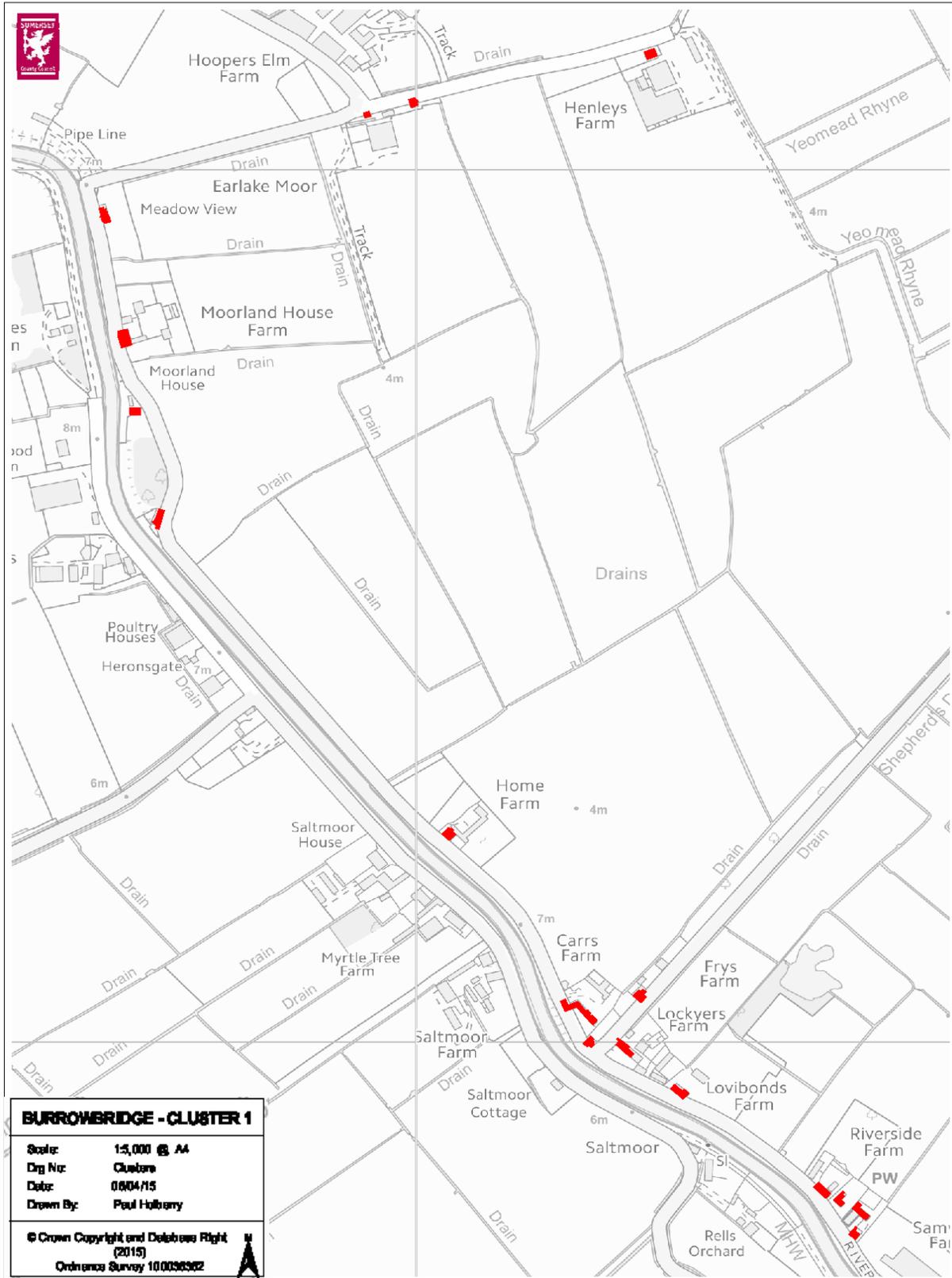
Q. What do I do if someone from the media contacts me?

