

Flood Warden Newsletter – Autumn 2025



Welcome to Autumn 2025 Flood Warden Newsletter

It's Flood Action Week 2025!

It's been the driest March to August period since the drought of 1976, and river flows remain low compared to long term averages. It might therefore seem contrary to be promoting Flood Action Week at the same time as promoting advice around saving water, but this is the paradox facing much of the UK at the moment: while we remain in the status of Prolonged Dry Weather, or Drought for other areas of the country, autumn and winter may bring the same flood risks as usual.

The drought of 1976 ended with *Cheddar Reservoir, 11 September 2025* thunderstorms and flooding in late September and October. With this in mind, the work that you do in your community to raise awareness of flood risk is as important as ever, even in dry weather.



summer, followed by a very wet

In this issue, we have an update on the flood warning service, as well as news from our partners. We hope to see many of you this autumn at our upcoming events.

In this Issue

- Get Flood Warnings Update
- Flood Action Week
- Prolonged Dry Weather
- Flood Mary & the Flood Pod
- Lunch and Learn Sessions
- Somerset Prepared Community Resilience Day
- Somerset flood group networks
- Glastonbury Flood Warden Workshop
- Bristol Avon Flood Strategy – next phase launches
- Dorset Council update – Flood reporting with FORT
- Wessex Water Drop-ins
- Water Situation Report
- Useful Information

Environment Agency News

Get Flood Warnings Update

Providing timely flood warnings and keeping the public informed is a critical part of the Environment Agency's flood response. The systems that issue our flood warnings and our online flood account management service on GOV.UK are being updated in Autumn 2025. Get Flood Warnings, the updated online service, will be a modern, user-focused system designed to meet the evolving needs of our customers.

Some of the benefits include improvements to how a user will see their account details online, including their contacts and locations of interest. A new map feature will help users visualise flood risk in their area, making the information more meaningful, and there is additional guidance about what a flood alert, warning and severe flood warning mean.

What will the changes mean for me?

Existing external customer flood warning accounts will be migrated automatically to the Get Flood Warnings service; there is no need to re-register, and customers will continue to receive the flood alerts and warnings they are already signed up for. If a user has an email address registered, they will be able to sign into their account to update their details via the Get Flood Warnings service. If an account does not have an email address listed, users can call Floodline on 0345 988 1188 (Textphone 0345 602 6340) to add one, and then they will be able to log in online and update their account.

The website will offer the same core features, as well as introducing some enhanced capabilities designed to improve the overall user experience. These enhancements will allow individual users to personalise their accounts, and tailor messages and settings to better suit their specific needs and preferences.

Users will have the ability to:

- Sign up to Get Flood Warnings online and receive messages via SMS text message, email and telephone for a property or location of interest.
- Amend their contacts or locations of interest.
- Unsubscribe from Get Flood Warnings online.
- Receive assistance to sign up, amend or unsubscribe via Floodline if they are a non-digital user.
- Get additional information via the Check for flooding service on GOV.UK or by calling Floodline and listening to a recorded message.

Launch of Get flood warnings

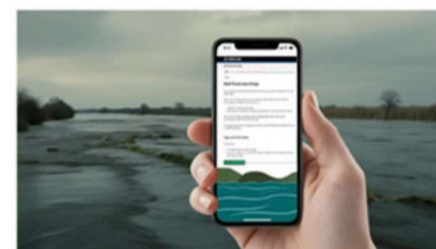
The Environment Agency has delivered a flood warning service for England for almost 30 years. The service provides over 1.6 million people with real-time flood warnings and alerts.

