

# Flooding Factsheet



Types of flooding  
Flooding can come from a variety of sources that may not be obvious or nearby, such as:

- river
- coastal
- surface water
- sewer
- ground water
- reservoir

## Roles and responsibilities

North Somerset Council is the Lead Local Flood Authority and takes the lead for coordinating flood risk management in North Somerset, working closely with the Environment Agency, North Somerset Levels Internal Drainage Board, Wessex Water and Bristol Water. For more information about flood risk management in North Somerset visit [www.n-somerset.gov.uk/flood](http://www.n-somerset.gov.uk/flood).

## Be prepared

Many areas in North Somerset are at risk from flooding from tides, rivers or excess surface water. The council and its partners are working to reduce the impact of flooding but residents are also encouraged to take precautions to reduce the risk of flooding to their own homes. There are many things that you can do to get prepared for a flooding event:

**Sign up for Environment Agency warnings.** Visit the Environment Agency website or phone 03459 881 188 to check if you're at risk of flooding and to sign up to their flood warnings service.

**Prepare a flood plan.** If you live in a flood risk area it's important you know what to do in the event of a flood. You can create a flood plan for your home or business, and the Environment Agency have readily available templates.

**Ensure you have sufficient buildings and contents insurance for your property.** The National Flood Forum can provide information and advice to people who find it difficult to get cover.

**Protect your property.** The council doesn't have a duty to provide flood protection products for residents or businesses – it is the responsibility of the home owner, landlord or business owner to investigate which products are best for their property. Visit [www.bluepages.org.uk](http://www.bluepages.org.uk) for details of suppliers.

**Join your local community resilience network.** Help to build the capacity of your community to respond to flooding. For more information visit [www.communityresilience-ns.org.uk](http://www.communityresilience-ns.org.uk) or call 01934 426 322.



## Know your flood warning codes and weather warnings



The Environment Agency warning service has three types of warnings that will help you to prepare for flooding and take action.



### FLOOD ALERT

Flooding is possible  
- be prepared



### FLOOD WARNING

Flooding is expected  
- immediate action required

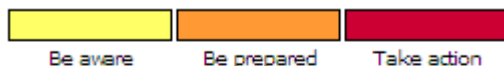


### SEVERE FLOOD WARNING

Severe flooding  
- danger to life



The Met Office operates a national severe weather warning service.



There are two types of warning:

- warnings (issued up to 24 hours ahead)
- alerts (issued more than 24 hours ahead)

## What to do in the event of a flood

- always follow the advice of the emergency services
- remember that floodwaters contain hidden dangers
- put your flood plan into action

**If you don't have a flood plan (and if it safe to do so) you should:**

- tune into your local radio station
- put flood protection products in place
- move important items to safety
- turn off electricity, water and gas supplies
- roll up carpets and rugs
- hang curtains over rods unless you have time to remove them
- put important documents in polythene bags and move to safety

## How to report a flood incident

If you are affected by, or notice a flooding incident you can report it to North Somerset Council. All reported incidents will be investigated and actions taken if necessary. The quickest way to report it is online at [www.n-somerset.gov.uk/flood](http://www.n-somerset.gov.uk/flood). You can also telephone Council Connect on 01934 888 802 to report it.

## Flood kit










Preparing a family flood kit and keeping it in a handy place is a great way to be prepared.

The kit should include:

- a torch
- first aid kit
- warm and waterproof shoes and clothes
- prescription medicines
- bottled water
- food
- rubber gloves
- children's supplies
- pet supplies
- insurance details
- portable radio
- spare batteries
- a bag or rucksack in case of evacuation



## Useful contacts

Organisation	Contact number
 North Somerset Council	<b>Tel:</b> 01934 888 802 <b>Web:</b> <a href="http://www.n-somerset.gov.uk/flood">www.n-somerset.gov.uk/flood</a>
 Environment Agency	<b>Floodline:</b> 03459 881 188 (24hr) <b>Web:</b> <a href="http://www.environment-agency.gov.uk">www.environment-agency.gov.uk</a>
 Wessex Water <small>a VTL company</small>	<b>Customer Service Centre:</b> 03456 004 600 (24hr) <b>Floodline number:</b> 03458 505 959 <b>Web:</b> <a href="http://www.wessexwater.co.uk">www.wessexwater.co.uk</a>
 National Flood Forum	<b>Tel:</b> 01299 403 055 <b>Web:</b> <a href="http://www.nationalfloodforum.org.uk">www.nationalfloodforum.org.uk</a>
 BRISTOL WATER	<b>Helpline:</b> 08457 023 797 (24 Hour) <b>Web:</b> <a href="http://www.bristolwater.co.uk">www.bristolwater.co.uk</a>
 North Somerset Levels internal drainage board	<b>Tel:</b> 01934 833 388 <b>Web:</b> <a href="http://www.nslidb.org.uk">www.nslidb.org.uk</a>
 Met Office	<b>Tel:</b> 08709 000 100 or 01392 885 680 <b>Web:</b> <a href="http://www.metoffice.gov.uk">www.metoffice.gov.uk</a>
 SOMERSET DRAINAGE BOARDS CONSORTIUM <small>INCORPORATING THE AVE RIVER AND PARRETT DRAINAGE BOARDS</small>	<b>Tel:</b> 01278 789 906 <b>Web:</b> <a href="http://www.somersetdrainageboards.gov.uk">www.somersetdrainageboards.gov.uk</a>
 Community Resilience North Somerset	<b>Tel:</b> 01934 426 322 <b>Web:</b> <a href="http://www.communityresilience-ns.org.uk">www.communityresilience-ns.org.uk</a>



## **Flooding information: Sandbag and flood resilience suppliers in North Somerset September 2015**

### **Useful numbers**

Environment Agency floodline  
0845 988 1188

North Somerset Council – Council  
Connect (to report flood incidents)  
01934 888 802

Flood Forum – national charity offering  
support and advice  
01299 403 055

North Somerset Council (NSC) does **not** supply sandbags to the public.

There is no guarantee that any flood protection system will work and NSC does not endorse a particular product or supplier. It is the responsibility of the purchaser to ensure products are appropriate for their property, fit for purpose, correctly fitted and meets their specific needs. Please note that other retailers may stock sand bags and other flood resilience products.

