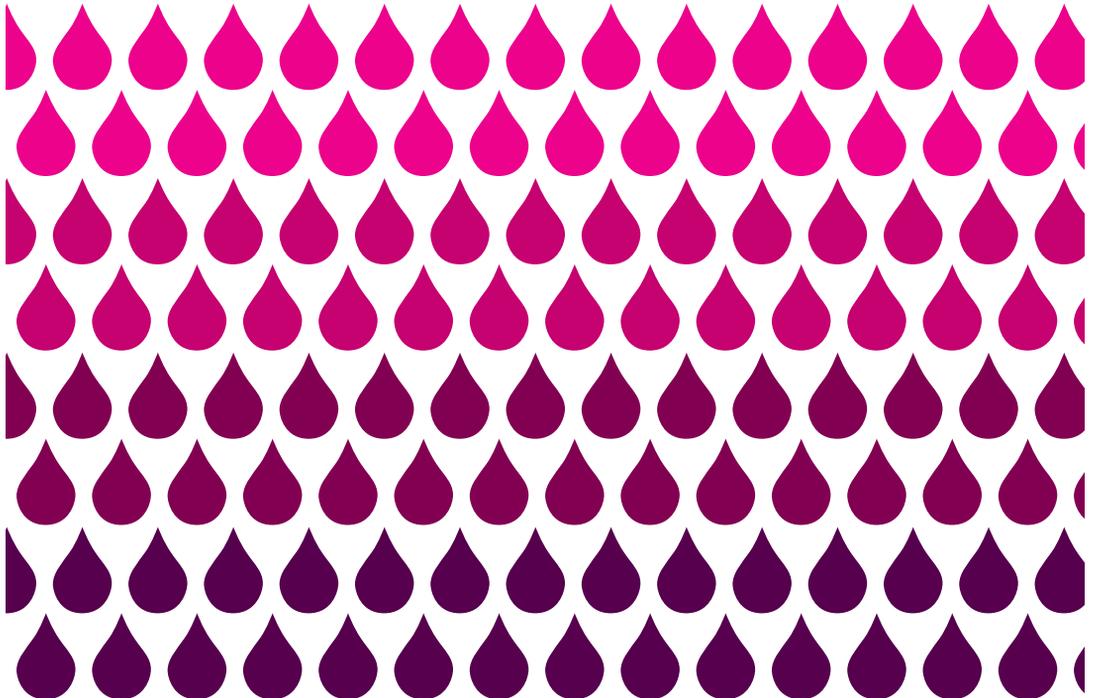


# During a flood

Practical advice on what to do  
to stay safe in a flood



We are the Environment Agency.

It's our job to make people aware of flooding from rivers and the sea, provide flood warning services and build and maintain flood defences.

This leaflet tells you what you can do to stay safe during a flood and help protect your property.

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\*\*BT calls cost up to 8p/min plus 6p set-up fee from your home.

Other providers and mobiles may vary.

## In the event of a flood

### Focus on the safety of you and your family

- Put people before property.
- Cooperate with the emergency services if they tell you to evacuate during flooding.
- Be prepared to act quickly to get yourself to safety.

We use our flood warning service to warn you of flooding from rivers and the sea as soon as we can. But there is some flooding we can't predict.

### Stay alert to localised flooding

Also known as 'surface water' flooding. This usually happens where drainage systems are unable to cope with heavy spells of rainfall. Rainwater is unable to drain away and quickly builds up, causing flooding in unexpected places. We cannot warn you of this type of flooding.



call Floodline on  
**0845 988 1188\***

Open 24 hours a day

- Find out what flood warning service is available where you live.
- Get practical advice on what to do before, during and after flooding.
- Get your Quickdial number for easy access to local warnings.

\*BT calls cost up to 4p/min plus 6p set-up fee from your home.  
Other providers and mobiles may vary.

# your flood warning service

**We offer a different flood warning service depending on where you live.**

**Find out if you can sign up to our free 24 hour Floodline Warnings Direct service. You can select to receive warnings by phone, text, email, fax or pager.**

## **In some areas we also give flood warnings using**

- Sirens – usually a wailing sound only activated when a flood is about to happen.
- Loud hailers – a vehicle will drive around repeating the flood warnings.

## **Other places to get the latest flood update**

- [www.environment-agency.gov.uk/flood](http://www.environment-agency.gov.uk/flood)
- Teletext Page 159, BBC Ceefax Page 419 and Digital Ceefax Page 405.
- Local weather, news and travel bulletins.



**Sign up to free  
24 hour flood  
warnings today**

# what to do in an emergency

**Listen to and act on the advice of the emergency services. Follow these simple steps to stay safe.**

1. Gather essential items together either upstairs or in a high place.
2. Fill jugs and saucepans with clean water.
3. Move your family and pets upstairs, or to a high place with a means of escape.
4. Turn off gas, electricity and water supplies when flood water is about to enter your home if safe to do so. DO NOT touch sources of electricity when standing in flood water.
5. Keep listening to local radio for updates or call Floodline 0845 988 1188\*.
6. Flood water can rise quickly, stay calm and reassure those around you. Call 999 if you are in danger.

## **Important! Flood water is dangerous**

- Avoid walking or driving through it.
- Keep children and vulnerable people away from it.
- Wash your hands thoroughly if you touch it.

\*BT calls cost up to 4p/min plus 6p set-up fee from your home. Other providers and mobiles may vary.

