



Background

As a result of the second period of flooding experienced in November the North Somerset Council's highways drainage and flooding team are continuing to experience very high levels of service requests.

In total the council's call centre received in excess of 1700 calls relating to the extreme weather. To put this into context, in the last three months the team have received approximately the same number of service requests as it did in the whole of the previous three years.

Any calls that have raised highway drainage as an issue have been assessed by an area officer, who has arranged a dig out of the blocked gully or forwarded it to the drainage team for additional works (jetting etc). As a consequence our contractor has provided additional gangs to dig out our gullies and clear the drainage systems.

To help meet this significantly increased demand in service we have employed additional staff resources. We are also diverting up to a further four engineers from other programmed work in our Highway Design and Street Scene Teams to help meet the demand.

Update 19 December Customer enquiries

The current situation is that over 1100 enquiries have now been logged with the drainage team, with a further 200 or so still to input. We should have a consolidated list of reports from residents by the end of this week. It is planned that this list will be published on the website when it is finalised.

New reports from customers will receive an acknowledgement of their enquiry and that we will deal with it, but it may take time due to the overwhelming demand.

Jetting

We have three jettors operating at the moment. A further jettor has been organised for use in January. It is intended that the four vehicles will remain in use until the programme is completed.

As of 14 December, 81 roads have been attended by the jettors in an attempt to clear blockages and improve the highway drainage systems performance.

This is an increase from the 70 in the previous week. The figure would have been higher but one of the jettors required repairing last week.

Below is this the jetting programme for this week:

JETTING PROGRAMME WEEK COMMENCING 17/12/12			
<i>Date</i>	<i>Road</i>	<i>Parish</i>	<i>Notes</i>
17/12/12 - 21/12/12	Yatton Area	Kenn / Clevedon	Jet, map and clear entire system
	Shiplate Road		
	Dolberrow		
	Wellington Terrace	Clevedon	Jet, map and clear entire system
	Brinsea Road	Congresbury	Jet, map and clear entire system Problems around No 27
	Brinsea Batch	Congresbury	Jet, map and clear entire system
	Lower Claverham Road	Claverham	Jet, map and clear entire system
Claverham Road	Claverham	Jet, map and clear entire system	

Resources and staffing

We are investigating the possibility of employing a further principal engineer on a temporary arrangement to further improve response times. We face an additional impact on service delivery as our full time principal engineer is currently on sick leave.

Communications

Website – our main information point for public information. Details at www.n-somerset.gov.uk/flood

We are working on improving online reporting mechanisms, under the “Report it” section on the homepage.

Cllrs update – this weekly briefing sheet

Town and parish councils – will be emailed a version of this update on a weekly basis

Reporting issues

The quickest way for residents to report a flooding/drainage issue is to contact Council Connect on **01934 888 802**.

Our website www.n-somerset.gov.uk/flood has information and advice as well as a form for reporting post-flood incidents to us.

Please direct residents to these.

ENDS

Highway & Transport
18/12/2012