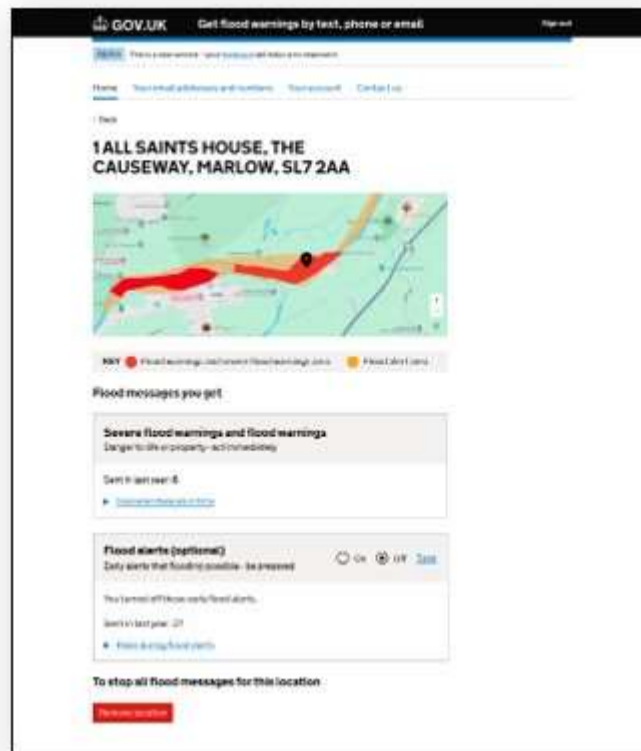
We are making improvements to this service in 2025. This will include a new online interface for people to register to receive them on GOV.UK.

What is happening?

In response to the increasing challenges posed by future flood risks we are replacing our existing 'Sign up for flood warnings' service on GOV.UK with a more advanced, user-focused, and resilient service.

The improved Get flood warnings service will continue to provide timely and accurate flood warning messages to those at risk, using modern technology to better meet the needs of the public, businesses, organisations and emergency responders, ensuring improved accessibility, reliability, and responsiveness during flood events.





Changes in the service

In a change from the current service, if a registered user receives a flood alert or flood warning, they will now automatically receive a message when that alert or warning is no longer in force. Users were previously only notified about flood warnings no longer in force if they requested it.

To make our messages consistent across the country, some local information that was previously included in messages will now be found via the Check for Flooding service on GOV.UK, or on the Floodline recorded message service.

The email address that you will receive our messages from will now be floodline@notifications.service.gov.uk, and SMS text messages will come from FLOODLINE.

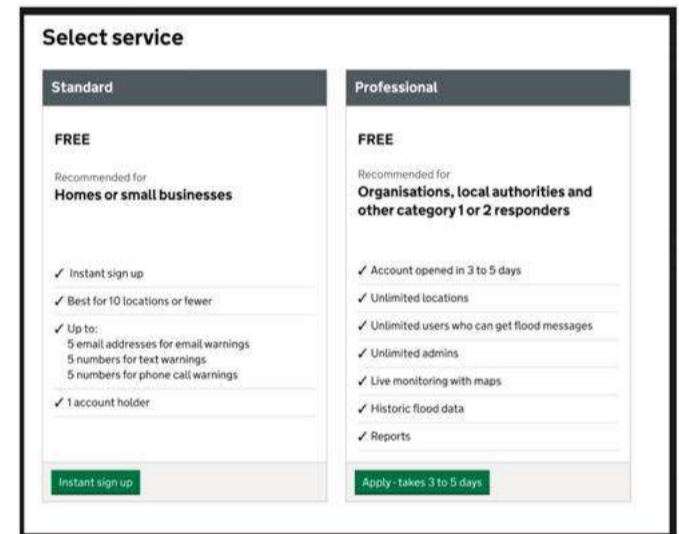
On Get Flood Warnings, you can either register for the standard service, which is recommended for a home or small business, or for the professional service, which is recommended for large organisations and emergency responders.

Some flood warden or community flood groups may benefit from registering for the professional service to allow for more contacts to be listed and managed under the same account.

- A home or small business user can have a maximum of 5 email addresses, 5 mobile numbers for SMS text messages and 5 phone numbers for voice call warnings. This is listed as the standard service on Get Flood Warnings.
- A large organisation or emergency responder can have unlimited users who can receive flood messages. Each user can have 2 email addresses, 2 mobile numbers for SMS text messages and 2 phone numbers for voice call warnings. This is listed as the professional service on Get Flood Warnings.

Where can I find more information?

We have answers to frequently asked questions here: [Launch of Get flood warnings | Engage Environment Agency](#)



When the Get flood warnings service launches it will be found at <https://www.gov.uk/get-flood-warnings> - please note, this page is not yet live.

