

Stakeholder Information Sheet

Date: 1 February 2026 update

To: All key stakeholders

Major incident and flood response update across county

Joint response continues as Somerset Council, emergency services and key partners maintain focus on flooding impacts

Somerset Council continues to work alongside emergency services, health colleagues, the Environment Agency, local voluntary organisations and other key partners in response to the county's latest flooding incident.

Multi-agency meetings have been held over the weekend as the response to the impact of Storm Chandra and subsequent rainfall are monitored and a state of preparedness is maintained.

Emergency Response and Recovery Team

The major incident remains in place with further rain expected. As before, a yellow Met Office warning is in place from Monday into Tuesday - and flooding of homes is possible, particularly in the Moorland, Saltmoor and Currymoor areas alongside some areas of south Somerset, though currently the situation remains stable.

The Council has redeployed staff from their usual duties to support the incident response.

Avon and Somerset Police officers are patrolling in the area throughout the weekend with officers from a variety of agencies also on stand-by and ready to be deployed.

[Please view previous updates here.](#)

Latest update and advice for residents:

- Water levels have not increased significantly overnight; however, further rainfall is forecast going into next week, with a yellow weather warning in place Monday into Tuesday, so the major incident remains in place. Details of the warning can be found [on the Met Office website using this link](#).
- Officers from Avon and Somerset Police and Somerset Council are on the ground supporting residents who need support and advice.
- We are not advising residents to evacuate but to be prepared in case the situation worsens and that becomes necessary.
- We have asked them: Are you able to stay with friends or family for a day or so? Do you have somewhere you could go or insurance that could support with accommodation?
- If there is a need to evacuate, residents will be contacted by the police, Somerset Council staff or by receiving a flood warning from the Environment Agency.
- We have plans in place to stand up rest centres should they be needed.
- We have asked anyone choosing to stay somewhere else to let the Council know so we don't check houses unnecessarily. Main Council number is 0300 123 2224.

We are encouraging anybody affected by flooding to please report it here: [Flood report - Self Service](#).

In an emergency residents should always call 999 immediately.

Environment Agency update

There are currently [5 Flood Warnings and 11 Flood Alerts](#) in place across Somerset. We encourage people to continue to check details daily.

We encourage people to continue to check details daily. Our catchments and river levels remain very sensitive to rainfall.

We are also continuing to respond to incidents in Wiltshire and Dorset, where groundwater levels have risen to record highs following last week's heavy rainfall. Because we acted early on the Somerset Levels, we are in a strong position to continue supporting local communities here while also deploying additional resources to areas now experiencing the greatest pressure.

Over the past 12 hours 6-10mm has fallen in south Somerset. We have seen limited response in our catchments, but river levels remain high and we will continue to monitor the impact.

Environment Agency pumps continue to operate as river levels allow. We continue to use the Bridgwater Taunton Canal as a relief channel.

To help us move the maximum amount of water through the system and reduce the impact of high tides next week, we are opening Monksleaze Clyde. Flows in the Parrett from Langport have reduced enough that we can safely monitor and divert flood water down the Parrett Flood Relief Channel. This will help to lower the levels on the Tone and reduce the flow into Currymoor. It will also help lower the water level upstream of Langport.

We have also installed contingency pumps at Aller Drove and the Westonzoyland Flood Alleviation Schemes.

We started works today to remove flow restrictions in North Moor Main Drain. We've carefully considered all options to get water moving as quickly as possible while keeping roads and access routes open for residents. This is already making a difference—water is now reaching our pumping station more quickly, and all our pumps, including the additional ones we've brought in, are running at full capacity.

Staff are on the ground inspecting assets to ensure they are fully operational and to identify any issues early.

Advice for our communities

To ensure your safety, please do not walk or drive through flood water. Flood water may be deeper than it looks and contain sewage and hidden hazards. We encourage you to report any property flooding as soon as you can. Reporting helps organisations coordinate support and prioritise response. You can do this by calling the Environment Agency Incident Hotline 0800 80 70 60.

Since a major incident was declared, multi-agency response to the flooding has been stepped up. For welfare needs, including animal welfare, please contact Somerset Council on 0300 123 2224.

Avon and Somerset Police update

Officers are patrolling on the ground in the key areas over the weekend and visiting addresses vulnerable to flooding.

Neighbourhood superintendent Lisa Simpson said: “We acknowledge our communities are at a higher state of anxiety now, and our role within this multi-agency partnership is to make residents feel safe, to provide a reassuring presence, and to support the other emergency services if there is a need to evacuate.

“We will have a heightened presence in the areas which are at the greatest risk of flooding, and we will ensure those locations remain safe in the potential absence of residents so that will not become another cause for concern.

“Residents will continue to see us over the weekend on patrols, and we will keep people informed on the most up to date information, make sure they have everything they need, and to escalate any concerns they may share with us on the ground.

“We remain committed to working alongside our partner agencies to keep people informed, and we encourage them to follow official guidance and advice.”

NHS Somerset update

The NHS in Somerset is here for you if you need any help with your health during this difficult time.

