PREPARING FOR FLOODING

HUMBER
Local Resilience Forum

CONTENTS

KEY ADVICE

BEFORE FLOODING

- Know where to turn off your water gas and electricity.
- Consider preparing a flood plan for your property, advice can be found at: **gov.uk/government/publications/personal-flood-plan**
- Think about what will happen to your pets if you need to evacuate.
- Think about how you could stop water entering your home, or how to reduce the damage if water does get in
- If you needed to leave your home, think about where you would go to and what you would need to take with you.
- Check if your insurance covers flooding.

IMMEDIATELY BEFORE A FLOOD

- Lift curtains over rails above flood water levels.
- Use any measures you have to stop water entering your property, such as door guards or air brick covers.
- Lift rugs and smaller furniture upstairs or on to tables or work tops if possible.
- Move important items to safety.
- Locate your grab bag incase you need to evacuate.
- Move your car to higher ground.
- Make sure your mobile phone or devices are charged.
- Use items such as tins or wellingtons to lift and protect furniture.

For more information you can visit:
gov.uk/guidance/adapting-your-home-or-business-to-the-risk-of-flooding
property-care.org/homeowners/advice/flood-protection
bluepages.org.uk/protecting-my-property

WHEN A FLOOD HAPPENS

- Evacuate if flood water enters your property to keep family and pets safe. Take your grab bag with you.
- Do not walk or drive through flood water.
- Do not put yourself or others at risk.
- Let your family or friends know you are safe.
- Check your family, friends and neighbours are safe.
- Turn off electricity, water and gas supplies if safe to do so.

AFTER FLOODING

- When returning home, remember that flood water may contain sewage and conceal hidden dangers.
- Thoroughly wash your hands with warm water and soap after each cleaning session and contact with flood water. If you have any open cuts or sores, clean and use waterproof plasters.
- Wear appropriate waterproof or protective clothing when cleaning up.
- Contact your insurance company to start the claims process.
- If you rent your property, contact your landlord and contents insurance company.
- Throw away items damaged by flood water after your property and items have been checked by a loss adjuster.
- Make sure you throw away items in an appropriate manner.
- You may need gas or electricity engineers to check your supply before turning it back on.

Check for flooding at **check-for-flooding.service.gov.uk**
and tune into **BBC Humberside** for flood updates.

UNDERSTANDING FLOOD WARNINGS

FLOOD ALERT
FLOODING IS POSSIBLE

What is at risk?

- Fields, recreational land and carparks.
- Minor roads.
- Farmland.
- Coastal areas affected by spray or waves overtopping.

What should you do?

- Be ready to follow your flood plan.
- Have insurance documents and any medications ready.
- Avoid walking, cycling or driving through any flood water.
- Move any livestock and farming equipment away from areas likely to flood.
- Avoid coastal environments.

FLOOD WARNING
FLOODING IS EXPECTED

What is at risk?

- Homes and businesses.
- Railway lines and infrastructure.
- Roads.
- Coastal areas affected by spray or waves overtopping.
- Flood plains, including caravans park and campsites.
- Major tourist and leisure attractions.

What should you do?

- Protect yourself and your loved ones.
- Move your loved ones, pets and valuables to a safe place.
- Move to higher ground or the upper floor of a building.
- Turn off the gas, electricity and water in your home if it's safe.
- Put flood protection equipment in place.
- Follow advice from the emergency services.
- Help others if it's safe to do so.

SIGN UP FOR FLOOD WARNINGS

Call Floodline on: **0345 988 1188** or visit: **gov.uk/sign-up-for-flood-warnings**

SEVERE FLOOD WARNING

FLOODING COULD BE A RISK TO LIFE AND SIGNIFICANT DISRUPTION TO COMMUNITIES

The following may happen during a severe flood warning:

- Deep and fast-flowing water.
- Dangerous debris in the water.
- Buildings collapsing or at risk of collapsing.
- Communities unable to escape.
- Infrastructure not working, like gas, electricity and water.
- The evacuation of lots of people.