Please be aware that you will still continue to receive the same flood messages you currently do when we migrate to the new service, and no action is required from you.

We will be explaining the updated service in more detail at a future Lunch and Learn session on Thursday, 27 November.

Flood Action Week

It's Flood Action Week! Flood Action Week runs 13–17 October, and we'd love to invite you to join us in raising awareness and supporting communities at risk from flooding. In England there are around 6.3 million homes and businesses in areas at risk of flooding, but many people are unaware and unprepared. The cost of flooding to a home can be tens of thousands of pounds. Devastatingly, flooding also brings a significant risk to life, damage to homes, businesses and communities, and can impact people's mental health.

Every action can help make a difference and help raise awareness. We'd love for you to share Flood Action Week content on your social media, and share key messages around flood preparedness and resilience.

Follow us on X, formerly known as @EnvAgencySW
 Visit our facebook page <https://www.facebook.com/environmentagencywessex>

Knowing just
1 action to take in a flood
can reduce the impacts on your home and family

Go to [GOV.UK/PREPARE-FOR-FLOODING](https://www.gov.uk/prepare-for-flooding)

Be Flood Smart

Installing Property Flood Resilience can limit the cost of repair work by up to

73%

FLOODRE Environment Agency

Just 30cm of flowing water can move your car

In England around
6.3 million
homes and businesses are in areas at risk of flooding

Go to [GOV.UK/PREPARE-FOR-FLOODING](https://www.gov.uk/prepare-for-flooding)

Prolonged Dry Weather

After the driest March to August period since the drought of 1976, wet weather finally returned in September with 98mm, 142% of long-term average rainfall. However, the majority of this fell in the first two weeks, and since then we have returned to largely dry weather.

It can take a long time for rainfall to fully replenish groundwaters, reservoirs and rivers. The environment can take even longer to recover. Therefore, we'll continue monitoring the situation and act where necessary to protect the environment and wildlife.

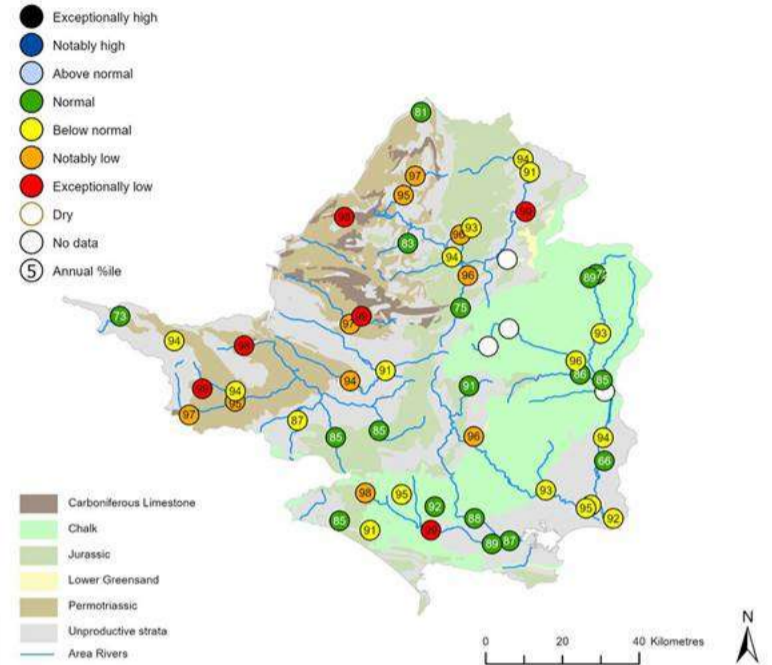
The Environment Agency continues to work nationally to monitor and respond to drought conditions. Through the National Drought Group, we're coordinating efforts with water companies, farmers, environmental organisations and local authorities to safeguard water supplies and protect wildlife. You can read more about the national response [here](#).

How can you help?

Everyone can continue to play a part in managing the impact of dry weather:

- If you see fish in distress or other environmental impacts, please call our 24-hour incident hotline on 0800 807060.
- We encourage everyone to use water responsibly. You can find water-saving advice and guidance at [Lessons from drought | CCW, Waterwise and the Environment Agency - CCW](#)

Daily River Flows at 29 September 2025



Flood Mary & the Flood Pod

Thank you to everyone who came along to the recent Flood Pod tour in Somerset. Mary Long-Dhonau, national expert in Property Flood Resilience, shared her expertise with people across South Somerset, with the feedback from attendees overwhelmingly positive.

