

Somerset County Council  
Lead Local Flood Authority

---

# Flood Investigation Report

Section 19 Flood and Water Management Act 2010

---

## Ilminster

23<sup>rd</sup> July 2017



Version and date of publication  
V.4 December 2017

## Revision Schedule

Rev	Date	Details	Author	Checked by	Approved by
			Engineer	Service Manager	Strategic Manager
1	15/11/2017	First draft	A. Lambart	D. Martin	
2	28/11/2017	Highways comments	A. Lambart	D. Martin	
3	8/12/2017	RMA comments	D. Martin	D. Martin	
4	22/12/2017	Further comments	A. Lambart	D. Martin	

# Table of Contents

Executive Summary .....	1
1. Introduction .....	3
2. The Flood Investigation Report .....	5
2.1 Scope .....	5
2.2. Site Location .....	5
2.3. Site characteristics and drainage.....	5
Figure 1. Site location including Main River and ordinary watercourses.....	6
Figure 2. Flood risk map for surface water.....	7
3. Flood History.....	8
3.1. Previous Flood Incidents .....	8
3.2. Flood incident of 23 <sup>rd</sup> July 2017.....	9
Figure 3. Summary of information collected at the post-flooding drop-in meeting in Iminster on 14th August 2017.....	10
3.3. Rainfall Analysis .....	12
4. Probable Causes .....	13
Figure 4. Rainfall Radar for Iminster 23/07/2017, courtesy of the EA.....	14
5. Rights & Responsibilities .....	16
Recommended Actions.....	17
Next steps.....	18
Appendix A Glossary and Acronyms .....	20
Appendix B Risk Management Authority Responsibilities.....	22
Appendix C Useful contacts and links.....	23

## Executive Summary

Event summary	
<b>Date</b>	23 <sup>rd</sup> July 2017
<b>Location</b>	Ilminster
<b>Source of flooding</b> (surface run-off, river, groundwater, coastal)	Surface run-off
<b>Number of properties flooded internally</b>	10 approximately
<b>Maximum Depth of internal flooding</b>	200mm
<b>Duration of internal flooding to properties</b>	2 – 3 hours
<b>Strategic infrastructure affected</b>	Highway
<b>Depth of flooding of strategic infrastructure</b>	300mm
<b>Duration of flooding to strategic infrastructure</b>	Up to 1 hour
<b>Responsible Flood Risk Management Authority</b>	Lead Local Flood Authority

On Sunday 23<sup>rd</sup> July 2017 an intense rainfall event saw at least 25mm of rain (20% of July's total rainfall) fall in less than one hour. This exceptional rainfall event was a large contributory factor to the flooding the community of Ilminster experienced and the internal flooding of approximately ten properties in Ilminster's town centre area.

The available rainfall data for the days leading up to 23<sup>rd</sup> July suggest that the upper catchment area, in particular Beacon Hill, would have had a reduced capacity to soak-up water due to the already saturated soil. Consequently encouraging surface water run-off flows onto the adjoining roads that acted as channels from the saturated upper catchment areas down in to Ilminster's town centre area.

### Disclaimer

This report summarises the findings of an investigation into a specific flood event based on information available to the Lead Local Flood Authority at the time of publication.

## **Acknowledgements**

Somerset County Council and the other risk management authorities are grateful to the residents, businesses and elected members of Ilminster who have come forward with information to support this investigation.

# 1. Introduction

## Lead Local Flood Authority Duty to Investigate

Under the Flood and Water Management Act 2010, Somerset County Council (SCC) is designated as the Lead Local Flood Authority (LLFA) for Somerset. This Act sets out a number of responsibilities for the County Council with regard to flooding, including a duty to investigate flood events within its area as it deems necessary:

- (1) On becoming aware of a flood in its area, a lead local flood authority must, to the extent that it considers it necessary or appropriate, investigate—*
- (a) which risk management authorities have relevant flood risk management functions, and*
  - (b) whether each of those risk management authorities has exercised, or is proposing to exercise, those functions in response to the flood.*
- (2) Where an authority carries out an investigation under subsection (1) it must—*
- (a) publish the results of its investigation, and*
  - (b) notify any relevant risk management authorities.*

Section 19, Flood and Water Management Act 2010.

When considering if it is necessary or appropriate to investigate a flood event Somerset County Council (SCC) reviews the severity of the incident, the number of properties affected and the frequency of such an occurrence.

This report has been produced to comply with legislation and to determine the main causes of the flooding. It should be noted that SCC has opted to develop this report beyond the requirements of the Flood and Water Management Act to include actions that should be considered by the relevant Risk Management Authorities (RMAs) or in some cases, by the landowner or local community action group.

There are various levels of action that can be taken depending on the severity of the situation, availability of funding and the feasibility of practical solutions to reduce the risk of further flooding. This being the case the recommended actions will generally fall into one of the following categories:

- **Short-term delivery of schemes or actions:** a measure that can be implemented quickly by a Risk Management Authority at relatively low cost.
- **Further investigation/research:** Further investigations such as catchment studies and hydrological/hydraulic assessments to understand the flow rates and directional paths and extent of flooding. A study may also assess the options for and impact of mitigating measures.
- **Long-term scheme or actions:** Where the risk of flooding cannot be mitigated by quick win measures then a larger scale flood alleviation scheme may be required, possibly identified by further investigations and

research. The assessment, design and construction of larger flood alleviation schemes will be reliant on the availability of funding.

- **Landowner action:** Members of the public who own land adjacent to watercourses have riparian responsibilities, which include a duty to maintain their section of watercourse to ensure there is no impediment of flow. Other works to protect the property may also need to be funded by property owners to ensure delivery where public funding is not available.
- **Community action:** In some cases the community may come forward to deliver and maintain their own local schemes. In some cases this may generate further contributions from the Risk Management Authorities.

