

GAB Robins

Surge Bulletin



19 August 2011

Current Surge Plan Status: AMBER

Sudden deluge causes flash flooding in Bournemouth



*Water escaping from manhole as drains are unable to cope with volume of water in central Bournemouth
(image courtesy of BNPS)*

Update

A mid-summer deluge caused flash flooding in Bournemouth yesterday as a fortnight's worth of rain fell in just 30 minutes leaving homes, shops and roads underwater.

Over 60mm fell in Bournemouth between 6am and midday. The average rainfall for the whole of August is less than 54mm.

The force of the rainwater caused huge cracks to open up along flooded main roads and the resultant pressure in the drains lifted off manhole covers causing fountains of water to gush out.

Floodwater swamped part of the town's famous sandy beaches, instantly extending the waterline by an extra 50ft.

Buildings and businesses were forced to close because of the downpour, including Poole's Dolphin Shopping Centre and the Russell Coates Museum on Bournemouth seafront.

Our Met Office partners said that the worst of the weather had passed by late afternoon, but a yellow weather alert was issued for heavy and thundery showers on Sunday, moving across the Channel from France. We have been advised that this could cause further flooding.

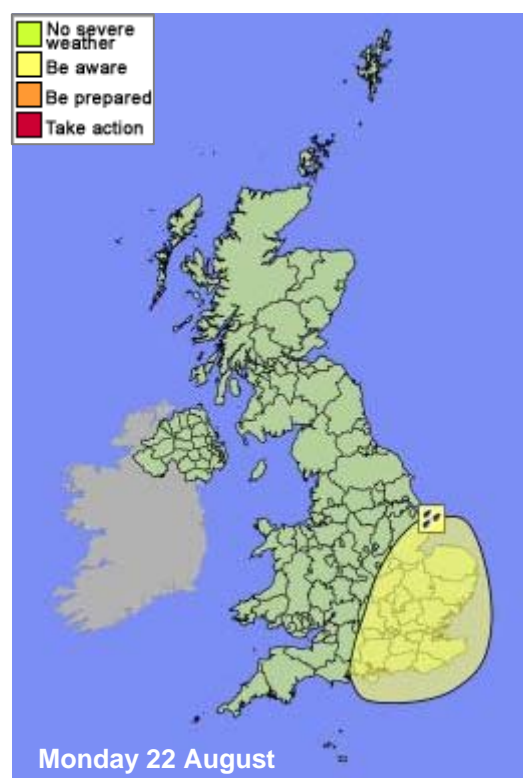
Current Activity

Our local adjusters were busy yesterday and this has continued today, dealing with a number of urgent flood claims in central Bournemouth. Several properties were uninhabitable and some businesses had to close. So far, most claims we have received are in the main Bournemouth postcode areas, particularly BH1, BH8, and BH11.

Outlook

The floodwaters have now receded but, as mentioned, there is a possibility of further heavy downpours on Sunday. We are also expecting very heavy rainfall in eastern areas, southwest England and London and the southeast on Monday. Outbreaks of heavy, thundery rain are likely, particularly during the afternoon and into the night, and local flooding is possible.

We will continue to monitor storm activity via GAB Robins' **WeatherEYE** service in conjunction with our Met Office partners, together with feedback from our local adjusters.



Actions

- Local adjusters were deployed to Bournemouth yesterday and will remain there throughout today.
- The floodwater receded quickly and there are currently no access problems.
- Ample resource is available in our Manchester and Brighton Service Centres.
- We have extended the team available to handle out of hours calls if the situation deteriorates outside of core hours
- Additional adjusters are available from other areas of the South should claim numbers continue to increase.
- All property adjusters in areas with weather warnings are on standby and will be available to handle losses over the weekend.
- Major and Complex team are on alert.
- Our contractor network, BRICS, has plenty of resource available in the affected areas to undertake emergency works



Current Surge Plan status

AMBER - Disaster plan activated

Expected Activity

We will continue to monitor the position and will ensure adequate and appropriate resources are deployed wherever necessary. Please feel free to contact your account managers if necessary, or me.

George Bentley

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