What should you do?

- Stay in a safe place.
- Be ready to evacuate your home.
- Do as the emergency services tell you.
- **Call: 999** if you are in immediate danger.
- If you are caught in a flash flood move to higher ground or the upper floor of a building if it's safe to do so.

PREPARE FOR FLOODING

HOW TO PROTECT YOUR PROPERTY

Before a flood happens you can make changes to your property to reduce the damage flooding can do. For example:

- Laying tiles instead of carpets.
- Moving electrical sockets higher up the wall.
- Put in a flood resistant front door.
- Raise the bottom *(the threshold)* of your doors.
- To protect your walls and floors, you can apply a damp proof coating or a damp proof layer or membrane.
- You can fit flood resistant valves to drains and water pipes. These valves close under pressure and stop sewage and dirty water flooding into your home or business.
- You can place an inflatable bung in the u-bend of your toilet. This stops flood water coming up through the toilet and into your property.
- You can use a water pump *(such as a puddle pump)* to divert or remove small amounts of water from your home.
- Buy temporary, removable flood barriers for your doors.
- Replace air bricks with self-closing air bricks, which close automatically during flooding to stop water entering. You can also buy watertight covers to put over your air bricks.

HOUSEHOLD EMERGENCY PLANS

To help prepare yourself for flooding, you may wish to create a household flood plan. Some things you may wish to consider in your plan are:

- How to stop water entering your home.
- How to turn off your water, gas and electric.
- Key items you would want to move to prevent any damage from flood water.
- Keeping key documents and possessions in a water proof container, for example, passports, driving licenses, medical cards, insurance documents, important photos and papers, items of sentimental value, wills, pet vaccination records, education certificates, photographs.
- Whether to move your car to high ground before a flood happens.
- A personalised emergency contact list including people who might help you, and anyone that you might help, your insurance providers, utility providers, bank details, kennels, pet carers and vets, landlord details.
- Where you would go and what you would take with you if you need to evacuate.
- A safe route from your home to a location not in a flood risk area.
- To agree meeting points for you and your family if you are not home when asked to evacuate.

SANDBAGS

Sandbags can be used to divert running water, or deflecting the effects waves produced by passing vehicles. Sandbags are generally considered of limited use when trying to protect properties, we encourage homeowners to consider using other flood protection products instead. Sandbags will not usually be provided in a flood, so if you think they can help you will need to buy them in advance. You can make a sandbag barrier more effective by draping a plastic sheet over the top of the bags and then weighing this down with further sandbags to make a seal. If the sandbags do not get wet they can be emptied and re-used, but they will rot after about six months when exposed to weather or sunlight and left full of sand. If the sandbags come into contact with floodwater they should be disposed of at your local waste recycling site. Always wear gloves and wear appropriate footwear when moving sandbags. Be aware that sandbags are extremely heavy when wet.

INSURANCE

Flooding can cause a lot of damage to properties. Make sure that you have a policy that meets your coverage needs for potential food damage inside your home. Many homeowners and tenants at risk of flooding struggle to get household insurance, but there are some simple things to do to increase the chances of success.

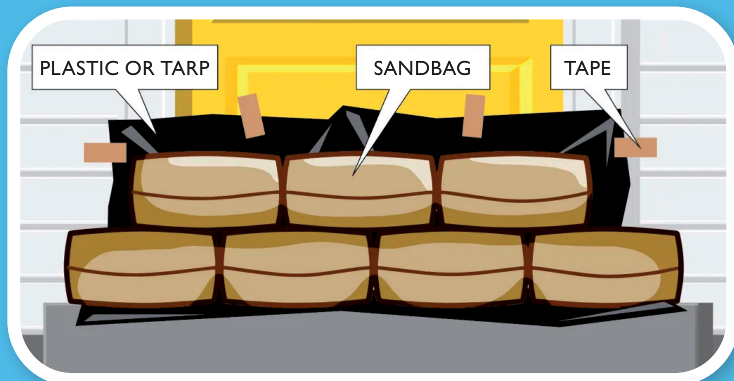
- Phone insurers directly, rather than using price comparison websites.
- Find lower-cost home insurance through **Flood Re** if you're in a flood-risk area visit: **floodre.co.uk/find-an-insurer**
- Get advice from the **National Flood Forum**: **(01299) 403055**
- Use a broker that specialises in properties that are difficult to insure.