This flood investigation is a starting point in identifying and understanding a flooding problem and opportunities for mitigation.

## **2. The Flood Investigation Report**

### **2.1 Scope**

Somerset County Council considered it necessary to complete and publish an investigation into the flood event at Ilminster on the 23<sup>rd</sup> July 2017.

This report provides a summary of the event and probable causes based on the available evidence. This includes information gathered at a community drop-in event held in the Parish Rooms at Ilminster on the 14<sup>th</sup> August 2017 that was attended by representatives from: Environment Agency, County Council Flood Risk Management team, Highways team, and, South Somerset District Council.

The report records the actions taken and/or proposed and the organisation or individuals responsible for completing them.

### **2.2. Site Location**

The catchment area covered by the investigation includes Beacon Hill, and Pretwood Hill to the south of Shudrick Lane (Figure 1).

### **2.3. Site characteristics and drainage**

Ilminster has been developed on low lying land that is historically known to be an area of water meadows and marsh land. The surrounding catchment is predominantly made up of clayey soil with impeded drainage, although the Beacon Hill catchment area is freely draining slightly acid loamy soil.

Ilminster town centre sits in a hollow surrounded by a catchment area that is up to 28m higher. The fall from the Old Road on the south slope of Beacon Hill to Ditton Street is 15m over a distance of 580m (1 in 38). The area is susceptible to surface water flooding (Figure 2).

The Shudrick Stream is designated a Main River that flows east to west for 0.48km through Ilminster and culverted between the Tesco superstore carpark on Shudrick Lane and Lamplighters on Wharf Lane. Past flood events at Ditton Street have been linked to the capacity of the culvert and its effect on local drainage.