<b>Company</b>	<b>Address</b>	<b>Products</b>	<b>Contact info</b>
<b>Jewson</b> Weston-super-Mare	Winterstoke Rd, Weston-super-Mare BS23 3YB	Sandbags – hessian Sand sold separately 25mm Residue Pump-available for hire	01934 412 822 <a href="http://www.jewson.co.uk">www.jewson.co.uk</a>
<b>Travis Perkins</b> Clevedon	Hither Green Clevedon BS21 6XU	Sandbags – hessian Sand sold separately Also available to order: FloodSax and airbrick covers	01275 873 457 <a href="http://www.travisperkins.co.uk">www.travisperkins.co.uk</a>
<b>Travis Perkins</b> Nailsea	Southfield Road Industrial Estate Nailsea BS48 1JE	Sandbags – hessian Sand sold separately Floodsax-available to order	01275 857 299 <a href="http://www.travisperkins.co.uk">www.travisperkins.co.uk</a>

<b>Company</b>	<b>Address</b>	<b>Products</b>	<b>Contact info</b>
<b>Travis Perkins</b> Portishead	Bristol Road Portishead BS20 6QG	Sandbags – hessian Sand sold separately Floodsax	01275 846 355 <a href="http://www.travisperkins.co.uk">www.travisperkins.co.uk</a>
<b>Travis Perkins</b> Weston-super-Mare	Philips Road Winterstoke Commercial Centre Weston-super-Mare BS23 3UZ	Sand bags – hessian Sand sold separately Flood Sax	01934 636 060 <a href="http://www.travisperkins.co.uk">www.travisperkins.co.uk</a>
<b>Travis Perkins</b> Wroughton	Havyatt Road Wroughton BS40 5PA	Sand bags – hessian Sand sold separately Flood Sax	01934 862 439 <a href="http://www.travisperkins.co.uk">www.travisperkins.co.uk</a>
<b>Wickes</b> Weston-super-Mare	Winterstoke Road Weston-super-Mare BS23 3YG	Available to order – sandbags (hessian) Self inflating sand bags- available to order	01934 421 070 <a href="http://www.wickes.co.uk">www.wickes.co.uk</a>
<b>B&amp;Q</b> Weston-super-Mare	Flower Down Retail Park Weston-super-Mare BS22 8NA	All available to order: Floodtite Flood Door Panel Floodstop Flood Barrier Sandbag (hessian) Air Brick Cover Toilet Panseal	01934 424 343 <a href="http://www.diy.com/">http://www.diy.com/</a>
<b>Homebase</b> Worle  Portishead	Worle Queensway Centre Bristol Road Worle Weston-super-Mare BS22 0BT  Wyndham Retail Park Wyndham Way Portishead BS20 8LR	Flood Pump-Available to order in both stores	03456 407 170 <a href="http://www.homebase.co.uk">www.homebase.co.uk</a>  0345 407 815

Company	Address	Products	Contact info
Clevedon DIY Centre	Teignmouth Road Clevedon BS21 6DL	Sand bags – hessian and plastic Sand sold separately	01275 876 736 <a href="http://www.clevedondiy.co.uk">www.clevedondiy.co.uk</a>

September 2015

# Personal flood plan

Name



## 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?



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
<b>Home</b>	
• 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	
<b>Garden and outside</b>	
• Move your car out of the flood risk area	
• Move any large or loose items or weigh them down	
<b>Business</b>	
• Move important documents, computers and stock	
• Alert staff and request their help	
• Farmers move animals and livestock to safety	
<b>Evacuation - Prepare a flood kit in advance</b>	
• 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](http://www.bluepages.org.uk)

**Be prepared for flooding. Act now**





# flooding- minimising the risk

Flood plan guidance for communities and groups

Practical advice to help you create a flood plan

We are the Environment Agency. It's our job to look after your environment and make it **a better place** – for you, and for future generations.

Your environment is the air you breathe, the water you drink and the ground you walk on. Working with business, Government and society as a whole, we are making your environment cleaner and healthier.

The Environment Agency. Out there, making your environment a better place.

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# Why you should read this guidance

Understanding the risk of flooding and preparing for it now will help save lives and minimise the damage and distress flooding can cause.

Working together as a community or group will help you respond quickly and efficiently in a flood.

## Who is this guidance for?


This guidance is for anyone involved in supporting communities or groups to improve their ability to plan for a flood.

This could be:

- people active in the local community;
- leaders of community groups;
- schools, hospitals or residential care homes;
- local responders;
- people working in the voluntary sector.

As well as any other interested members of the community.

This guidance outlines things to consider and steps that you can take to inspire and involve residents, local communities and groups to work together to improve how you prepare for the risk of flooding.



# Contents

Section		Page
<b>1</b>	<b>The importance of planning</b>	<b>1</b>
	The benefits of flood plans	1
<b>2</b>	<b>Information to help you get started</b>	<b>2</b>
	First steps	2
<b>3</b>	<b>Developing your flood plan</b>	<b>3</b>
<b>4</b>	<b>Your guide to completing the template</b>	<b>4</b>
<b>5</b>	<b>How will you know when to activate your plan?</b>	<b>8</b>
<b>6</b>	<b>Appendices</b>	
	Appendix 1 – Flood warning codes	10
	Appendix 2 – Understanding different sources of flooding	11
	Appendix 3 – Who does what during a flood?	12

# The importance of planning

Having a flood plan forms an important part of your community emergency plans. There are other situations for which you might require an emergency plan, such as pandemic flu, extreme hot and cold weather, and transport problems. Recovery from any emergency can be a complex and long-running process.

By planning in advance, you will not only be better prepared to respond in an emergency, but you will be better equipped to recover in the long-term.

## The benefits of flood plans

Working together as a community or group to complete a plan will help you respond quickly when flooding happens. It can help you decide what practical actions to take before and during a flood, helping reduce the damage flooding can cause. Don't wait until it happens, you may not have time.

**Being prepared in an emergency can help to reduce stress, panic and avoid loss of life.**

# Information to help you get started

## First steps

The Civil Contingencies Secretariat (CCS) within the Cabinet Office works in partnership to enhance the UK's ability to prepare for, respond to, and recover from, emergencies.

It provides lots of information on community resilience, as well as tools and products that may help you develop your community emergency plan, including a useful guide, *Preparing for Emergencies – Guide for Communities*. It will help you think about how you can help your community be prepared for an emergency, including flooding.

Visit the CCS website for guidance and information on developing a community emergency plan – including a template – [www.cabinetoffice.gov.uk/content/community-resilience](http://www.cabinetoffice.gov.uk/content/community-resilience)

## Developing your flood plan

To help you develop a plan, we have provided a template that you can use and amend. You can download the template from our website [www.environment-agency.gov.uk/homeandleisure/floods/38329.aspx](http://www.environment-agency.gov.uk/homeandleisure/floods/38329.aspx).

