

Somerset Council Report

Stoke sub Hamdon Parish Council 5th February 2025

1 Somerset News

-1.1-Flooding update: Recovery Operations

Information sheet for MP's, Members, Town and Council Parishes and Residents.

Following the weekend's intense rainfall, several areas of Somerset experienced flooding overnight on Sunday into the early hours of Monday, notably Chard and Ilminster, but also other locations including South Petherton and Somerton.

The Council, emergency services, health professionals and other partners have been working together to respond. The incident is no longer being treated as a 'Major Incident' and the clean-up and recovery operation is continuing.

Various teams have been involved, including Highways, Emergency Planning, Response and Recovery (EPRR), and Housing.

At its peak more than 100 people were evacuated from their homes and the Council set up three rest centres – in Chard, Ilminster and Somerton.

We are pleased to report that the rest centres have now closed, and residents are either back in their homes or are expected to return to them today.

A recovery workstream has been established and will, in the coming days, provide more detail about its work with communities and businesses.

Recovery Operations

Somerset Council have taken the role of co-ordinating authority for Recovery Operations as per normal procedures now that the Major Incident has been stood down. A recovery co-ordinating group has been set up with various sub-groups established. These are:

- Community, Housing and Health
- Business
- Communications and Public relations
- Infrastructure and Environment
- Information and Intelligence

Each sub-group has a named lead and will be reporting daily starting today (29 January 2025).

Somerset Council actions taken so far

- Hotel accommodation for 16 households extended until 1100 29 January 2025
- Most residents were repatriated to their homes on 28 January 2025
- Remaining residents will be repatriated by 1200 29 January 2025
- Transportation provided for displaced residents.
- Street cleansing teams have completed clean-up operations across Chard, Ilminster and South Petherton.

Highways: throughout the incident, Somerset Council's Highways team worked around the clock with its contractor to close flooded roads and reopen them when safe.

There was a 100% increase in highways calls, with 296 calls on Monday and Tuesday.

Several road closures remain in place today. For the latest information on this [Travel Somerset \(@TravelSomerset\) / X](#)

Customer contact

We received 3,600 Lifeline (out of hours) calls on Sunday evening (an increase on the average of 1100). A further 3067 calls on Monday (532 between 6pm and 12pm) and 1727 calls on Tuesday.

Welfare calls to the households that were evacuated on Monday 27 and Tuesday 28th Jan 2025.

Adult Social Care: Contacted two care homes which had experienced flooding on Sunday night to check that contingency plans were in place and residents safe.

Next Steps

- Continue with clear up of Highways and assess impacts on the roads and other infrastructure
- Continue to work with other agencies and Town and Parish Councils to build picture of the worst affected areas.
- Work with Town and Parish Councils and other organisations to assess unmet needs from the residents and affected communities over next two weeks.
- Continue to provide support to affected and displaced residents.
- Confirm Somerset Council recovery structures (29 January)
- Form multi-agency recovery structures (30 January)
- Assess impacts on businesses over next two weeks and identify options for support.
- Plan multi-agency community drop-in centres in the worst affected communities to provide sign posting to assistance and to gather information and intelligence on flooded properties to inform investigations.

Advice for residents

We are asking all those affected by flooding to make sure they report it via the Flood Online Reporting Tool: [FORT - HomeFut](#)

Further information from Somerset Council can be found on our website: [After flooding](#)

The information will help the Council, as the Lead Flood Authority, to produce a detailed picture of flood risk across Somerset and to identify where there will be needs for flood investigations where multiple properties have been affected.

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

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

Request to Parish, Town and City Councils

To help Somerset Council build up a picture of the flood impacts and to plan recovery priorities, could the Clarks or Chairs for the City, Town and Parish councils please complete a short situational awareness report?

Here is a link to the reporting form for Parish and Town Councils. [Flood report - Self Service](#)

Please select the "Parish, Town or City Council representative" option.

It would be most helpful if this could be done as soon as possible. Please do not delay if you don't have all the details, estimates are fine at this stage. Nil returns are useful as well.

- 1.2-Support for people making changes to drink and drug use

January may be nearing its end – but support for people who chose New Year to make positive changes to their lifestyle is still available from organisations supported by Somerset Council.

For many people the start of the year is a time for fresh starts and new beginnings, following a busy festive period, which often involves overindulging. Campaigns such as 'Dry January' have been successful at targeting those who may be questioning their relationship with alcohol and drugs.

Somerset Drug and Alcohol Service (SDAS) and Turning Point want to provide harm reduction advice for people so they know the risks, can make decisions about cutting back and gaining back control.

In partnership with Somerset Council, SDAS set up information stands with staff and peer mentors at Musgrove Park and Yeovil hospitals, as well as Job Centre Plus locations throughout January.

SDAS provides free, confidential, and non-judgmental support tailored to individual needs. Services include:

- One-to-one support: work with a dedicated team member in a safe, confidential setting to develop a personalised care plan.
- Evidence-based programmes: gain strategies to manage cravings, establish healthier habits, and lifestyle changes.
- Timely help: the goal is to connect with people within five to 10 days of referral, ensuring prompt access to free, confidential, support and treatment.
- Comprehensive support: services extend to young people, families, and friends affected by someone else's substance use, as well as access to detox and rehab services.

Turning Point's Somerset Drug and Alcohol Service (SDAS) is commissioned by Somerset Council and provides free and confidential support for adults, children and families affected by alcohol and other drugs.

For more information or to access support for yourself or someone you care about, call 0300 303 8788 or visit www.turning-point.co.uk/somerset

2.0 - Local Issues

2.1 - Roadside trees at East Stoke – Included in the next contract out for tender now.

2.2 - A walk round has been arranged with SC staff to look at issues at 1000- 27/1/2025. Postponed. To be rearranged by Emily

2.3 - Overhanging vegetation and dirty signs on Cartgate slip roads– Reconciling responsibility between SC and NH

2.4 - Bonnies Lane – Length to be jetted in 2025-26

Regards

John and Emily