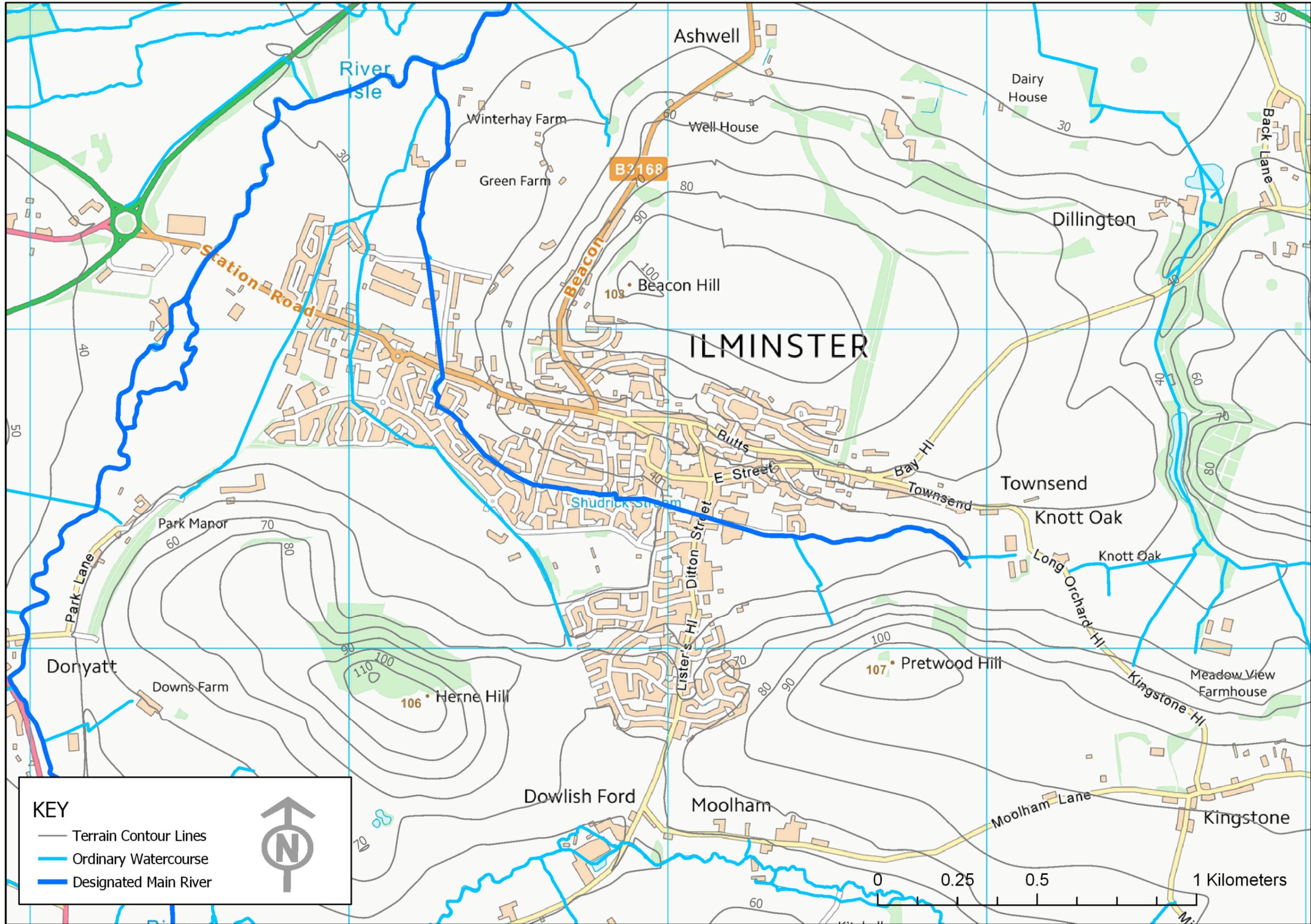


Figure 1. Site location including Main River and ordinary watercourses

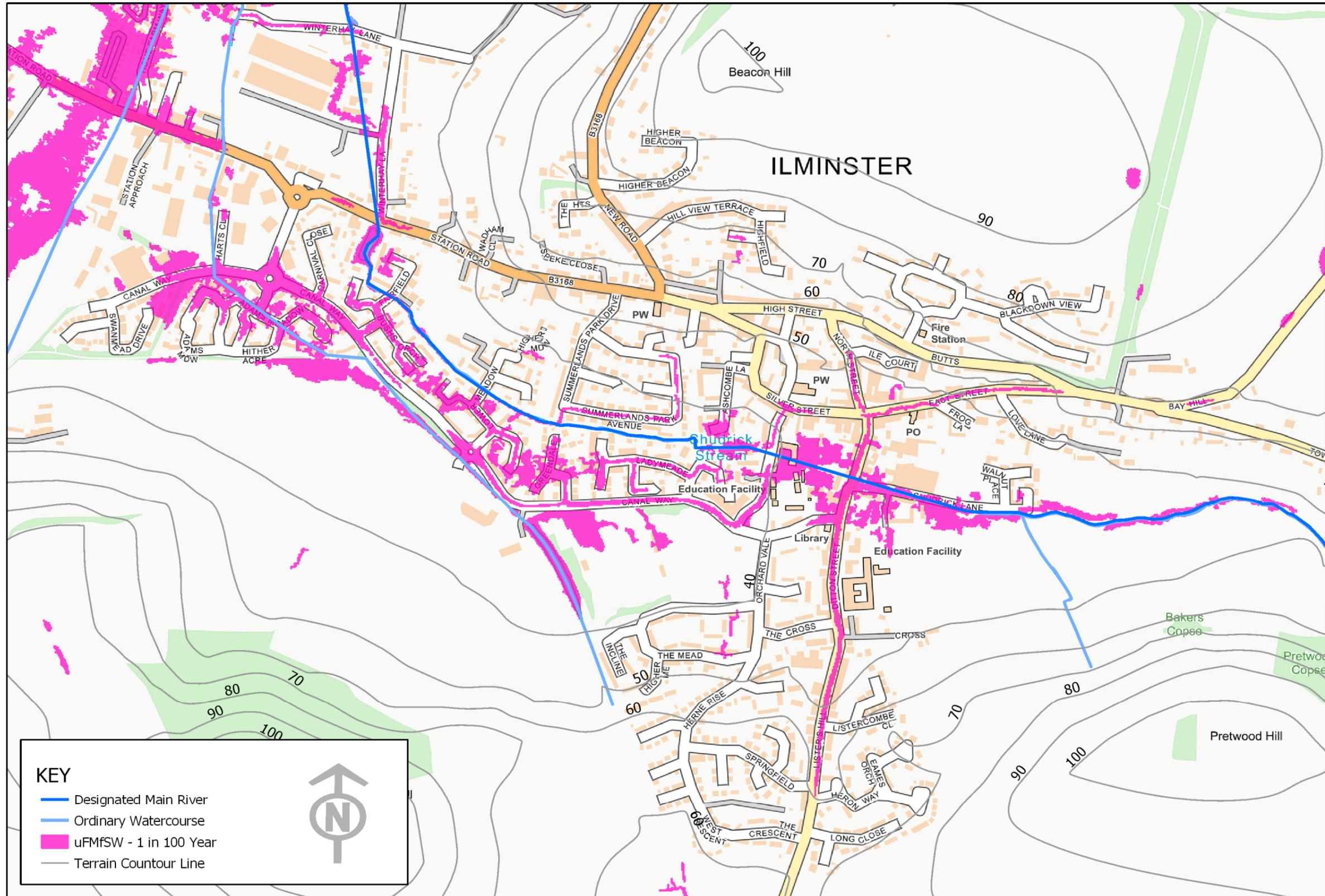


Figure 2. Flood risk map for surface water.

### 3. Flood History

#### 3.1. Previous Flood Incidents

As the Lead Local Flood Authority Somerset County Council has the responsibility and duty to investigate flood events. This duty is outlined in Section 19 of the Flood and Water Management Act 2010 where it states “On becoming aware of a flood in its area, a lead local flood authority must, to the extent that it considers necessary or appropriate, investigate...”

It was considered necessary and appropriate to investigate the flood event experienced in Ilminster on the 23<sup>rd</sup> July 2017 due to the number of properties affected and in the knowledge of the historical evidence of previous flooding in Ilminster. There were also conflicting reports of the likely causes of the flooding, in particular the relationship between the Shudrick Stream and surface water run-off. The investigation will clarify the responsibilities.

Recorded Flood Events in Postcode TA19				
Date	Location	Flooded	Flood Source(s)	Depth if known
23/07/2017	Ditton Street / Wharf Lane / Silver Street	Highway x10 properties	Exceptional rainfall event / Surface water / Drainage	300 mm 200 mm
31/01/2014	Greenway	Highway	Dowlish Brook	
16/01/2014	Station Road	Highway	Surface water	
24/12/2013	Station Road	x3 properties	Surface water	
22/02/2013	Herne Rise	Highway	Drainage	
12/01/2013	Ditton Street	Highway	Drainage	
24/11/2012	Ditton Street	x5 properties	Shudrick Stream / Surface water	
21/11/2012	Winterhay Lane	Highway	Drainage	
21/11/2012	Station Road	Highway x2 properties	River Isle	
21/11/2012	Green Lane	Highway x1 property	Culvert / river / groundwater	
21/11/2012	Horton Cross	Highway	Surface water	
21/11/2012	Townsend	Highway	Surface water	
29/04/2012	Listers Hill	Highway	Dowlish Brook	
16/01/2012	Shudrick Lane	Highway	Surface water	
13/12/2011	Station Road	Layby	Drainage	
11/01/2011	Greenway	Highway	Blocked gullies	
01/10/2010	B3168 Beacon	Highway	Surface water	
13/12/2008	Ditton Street	x6 properties	Shudrick Stream & Surface water	
29/05/2008	Shudrick Lane	Highway	Surface water	120 mm
16/04/1998	High Street	Highway	Surface water	
19/01/1995	Shudrick Lane	Highway	Drainage	
1947	Ditton Street	Highway		

Table of historic events that have been reported to the risk management authorities.



