



Stakeholder Information Sheet

Date:	2 February 2026 update
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To:	All key stakeholders
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Major incident and flood response update across county

A major incident remains in place following Storm Chandra, as does the joint effort to support our communities

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

A major incident cell at Bridgwater Police Station remains in place to co-ordinate operations and the Council has redeployed staff from their usual duties to support the incident response.

Community drop-ins have taken place offering flood advice at Moorland Village Hall, between 10.30am and midday and at Great Bow Wharf, Langport, between 10am and midday today (Monday) with multi-agency present. Also Langport drop-in planned for Tuesday 10am until midday.

[Please view previous updates here.](#)

Emergency Response and Recovery Team

- The major incident remains in place. Weather over the weekend and into today has matched earlier forecasts, and river levels are now stable or improving slightly. However, flood warnings and alerts remain in place and further rainfall is expected.
- Somerset Council teams have been carrying out home visits, focusing on older residents and anyone who may need extra support or help to plan in case of flooding.
- We currently have 25 to 30 volunteers available to help with home visits and community engagement. No volunteers were needed over the weekend.

Highways and Transport

- Oake Road in Bradford-on-Tone has reopened.
- Monitoring continues on Law Lane, Muchelney, and the A372.
- We have received a growing number of reports of defects and potholes on our roads, supported by strong public use of the online reporting tool. Highways teams are prioritising recovery back to business-as-usual.
- Some school transport routes have minor diversions.

Housing and Evacuation Support

- Only a small number of temporary accommodation placements have been required so far, and not in priority areas identified earlier.
- Housing teams are planning ahead.

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

Low rainfall over the last 24 hours has caused limited response in the catchments.

A [yellow weather warning](#) for rain remains in place today (Monday) into Tuesday. River levels are still high and the ground is saturated.

We are entering a period of low spring tides this week, which may slow drainage and affect pumping in some areas. Pumps will continue to operate whenever river levels allow.

We continue to monitor conditions closely and will respond quickly to any changes.

There are currently [5 flood warnings and 11 alerts](#) in place across Somerset. We encourage people to check for updates regularly.

What we are doing:

- Pumps at Northmoor and Saltmoor continue to operate as well as the additional pumps at Elson's Clyde.
- We are currently reducing channel restrictions in the main drain to the pumping station at Northmoor. We have been removing vegetation, ground profiling to allow overflow into the drain and developing a bypass arrangement for a bridge.
- Additional pumps are planned at Currymoor and Haymoor. These pumps will only be able to operate when river levels allow.
- Pumps are operational at Westonzoyland, and we continue to monitor levels.
- At North Drain and Gold Corner, levels are rising due to rainfall in the Brue catchment. Pumping is operational at Gold Corner and North Drain pumps will run when river levels allow. We continue to operate the Brue Diversion (Cripps River).
- Additional pumps are being mobilised at North Drain.
- Additional ultra-high-volume pumps are being deployed at Dunball Sluice. We have also deployed pumps at Bridgwater Canal and Docks.
- In response to our monitoring, we are temporarily closing Monksleaze Clyde to help relieve downstream drainage. This will ensure the system is better prepared to safely manage the predicted rainfall.

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.

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 need advice on health conditions, or to check symptoms, visit 111 [online](#) or phone 111.
2. If you need clinical advice about a developing health condition, phone 111. They can provide advice and where needed, arrange for a clinician to phone 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 over 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). Phone Mindline Somerset on 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 information about how we can help look after you this winter visit [winter web pages](#). This includes help with everything from where you can find a warm hub, pain cafes and help with free food, to support if you are experiencing domestic violence or help if you are struggling financially.

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

Highways updates

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

All recycling and rubbish collections have been completed as planned today, and no delays are expected.

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
- Call Floodline on 0345 988 1188 for updates, to sign up for warnings, or to report flooding.
- Visit 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 or somersetprepared.org.uk for guidance

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](#)