Mary has recently published a new directory of PFR suppliers, which can be found here: [Attention! Introducing the NEW Property Flood Resilience \(PFR\) Directory! - Flood Mary](#)

Flood Warden Support

Flood Warden Lunch and Learn Sessions

Future Sessions:

- Flood risk management (how it works, how partners work together, who does what)** – Thursday, 23 October (online)
- Local Resilience Forums (LRF) and how they work** – Thursday, 13 November (online)
- Next Warning Service** - Thursday 27 November (online)
- Groundwater** - Thursday 22 January (online)

NB. Online sessions start at 12:30pm for 30 mins with an extra 30 mins for Q&A. Reminders and joining details are emailed during the preceding week.

Where appropriate, we are recording these sessions so you can catch up on previous sessions. Videos are 30mins in length and a good resource to share with flood volunteers and interested people within your community. We will continue to update this list in future newsletters.

Natural Flood Management – <https://www.youtube.com/watch?v=0pAXjjh56oY>

Flash Flooding – <https://www.youtube.com/watch?v=HcK2ufdPTwg>

Property Flood Resilience (PFR) – <https://www.youtube.com/watch?v=6KDAaupa4h0>

Introduction to the Flood Warden Role - https://www.youtube.com/watch?v=L_niBfDjQQU

Thank you all for your continued efforts in supporting your communities and please do not hesitate to contact us at floodwessex@environment-agency.gov.uk if you require further assistance with the Flood Warden role.

For more general enquiries please email us at wessexenquiries@environment-agency.gov.uk

Upcoming Events

Somerset Flood Group Networks



FLOOD GROUP NETWORK MEETINGS 2025

FOR YOUR RIVER CATCHMENT

THESE MEETINGS ARE FOR FLOOD WARDENS, PARISH COUNCILLORS AND COMMUNITY MEMBERS INTERESTED IN WORKING TOGETHER TO BUILD FLOOD RESILIENCE

River Parrett Catchment meeting: The Angel, Langport
12 November 10am-12pm

River Tone Catchment meeting: Cotford St Luke Village Hall
17 November 10am-12pm

Axe-Brue Catchment: Godney Village Hall
20 November 10am - 12pm

Somerset Frome Catchment: Nunney Village Hall
25 November 10am-12pm

Contact Bel.deering@somerset.org.uk to find out more

Interested in working on flood resilience for your community at catchment scale? Somerset Rivers Authority is starting up flood group networks for four of our Somerset catchments to support learning, networking, and expert engagement. Hosted by SRA staff with support from the Environment Agency and the Farming and Wildlife Advisory Group SW, the sessions will adopt a river catchment-based approach—identified by communities as the most effective model.

Initial groups will be based on four of our major catchments, the Tone, Parrett-Yeo-Isle, Brue-Axe and Somerset Frome. Details for West Somerset will follow soon. You can check your catchment here: [Map of Somerset river catchments and sub-catchments - Somerset Rivers Authority](#)

Catchment meeting dates:

- **12 November** – Parrett Catchment at The Angel, Langport
- **13 November** – River Tone Catchment at Cotford St Luke Village Hall
- **20 November** – Axe-Brue Catchment at Godney Village Hall
- **25 November** – Somerset Frome at Nunney Village Hall

All sessions run from **10am to 12pm** and include refreshments. Please let us know which meeting you plan to attend, and feel free to share this information with others who may be interested.

Somerset Prepared Resilience Roadshow – Glastonbury



SOMERSET PREPARED RESILIENCE ROADSHOW

RESILIENCE DROP-IN 3.30-5.30 PM
FLOOD WARDEN WORKSHOP 6-8.30PM

Monday 10 November 2025
The Main Hall, Glastonbury Town Hall,
Magdalene Street, Glastonbury BA6 9EL

EMERGENCY GRAB BAG

Join us for a drop in and Flood Warden workshop, with Somerset Council, Somerset Rivers Authority, the Environment Agency, EVAG and partners.