Ditton Street flooding 1947

### 3.2. Flood incident of 23<sup>rd</sup> July 2017

Ilminster experienced 25mm of rain in less than one hour.

Surface water run-off was reported by many residents to have flowed at speed down Old Road across the High Street in to and down North Street, across and in to Silver Street, and in to Ditton Street.

The flow of water in to Ditton Street was described as 'intense' and 'like a river' that subsequently flooded properties. Water was reported to have over-flowed out of the manhole outside 14b Ditton Street. Figure 3 on page 9 shows information collected from the community at the drop-in meeting including surface water flow routes.

Water pooled at the southern end of North Street at the junction with Silver Street, East Street and Ditton Street, and also to a much greater extent outside the Tesco filling station on Ditton Street between the Shudrick Lane and Orchard Vale junctions. Additional surface water run-off containing silt from Listers Hill compounded the flooding outside Tesco's filling station.

Some properties on Ditton Street opposite the junction with Orchard Vale experienced surface water run-off emanating from the northern slopes of Pretwood Hill flowing through the District Council's Shudrick Lane car park and threatening some properties on Ditton Street properties from the rear.

Surface water run-off also flowed down New Road across the High Street in to West Street and down Court Barton, and in to Wharf Lane where a number of properties were directly affected.

A significant number of the community reports indicated that the highway drainage was restricted and unable to accept the increased surface water flow.

Reference was also made to an impact on the sewer system. Of the incidents reported to Wessex Water none were classified as reportable sewer flooding incidents.

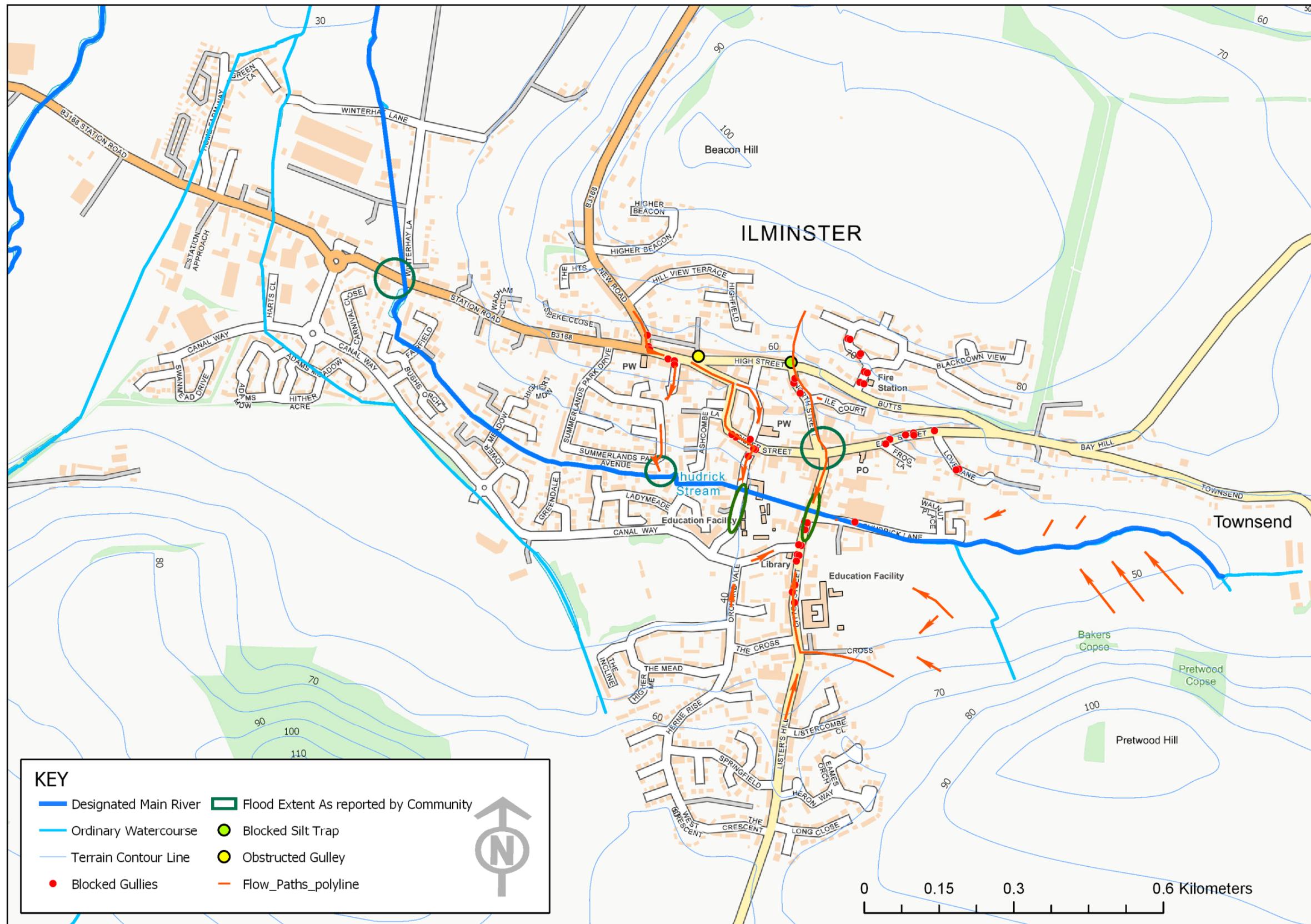


Figure 3. Summary of information collected at the post-flooding drop-in meeting in Ilminster on 14<sup>th</sup> August 2017



Figure 4. Above photograph showing the gradient of the Old Road and natural channel for surface water run-off from the surrounding Beacon Hill catchment area.



