What should you do if you have to leave your home?

Here's a handy list of things to consider taking with you:

- Insurance details
- Landlord's details
- Spare glasses/contact lenses
- Medication
- Mobile phone and charger
- Torch and wind-up radio
- Bottled water and food
- Warm clothing
- Baby nappies, food and toys



Who can you contact about flooding?

Environment Agency 24-hour incident hotline 0800 807060

Floodline 24-hours 0345 9881188 www.gov.uk/flood

Wiltshire Council 0300 4560100
www.wiltshire.gov.uk/drainage@wiltshire.gov.uk

Report Flooding for roads or property my.wiltshire.gov.uk

Electricity supplier SSEN 0800 0727282 /105 powercut

Gas supplier SGN 0800 111999 / 105 powercut

Insurance abi.org.uk (Association of British Insurers)
and FloodRe.co.uk

National Flood Forum 01299 403055 www.nationalfloodforum.org.uk

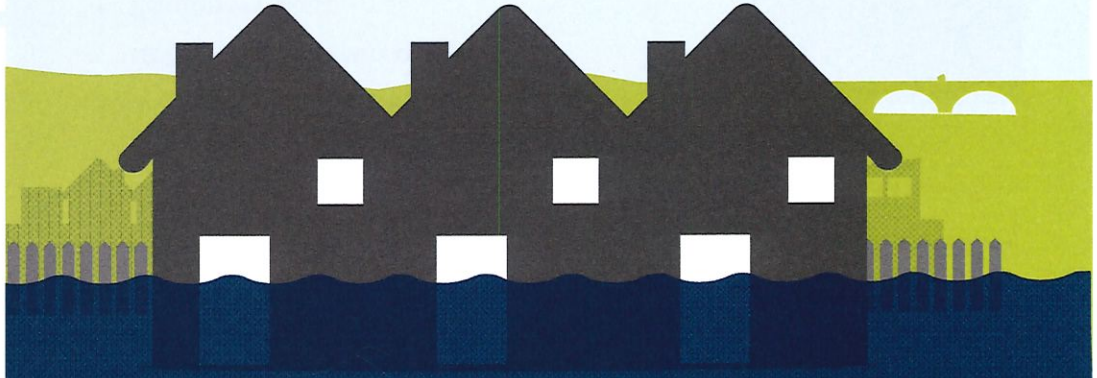
Your local flood warden is a valuable source of information and knowledge

If you think your life is in danger call 999

Do you know your flood risk?

Would you know what to do?





Flooding is dangerous and can happen quickly. The effects can be devastating.

If it happens you can be prepared. Look inside to find out how.

Wiltshire 2023

www.gov.uk/environment-agency
LIT 10512 10.16

Environment Agency

FLOODS DESTROY BE PREPARED

What can you do now?

Check if you are at risk of flooding from main rivers, groundwater and surface water.

Sign up to receive free flood warnings for main river and groundwater.

Sign up to the MetOffice National Severe Weather Warning Service via web or app

Make a personal flood plan and a checklist of things you need should you need to leave your home.



FLOODING IS EXPECTED IMMEDIATE ACTION REQUIRED

It's really easy to take these actions:

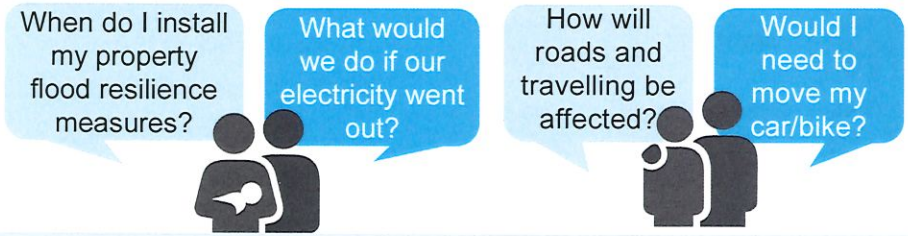
- Call Floodline on **0345 988 1188**
- Visit **www.gov.uk/flood** and **www.gov.uk/check-flooding**

Check to see if your insurance covers flooding

Know how to turn off gas, electricity and water supplies

Chat to friends and neighbours about how you could help each other:





Where can you go for updates on flooding?

Your local radio station **BBC Radio Wiltshire 104.3 FM and DAB**

Follow us **@ EnvAgencySW**

Visit **www.gov.uk/check-flooding** for current flood alerts and warnings, five day flood forecast and river, groundwater and rainfall levels.