1. If you want advice on health conditions, or to check symptoms visit [111 online](#) or call 111
2. If you want clinical advice about a developing health condition, call 111. They can provide advice and where needed, arrange for a clinician to call you back to discuss your symptoms
3. We have 90 community pharmacies in Somerset with highly experienced community pharmacists who can give you clinical advice on more than 40 common conditions and prescriptions for seven common conditions including eye infections and UTI's as of our [Pharmacy First](#) service
4. Our mental health service offers a 24/7 helpline (also available seven days a week online during the day). Call Mindline Somerset: Call 0800 138 1692 (freephone) or 01823 276892 (local rate).
5. We have [urgent treatment centres](#) that can help you with urgent care, including everything from sprains and broken bones, to head injuries, bites, eye infections and chest and throat infections. They are in Frome, Glastonbury, Shepton Mallet, Chard, Bridgwater, Minehead (Minor Injury Unit), Yeovil

For more detailed information on how we can help look after you this winter, with help with everything from where you can find a warm hub, pain cafes, help with free food, support if you are experiencing domestic violence to help if you are struggling financially, visit our [winter web pages](#).

Remember if you have an emergency, please continue to call 999 or visit your Accident and Emergency department at your nearest hospital.

Highways updates

Clear-up work is continuing and will be repairing roads over the weekend. Most main roads are clear of flooding, although some minor roads remain impassable.

The A361 and several Moors & Levels roads remain closed and are likely to remain that way for some time until water recedes. Drivers are advised not to attempt to drive through road closures, floodwater may not be visible from the closure point. In some instances roads can also take time to be reopened as repairs are necessary before doing so.

Countywide the recent weather has caused a high number of defects on roads across Somerset and our teams are working hard to assess these and fix them in order of priority.

If you spot a problem please ensure that these are reported here as soon as you can: [Report a problem on the road](#). This is the quickest route for incidents to get picked up.

We would continue to ask people to be patient during this time, urgent repairs to defects may cause some travel disruption, we are grateful for people's understanding.

Waste collections

If a collection is missed due to the current weather and road conditions, residents should leave their bins, boxes and bags out for crews to return the next day.

Keep an eye on social media for updates as the position may change quickly. Residents can also report a missed collection online, where details of recollection will be available: www.somerset.gov.uk/missed-collection

Schools

For the latest information on school closures please visit [School closures](#)

Preparing for flooding

- ✓ Sign up for flood warnings at [gov.uk/get-flood-warnings](https://www.gov.uk/get-flood-warnings)
- ✓ Call Floodline on 0345 988 1188 for updates, to sign up for warnings, or to report flooding.
- ✓ Visit [gov.uk/prepare-for-flooding](https://www.gov.uk/prepare-for-flooding) for advice on what to do During a flood
- ✓ Call 999 if there is a risk to life

Reporting Flooding

Environment Agency (main rivers or sea): 0800 80 70 60

Somerset Council (ordinary watercourses): 0300 123 2224

Wessex Water (sewers): 0345 600 4600

Check for flooding updates at check-for-flooding.service.gov.uk

Visit [gov.uk/help-during-flood](https://www.gov.uk/help-during-flood) or [somersetprepared.org.uk](https://www.somersetprepared.org.uk) for guidance

Weather forecast

Forecast is remains unsettled, and yellow warnings are in place Monday through to Tuesday with the potential for 10-20 mm of rain.

Today:

Breezy for a time as rain across Cornwall moves into the Channel, but with another band closely following behind and moving more broadly across all areas of the region. Sunnier spells emerging in the west after the rain clears away. Maximum temperature 10 °C.

Tonight:

Dry this evening and overnight. Clear spells in the west allowing frost and fog to form. Low cloud creating misty and murky conditions further east but also holding temperatures up. Minimum temperature -2 °C.

Monday:

Cloud and hill fog in the east gradually lifting with a limited number of bright spells emerging. Rain arriving in the west during the afternoon as the wind picks up. Maximum temperature 10 °C.

Outlook for Tuesday to Thursday:

Low pressure remains in charge for the first week of February. Further spells of rain and showers likely, which could lead to some isolated flooding in places.

Additional advice for residents

Our Communications Team is sharing information about where to find useful information for what to do to prepare for flooding.

Anyone worried about flooding or impacted by flooding can find advice and guidance at [Flooding information and advice](#) .

If there is serious risk to life due to flooding always call 999.

Anyone needing to leave their home due to flooding is reminded to take any medication they may need with them.

Do not drive through flood water. More information about safety during floods on the road can be found here: [Adverse weather conditions](#)

Reporting problems

To report flooding on a road or blocked drains on a road use [our report a problem on a road form](#)

If your property is owned by us and has been affected by flooding, please visit [our Housing repairs page](#) or you can phone us on 0300 123 2224.

For urgent housing needs please contact Somerset Council housing team on 0800 123 2224. Further information can be found on our website www.somerset.gov.uk/housing-support/homelessness-guidance/

Stay up to date

For the latest travel updates visit our [Travel Somerset Facebook page](#) or our [Roadworks and travel information page](#)

Find out the current status of roads that have [Emergency road closure gates](#)