Monday 10 November 2025

Drop-in: 3.30 – 5.30pm

Flood Warden Workshop: 6 – 8.30pm (book the Flood Warden Workshop here:

The Main Hall, Glastonbury Town Hall, Magdalene Street, Glastonbury, BA6 9EL

Book your place here: [Flood Warden Workshop Booking Form - Glastonbury \(office.com\)](#)

Partner Updates

Bristol City Council - Bristol Avon Flood Strategy: Next Phase Launches



Bristol City Council and the Environment Agency, with support from consultancy firm Jacobs, are pleased to announce the next phase of the Bristol Avon Flood Strategy - a long-term initiative to reduce flood risk across Bristol and neighbouring communities.

Flooding along the River Avon can result from high river flows, tidal surges, or a combination of the two. With climate change, this risk is expected to grow, potentially affecting thousands more homes, businesses, and critical infrastructure.

This next phase - developing the Full Business Case - will run for 4–5 years and will involve working with local communities, interested groups, businesses and others to design flood defences that not only better protect but also

enhance the riverside environment.

Our vision is for flood defences that deliver everyday benefits - such as riverside seating, improved walking and cycling routes, and greener spaces for wildlife and people alike.

Want to get involved or learn more?

Email us at BristolAvonFlood@bristol.gov.uk



Photo credits 'CB Bristol Design 2025'

Dorset Council update - Help Dorset Build Flood Resilience: Report Flooding with FORT

Flooding is a major risk across Wessex. As flood wardens, you can help by encouraging residents to report any property flooding using Dorset Council's Flood Online Reporting Tool (FORT).

Why report?

Every report, even for minor flooding, helps build a clearer picture of local flood risk. This information supports Dorset Council and the Environment Agency in targeting resources, planning flood defences, and applying for funding.

How to report:

- Visit Dorset Council’s FORT portal (<https://www.dorsetcouncil.gov.uk/w/report-flooding>) for non-emergency flooding.
- In an emergency, always call 999.

What happens next?

Reports are shared with relevant agencies to inform investigations and future flood risk management. Data from FORT helps identify flood hotspots and supports community flood plans.

Your role:

Promote FORT in your networks and help residents use the tool. Every report makes a difference.

Together, we can build a more flood-resilient Wessex.

FORT is also available in a number of other local authority regions in Wessex.



Wessex Water update - Community Drop-Ins

[Community Drop-Ins | Wessex Water](#)

For advice or questions about Wessex Water Services, pop into one of their community drop-in sessions which are being held at locations across their whole water supply and wastewater area. This is a chance to speak with a Customer Adviser who will act as the point of contact for your local community. These sessions could be helpful for residents, businesses, and flood wardens.

They can:

- answer questions about your bill
- refer you for support if you are struggling to pay your bill
- provide advice on saving water and avoiding blockages
- answer questions about water quality, plumbing and drainage.

All session dates can be found via the link above.

Sessions will be held from 10am to 12pm and 1pm to 2pm.

You do not have to book – just show up on the day. If you would like to arrange a dedicated time slot, please email community@wessexwater.co.uk.