You should describe how information will be supplied, received and recorded during a flood. Include:

- details of local flood co-ordination centre;
- means of reporting incidents;
- location of emergency evacuation rest centres;
- methods of passing on information, for example, notice boards;
- details about the areas at risk.

You can use and modify this template to suit your needs. Try to keep your plan simple – there's no need for it to be long and complicated.

And remember that building relationships and ways of communicating can be as important as the plan itself.

**community flood plan**

Environment Agency

Parishes and communities working together

Community or group  Address

Floodline quickdial number  Which Environment Agency flood warnings are you registered to receive?

Local flood warning trigger  
i.e. when water reaches bottom of the bridge, sound siren

Date

Be prepared for flooding. Act now

# Your guide to completing the template

## Step 1 (Section 1 A of the template)

From the information you have available make a list of the areas that flood and the level of warning each area would receive.

Information on flood warnings and codes can be found in Appendix 1.

1 Locations at risk of flooding		A Flood warnings	
From the information you have available make a list of areas liable to flood and the level of warning which would affect them.			
Area number	Location at risk	Trigger level	Actions
Area 1	Brook Terrace	Flood Alert	Call the Environment Agency's Floodline (0845 988 1188) for more information using the quickdial number XXXXX

## Step 2 (Section 1 B of the template)

Floods can happen anywhere at any time. They're caused by rising ground water levels, burst water drains, rainwater running off hillsides as well as flooding from rivers and the sea. Even if you live miles away from the coast or a river, there's still a chance flooding could affect you. The most common sources of flooding are explained in Appendix 2.

Investigate the range and extent of flooding in your area. You should consider the timing and direction of flooding (flow route). Often, the source of flooding is not immediately obvious; check local drainage and small watercourses. Find out about previous flooding in your area. Sources of information include the Environment Agency, your council and local library archives. Local knowledge, particularly from long-standing residents, is invaluable.

Add the details of areas at risk from flooding and the direction of flooding into your plan. Include maps and if possible details of existing flood schemes.

1 Actions to be taken before a flood		B Locations at risk of flooding / Source of flooding	
Insert details of areas at risk from flooding and the direction of flooding. Include maps and if possible details of existing defences.			
Area number	Location at risk	Source of flooding	Direction of flooding
Area 1	Brook Terrace	River	Water flows down footpath Via High Street (B313)



## Step 3 (Section 2 A of the template)

### Prepare in advance

With careful planning, you can take action to help reduce the impact of flooding. For example placing floodboards across openings, blocking airbricks, creating sandbag walls or temporary defence systems. It is impossible to completely flood-proof a property but there are lots of things you can do to reduce flood damage.

You can find more information on preparing your property for flooding on our website - [www.environment-agency.gov.uk/flood](http://www.environment-agency.gov.uk/flood)

Some people may need help or support to prepare for flooding. As part of your flood planning, we recommend you think about who may need help and who you can ask for assistance before, during and after a flood.

2 Actions to be taken during a flood

A

Local flood actions

Identify local flood actions

Area number	Location at risk	Action / trigger	Local action	Equipment required	Time required
Area 1	Brook Terrace	Flood warning	Block the flow route where the footpath joins the High Street	Sandbags and polythene sheeting	1 hour and 30 min
Area 2					

## Step 4 (Section 2 B of the template)

Compile a list of local volunteers/flood wardens who can be contacted in an incident. The CCS emergency plan toolkit has information on how you can assess skills and resources for these volunteer roles.

In a flood, volunteers may need to help people move furniture and other possessions so they should be reasonably active or fit. Consider using other volunteers as communicators, administrators or to help people who may need extra support during an incident. These volunteers could be registered on our Floodline Warnings Direct (FWD) service so they receive flood warnings.

**Flood water is dangerous. Remember that you should not put yourself or others at risk. The emergency services are responsible for ensuring public safety and co-ordinating the incident response.**

## Step 5 (Section 2 C of the template)

Make a list of important telephone numbers so all the information you need during an incident is readily available.

Names and contact phone numbers need to be listed and made available to all potential emergency team members within your community. Once the list is prepared, it's also important that someone is given the task of updating any changes to the team. Members of your group will probably be first on the list and be allocated tasks, for example, phoning external agencies and local contacts, or alerting vulnerable residents. It is vital that the flood plan outline is discussed with the relevant individuals and organisations including your council, local Environment Agency office, landowners and water companies.

### 2 Actions to be taken during a flood C Important telephone numbers

Make a list of important telephone numbers so all the information you require during an incident is readily available.

Organisation	Telephone (office hours)	Telephone (out of hours)	Fax
Floodline	0845 988 1188	0845 988 1188	
Environment Agency			

## Step 6 (Section 2 D of the template)

It's really important that you are aware of the actions taken by all organisations that respond to flooding. This will help you contact the correct organisation when you need help. Details of who does what during a flood is available in Appendix 3. Identify the resources available to you and your community.

### 2 Actions to be taken during a flood D Available resources

Identify available resources.

Organisation	Resource	Number	Location	Notes
Local Health Centre/Doctors Surgery Contact Details: Dr Knott tel no: Mrs Clark tel no:	Evacuation centre	The health centre can hold up to 100 people. Anyone evacuated should take with them: warm clothing, a torch, food, drink, medication, children's toys and pets requirements etc	The health centre is situated on the outside of the flood risk area and access to the surgery can be made without driving or walking through floodwater.	Dr Knott and Mrs Clark are both key holders to the health centre
Local storage facility? District Council Contact details:	Sandbags, shovels, polythene sheeting, floodboards, torches etc		Local shopkeepers store	Shopkeeper has provided a key for access to equipment in his/her absence

## Step 7 (Section 2 E of the template)

Details of specific arrangements between the various authorities can be included within this section of the template.

## Step 8 (Section 2 F of the template)

Certain groups, the elderly or infirm for example, may require assistance in a flood. You should establish who these people are and what their needs are in advance. Encourage people who may need more time during a flooding event to prepare now. In an emergency these people may, for example, need help obtaining medicine/supplies or need help to secure their property.

Some locations may be more vulnerable than others. Identify properties which may flood first. Any schools, residential care homes or campsites in your area may require assistance or an early warning. We recommend that people in charge of such properties should also develop their own flood plan.