Figure 5



Figure 6



Figure 7

Ditton Street outside Tesco filling station

### 3.3. Rainfall Analysis

Rainfall data from four locations close to Ilminster show that in the days leading up to the flooding shows there was rainfall on each of the four days preceding the 23/07/17. And that on the 21/07/17 16.8mm of rain fell between 13:00 – 17:00 in Chard.

Although we cannot extrapolate this information and directly apply it to Ilminster, it is reasonable to assume that Ilminster experienced similar weather conditions to the locations shown in paragraph (c) below. It would also be logical that the catchment area surrounding Ilminster was very likely to have been saturated prior to the 23/07/17. This saturation would mean that the soil would have had a reduced capacity to soak up any rainfall on the 23/07/17, let alone large quantities of rainfall in a concentrated time period.

a) The average rainfall for the month of July since 2009 is 94.43<sup>1</sup>

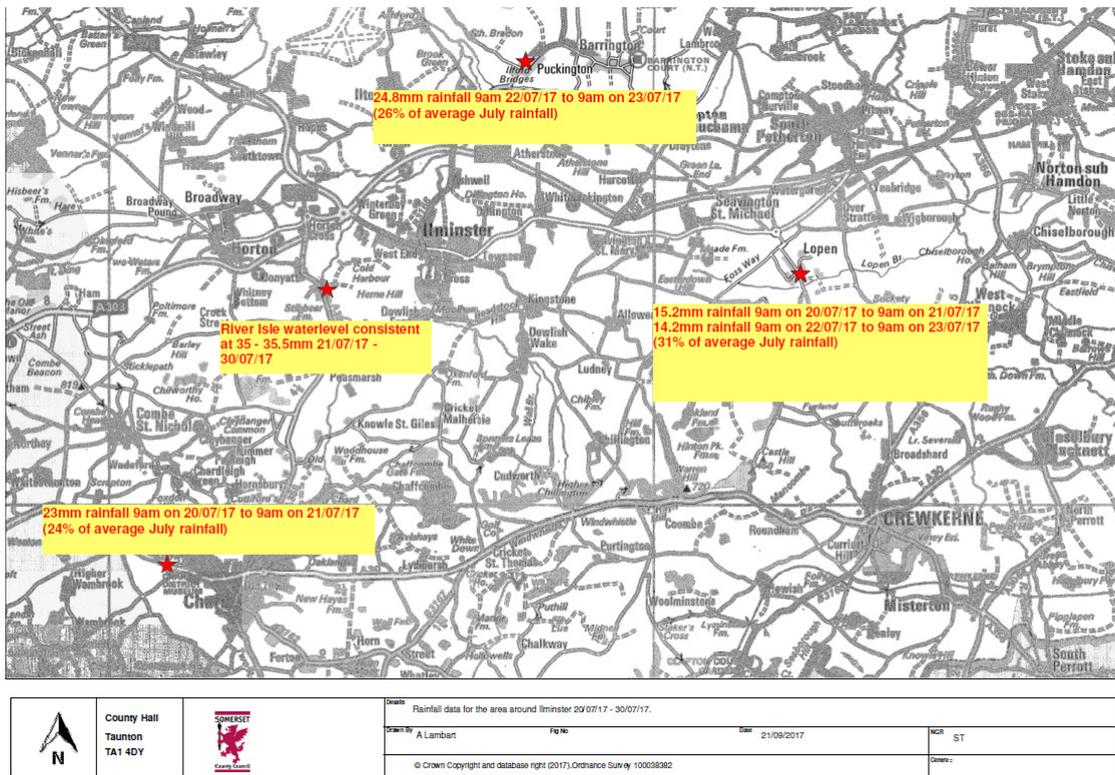
July	Mm	Days
Jul-09	243.38	29
Jul-10	108.2	23
Jul-11	72.8	24
Jul-12	105.1	21
Jul-13	39.1	13
Jul-14	36.7	16
Jul-15	75.8	26
Jul-16	36	27
Jul-17	132.8	26

b) The total monthly rainfall for July 2017 was 132.8mm of which 25mm (19%) fell in one hour. Or, more simply – 20% of the average month of July's rainfall fell within one hour.

---

<sup>1</sup> <https://www.worldweatheronline.com/ilminster-weather-averages/somerset/gb.aspx>

c)



Rainfall and river data extracted from information supplied by the Environment Agency from sites closest to Ilminster show:

- River Isle water level was consistent at 35 – 35.5mm
- Approximately 27% of July’s average rainfall fell in the days leading up to the flood event.

To further understand and illustrate the localised and intense nature of the rainfall event in Ilminster on the 23<sup>rd</sup> July, rainfall radar data was analysed and provided by the Environment Agency. This indicates there was particularly intense rainfall over a 30 minute period after midday, which supports local accounts that commented on the unusually intense heavy rainfall observed by residents.