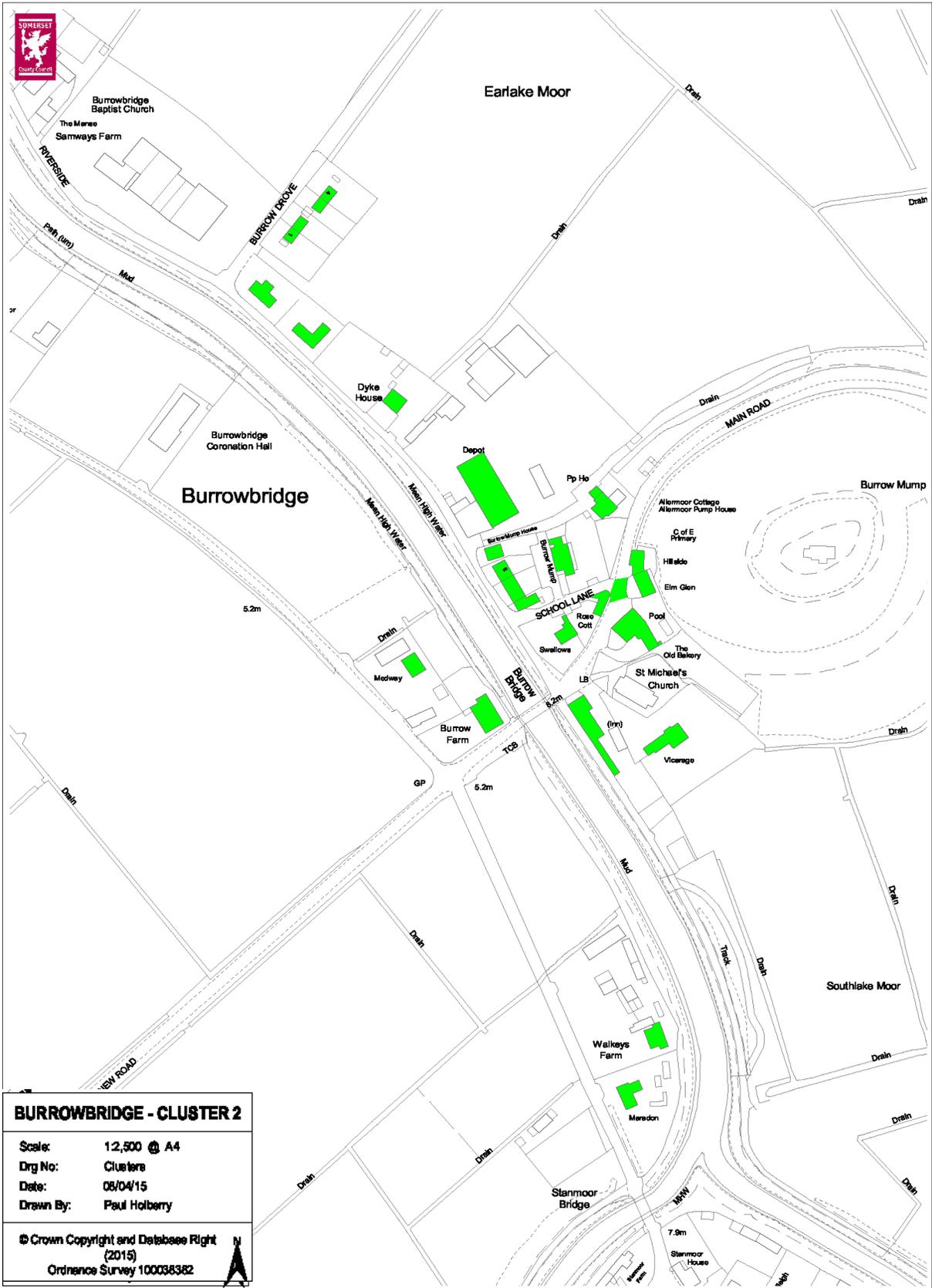
A. Please contact the Flood Co-ordinator of the Flood Warden Group to discuss how to handle media enquiries.