List vulnerable people, properties and locations where early assistance may be required. The CCS toolkit gives more information on how to gather information and how to find out about your vulnerable community members. This can be found at [www.cabinetoffice.gov.uk/content/community-resilience](http://www.cabinetoffice.gov.uk/content/community-resilience)

## Step 9 (Section 3 A of the template)

Make a list of reputable contractors who may be required after a flood.

After a flood, be careful of bogus trade people calling door-to-door. Always check references and do not pay in advance.

## How will you know when to activate your plan?

The Environment Agency offers a free flood warning service in many areas at risk of flooding from rivers and the sea. FWD gives you an advance warning for your area by telephone, mobile, fax, text message or email. All you need to register is a telephone number that we can use to send you flood warnings at any time of the day or night.

Flood warnings are not available in every area. Find out if you can receive flood warnings for your area by calling Floodline, our 24-hour telephone information service, on **0845 988 1188** or going online at **[www.environment-agency.gov.uk/flood](http://www.environment-agency.gov.uk/flood)**.

You can also get up to date information about potential flooding or flood warnings for your area by:

- calling Floodline and asking for a quick-dial number that will give you direct access to recorded flood warnings for your local area;
- visiting our website (**[www.environment-agency.gov.uk/flood](http://www.environment-agency.gov.uk/flood)**) for flood risk forecasts, live flood warnings and alerts;
- listening to local radio and TV for weather information.

### If flood warnings are not available for your area

If there is no flood warning service available for your area, then you need to have your own system in place for activating your plan. The following points should help to establish when to activate your plan:

- use local information and observations. You are the local experts and will know, for instance, whether the river responds rapidly or not to heavy rainfall;
- the plan should be activated when river levels are approaching bank full. If the river responds rapidly, you may need to set a lower level as your trigger point;
- consider putting a depth marker by the river to help gauge levels. A marker will help confirm whether the river is rising or falling. Alternatively use an existing structure such as a bridge or other local reference on the river that shows you when the river is getting to dangerous levels;
- decide what level the water needs to reach in order for you to activate your plan and write this in your flood plan.

We can advise you on monitoring techniques and flood warning methods. If you need help with flood warning arrangements ring your local Environment Agency office.

## Raise awareness and promote your plan

You have worked hard to help prepare the community, so you should let them know the flood plan exists. Consider promoting the plan at local meetings, through parish newsletters, leaflets, drop-ins in affected areas, through the local press or at flood exhibitions.

We may be able to help you raise awareness and promote your plan. Call 03708 506 506\* (Mon-Fri, 8am - 6pm) and ask to be put through to your local Flood Resilience team.

Remind local residents that they have a responsibility to prepare and protect their lives and property. Encourage them to check to see if they can receive a flood warning, and to develop their own personal flood plan, including preparing for possible evacuation. A template for producing a personal flood plan can be found on our website here [www.environment-agency.gov.uk/homeandleisure/floods/38329.aspx](http://www.environment-agency.gov.uk/homeandleisure/floods/38329.aspx).

## Test your flood plan

The next step is to see if your plan works. You could ask your local Environment Agency office and local authority to help you carry out a simulated flooding event. This would also help to check that communications are correctly set up and that contact numbers are up to date.

## Keep your plan up to date

Your plan has been designed and developed by you and your community. It belongs to you and not the Environment Agency or your local council. You will need to ensure that the details in your plan are checked and updated regularly so that all details remain up to date with current contact numbers.

## Where to get further information

### Web links:

- Civil Contingencies Secretariat - information and tools [www.cabinetoffice.gov.uk/content/community-resilience](http://www.cabinetoffice.gov.uk/content/community-resilience)
- National Flood Forum [www.floodforum.org.uk/](http://www.floodforum.org.uk/)
- Flood Group UK – a Facebook community for people and community groups affected by or at risk of flooding [www.facebook.com/floodgroupuk](https://www.facebook.com/floodgroupuk)
- Health Protection Agency [www.hpa.org.uk/flooding](http://www.hpa.org.uk/flooding)
- Your council – list of councils available here [www.direct.gov.uk/localcouncils](http://www.direct.gov.uk/localcouncils)

### Other publications:

- Living on the edge <https://publications.environment-agency.gov.uk/PDF/FLHO0912BWUP-E-E.pdf>
- What to do before, during and after a flood <https://publications.environment-agency.gov.uk/pdf/flho1110btfk-e-e.pdf>
- Prepare your property for flooding <http://publications.environment-agency.gov.uk/pdf/GEHO1009BRDL-e-e.pdf>

\*Calls to 03 numbers cost no more than a national rate call to an 01 or 02 number and must count towards any inclusive minutes in the same way as 01 and 02 calls. These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone.

## Flood warning codes

### ONLINE FLOOD RISK FORECAST

#### Meaning

Be aware.  
Keep an eye on the weather situation.

#### General advice

- Check weather conditions.
- Check for updated flood forecasts on the Environment Agency website.



### FLOOD ALERT

#### Meaning

Flooding is possible  
Be prepared.

#### General advice

- Be prepared to act on your flood plan.
- Prepare a flood kit of essential items.
- Monitor local water levels and the flood forecast on our website.



### FLOOD WARNING

#### Meaning

Flooding is expected.  
Immediate action required.

#### General advice

- Move family, pets and valuables to a safe place.
- Turn off gas, electricity and water supplies if safe to do so.
- Put flood protection equipment in place.



### SEVERE FLOOD WARNING

#### Meaning

Severe flooding.  
Danger to life.

#### General advice

- Stay in a safe place with a means of escape.
- Be ready should you need to evacuate.
- Co-operate with the emergency services.
- Call 999 if you are in immediate danger.

### WARNING NO LONGER IN FORCE

#### Meaning

No further flooding is currently expected in your area.

#### General advice

- Be careful. Flood water may still be around for several days.
- If you've been flooded, ring your insurance company as soon as possible.

## Understanding different sources of flooding

Floods can happen anywhere at any time, caused by rising ground water levels, burst water drains, rainwater running off hillsides as well as flooding from rivers and the sea.

Even if you live miles away from the coast or a river, there's still a chance flooding could affect you.