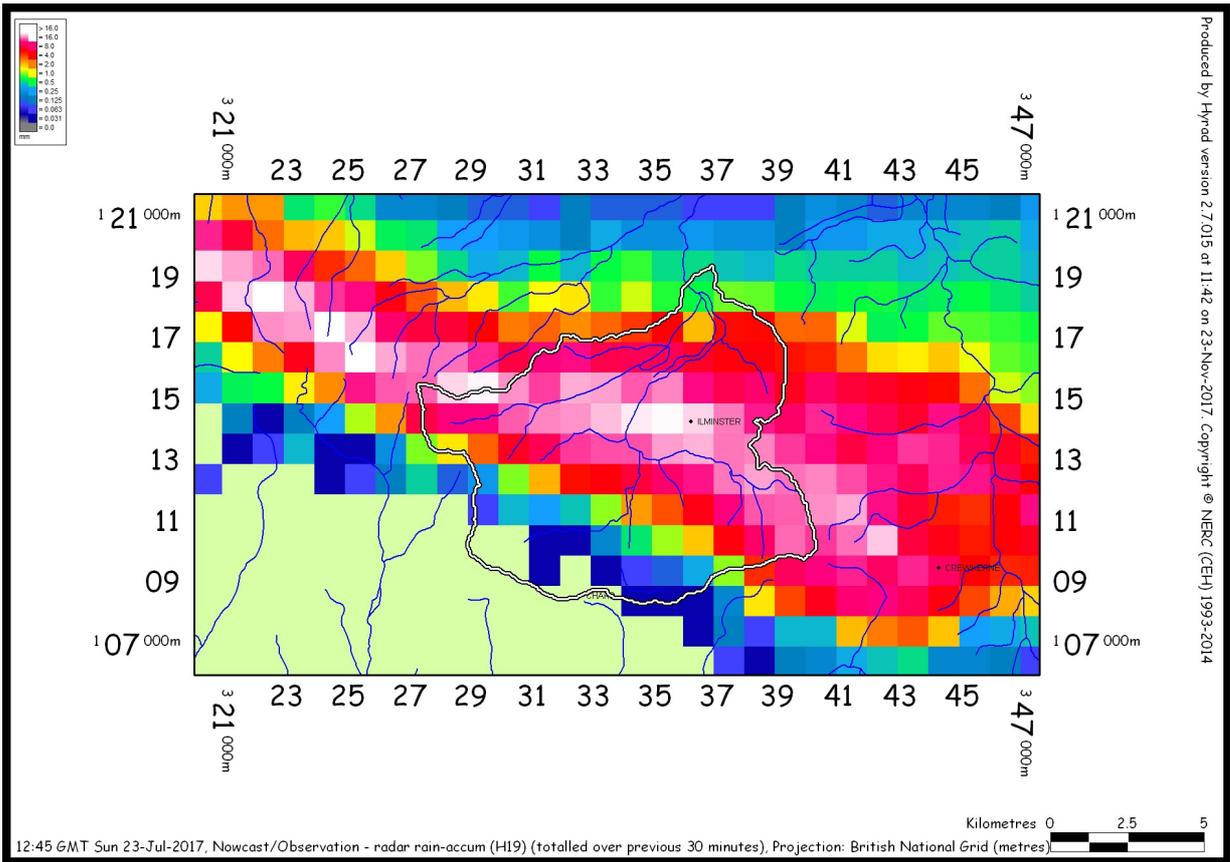


Figure 4. Rainfall Radar for Iminster 23/07/2017, courtesy of the EA.

The rainfall data characteristics explain that the flood event experienced in Iminster on the 23<sup>rd</sup> July 2017 was due to pluvial flooding – surface water flooding that occurs when an extremely heavy downpour of rain saturates the urban drainage system and/or the surrounding catchment area.

## **4. Probable Causes**

The investigation into this flood event has involved a number of organisations and locally supplied information. Based on the investigation the following are considered contributory to the cause of the flood event on the 23<sup>rd</sup> July 2017:

- 4.1.** The topographical nature of Ilminster i.e. lying in a hollow on land historically known to be a wet/marshy area with a large catchment area made up of predominantly impermeable clayey soil.
- 4.2.** The natural routes for the unhindered flow of surface water run-off from the upper catchment area to the low lying areas of the town, for example, Beacon Hill to Old Road to North Street to Ditton Street.
- 4.3.** The likelihood that the catchment area was already saturated prior to the intense rainfall on the 23<sup>rd</sup> July.
- 4.4.** An intense rainfall event on the 23<sup>rd</sup> July within a short duration.
- 4.5.** Blocked or partially blocked highway gullies and local drainage systems allowing exceedance flows to reach the Ditton Street area of the town.

## 5. Rights & Responsibilities

In the context of this flood event the following risk management authorities, groups and individuals will have a role to play.

**The Lead Local Flood Authority (Somerset County Council)** In accordance with the Flood & Water Management Act 2010 upon becoming aware of a flood event the Lead Local Flood Authority must, to the extent that it considers it necessary or appropriate, carry out an investigation and publish the results notifying any relevant risk management authorities of its findings.

Under the Land Drainage Act 1991 SCC have permissive powers to require works for the removal of obstructions to maintain the flow of any ordinary watercourse.

In particular the LLFA have responsibility for ordinary watercourses, and surface water and ground water flooding.

**Environment Agency (EA)** – The Environment Agency carries out maintenance, improvement or construction work on main rivers to manage flood risk. A main river is defined as a watercourse marked as such on a main river map, and can include any structure or appliance for controlling or regulating the flow of water in, into or out of a main river.

**Highway Authority** - Somerset County Council, as Highway Authority, is responsible for maintaining the highway. Highway drainage is designed to manage the rainfall upon the highway. These systems are not designed to manage excessive run-off from third-party land or from watercourses. The highway drainage is maintained in accordance with risk management principles.

**Landowners and residents** – Options to further address this flood risk will be considered as detailed above, however it should be recognised that homeowners have an important responsibility in protecting their properties.

It is recommended that residents be supported in developing a Flood Action Plan for their community to mitigate the impacts and reduce the time taken to recover should further flooding occur.