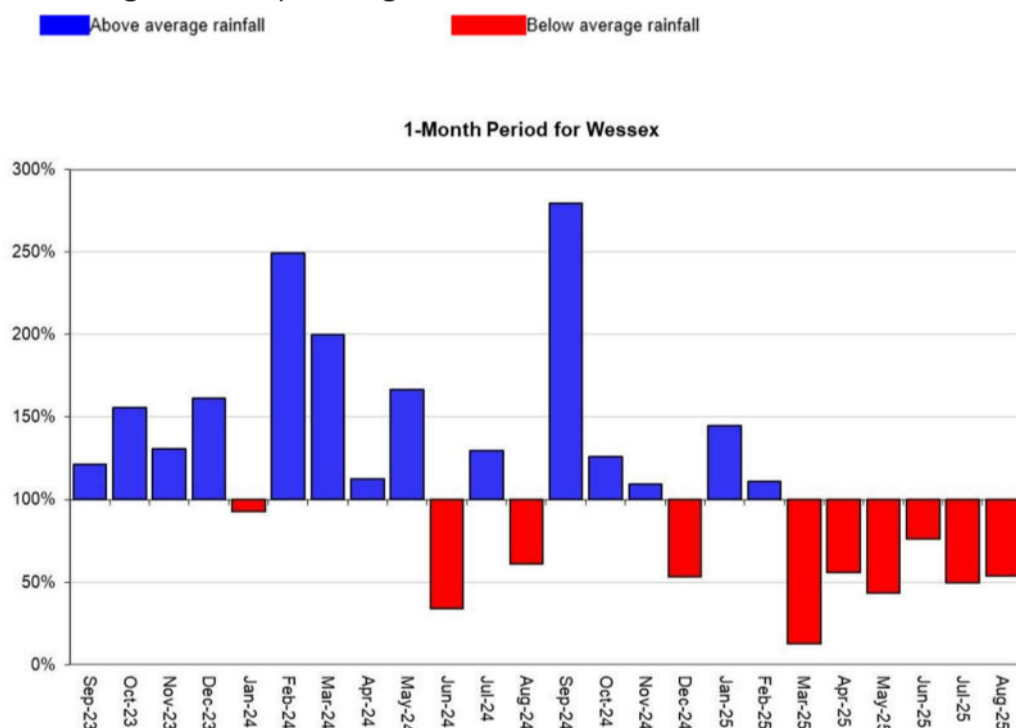


Pinned locations of the drop ins

Water Situation Report

Water Situation Report – July, August, September 2025

Rainfall - March to August this year was the second driest on record. In July, Wessex Area moved into a status of Prolonged Dry Weather (PDW). Although September brought an abrupt change in weather with increased rainfall, there has been no significant coastal or fluvial response, and the area



remains in PDW.

Figure 1: Monthly rainfall totals for the past 24 months as a percentage of the 1961 to 1990 long term average for each region and for England.

Groundwater – From June to August, the majority of groundwater sites in Wessex, particularly those monitoring the Chalk aquifer, consistently reported below normal or notable low levels, with Oakley Industrial Estate recording exceptionally low readings each month. A few exceptions showed normal levels: Didmarton (June and July), Overcompton (July), and Allington (August). Reservoir storage declined steadily, with Wessex Water dropping from 71% in June to 42% by August, and Bristol Water falling from 66% to 39% over the same period.

Tidal situation – Though some tidal flood alerts were pro-actively issued in September based on forecast conditions combined with spring tides, no flooding issues were reported.

Flood Alerts and Warnings issued in Wessex

2025	June	July	August	September
Flood Alert				
Fluvial	0	0	0	1
Tidal	0	0	0	16
Groundwater S Wessex	0	0	0	0
Flood Warning				
Fluvial	0	0	0	0
Tidal	0	0	0	0
Groundwater S Wessex	0	0	0	0
Severe Flood Warning				
Fluvial	0	0	0	0
Tidal	0	0	0	0
Totals	0	0	0	17

Table 1: Flood alerts and warnings issued from June to September 2025

Read the full water situation reports here: [Water situation: area monthly reports for England - GOV.UK](#)

Useful Information

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.

Where to find further information

For local weather information including weather warnings visit the Met Office at:
www.metoffice.gov.uk

The Met Office's Community Resilience website: [Met Office Community Resilience](#)

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

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

To find out more about preparing for flooding: www.gov.uk/prepare-for-flooding

[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

The National Flood Forum provide further advice and support at:
www.nationalfloodforum.org.uk

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

For Property Flood Resilience (PFR) and Flood Plan templates:
[BeFloodReady – Property Flood Resilience \(PFR\) | Helping Reduce Flood Risk](#)

Communities Prepared: Flood warden booklets and online training:
<https://www.communitiesprepared.org.uk/>

New booklet - Your Watercourse: rights and roles:
[Your watercourse: rights and roles | Engage Environment Agency](#)

Keeping In Touch

We need your help to keep our list of contact details up to date:

In the two short videos 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.

[Flood Warden Video 1](#)

[Flood Warden Video 2](#)

Please email us at floodwessex@environment-agency.gov.uk with your name, your community and contact number.

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

No longer a Flood Warden? - [Unsubscribe](#)



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