The most common sources of flooding are:

- **River flooding** happens when a watercourse cannot cope with the water draining into it from the surrounding land. This can happen, for example, when heavy rain falls on an already waterlogged catchment.
- **Coastal flooding** results from a combination of high tides and stormy conditions. If low atmospheric pressure coincides with a high tide, a tidal surge may happen which can cause serious flooding.
- **Surface water flooding** happens when heavy rainfall overwhelms the drainage capacity of the local area. It is difficult to predict and pinpoint, much more so than river or coastal flooding.
- **Sewer flooding** happens when sewers are overwhelmed by heavy rainfall or when they become blocked. The likelihood of flooding depends on the capacity of the local sewerage system. Land and property can be flooded with water contaminated with raw sewage as a result. Rivers can also become polluted by sewer overflows.
- **Groundwater flooding** results from water levels in the ground rising above surface levels. It is most likely to occur in areas situated over permeable rocks, called aquifers. These can be extensive, regional aquifers, such as chalk or sandstone, or may be more local sand or river gravels in valley bottoms underlain by less permeable rocks. This is not a significant source of flooding in Wales.
- **Reservoir flooding.** Some reservoirs hold large volumes of water above ground level, contained by walls, or 'dams'. Although the safety record for reservoirs is excellent, it is still possible that a dam could fail. This would result in a large volume of water being released very quickly.

# Who does what during a flood?

This lists the principle actions of each organisation. It may not always be possible for all actions to be carried out during a flood event.

Responding organisations have limited resources so may not be able to provide assistance in all circumstances. In such cases the owners and occupiers need to be aware that they should make their own arrangements to protect their property from flooding. This should be clearly stated in the plan.

## Environment Agency

- issues flood warnings for flooding from rivers, the sea and groundwater;
- receives and records details of flooding incidents;
- monitors the situation and advises other organisations;
- deals with emergency repairs and blockages on main rivers and own structures;
- responds to pollution incidents;
- advises on waste disposal issues.

## County Council and Unitary Authority

- co-ordinates emergency arrangements;
- maintains safe conditions on the roads;
- puts flood warning signs on the highway;
- organises road closures and traffic diversions;
- clears blockages on highway drainage systems;
- may take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system.

## Lead Local Flood Authorities (LLFA)

- leads the co-ordination of flood risk management in their areas;
- develops local flood risk management strategies for local sources of flooding;
- manages surface water and groundwater flooding;
- maintains a register of structures or features which have a significant effect on flood risk in their area;
- investigates flooding incidents in its area.

## District Council

- co-ordinates emergency response for its own area;
- issues flood warnings (by local agreement with Environment Agency);
- provides emergency assistance including providing sandbags;
- clears blocked watercourses (Land Drainage Act powers);
- deals with environmental health issues ,including pollution;
- clears blocked road channels and gully gratings and street cleaning;
- runs emergency planning support groups.



**Town and Parish Council**

- issues flood warnings (by local agreement with Environment Agency);
- some distribute sandbags.

**Police**

- takes an overall co-ordination role during an incident.

**Fire and Rescue Service**

- responds to all emergency incidents as required;
- assists the public where a need is identified and the use of Fire Service personnel and equipment is required.

**Water companies**

- clears blockages in public sewers;
- may take action to protect property from flooding by water from the public water mains or discharges from the public sewerage systems.

**Electricity, gas and telecommunication companies**

- attends to emergencies relating to their service at properties where life is at risk as a result of flooding;
- attends to flooding emergencies at their own serviced installations.

**Large industrial companies**

- protects own premises and installations;
- provides resources which could be hired.

**Property owners**

- moves to a safe area if life at risk;
- prevents water from entering property if possible;
- switches off electricity and gas supplies at mains;
- moves valuable possessions above areas liable to be flooded.

**Flood plan co-ordinator**

- is aware of the current situation;
- contacts flood wardens or volunteers and advises on actions to prepare for flooding;
- liaises with the local authority, Environment Agency and other organisations;
- updates the flood wardens if the situation changes;
- maintains emergency contacts.

**Flood wardens/volunteers**

- acts on the advice received from the flood plan co-ordinator or their assistant;
- puts flood protection measures in place;
- helps and advises vulnerable people and helps move them to safety early if required;
- informs the community of the situation and advises them to prepare by moving cars, putting sandbags or floodboards in place etc.

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

**Then call us on**

**03708 506 506\*** (Mon-Fri, 8am - 6pm)

**email**

**[enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)**

**or visit our website**

**[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)**

**incident hotline 0800 80 70 60** (24hrs)

**floodline 0845 988 1188**

**\*Calls to 03 numbers cost no more than a national rate call to an 01 or 02 number and must count towards any inclusive minutes in the same way as 01 and 02 calls. These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone.**



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Environment  
Agency

# would your business stay afloat?

A guide to preparing your  
business for flooding



Flooding is the most common and widespread natural disaster in the UK. Since 1998 there has been at least one serious flood every year. Businesses like yours are more likely to be flooded than destroyed by fire. As our climate changes we can expect to see more extreme weather – and more floods.

We aim to reduce the likelihood of flooding by managing land, rivers, coastal systems and flood defences. While we do everything we can to reduce the chance of flooding, it is a natural process and can never be completely eliminated.

By taking action to prepare in advance for flooding, most businesses can save between 20 and 90 per cent on the cost of lost stock and movable equipment, as well as some of the trouble and stress that goes with such an event.

This is a simple guide to some of the easy actions that you can take to make sure that your business is as well prepared as possible.

It tells you about how to find out if your business is at risk, our flood warning service and what our flood warning codes mean. It also has a simple template to use to design a flood plan for your company.

For more information about flooding, visit our website at **[www.gov.uk/flood](http://www.gov.uk/flood)** or call Floodline on **0345 988 1188**.

Make sure that your business is prepared for flooding.

# How do I find out if my business is at risk from flooding?

There are two quick and easy ways for you to find out if you're at risk.

call us on  
0345 988 1188

Our Floodline service is open 24 hours, calls are charged at local rate. By taking your postcode, our operators will check and see if your business is in a flood risk area.

Look at our website  
[www.gov.uk/flood](http://www.gov.uk/flood)

You need to be aware of flooding and keep an eye on the water levels and weather situation at all times. You can do this by checking the flood forecasts and the river and sea levels on our website.

Our online flood map uses the latest technology and data gathered over many years to give the most accurate view of flooding in your area.

By entering your postcode you can find out if your business is at risk. Areas at risk from flooding are shown in dark blue and areas at risk from extreme flooding in light blue.

# My business is at risk from flooding. What should I do now?

Start preparing now. If the weather conditions are right, flooding can happen at any time.

Remember, floods can happen at any time and any day – make sure you provide a number that can be contacted at all times – even out of working hours.