What you can do to help slow, or stop flood water coming into your home - Property Flood Resilience (PFR)

If you own part of the river bank you should keep the banks and bed of the river clear of debris. For information and guidance visit www.gov.uk/guidance/owning-a-watercourse

You or your landlord could buy flood boards to help stop water coming through the door or airbrick covers from surface water flooding or flooding from the river.

Assess installing a sump and pump, especially for groundwater flooding.

Make sure any PFR is accessible, serviced and working, e.g. pumps and seals.

For helpful information, guidance, downloadable guides, case studies and factsheets visit:

- **www.thefloodhub.co.uk/property-flood-resilience-toolkit/**
- **www.gov.uk/prepare-for-flooding**
- **nationalfloodforum.org.uk/**
- **floodmary.com**
- **www.floodre.co.uk/buildbackbetter/**



What can you do if you get a flood warning?

Flood warning is time to take action – flooding is expected in the following hours.

Check that your family, neighbours and pets are okay.



Move important things upstairs or to higher shelves, so they don't get covered in dirty flood water.



Install or activate any property flood resilience measures for your home. Could someone do this for your if you are away?

Flood Warden Action Card – if the area is split up into zones, develop a card for each zone with individual checks and actions.

Trigger Levels – use forecast and weather warnings for surface water risk
Use Met Office app or visit www.metoffice.gov.uk



FLOOD ALERT

FLOODING IS POSSIBLE – BE AWARE
Main river / sea / tidal / groundwater flooding is expected to low lying land and roads

Flood Alert area(s): ..... Quickdial code: 0345 988 1188 (.....)
Monitor water levels, rainfall, forecast and 5 day flood forecast at www.gov.uk/check-flooding

Flood Alert

- ❑ Deputise for Co-ordinator in their absence
- ❑ Phone Floodline (0345 988 1188 – quickdial .....) for further information
- ❑ Monitor local drains and water levels in
- ❑ Monitor water levels, rainfall, and 5 day flood forecast at www.gov.uk/check-flooding
- ❑ Report concerns to Lead Flood Warden/Coordinator
- ❑ Report concerns about drains to Lead Flood Warden/Coordinator
- ❑ Provide information to vulnerable residents



FLOOD WARNING

FLOODING EXPECTED – ACT NOW
Flood Warning area(s): ..... Quickdial code: 0345 988 1188 (.....)
Monitor water levels, rainfall, forecast and 5 day flood forecast at www.gov.uk/check-flooding

Flood Warning

- ❑ **Stay safe**
- ❑ Work with lead flood warden to inform residents that flood warning has been issued
- ❑ Encourage residents to put any flood protection products
- ❑ Monitor local drains and water levels in .....
- ❑ Monitor River ..... levels
- ❑ Report concerns about river levels, surface water build up, drain or sewage problems to the lead flood warden/coordinator
- ❑ If property flooding is occurring support lead flood warden/coordinator in liaison with Council evacuation of residents to rest centres
- ❑ Provide local intelligence to the emergency services
- ❑ Monitor extent and time of flooding to provide post event feedback to the Environment Agency



SEVERE FLOOD WARNING

Severe flooding expected and danger to life

Severe Flood Warning

- ❑ **Stay safe**
- ❑ Help vulnerable residents prepare for evacuation
- ❑ Provide local support and intelligence to emergency services in evacuation procedures
- ❑ If safe to do so monitor extent of flooding and provide feedback to Dorset Council / Emergency services

MAP TO GO HERE - Insert flood risk map from gov.uk - https://flood-warning-information.service.gov.uk/long-term-flood-risk/map (contact floodwessex@environment-agency.gov.uk if you need further assistance with this)

Key Telephone Numbers

Organisation	Office hours	Out of hours
Floodline	**0345 988 1188**	**0345 988 1188**
EA Incident Hotline	**0800 80 70 60**	**0800 80 70 60**
Wessex Water	**0345 600 4 600**	**0345 600 4 600**
Wessex Water Sewage Hotline	**0345 850 5959**	**0345 850 5959**
Council		**calls will be diverted automatically**
Police	**Emergency 999**	**Emergency 999**
Fire & Rescue Service	**Emergency 999**	**Emergency 999**
Ambulance	**Emergency 999**	**Emergency 999**
Safer Neighbourhood Team	**101 & ask to speak to the team**	**101 & ask to speak to the team**
Flood Wardens and zones		

Personal flood plan

Name

Environment Agency

Are you signed up to receive flood warnings? ☐
If not call Floodline on 0345 988 1188 to see if your area receives free flood warnings.

