

## **After a Flood:**

If you have been affected by a flood, there are a number of things to be aware of when cleaning up:

1. Contact your insurance company and register your claim.
2. Take photos or videos and make a list of everything that has been damaged.
3. Flood water could be contaminated or contain sharp objects, so always wear protective clothing, boots and rubber gloves when cleaning up.
4. Find out how to dispose of flood damaged items safely, after you have spoken to your insurance company.
5. Get your electricity checked by a qualified electrician before you turn it back on.

## **For advice after flooding:**

In Warwickshire, flood recovery grants may be available to help individuals and businesses impacted by flooding, including grants for immediate recovery costs, council tax relief, and property flood resilience measures.

For further information, see <https://www.warwickshire.gov.uk/contactusflooding> or email [flooding@warwickshire.gov.uk](mailto:flooding@warwickshire.gov.uk)

## **Useful contacts**

### **Weather updates:**

Local radio will provide the latest information or check the Met Office.

Severe Weather Warnings:

<https://www.facebook.com/metoffice>

<https://x.com/metoffice>

Check the Environment Agency's flood warnings and alerts:

<https://check-for-flooding.service.gov.uk>

### **Emergency Flooding Contacts:**

Call the Police or Fire service on **999** if there is an immediate risk to life (**101** for non-emergencies).

### **To Report Flooding:**

Environment Agency Floodline -

**0345 988 1188** if flooding is from a river.

Warwickshire Highways - **01926 412515** if flooding is from the highway.

### **For Utilities:**

For power cuts call 105 to report/get updates when electricity has been cut off.

For gas emergencies call **0800 111 999**.

For Severn Trent Water call **0800 783 4444**.

For further advice and guidance on flooding, see:

<https://cswprepared.org.uk/hazard-advice/flooding/>



# **Guidance on Flood Preparedness**

We all have responsibility to protect our own properties. This document offers Alcester residents information about how to prepare and what action to take if their property is at risk of flooding, or floods.



## Flooding can happen anywhere

We recommend you sign up for the Environment Agency flood warnings via:

<https://www.gov.uk/sign-up-for-flood-warnings>

and prepare your own flood plan to put into action when you get a warning. Check your long-term flood risk from rivers and surface water by using the Check Long Term Flood Risk Service.

You can also find out if river levels are rising upstream on the River Arrow via:

<https://check-for-flooding.service.gov.uk/>

## How to prepare for a flood:

Local councils do not have a duty to provide sandbags to the wider public and do not carry stocks for general distribution. For advice on property protection measures see:

<https://api.warwickshire.gov.uk/documents/WCC-453486374-171>

and for property flood protection products and services see:

<https://bluepages.org.uk/>

For government advice about how best to protect your home see:

<https://www.gov.uk/prepare-for-flooding>

There are things you can do to reduce the impact of flooding by preparing in advance, such as:

- Have the correct home insurance policy in place.
- Prepare an emergency flood kit with items you may need if flooding means you can't access your home. Make sure you know how to quickly turn off your water, gas and electricity mains.
- Write a simple plan of how you would respond to a flood - include emergency contact numbers, essential documents, medication and belongings you would need if you had to evacuate. A personal flood plan template has been provided with this leaflet.
- Keep your drains and gutters clear of leaves to help prevent blockages and localised flooding in heavy rainfall.

## What to do during a flood

Flood water can rise quickly, so always focus on the safety of yourself and your family before your property and be prepared to act quickly.

## If there is an immediate risk to life or you are trapped by flood water call 999.

In the event of an emergency or severe flooding, follow these steps to stay safe:

- Move your family and pets upstairs or to a high place with a means of escape.
- Move important items and documents upstairs or somewhere high and safe.
- Turn off gas, electricity and water supplies if flood water is about to enter your home.
- **DO NOT touch any electrical appliances or cables when standing in flood water.**
- If you are asked to evacuate, contact your insurance provider or landlord (if renting) as they may be able to provide temporary accommodation. Contact friends and family to see whether they can help. If you are unable to find alternative accommodation, contact Stratford-on-Avon-District Council on 01789 267575.
- Avoid walking in flood water.