

Information about how to Prepare for, and get help in, a Flood

We hope you find this useful. **Please read it**, and if your house is known to be at risk of flooding or you think it might be, please ***keep the note safe and accessible***.
(The information below applies if you live within the CDC area of Gloucestershire).

IMPORTANT FIRST STEP – PREPARE

You should check if your property is at Risk of flooding and if it is, prepare well before any flood takes place

– look at:

<https://check-long-term-flood-risk.service.gov.uk/postcode>.

For a more general indication of flood risk in your area, see:

<https://flood-map-for-planning.service.gov.uk/map?seg=sw,mr&cz=402166.6,201940,17.272>
to explore flood risk under several alternative assumptions.

IF you know you are at risk, then you should prepare for flooding well ahead of any flood event, so please look at how to prepare on :

<https://www.cotswold.gov.uk/media/0z5pirfz/cdc-flood-leaflet.pdf> for information about flood barriers etc.

For personal and family flood plans look at:

<https://www.gov.uk/government/publications/personal-flood-plan/personal-flood-plan>

If you consider yourself vulnerable, for example because of age or disability, consider registering NOW with PSR at : <https://www.thepsr.co.uk/> .

The Priority Services Register (PSR) is free to join. It helps utility companies, including energy suppliers, electricity, gas and water networks to look after customers who have extra communication, access or safety needs, and add your internet/Wi-Fi supplier too.

Some communities might also be able to make arrangements for help from 4x4 response drivers. There are several organisations nationally and there may be a local group in your area.

IF YOU ARE IN AN EMERGENCY NOW

If you have an actual flood taking place or are sure it will happen soon, please start the procedure now by contacting one or more of the relevant contacts from the utility company contacts listed on P2.

FLOODING- EMERGENCY CONTACTS

If you consider yourself vulnerable, for example because of age or disability, please mention this early in your call, but ideally you will also already have pre-registered, see p1, at: : <https://www.thepsr.co.uk/>

If - it is a Life Threatening emergency, such as a medical crisis, or if a crime is in progress, call - Emergency POLICE/ FIRE/ AMBULANCE on 999, (non-Emergency 101) .

Otherwise call:

If - River and groundwater - Env Agency - 0800 807060 and /or

If - Sewer and/or Water Main - Thames Water- 0800 316 9800 and /or

If - Highways affected - GCC HIGHWAYS- 0800 0514514 and/ /or

GAS- 0800 111999

ELECTRICITY- 105

GRCC- 01452 528491 Organizes the Volunteer Flood Wardens. Available in Office hours.

CDC- 01285 623000 and CTC- 01285 655646 (office hours) may assist with distribution of sandbags during a major incident, **but residents need to buy their own beforehand to be sure of having them when needed. See P1 for how to prepare for a flood.**

After the event, please inform **CDC- 01285 623000**, as this helps with planning improvements in flood defences, or if rehoming, or sandbags supply or removal, are needed.

Remember to TAKE PHOTOS BEFORE -DURING AND (before cleaning up)- AFTER A FLOOD. This might help if any **insurance claims** are necessary.

Please note – you might be able to **claim compensation** for damage from your Utility Supplier, in the case of houses in the Thames Water area, You may be eligible for compensation under a Customer Guarantee Scheme. See <https://www.thameswater.co.uk/help/water-and-waste-help/sewer-flooding/compensation-for-sewer-flooding>. They say:

Flooding inside your property is especially distressing. Each time we're aware of sewage entering your home from one of our sewers, we'll pay you the cost of your wastewater charges for that year (minimum of £300 and maximum of £2,000). We may pay you more for repeat flooding events within a 12-month rolling period. The minimum amount may increase by £100 and maximum by £500, per repeat event.

If we visited you after you reported the flood, we'll automatically credit your account, or send you a cheque, within 20 working days. ***If we weren't notified of the flood at the time, you'll need to make a claim within three months. You must provide details of any losses or damages, including photos, so we can assess the claim.***

If there is heavy rain, please also look at : <https://weather.metoffice.gov.uk/warnings-and-advice/seasonal-advice/stay-safe-in-heavy-rain>

Note – normal vehicles may be dangerous to drive even in relatively low flood water. You might also do much damage if you create a bow wave. See advice for example at : <https://thefloodhub.co.uk/wp-content/uploads/2019/09/FT-Q-R95-Driving-in-Flood-Water.pdf> . So, if it is possible, pre-arrange help from an experienced 4x4 group, or local farmer with a tractor and have their contact details on your phone.

If there are strong winds, look at : <https://weather.metoffice.gov.uk/warnings-and-advice/seasonal-advice/stay-safe-in-strong-wind>

Please keep this list in a safe place for easy access.

End of 2-page document