## Sign up for flood warnings.

The first thing you should do is find out if you can receive flood warnings. In areas of high flood risk, we offer a service called Floodline Warnings Direct. This is a free, 24 hour service that sends automated flood warnings by telephone, SMS text, email, fax or pager.

To find out if you can receive this service, call Floodline on 0345 988 1188.

If your business isn't in an area covered by our warnings you can still check the latest flood warnings in force on our website.

When the situation is serious, flood warnings will also be broadcast on local television and radio news.

# What practical steps can I take to protect my business?

Now that you've checked your risk and found out about flood warnings, it's time to start thinking about preparing a flood plan specifically for your business.

Taking simple steps can go a long way to protecting your business from flooding. Preparing a flood plan could:

- Significantly reduce financial losses, damage to property and business interruption;
- Help compliance with regulatory requirements (for example, Occupier's Liability Act 1984);
- Reduce exposure to civil or criminal liability;
- Enhance your company's image and credibility with employees, customers, suppliers and the community;
- Help fulfil your moral responsibility to protect employees, the community and the environment;
- Help you to obtain insurance cover.

# What is a flood plan?

Just as many businesses have health and safety policies and contingency plans for an emergency, they should also have flood plans.

A flood plan is a written document that outlines how your business will respond to a flood.

This might include a list of steps you will take in case of a flood and the order you will take them in. It could also include the purchase of flood products and insurance.

A written plan can make information **easy** to access during a flood, **easy** to communicate to staff, and **easy** to remember.

**Small** businesses should make sure there is a plan of action in case of flooding. As the business owner, this may be your responsibility.

If your business is **medium sized**, flood preparation might be the responsibility of a team of people from different areas of the business.

If your business decides to have a flood planning team, this could be led by the business owner or Managing Director.

The leader of the flood planning team will need to let staff know about the plan once it is finished.

All members of the team should also keep a copy of important flood contacts at home for easy access.

Key areas to consider in your flood plan are:

- human resources;
- maintenance/facilities;
- finance and purchasing.

Once you have completed your plan don't forget about it. Look at it regularly and make sure it is up to date and in the event of a flood **use it**.





# business flood plan



A written flood plan is recommended for businesses.

It should include:

- A list of important contacts, including Floodline, building services, suppliers and evacuation contacts for staff;
- A description or map showing locations of key property, protective materials and service shut-off points;
- Basic strategies for protecting property, preventing business disruption and assisting recovery;
- Checklists of procedures that can be quickly accessed by staff during a flood.

If a flood is imminent, your main priority is to make sure that your staff are safe. However there may be other actions that you can take to prepare your building and it's contents to minimise damage and post-flood repair and restoration costs.

## Business flood plan

Flood plan for \_\_\_\_\_ dated \_\_\_\_\_

Registered address \_\_\_\_\_

Postcode \_\_\_\_\_

### Staff contact list

Name	Address	Telephone/mobile	Emergency contact	Emergency telephone and address

### Note staff who may require assistance in the event of a flood.

Name	Office location

## Key locations

Service cut-off	Description of location
Electricity	
Gas	
Water	

## Answer the following if applicable

	Description of location	How to protect from a flood (for example, move, cover, tie down)
First Aid Kit		
Oil based products (gasoline, oil, cooking oil etc.)		
Chemicals (including cleaning products)		

## Protective actions

Identify stock, equipment and possessions that may need special protective measures, and describe the actions you will take to prevent damage in the event of a flood. We have suggested items and ways to protect them, but make sure you follow through on your plans.

### think about:

- Computers;
- Tables / heavy furniture;
- Vehicles;
- Paper files;
- Electrical items;
- Chairs / stools;
- Databases;
- Soft furnishings;
- Computer files;
- Staff files.

### ways to protect items

- Make a copy of important documentation and store in safe location;
- Raise items above ground level;
- Buy flood protection products;
- Buy new flood-resistant items;
- Move items to a safer location if possible – to an upper level of the building or off site.

Valuable item	Protective action	New location (if applicable)	Done
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>

## Suggested basic building materials to help protect your property

If materials are not needed, leave the relevant section blank

Materials	Used for	Items to protect / where to use	Storage location	Done
Sand and sand bags (unfilled), shovel	Creating flood barriers (used with plastic sheeting)			<input type="checkbox"/>
Tools – hammer, nails, saw	Boarding up doors, windows and openings, creating shelves			<input type="checkbox"/>
Wood – plywood, blocks of wood	Boarding up doors, windows and openings, creating shelves			<input type="checkbox"/>
Sturdy plastic sheeting	Sandbag barriers, pulling up around furniture and appliances			<input type="checkbox"/>
Strong plastic bags	Putting around legs of tables and chairs			<input type="checkbox"/>
Pallets	Raising stored stock above flood level			<input type="checkbox"/>
Emergency power generator	Maintaining function of air conditioning units (can help dry out a building), running fridges and freezers, medical equipment if appropriate			<input type="checkbox"/>

Identify people who can help you before, during and after a flood, and what they can do.

We have suggested ways they might be able to help, but you'll need to discuss this with them.

Name	Address	Telephone day	Telephone evening	Mobile

## Ways people can help

- assistance with installing flood products;
- assistance with transporting stock/materials to new location if possible;
- provision of emergency storage;
- provision of emergency supplies or medical support if required.

# discussion guide

This discussion guide sums up the key areas of flood planning. Some of this information can be found in this pack to help get you started.



## Research

- Look at your existing business policies, and think about whether they are appropriate in the event of a flood.

## Staff

- Make a list of **employees' contact details in the event of an evacuation**. This might include mobile telephone numbers, or numbers for their home or the home of a friend or relative;
- Think about staff who **may need special assistance** in the event of a flood (for example, elderly, deaf, blind etc.)

## Security procedures

- **Locking windows, doors and setting the alarm**. You might need more than one person to help do this;
- Insurance policies – **Are you insured for flood damage**, business interruption and lost revenue?
- Employee manuals – You might **add flood safety to staff information packs**, or adapt job descriptions to include flood warden duties;
- Hazardous materials plan – You must ensure that **chemicals, oils and other substances in your possession are kept safe** and do not contaminate flood water;
- Health and safety assessment – Plan to **check the functioning of flood products and flood warning systems regularly**, just as you do for fire safety equipment.



## Check codes and regulations that might apply to your business in the event of a flood. The following could provide guidance on the right actions to take:

- Occupational health and safety regulations;
- Environmental regulations.



## Important contacts

Make a list of important telephone numbers, including contacts for gas, electricity, water and telephone providers.