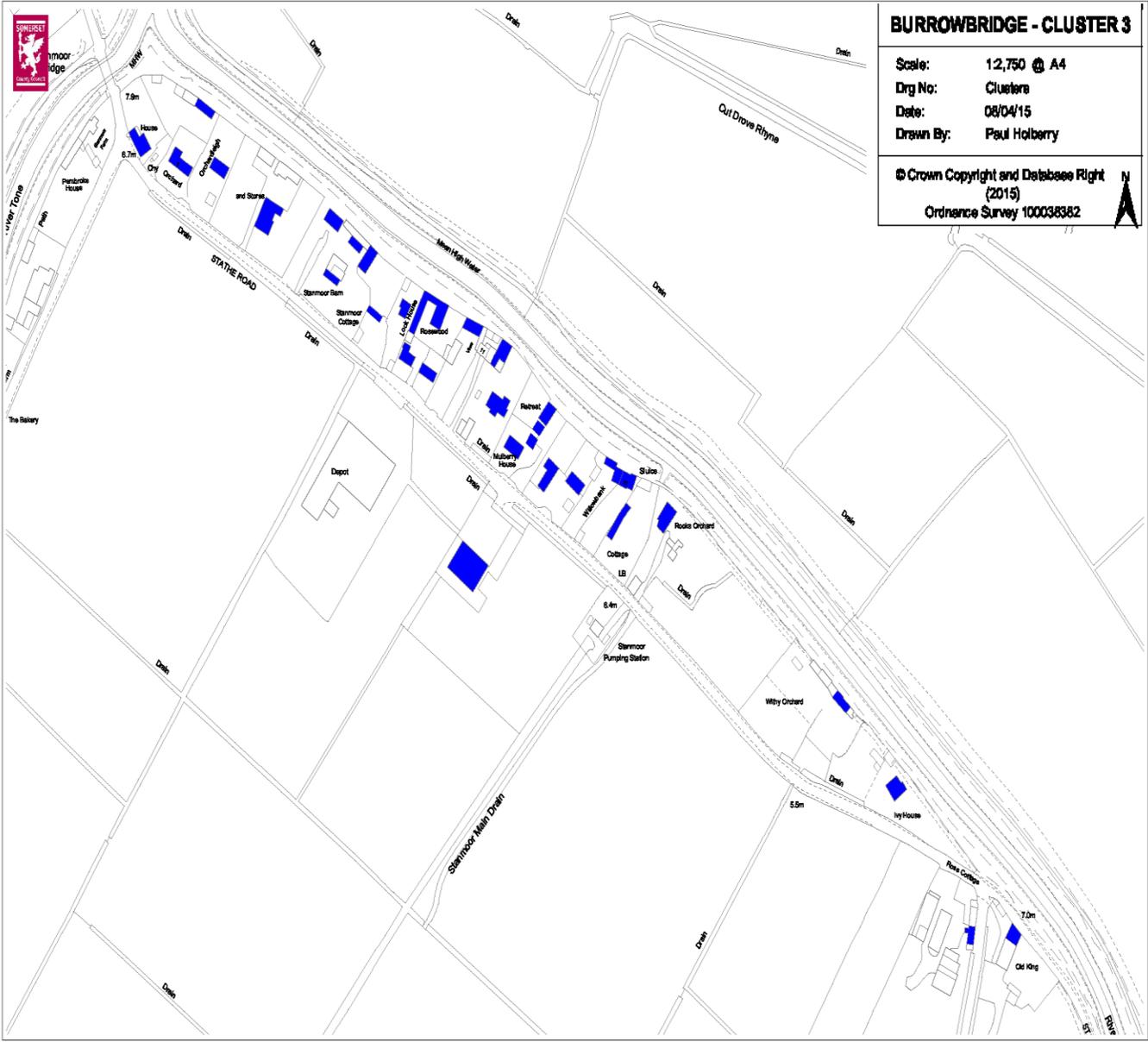
Part 6 - Map of Burrowbridge

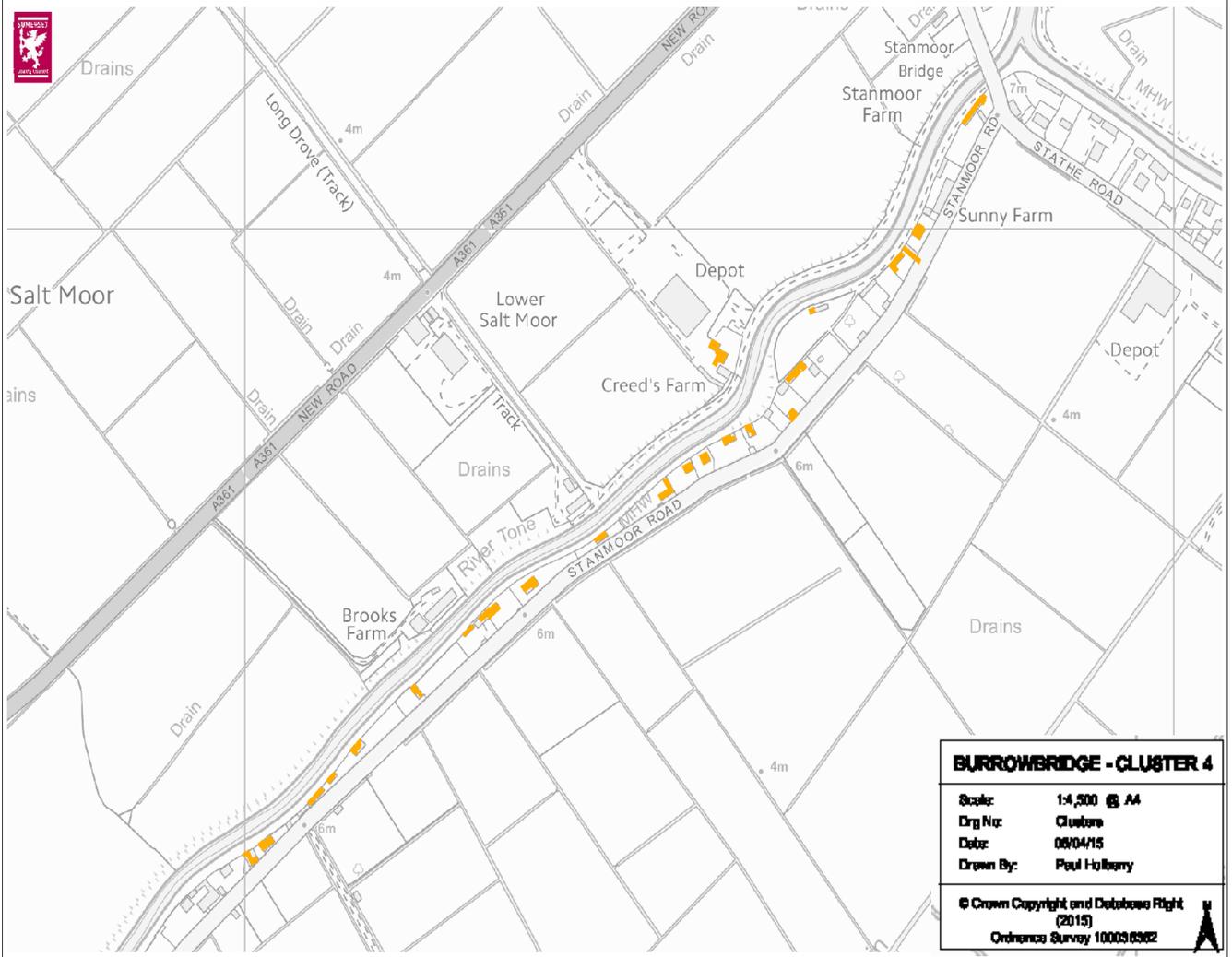