If you're renting, ask your landlord what insurance they have as it may not cover your personal items and you may need to get contents insurance.

If you own a business you can get:

- Buildings insurance to cover flood damage to buildings and contents insurance.
- Contents insurance–to cover damage to items, for example stock.
- Business interruption insurance–to cover running costs or losses, for example salaries or loss of profit.

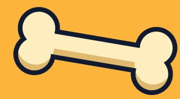
You will be able to find further advice for properties which are difficult to insure and for business insurance through the British Insurance Broker Association at **bib.org.uk** or call **0370 950 1790.**



PREPARE A GRAB BAG

Depending on the severity of flooding in your area, you may be asked to leave your home in a hurry. You may want to prepare for this by having a Grab Bag. Your Grab Bag should have the essential items you would need to stay away from home for a few days, this may include:

- Warm, waterproof and dry clothing and footwear.
- A torch.
- Regular medications and prescriptions.
- Basic Toiletries and sanitary supplies.
- Toys for children.
- Important documents in waterproof wallet *(i.e. passports, driving licence, banking and insurance documents).*
- Household emergency plan.
- Cash and credit cards.
- Essential keys *(house and car keys).*
- Mobile phone, charger and spare power pack.
- Battery powered or wind-up torch and radio, with spare batteries.
- Bottled water and ready-to-eat/non-perishable food and snacks *(tin opener if necessary).*
- Hand sanitiser and wet wipes.
- Baby supplies such as nappies and *'ready-to-feed'* baby formula.
- Pet food and accessories.
- Change of warm, waterproof clothing and blankets.
- Glasses/contact lenses where necessary.
- Hearing aids.
- Laptops.



PETS AND ANIMALS

Think about what to do with pets if a flood happens. This could be:

- Where they might go.
- Food.
- Carriers.
- Medicine.

Keep your portable pet carriers to hand in case you need to evacuate. You may wish to prepare a **Grab Bag** specifically for your pet with food, important documentation, and familiar toys to help calm them in preparation for a potential evacuation.

Consider moving pets to a family or friends outside of the flood area if flooding is forecast. This might not be possible once the flooding starts.

Make sure your pets are micro chipped and wearing identification.

If you have larger pets, you may want to consider an escape route and decide if an emergency access gate would be required to allow evacuation. It may not be possible to evacuate your larger pets such as horses, if this is the case ensure that they have access to shelter, clean water, food and are on high ground. You may wish to leave your contact details on the field/stable gate, so you are able to be contacted in an emergency.

Don't let your pets drink flood water.

KEY CONTACTS

If someone is in immediate danger call: 999.

The Environment Agency's Floodline is a 24 hour number that provides advice on coastal and river flooding, including practical steps to take. Call: **0345 988 1188.**

Tell your local council if there is flooding on the Highway:

Organisation	Telephone Number(s)
East Riding of Yorkshire Council	(01482) 393939
Hull City Council	(01482) 300300
North East Lincolnshire Council	(01472) 313131
North Lincolnshire Council	(01724) 297000

Tell your water provider if there if flooding from manholes or sewage flooding:

Organisation	Telephone Number(s)
Yorkshire Water	(03451) 242424
Anglian Water	(08457) 919155
Severn Trent Water	0800 783 4444

Other Helpful Contacts:

Organisation	Telephone Number(s)
National Flood Forum	(01299) 403055
British Insurance Broker Association	0370 950 1790
Northern Powergrid	105
Gas Emergency Service and Gas Escapes	0800 111 999
NHS Non-Emergency	111
Police Non-Emergency	101
Environment Agency Incident Hotline	0800 80 70 60

FLOOD RESPONSE

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