Let us know when you've completed your flood plan by calling Floodline on **0345 988 1188.** This will help us learn more about how people are preparing for flooding.

General contact list	Company name	Contact name	Telephone
Floodline	Environment Agency		0345 988 1188
Electricity provider			
Gas provider			
Water company			
Telephone provider			
Insurance company and policy number			
Local council			
Local radio station			
Travel/weather info			

Key locations

Service cut-off	Description of location
Electricity	
Gas	
Water	

Who can help/who can you help?

Relationship	Name	Contact details	How can they/you help?
Relative			
Friend or neighbour			

Be prepared for flooding. Act now

Personal flood plan

What can I do NOW?

Environment Agency

- Put important documents out of flood risk and protect in polythene ☐
- Look at the best way of stopping floodwater entering your property ☐
- Find out where you can get sandbags ☐
- Identify what you would need to take with you if you had to leave your home ☐
- Check your insurance covers you for flooding ☐
- Make a flood plan and prepare a flood kit ☐
- Identify who can help you/ who you can help ☐
- Understand the flood warning codes ☐

What can you do if a flood is expected in your area?

Actions	Location
Home	
• Move furniture and electrical items to safety	
• Put flood boards, polythene and sandbags in place	
• Make a list now of what you can move away from the risk	
• Turn off electricity, water and gas supplies	
• Roll up carpets and rugs	
• Unless you have time to remove them hang curtains over rods	
• Move sentimental items to safety	
• Put important documents in polythene bags and move to safety	
Garden and outside	
• Move your car out of the flood risk area	
• Move any large or loose items or weigh them down	
Business	
• Move important documents, computers and stock	
• Alert staff and request their help	
• Farmers move animals and livestock to safety	
Evacuation - Prepare a flood kit in advance	
• Inform your family or friends that you may need to leave your home	
• Get your flood kit together and include a torch, warm and waterproof clothing, water, food, medication, toys for children and pets, rubber gloves and wellingtons	

There are a range of flood protection products on the market to help you protect your property from flood damage. A directory of these is available from the **National Flood Forum** at **www.bluepages.org.uk**

Be prepared for flooding. Act now

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Coordinator Action Card

Trigger Levels – use forecast and weather warnings for surface water risk
Use Met Office app or visit www.metoffice.gov.uk



FLOOD ALERT

FLOODING IS POSSIBLE – BE AWARE
Main river / sea / tidal / groundwater flooding is expected to low lying land and roads

Flood Alert area(s): ..... Quickdial code: 0345 988 1188 (.....

Flood Alert

- ❑ Ring Flood Wardens with information
- ❑ Phone Floodline (0345 988 1188 – quickdial .....) for further information
- ❑ Stay safe
- ❑ Monitor local drains and water levels in .....
- ❑ Monitor river, sea, groundwater and rainfall levels (visually) also at www.gov.uk/check-flooding and check 5 day flood forecast
- ❑ Report concerns to the Environment Agency's Incident Communication Service on (0800 80 70 60)
- ❑ Report concerns about drains to Wessex Water (0345 600 4 600) or Wiltshire Council as appropriate.
- ❑ Provide information to vulnerable residents



FLOOD WARNING

FLOODING EXPECTED – ACT NOW
Flood Warning area(s): ..... Quickdial code: 0345 988 1188 (.....)

Flood Warning

- ❑ **Stay Safe**
- ❑ Work with deputy flood wardens to inform residents that flooding is possible
- ❑ Encourage residents to put any flood protection products in place
- ❑ Monitor local drains and water levels in .....
- ❑ Monitor river, sea, groundwater and rainfall levels visually and at www.gov.uk/check-flooding
- ❑ Report concerns to the Environment Agency's Incident Communication Service on (0800 80 70 60) - if property flooding is imminent ask to speak to the Blandford Flood Incident Duty Officer
- ❑ Phone Floodline (0345 988 1188 – quickdial ..... for further information about the flood warning or check information at www.gov.uk/check-flooding)
- ❑ Report concerns about drains and surface water flooding to Wessex Water on (0345 600 4 600) or Wiltshire Council / Highways as appropriate
- ❑ If property flooding is occurring liaise with Council in evacuation of residents to rest centres
- ❑ Provide local intelligence to the emergency services
- ❑ Monitor extent and time of flooding to provide post event feedback to the Environment Agency / Wiltshire Council
- ❑ Create situation report on FORT (Flood Online Reporting Tool) https://swim.geowessex.com/