A3 size map included

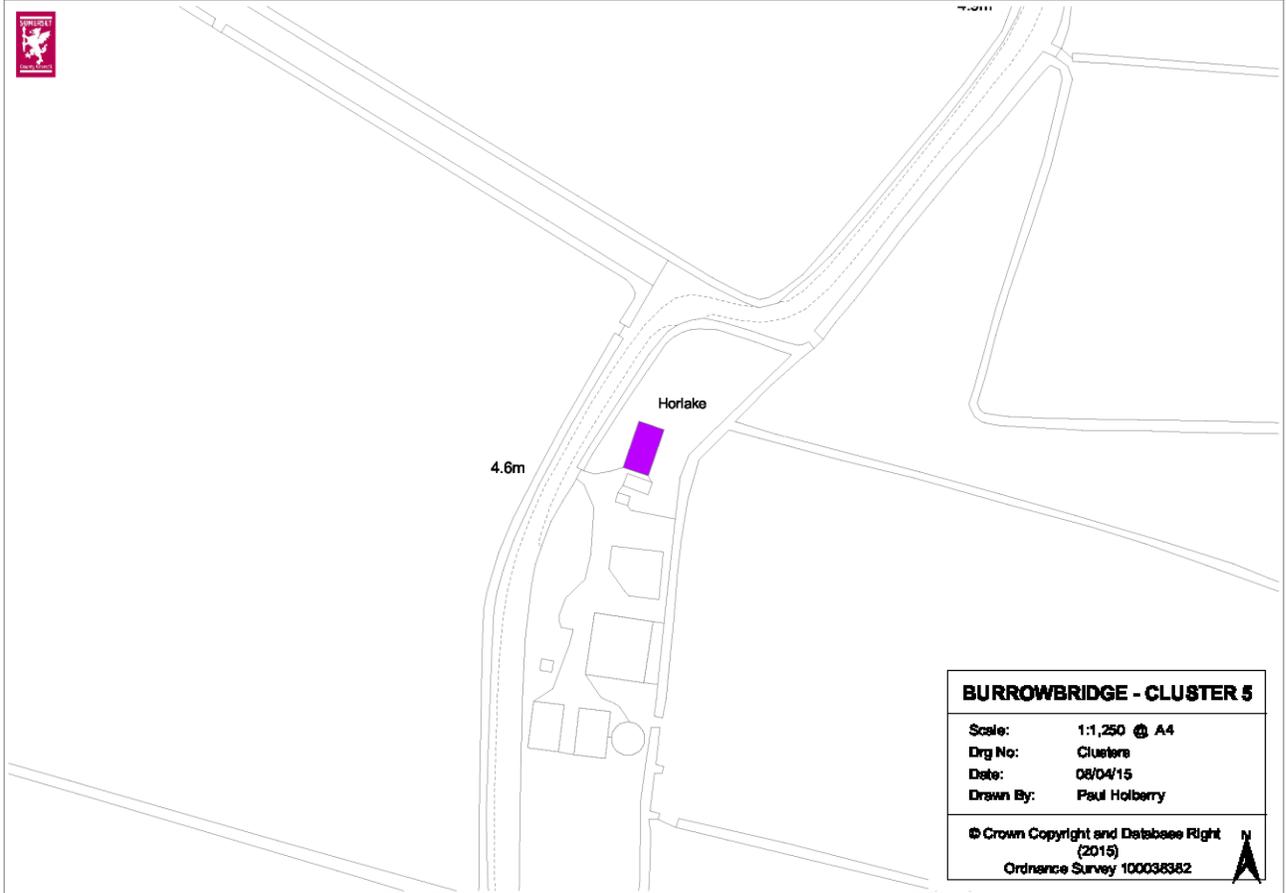
Part 7 – Flood Warden Cluster Maps (1-9)