# know your flood warning codes

Four codes are used for flood warnings. They can be issued in any order, usually ending with an 'all clear'.



## What it means

Flooding of low lying land and roads is expected.

## What to do

- Monitor local news and weather forecasts.
- Be aware of water levels near you.
- Be prepared to act on your flood plan.
- Check on the safety of pets and livestock.
- Charge your mobile phone.



## What it means

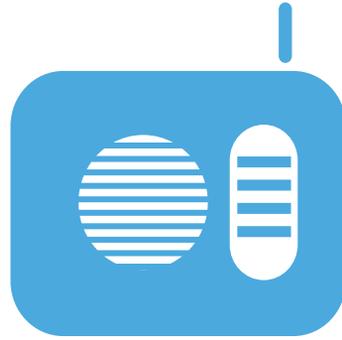
Act now!  
Flooding is expected.

## What to do

- Move cars, pets, food, valuables and important documents to safety.
- Get flood protection equipment in place.
- Turn off gas, electricity and water supplies if safe to do so.
- Be prepared to evacuate your home.
- Protect yourself, your family and help others.
- Act on your flood plan.

# ood

## Monitor local news and weather forecasts



### What it means

Act now! Severe flooding is expected with extreme danger to life and property.

### What to do

- Collect things you need for evacuation.
- Turn off gas, electricity and water supplies if safe to do so.
- Stay in a high place with a means of escape.
- Avoid electricity sources.
- Avoid walking or driving through flood water.
- In danger call 999 immediately.
- Listen to emergency services.
- Act on your flood plan.



### What it means

No further flooding is expected. Water levels will start to go down.

### What to do

- Keep listening to weather reports.
- Only return to evacuated buildings if you are told it is safe.
- Beware sharp objects and pollution in flood water.
- If your property or belongings are damaged, contact your insurance company. Ask their advice before starting to clean up.

# protect what you can...

**Move important items to safety and put flood protection equipment in place when there is a flood warning. Follow manufacturer instructions carefully to help stop the flood water.**

## **Take items upstairs or to a high point in your property**

- Safely store important documents such as insurance papers.
- Move items of personal value such as photos, family videos or treasured mementos.
- Move lightweight household belongings you can pick up easily and quickly.
- Move items of furniture that are expensive or harder to repair before cheaper ones.

## **If possible, move your outside belongings to higher ground**

- If the flood water hasn't reached you, move your car to higher ground and move outdoor pets to safety.

## **Help stop water entering your home**

- Put plugs in sinks and baths. Weigh them down with a sandbag, a pillowcase or plastic bag filled with garden soil, or a heavy object.

## **If you do not have non-return valves fitted**

- Plug water inlet pipes with towels or cloths.
- Disconnect any equipment that uses water (like washing machines and dishwashers).

# ...but evacuate when told

**Stay safe, always listen to the advice of the emergency services and evacuate when told to do so.**

- Leave your home if the emergency services say so. Refusing to leave on their advice will put you, your family and those trying to help you at risk.
- When you are evacuated you will be taken to an evacuation centre run by your local council. Free food and bedding is provided. Bring spare clothing, essential medication and babycare items if you have an infant.
- Most evacuation centres will let you bring your pets. Take their food. Put cats and small animals in a pet carrier or secure box.
- People running the centres are trained to give you support and advice. They will help you through the stress of a flood and prepare you for what to do afterwards.

**Listen to the advice of the emergency services**



# your flood plan

**You need to act quickly when you get a flood warning.  
Use this list to help you.**

## **1. Gather your flood kit of essential items**

- Copies of your insurance documents.
- A torch with batteries.
- A wind-up or battery radio.
- Warm, waterproof clothing and blankets.
- A first aid kit and prescription medication.
- Bottled water and non-perishable foods.
- Baby food and baby care items.
- This leaflet including your list of important numbers.

## **2. Know who to contact and how**

Agree where you will go and how to stay in contact. Plan for your pets too.

## **3. Turn off your gas, water and electricity supplies if safe to do so**

Find out how from your supplier.

## **4. Move essential items to safety**

Put items of personal value in a safe place.

## **5. What else can move to safety?**

Think about your more expensive items and outside belongings.

# useful numbers

**Your important flood telephone numbers.**

**Fill this out and keep this leaflet with your flood kit.**

Environment Agency Floodline	<b>0845 988 1188*</b>
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Quickdial number	
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Local authority emergency helpline	
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Insurance company 24-hour number and policy number	
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Local radio station frequency for news alerts and weather updates	
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Family and neighbours	
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Bank phone number and details	
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Work phone numbers	
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Doctor's surgery	
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Local police station	
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Vet/kennel/cattery	
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Local hotel or B&B	
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Gas supplier and meter number	
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Electricity supplier and meter number	
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Water supplier and meter number	
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Electrician	
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Plumber	
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Builder	
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\*BT calls cost up to 4p/min plus 6p set-up fee from your home.  
Other providers and mobiles may vary.

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Would you like to find out more about us,  
or about the environment?

Then call us on  
08708 506 506\*\* (Mon-Fri 8-6)

email  
enquiries@environment-agency.gov.uk

or visit our website  
www.environment-agency.gov.uk

incident hotline 0800 80 70 60 (24hrs)  
floodline 0845 988 1188\*

- \* BT calls cost up to 4p/min plus 6p set-up fee from your home.  
Other providers and mobiles may vary.
- \*\*BT calls cost up to 8p/min plus 6p set-up fee from your home.  
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