SEVERE FLOOD WARNING

Severe flooding expected and danger to life

- ❑ **Stay safe**
- ❑ Help vulnerable residents prepare for evacuation
- ❑ Provide local support and intelligence to emergency services in evacuation procedures
- ❑ If safe to do so monitor extent of flooding and provide feedback to Wiltshire Council / Emergency services / Environment Agency

Flood wardens to withdraw from areas at risk

MAP TO GO HERE - Insert flood risk map from gov.uk - https://flood-warning-information.service.gov.uk/long-term-flood-risk/map (contact floodwessex@environment-agency.gov.uk if you need further assistance with this)

Key Contacts

Organisation	Telephone/Email
Floodline	**0345 988 1188**
EA Incident Hotline	**0800 80 70 60**
Wessex Water	**0345 600 4 600**
Wessex Water Sewage Hotline	**0345 850 5959**
Council **Drainage** **Highways**	
Police	**Emergency 999**
Fire & Rescue Service	**Emergency 999**
Ambulance	**Emergency 999**
Safer Neighbourhood Team	**101 & ask to speak to the team**
Flood Wardens + Zones	

Checklist of *Activities* you could carry out as a Flood Warden

- Develop a Flood Plan for your community. Templates available on GOV.uk (see reverse of this sheet for links to resources, guides and templates).
- Develop warden action card(s). These should be 1 sheet of A4 – a grab sheet for each warden as a reference for what actions they need to take, a map and contact details (sample and templates available from Environment Agency, email: floodwessex@environment-agency.gov.uk
- Identify and include actions specific for your area/community. (Several of the points below can be included in the Action Card).
- Get to know your area/community and identify the areas at risk of flooding. Understand from your Action Card WHEN and WHERE you will take actions.
- Distribute information to raise flood awareness within the community and promote property flood resilience measures.
- Encourage residents to check their flood risk and sign up to receive flood warnings. For queries please contact the Environment Agency at floodwessex@environment-agency.gov.uk
- Identify properties of potentially vulnerable residents.
- Identify the hazards in your community, eg the location of drains, manholes, ditches, kerbs, wells. Locate them on a map with a nearby house number or lamp post number.
- Compile a list of people who would be happy to volunteer during a flood and any equipment that could be used.
- Monitor the state of the watercourses within your community.
- If there is a community resilience store in your locality and who to contact about stock if it is depleted.
- Recruit extra wardens as necessary.

Information, *Guidance*, *Links* and *Reporting* for Flood Wardens and Community Emergency Volunteers

- Flood Warnings and Alerts, make sure you sign up for both: www.gov.uk/sign-up-for-flood-warnings
- Check flood information guidance, current flood alerts/warnings and 5 day flood risk: https://www.gov.uk/check-flooding
- Check long term flood risk in your community:
  by postcode: https://check-long-term-flood-risk.service.gov.uk/postcode
  by map view: https://check-long-term-flood-risk.service.gov.uk/map
- Check river, sea, groundwater and rainfall levels in your community: https://www.gov.uk/check-flooding
- Sign up to and report flooding or post situation reports for your community at: https://swim.geowessex.com/dorset
- Email Wessex Environment Agency Flood Resilience Team with your contact details and any updates or changes to flood wardens or flood plans or a digital copy of this sheet: floodwessex@environment-agency.gov.uk You will also receive our quarterly newsletter and details of training and Resilience events.
- Met Office Weather Warnings: download app from Apple App Store or Google Play, follow on twitter or subscribe by email at: www.metoffice.gov.uk/weather/warnings-and-advice
- Met Office Weather Observations: check for local observation stations at: https://wow.metoffice.gov.uk
- Check guidance, information and resources to share with your community: www.gov.uk/prepare-for-flooding
- Community Flood Plan and Personal Flood Plan Templates:
  www.gov.uk/government/publications/personal-flood-plan
  www.gov.uk/government/publications/community-flood-plan-template
- Register and access/download flood warden/community emergency volunteer training guides and materials at: www.communitiesprepared.org.uk