## Key locations

- **Know the location** of cut-off points for gas, electricity and water. Ideally, these should be marked on a map that is stored with your flood plan;
- Know the location of chemicals, oils or other materials that could be dangerous or contaminate flood water. These should be stored safe from floods and other damage.

## Protective actions

- Note key stock, equipment and possessions that may need special protection from flood water;
- Consider things you may need during or after a flood (for example, sandbags, plastic sheeting, loudspeaker);
- See if it's **possible to move key operations**, such as shipping or customer services, to another building.

## Suppliers and external links

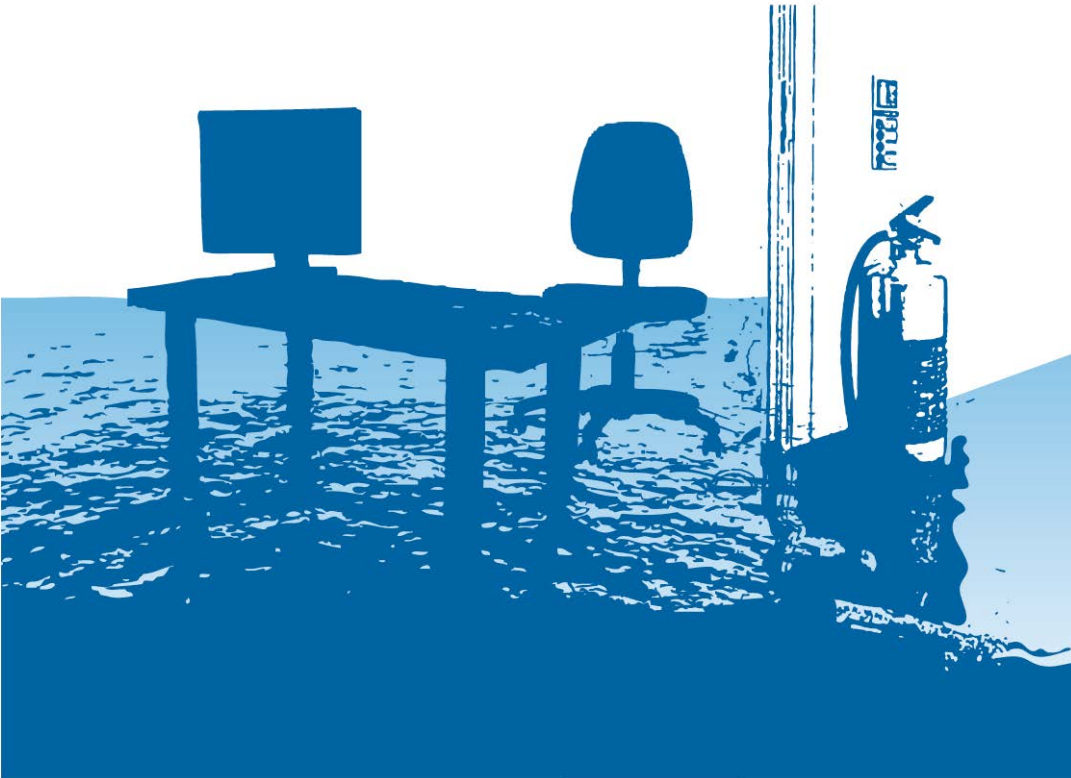
- Identify products and services you won't need in the event of a flood, or which suppliers may not be able to provide. **Make back-up plans** or arrangements for short-notice cancellation of deliveries;
- Consider contracting in advance with companies whose help you may need after a flood.

# business checklist

## Are you prepared for flooding?

If you answer no to any of the questions overleaf, there may be more you can do to protect your business.

The individual sections will give you valuable information on effective actions you can take to prepare for a flood.



If you can answer yes, please ☒, otherwise leave blank for no.

## Know if you're at risk

- ☐ Do you know if you're at risk of flooding?
- ☐ Are flood warnings available in your area?
- ☐ Do you know how you can receive flood warnings?

## Preparing a flood plan

- ☐ Do you know how your business will respond to a flood?
- ☐ Do you have a list of useful numbers including Floodline, local authority and insurance company?
- ☐ Do you know how to shut off your gas/electric/water supplies?
- ☐ Are your stock, fittings and valuable equipment stored above flood level?
- ☐ Have you developed flood contingency plans with suppliers and/or clients?
- ☐ Can you call someone to help you in the event of a flood?

## Staff training and evacuation

- ☐ Are you aware of correct flood safety procedures for you and your staff?
- ☐ Have you trained your staff on flood safety procedures?
- ☐ Can your staff work quickly and efficiently to protect your business in the event of a flood?

## Protecting your property

- ☐ Have you installed flood protection products?
- ☐ Do you have a stockpile of useful materials including plywood, plastic sheeting, sandbags (unfilled), sand, nails, hammer, shovel, blocks of wood and a saw?
- ☐ Have you installed non return valves in your toilets and drains?
- ☐ Do you and your staff have high ground where you can park your cars?
- ☐ Are your electrical sockets above flood level?
- ☐ Do you have computer equipment in the basement?

## Flood insurance

- ☐ Do you have sufficient insurance cover in the event of a flood situation?
- ☐ Do you know what information your insurer will require to support a claim?

## Evacuation

- ☐ Do you have an easy way to let your staff know about an evacuation?
- ☐ Do you know which roads will stay open in your area during a flood?
- ☐ Have you identified where staff can shelter in the event of a flood?
- ☐ Could you control staff panic during a flood?

# understand your flood warning codes

Our warning service has three types of warnings - Flood Alert, Flood Warning and Severe Flood Warning - that will help you prepare for flooding and take necessary actions.

---

## ONLINE FLOOD RISK FORECAST

### What it means

Be aware.  
Keep an eye on the weather situation.

### When it's used

Forecasts of flooding on the Environment Agency website are updated at least once a day.

---

### What to do

- Check weather conditions.
- Check for updated flood forecasts on our website.



## FLOOD ALERT

### What it means

Flooding is possible.  
Be prepared.

### When it's used

Two hours to two days in advance of flooding.

---

### What to do

- Be prepared to act on your flood plan.
  - Prepare a flood kit of essential items.
  - Monitor local water levels and the flood forecast on our website.
-



## FLOOD WARNING

### What it means

Flooding is expected.  
Immediate action required.

### When it's used

Half an hour to one day  
in advance of flooding.