In addition it is recommended that homeowners consider steps that can be taken to protect their homes and that they are offered advice on property level flood protection products, suppliers and potential sources of supplementary funding.

### **Riparian Owner's Responsibilities:**

Under common law landowners are the riparian owner of any watercourse within or adjacent to the boundary of their property. Where a watercourse is sited between properties each owner may be equally responsible.

Riparian owners' responsibilities include the maintenance of the bank and bed of their section of watercourse to prevent any obstruction to the flow in the watercourse. Common failings include failing to keep vegetation under control and failing to obtain consent for installing pipes or culverts or undertaking other work that may affect the watercourse.

Riparian owners also have ultimate responsibility to protect themselves and their property from flooding.

## Recommended Actions

The following table sets out the actions identified following this flood event. The Lead Local Flood Authority will monitor the delivery of these actions with the relevant risk management authorities.

	Action	Addressing
1	SCC Highways to carry out gully cleansing of the roads identified by residents as having blocked / partially blocked or surging gullies.	Standard reactive action process.
2	Local coordination of Highway's gully cleansing works to ensure as many gullies can be accessed as is possible and are not obstructed by parked vehicles.	Access to gullies.
3	Review the frequency of gully cleansing in Ditton Street and surrounding roads to ensure the level of maintenance reflects the flood risk in this area.	Flood risk of area.
4	Property Level Resilience / Protection (PLR) inspections to be made of the properties that experienced internal flooding by the LLFA. The LLFA to discuss joint working and scheme opportunities with the EA given the multiple sources of flood risk.	Protecting properties and property owners that experienced internal flooding, potentially with a programme of PLR work.
5	Review the local community response to the flooding and support the development of community resilience through the Town Council. LLFA, Civil contingencies and the EA to work with the Town Council to review and where necessary develop the local flood plan in the context of any lessons from this event	To help increase local flood resilience.
6	Although it is not considered that the Shudrick Stream contributed to this flood event, based on the contributions provided by the community at the drop-in meeting, the LLFA believe that due to the historical flooding of Ilminster it would be prudent to	Maintain and performance of receiving watercourse, including opportunities for schemes and funding.

	<p>carry out a CCTV survey of the culvert running from Shudrick Lane to Wharf Lane. LLFA to share findings with the EA to be certain no obvious obstructions are in the culvert that may have contributed to the flooding, and establish if increased flow and speed of flow from this flood event has damaged the culvert and/or introduced obstructions into the culvert. Survey should also be used to consider historic capacity issues, noting the significant technical and financial challenges associated with this infrastructure.</p>	
--	---	--

## Next steps

1. SCC Highways have already raised a works order for a programme of reactive gully cleansing to the specific roads highlighted in the Drop-in Session including: North Street, Market Square, East Street, Silver Street, Ditton Street and Shudrick Lane. The works are programme commenced on Monday 11<sup>th</sup> September 2017.

Status at time of publication: Initial works complete. Further reactive maintenance to follow

Timescale: 2017/18 financial year

2. The Town Council worked with SCC Highways to coordinate the Highways visit to ensure that the timings are such that they are able to attend to, and clear, as many highway gullies as possible. Parked cars may be an obstacle for this action.

Status at time of publication: Complete

3. Ownership of the silt-trap on the Old Road adjacent to The Bell Inn has not yet been established. However, SCC's Rights of Way kindly cleared twenty-four bags of sediment from the silt-trap as a one-off action at the request of the Flood Risk Management team. The silt-trap has been temporarily made safe by Highways and needs to be made permanently safe by the owner, once established.

Status at time of publication: Initial clearance complete. Working to establish ownership.

Timescale: 2017/18 financial year

4. SCC Highways to review frequency of gully cleansing in Ilminster and advise the Town Council and public accordingly.

Status at time of publication: Underway

Timescale: Prior to start of 2018/19 financial year

5. The LLFA has commenced PLR inspections on properties that were internally flooded on the 23/07/17. All property owners who experienced internal flooding are encouraged to request a PLR inspection from the SCC FRM team. LLFA to discuss work opportunities with the EA.

Status at time of publication: Underway

Timescale: 2017/18 financial year (as contacted by property owners)

6. Although the Shudrick Stream has not been identified as a contributory factor in this flood event the LLFA have, with the aid of SRA funding, submitted a works order for a CCTV survey to be carried out of the Shudrick Stream's culvert to ensure no large debris has lodged in the culvert. The findings will be shared with the EA to consider any maintenance implications and opportunities for improvement schemes.

Status at time of publication: CCTV complete and findings under review.

Timescale: 2017/18 financial year

7. EA and SCC to support the Town Council in reviewing the local flood action plan and consider opportunities to develop this further to mitigate residual flood risk and improve community resilience.

Status at time of publication: Yet to commence.

Timescale: 2018

## Appendices

### Appendix A Glossary and Acronyms

Catchment	The area that serves a watercourse with rainwater.
Climate Change	A long term change in weather patterns, in the context of flood risk, climate change will likely produce more frequent severe rainfall
CCU	Civil Contingencies Unit
Defence	A structure that is used to reduce the probability or impact of flood water on a particular area.
EA	Environment Agency
Exceedance flow	The flow of water that occurs on the surface once the capacity of the underground drainage system design standard is compromised.
Flood	The temporary covering by water of land not normally covered with water
Fluvial flooding	Flooding caused by rivers
FRM	Flood Risk Management
FWMA	Flood and Water Management Act 2010
IDB	Internal Drainage Board
LDA	Land Drainage Act 1991
Local Strategy, LFRMS	Somerset's flood risk management strategy for surface water, groundwater and ordinary watercourses, published February 2014.
LLFA	Lead Local Flood Authority. The Flood and Water Management Act 2010 identified Somerset County Council as the Lead Local Flood Authority for the county of Somerset. This gives the county council a strategic role in overseeing the management of local flood risk and with a number of duties and powers.
Main River	A watercourse shown as such on the Main River Map flood risk management and for which the Environment Agency has responsibilities and powers.
PLR (sometimes also referred to as PLP)	Property Level Resilience (or Property Level Protection). These are measures which can mitigate the impact of flooding on properties either by increasing the resistance of a building to flooding or by increasing its resilience by speeding up the time taken to recover after a flood. Examples include flood barriers, flood resistant doors, non-return valves on pipes, etc. Further information can be found on the Blue

