

Flooding Update

Details received from South Norfolk Council for your information.

As you will be aware, just before Christmas, significant rainfall occurred which caused flash floods across Norfolk, with areas in South Norfolk particularly badly affected.

Our team has been working over the festive period, working closely with the Police and Fire Services, to provide support and assistance where needed to residents and businesses impacted by the flooding.

The below provides an update on the activities to date and on-going support being provided.

Support for residents

Our Help Hub phone lines have been open through-out the Christmas period, including Christmas Day, to provide support to those affected by the flooding. We have supported by providing temporary accommodation for those in need and ensuring that residents have essential supplies, working closely with mutual aid groups and local volunteers. We have temporarily housed 14 households and taken over 350 calls from residents needing our help.

We have also been providing sandbags to those properties requiring them and have received incredible support and assistance from Earsham Gravels and Norfolk's 4x4 group to get these to those in need. Whilst our initial supply of sandbags was fully utilised, we are currently restocking the sand bag sites over the coming days, including a supply at the car park at the rear of Long Stratton Village Hall on Ipswich Road in Long Stratton. Details of South Norfolk sandbags sites can be found here - <https://www.south-norfolk.gov.uk/residents/neighbourhood-issues/flooding-and-severe-weather/flooding-advice>. It is however, property owners responsibility to buy and install flood protection products and sandbags to protect their properties. We will be monitoring the level of supplies at our sand bag sites and will provide updates to residents as required regarding stock levels.

We have also been offering support for those residents requiring skips to clear damaged items, working alongside insurance companies, and are looking to provide additional assistance through our bulky collection service, where needed, to those requiring further help next week.

If you are in contact with a resident requiring support as a result of the flooding please ask them to contact our Help Hub on 01508 533933. The phonedlines will be open till 10pm on New Year's Eve - after which there will be an answer phone system provided which will be checked daily. This is of course on top of our normal emergency out of hours service which is available to those who need urgent assistance throughout the holiday and weekend period. Phonedlines will open as normal on Monday 4th January.

Business Support

We have also been contacting and liaising with businesses affected by the flooding, both in terms of the immediate emergency response, but also providing support and advice on longer term recovery and ensuring that businesses are aware of the support available to them. If you are aware of a business that has been impacted and requires support then please contact our Economic Development team. Please contact 0300 790 6290 or email businesssupport@s-norfolk.gov.uk

Ongoing support

Over the coming period work will continue on supporting street clearing where needed, and working with our County colleagues on a broader street and high-way clear up.

We will continue to provide support to vulnerable residents and those businesses in need over the coming days and weeks.

A huge thank you goes to all South Norfolk Council staff, partners and volunteers who have supported our local residents and businesses during this difficult time.

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