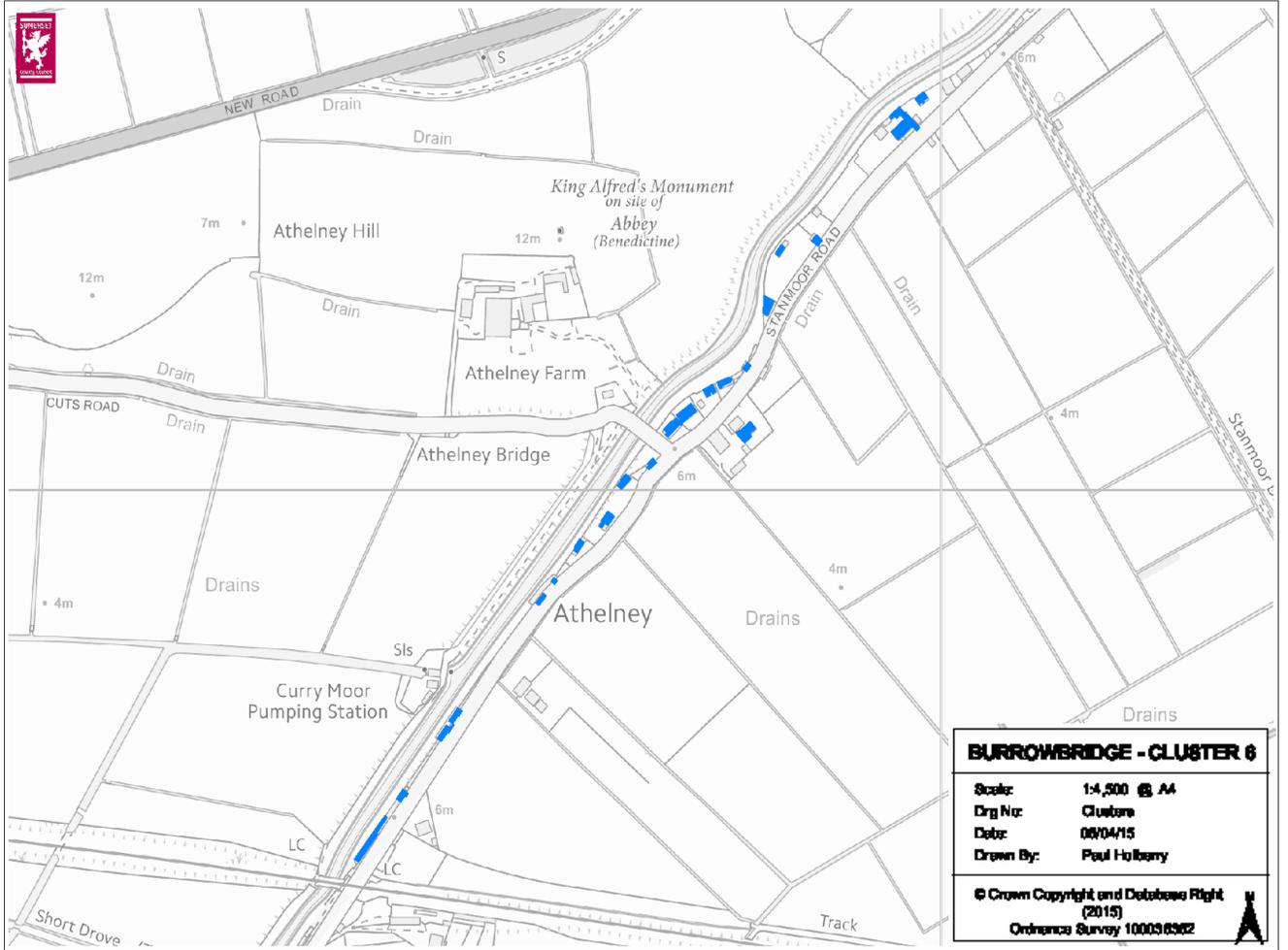




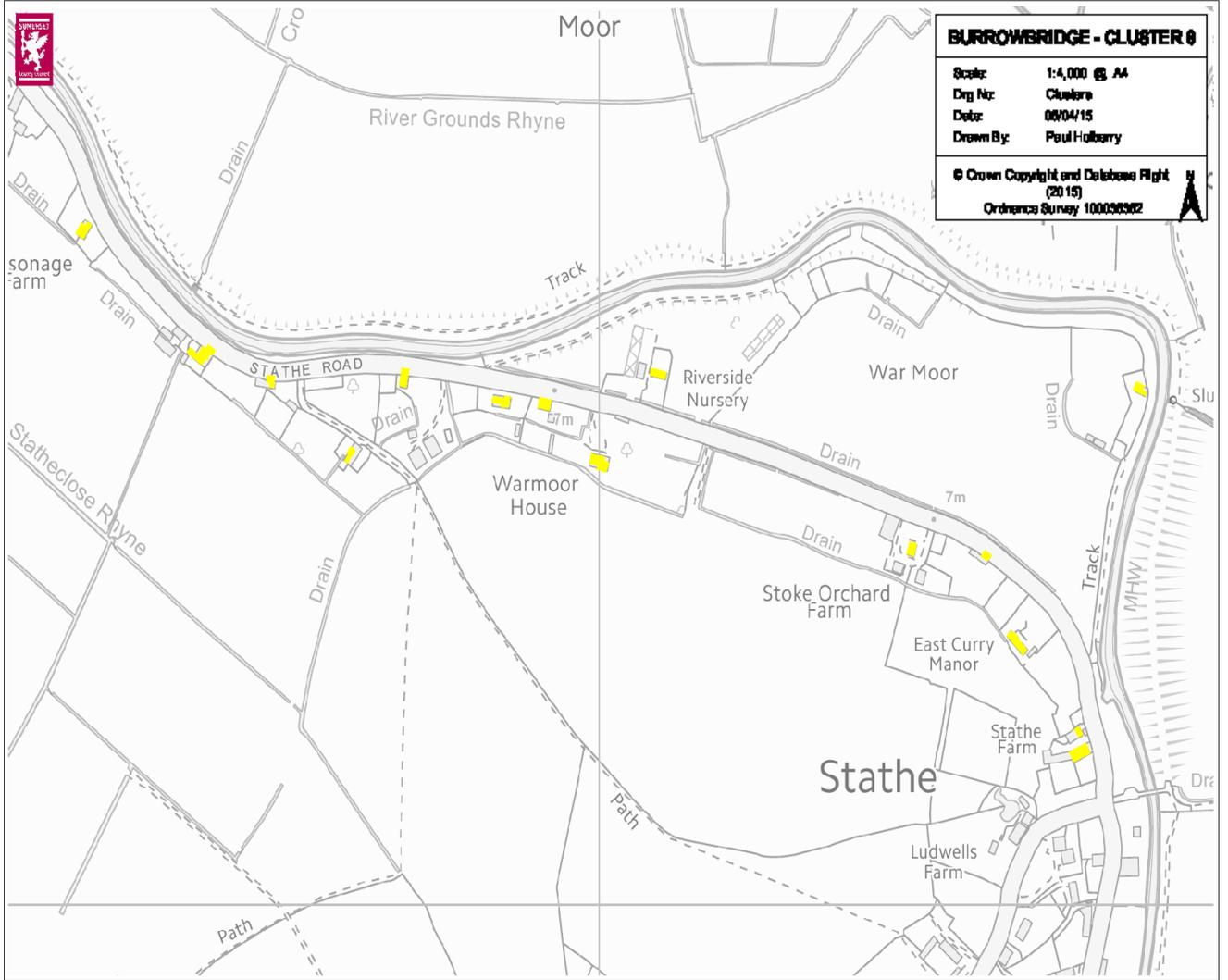


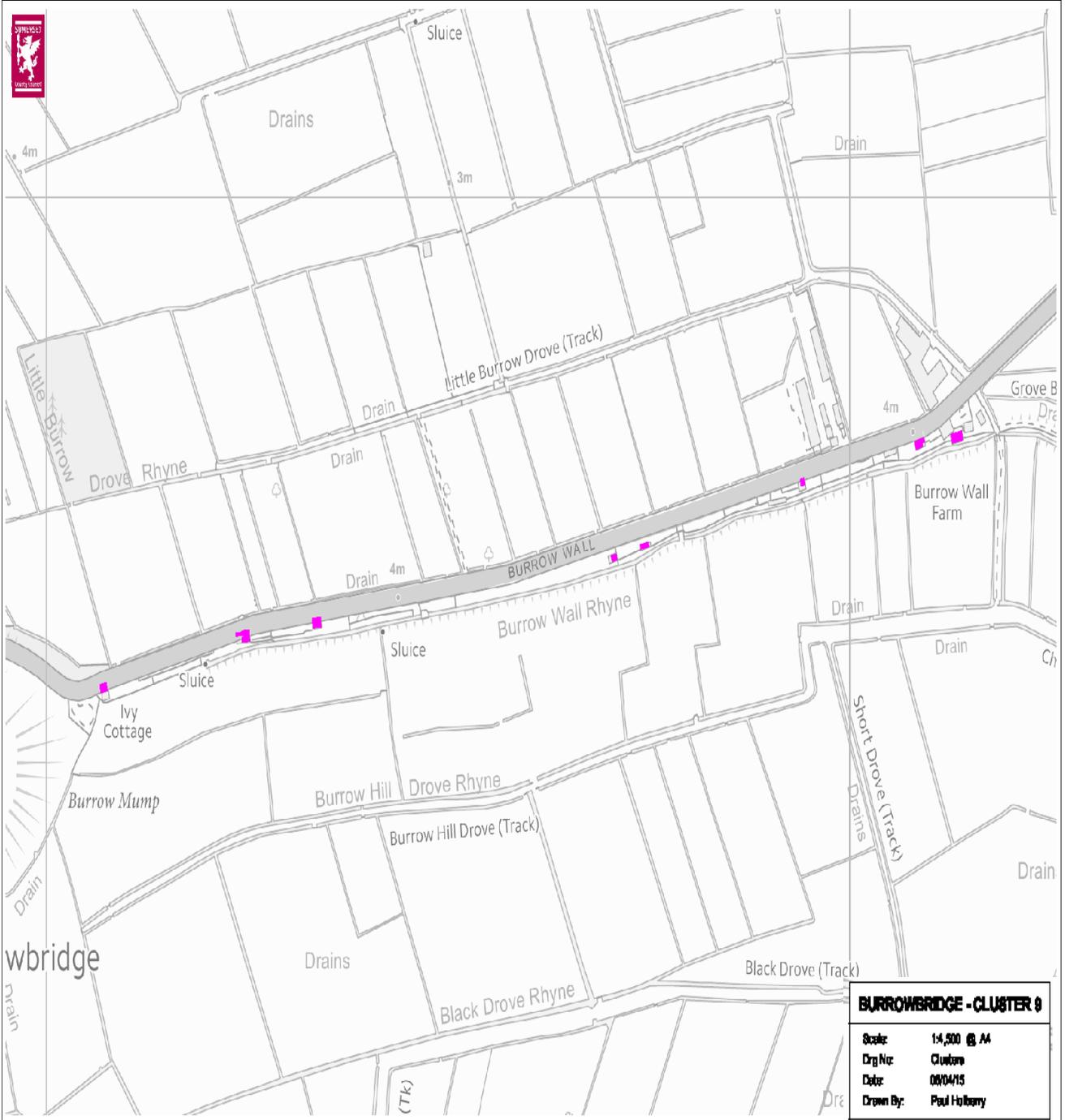












BURROWBRIDGE - CLUSTER 8

Scale:	1:4,500 @ A4
Org No:	Cluster
Date:	09/04/15
Drawn By:	Paul Holberry

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 Ordnance Survey 100030302

Part 8 - Preparing for a flood

Simple steps to prepare for flooding - this list is not exhaustive:

- Make sure you have the correct insurance cover by checking your insurance policy and ensure you are adequately covered to avoid being underinsured.
- Find out where and how to turn off your gas, electricity and water supplies.
- Keep a list of useful telephone numbers (including your GP details, insurance claim line and policy number).
- Put together an emergency flood kit (see the 'Ready for Flooding' document on the National Flood Forum's website):
<https://nationalfloodforum.org.uk/>
- Think about the needs of children, babies, elderly, the disabled at home and your pets. Don't forget to check on your neighbours.
- Take detailed photos of your property and contents NOW before any flood occurs.