	Pages of the National Flood Forum: <a href="http://bluepages.org.uk/">http://bluepages.org.uk/</a> .
SSDC	South Somerset District Council
Ordinary watercourse	A river, stream, ditch, cut, sluice, dyke or non-public sewer that is not a designated Main River, and for which the local authority has flood risk management responsibilities and powers.
Return period	Also known as recurrence interval. An estimate of the likelihood and severity of flooding. It is based on the statistical analysis of data to provide a probability that an event of any given magnitude will occur in any given year. This may be expressed in years (eg. 1 in 100) or as a percentage (1%) chance of occurrence in a given year.
RMA	Risk Management Authority (see Appendix B)
Riparian owner	Under common law landowners are the riparian owner of any watercourse within or adjacent to the boundary of their property. Where a watercourse is sited between properties each owner may be equally responsible. Riparian owners' (landowners whose land is crossed or bordered by a watercourse) responsibilities include the maintenance of the bank and bed of their section of watercourse to prevent any obstruction to the flow in the watercourse.
SCC	Somerset County Council
Surface water flooding (pluvial flooding)	Surface runoff flooding is caused by rainfall and is that flooding which occurs due to water ponding on, or flowing over, the surface before it reaches a drain or watercourse.
Section 19, S19	Section 19 of the Flood and Water Management Act that places a duty on LLFAs to investigate flooding as it deems necessary and appropriate. The decision whether or not to investigate a flood is at the discretion of the Lead Local Flood Authority and the extent of the investigation will be adjusted to reflect the clarity of the responsible authority, the significance of the incident and the resources available.
SDC	Sedgemoor District Council
MDC	Mendip District Council
TDBC	Taunton Deane Borough Council
WSC	West Somerset Council
WW	Wessex Water (Water and Sewerage Company)

## Appendix B Risk Management Authority Responsibilities

There are a number of key organisations who together manage flood and coastal erosion risks in Somerset and are defined as risk management authorities in the Flood and Water Management Act.

A 'Risk Management Authority (RMA)' means:

- a) the Environment Agency (EA),
- b) a lead local flood authority (county council),
- c) a district council for an area for which there is no unitary authority,
- d) an internal drainage board,
- e) a water company, and;
- f) a highway authority.

Each RMA has its own defined areas of responsibility, including for particular sources of flooding as shown in Table B.1.

Flood Source	Environment Agency	Lead Local Flood Authority (Somerset County Council)	District Council	Water Company	Highway Authority
<b>Rivers:</b>					
Main river	X				
Ordinary watercourse		X	X		
<b>Surface Runoff:</b>					
Surface water		X			
Surface water origination on the highway					x
<b>Other:</b>					
Sewer flooding				x	
The Sea	x				
Groundwater		X			
Reservoirs	x				

**Table B.1** Relevant flood Risk Management Authorities and their responsibilities for managing the risk from various local sources of flooding.

Full details of the roles and responsibilities of the risk management authorities in Somerset and how they work together can be found in the appendices of our Local Strategy for Flood Risk Management:

<http://www.somerset.gov.uk/policies-and-plans/strategies/flood-and-water-management/>.

## **Appendix C Useful contacts and links**

### **Flood Risk Management Somerset County Council**

Telephone: 0300 123 2224 (8am to 6pm Monday to Friday)

Email: [Flooding@somerset.gov.uk](mailto:Flooding@somerset.gov.uk)

Website: [www.somerset.gov.uk/floodrisk](http://www.somerset.gov.uk/floodrisk)

### **Environment Agency**

Telephone: 03708 506 506 (Monday to Friday 8am to 6pm)

Email: [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)

Website: [www.gov.uk/environment-agency](http://www.gov.uk/environment-agency).

Incident hotline: 0800 80 70 60 (24 hours)

Floodline: 0345 988 1188 (24 hours)

For details of flood warnings please visit: <https://flood-warning-information.service.gov.uk/warnings>.

### **Somerset County Council**

Telephone: 0300 123 2224 (8am to 6pm Monday to Friday)

Email: [generalenquiries@somerset.gov.uk](mailto:generalenquiries@somerset.gov.uk)

### **Area Highways Office Somerset County Council**

Telephone: 0300 123 2224 (8am to 6pm Monday to Friday)

Email: [countyroads-southsom@somerset.gov.uk](mailto:countyroads-southsom@somerset.gov.uk)

Roads and Transport: <http://www.somerset.gov.uk/roads-parking-and-transport/highway-area-offices/>

Travel Somerset: <https://www.travelsomerset.co.uk/>.

### **Civil Contingencies and Community Resilience**

Somerset Direct number - 0300 123 2224.

Somerset prepared: <http://www.somersetprepared.org.uk/>

### **South Somerset District Council**

Telephone: 01935-462462 (8.45am to 5.15pm Monday to Friday)

Text: Text SSDC to 66777 followed by your query (standard network rates apply)

### **Ilminster Town Council**

Website: <https://www.ilminster.gov.uk/>

Telephone: 01460 52149

Email: [town.council@ilminster.gov.uk](mailto:town.council@ilminster.gov.uk)