---

### What to do

- Move staff, stock and valuables to a safe place.
  - Turn off gas, electricity and water supplies if safe to do so.
  - Put flood protection equipment in place.
- 



## SEVERE FLOOD WARNING

### What it means

Severe flooding.  
Danger to life.

### When it's used

When flooding poses a  
significant risk to life.

---

### What to do

- Stay in a safe place with means of escape.
  - Be ready should you need to evacuate.
  - Co-operate with the emergency services.
  - Call 999 if you are in immediate danger.
- 

## WARNING NO LONGER IN FORCE

### What it means

No further flooding is  
currently expected in  
you area.

### When it's used

When river or sea  
conditions begin to  
return to normal.

---

### What to do

- Be careful. Flood water may still be around for several days.
  - If you've been flooded, ring your insurance company as soon as possible.
-

# useful contacts

Fill in the contact details you may need if your business floods.  
Keep it in a safe place, where you can hold of it quickly.

	Company name	Telephone number/s
Environment Agency Floodline		0345 988 1188
Electricity supplier and meter number		
Gas supplier and meter number		
Water supplier and meter number		
Telephone provider		
Local authority emergency services		
Insurance company 24-hour number and policy number		
Insurance agent		
Local radio station for news alerts and weather updates		
Companies that may be able to help you after a flood		
Electrician		
Plumber		
Builder		
Equipment repair/suppliers		
Security services		
Water pumping services		
Emergency power suppliers		

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

**Then call us on**

**08708 506 506\*** (Mon-Fri 8-6)

**email**

**[enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)**

**or visit our website**

**[www.gov.uk/environment-agency](http://www.gov.uk/environment-agency)**

**incident hotline 0800 80 70 60** (24hrs)

**floodline 0345 988 1188** (24hrs)

**\* Weekday Daytime calls cost 8p plus up to 6p/min from BT Weekend Unlimited. Mobile and other providers' charges may vary.**



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**Coronavirus (COVID-19) (/coronavirus)** Latest updates and guidance

1. [Home \(https://www.gov.uk/\)](https://www.gov.uk/)
2. [Environment and countryside \(https://www.gov.uk/browse/environment-countryside\)](https://www.gov.uk/browse/environment-countryside)
3. [Flooding and extreme weather \(https://www.gov.uk/browse/environment-countryside/flooding-extreme-weather\)](https://www.gov.uk/browse/environment-countryside/flooding-extreme-weather)

# Prepare for flooding

## 1. If you're about to be flooded

Check the [National Flood Forum](#) or speak to a Floodline adviser to find out how to stay safe during a flood.

Floodline

Telephone: 0345 988 1188

24-hour service

[Find out about call charges \(https://www.gov.uk/call-charges\)](https://www.gov.uk/call-charges)



You can [check if there's currently a flood warning in your area](https://www.gov.uk/check-flooding) (<https://www.gov.uk/check-flooding>).

## Sandbags

Contact your local council (<https://www.gov.uk/find-your-local-council>) to find out where to get sandbags. You can also get them from some DIY or building supplies shops.

## If you need to travel

Check [flood warnings](https://www.gov.uk/check-flooding) (<https://www.gov.uk/check-flooding>) and [road travel information](https://www.gov.uk/traffic-information) (<https://www.gov.uk/traffic-information>).

## 2. Protect yourself from future flooding

Plan how you'll respond to a flood. Use a template to make a:

- [personal flood plan](https://www.gov.uk/government/publications/personal-flood-plan) (<https://www.gov.uk/government/publications/personal-flood-plan>)
- [community or group flood plan](https://www.gov.uk/government/publications/flood-plan-guidance-for-communities-and-groups) (<https://www.gov.uk/government/publications/flood-plan-guidance-for-communities-and-groups>) - if you're responsible for an organisation such as a school, hospital, care home or community group
- [business flood plan](https://www.gov.uk/government/publications/preparing-your-business-for-flooding) (<https://www.gov.uk/government/publications/preparing-your-business-for-flooding>)

## Protect your property

You can:

- [get advice from the National Flood Forum](#) about how to protect your property and how much this will cost
- [find flood protection products and services](#) at Blue Pages

You may need [permission to do work](https://www.gov.uk/permission-work-on-river-flood-sea-defence) (<https://www.gov.uk/permission-work-on-river-flood-sea-defence>) that will affect the flow of a river or divert flood water.

## If you own a riverside property

If you own property next to a watercourse, for example a river, culvert, brook or mill stream, you must:

- maintain river beds and banks
- not obstruct the water flow

Read guidance on the [rights and responsibilities of owning a riverside property](https://www.gov.uk/government/publications/riverside-ownership-rights-and-responsibilities) (<https://www.gov.uk/government/publications/riverside-ownership-rights-and-responsibilities>).

Contact the Environment Agency if you have questions about your responsibilities.

Environment Agency  
[enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)  
Telephone: 03708 506 506  
Monday to Friday, 8am to 6pm  
[Find out about call charges \(https://www.gov.uk/call-charges\)](https://www.gov.uk/call-charges)

## If your property's next to a canal

[Contact the Canal and River Trust](#) to check who's responsible for maintaining the canal.

## If you have a disability or need extra help

Ask [your council \(https://www.gov.uk/find-your-local-council\)](https://www.gov.uk/find-your-local-council) if you can be put on a list to get extra help during a flood.

Citizens Advice can help make sure you'll [get support if your energy supply is affected](#).

Ask Floodline to send flood warnings to a friend or relative on your behalf.

Floodline  
Telephone: 0345 988 1188  
24-hour service  
[Find out about call charges \(https://www.gov.uk/call-charges\)](https://www.gov.uk/call-charges)

## 3. Get insurance

You can:

- find lower-cost home insurance through [Flood Re](#) if you're in a flood-risk area
- get insurance advice from the [National Flood Forum](#)

- [find a broker](#) that specialises in properties that are difficult to insure

## Get evidence of flood risk

Contact the Environment Agency if your insurer asks for evidence of your flood risk.

Environment Agency

[enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)

Telephone: 03708 506 506

Monday to Friday, 8am to 6pm

[Find out about call charges \(https://www.gov.uk/call-charges\)](https://www.gov.uk/call-charges)

You'll get a letter within 20 days. It's free for individuals and businesses.

## If you've done work on your property

You or a surveyor can complete a [Flood Risk Report \(https://www.gov.uk/government/publications/property-flood-protection-flood-risk-report\)](https://www.gov.uk/government/publications/property-flood-protection-flood-risk-report). This will tell insurers or buyers how the work has reduced the flood risk.

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