Personal Flood Plan

Have a personal flood plan to use in the event of a flood:

- Identify and list urgent actions in priority of value
- What needs to be moved upstairs?
- How can you prevent water entering the property?
- Make sure you have the means to keep warm, food, flasks, etc

- Where are you going to store computer, data and photographs safely? Most things can be replaced, family photographs, memories often cannot - move them to protect them
- Move your car to higher ground, if it is safe to do so.

Emergency flood kit

Being prepared will make things so much easier if your home is ever flooded. Putting together a Flood Kit 'Grab bag' is a key way of minimising the risks and surviving the worst, if you choose to stay in your home or are evacuated to a rest centre.

Essentials if you are evacuated to a rest centre:

- Insurance documents and other important documents
- Mobile phones and chargers
- Children's essentials (milk, baby food, sterilised bottles & spoons, nappies, wipes, nappy bags, clothing, comforter, teddy or favourite toy)
- Emergency cash and credit cards
- Essential prescription medication / repeat prescription forms
- Basic clean clothing (underwear etc)

What you should also consider:

- Insurance emergency helpline, local council and emergency service numbers, family and friend's telephone numbers, local radio frequencies

- Windup radio, but if battery, take spares
- Windup torch, but if battery, take spares
- Camera to record damage for insurance purposes (Digital cameras are best)
- Bottled water (check use-by date)
- Non-perishable food items (including energy or cereal bars)
- Wash kit and essential toiletries (including toothbrush and wet wipes)
- Blankets, duvets, warm clothes
- Pack of playing cards or family games
- Additional items: wellington boots, waterproof clothing, rubber gloves
- First aid kit

For more information on flood resilience, visit the National Flood Forum's website through the link below:

[National Flood Forum – A charity to help, support and represent people at risk of flooding](#) - or call: 01299 403055

Part 9 - Environment Agency Trigger Points

The Environment Agency has developed a catchment wide set of Trigger Points which, when met, will initiate specific actions.

For Burrowbridge this means the deployment of additional temporary pumps at Currymoor, Saltmoor and Northmoor.

The additional pumps will only be deployed when 3 criteria are met:

1. New Road floods
2. 100mm or more of rain is forecast in next 3 – 5 days
3. Moor water levels are rising at more than 5cm per hour

At this point there is not an immediate risk of houses flooding so you should not be worried by the sight of pumps being moved around.

It is at this point that the Flood Co-ordinator will meet with the Local Authority's First Response Officer, the Community Based Liaison Officer and Flood Wardens where appropriate, to see when and what further action may be required locally

For more information on Trigger Points, see the Somerset Rivers Authority's website:

<http://www.somersetiversauthority.org.uk/news/news-stories/environment-agency-trigger-point-videos-somerset-flooding/>

WHO TO CALL FLOOD INFO

Police, Fire and Ambulance

During an emergency **999**

Police

Non emergency **101**

floodinginsomerset@avonandsomerset.co.uk

Environment Agency Hotline

For 24 hour reporting **0800 80 70 60**

For advice **0345 988 1188**

Somerset Highways

Report road problems **0300 123 2224**

Somerset Council

Monday to Friday **0300 304 8000**

Somerset Prepared

01275 816974 or 07799 342236

Wessex Water

24 hour emergency **0345 600 4600**

Sewage floodline **0345 850 5959**

National Power

 [@wpduk](https://twitter.com/wpduk) power cuts & enquiries

24hr emergency **0800 6783 105 or 105**

Enquiry line e.g. trees **0800 096 3080**

BT

For landline faults **0800 800 151**



STAY SAFE FLOOD ADVICE

Before a flood

- Sign up for flood alerts and weather warnings
- Prepare your personal flood plan
- Locate water stopcocks and electrical master switches
- Take detailed photos of house and contents now
- Prepare a flood 'grab bag'
- Prepare a flood store cupboard
- Check your personal flood equipment each year
- Identify where you'll move your car to
- Remain calm

Flooding imminent or current

- Put your personal flood plan into action
- Tune into local radio
- Don't put yourself at risk by entering flood water
 - Ankle deep fast-flowing water can knock over an adult
 - Water that's knee deep can move a car
- Wash your hands thoroughly if you touch floodwater it may be contaminated
- Call 999 if you are in danger, or people have been injured
- Check on vulnerable neighbours
- Remain calm



Burrowbridge Village
Flood Group

Personal flood plan

Name



Are you signed up to receive flood warnings?
If not call Floodline on 0345 988 1188 to see if your area receives free flood warnings.

Let us know when you've completed your flood plan by calling Floodline on **0345 988 1188**. This will help us learn more about how people are preparing for flooding.

General contact list	Company name	Contact name	Telephone
Floodline	Environment Agency		0345 988 1188
Electricity provider			
Gas provider			
Water company			
Telephone provider			
Insurance company and policy number			
Local council			
Local radio station			
Travel/weather info			

Key locations

Service cut-off	Description of location
Electricity	
Gas	
Water	

Who can help/who can you help?

Relationship	Name	Contact details	How can they/you help?
Relative			
Friend or neighbour			

Be prepared for flooding. Act now

Personal flood plan

What can I do NOW?



Put important documents out of flood risk and protect in polythene

Look at the best way of stopping floodwater entering your property

Find out where you can get sandbags

Identify what you would need to take with you if you had to leave your home

Check your insurance covers you for flooding

Make a flood plan and prepare a flood kit

Identify who can help you/who you can help

Understand the flood warning codes

What can you do if a flood is expected in your area?

Actions	Location
Home	
● Move furniture and electrical items to safety	
● Put flood boards, polythene and sandbags in place	
● Make a list now of what you can move away from the risk	
● Turn off electricity, water and gas supplies	
● Roll up carpets and rugs	
● Unless you have time to remove them hang curtains over rods	
● Move sentimental items to safety	
● Put important documents in polythene bags and move to safety	
Garden and outside	
● Move your car out of the flood risk area	
● Move any large or loose items or weigh them down	
Business	
● Move important documents, computers and stock	
● Alert staff and request their help	
● Farmers move animals and livestock to safety	
Evacuation - Prepare a flood kit in advance	
● Inform your family or friends that you may need to leave your home	
● Get your flood kit together and include a torch, warm and waterproof clothing, water, food, medication, toys for children and pets, rubber gloves and wellingtons	

There are a range of flood protection products on the market to help you protect your property from flood damage. A directory of these is available from the **National Flood Forum** at www.bluepages.org.uk

Be prepared for flooding. Act now

