

# Household Flood Planning Guide





## Contents

## Page Number

Introduction	4
Checklist	4
Important Contacts	5
Gas, Electricity and Water Supply Details	6
Flood Kit and Checklist	6
Flood Warnings and Triggers	7
Evacuation Plan	8
Household Flood Plan Template	9
Alternative Flood Warnings Resource	11
Environment Agency's Check for Flooding resource	12

## Introduction

There may be very little warning or no time to prepare for a flood, therefore by creating a flood plan, valuable time can be saved when a flood is expected. Flood plans ensure you have all the relevant and useful information you need in one easily accessible place, providing clear instructions on how to respond.

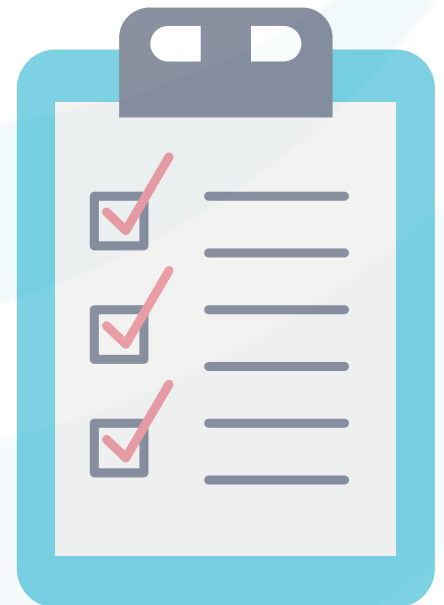
This guide contains all the information a household needs to plan ahead and prepare for a flood. There is also a copy of a [household flood plan template](#) towards the end of this document, which is also available to download from the Flood Hub website – [www.thefloodhub.co.uk](http://www.thefloodhub.co.uk). The template should be filled in and kept in an appropriate, easy to find location, such as the inside of a kitchen cupboard door.

## Checklist

The first part of a flood plan contains a checklist with steps to tick off once you've finished creating your plan.

### Steps can include:

- Sign up to the Environment Agency's Flood Warning Service and ensure you understand what the alerts and warnings mean and what action you should take if you receive one. If you are ineligible for flood warnings, ensure that you have an alternative trigger to put the flood plan into action.
- Check that your home insurance covers flooding.
- Make a flood kit using the flood kit checklist.
- Place important documents (passports, birth certificates, insurance documents, etc) in a safe place where there is no risk of flood water damage.
- Investigate the different property flood resilience (PFR) measures that could be used on your property. Make sure you consider both flood resistance and resilience methods.
- Make a schedule to keep property flood resilience (PFR) maintained.



## Important Contacts

Having a list of important contacts to hand will save you time during an emergency. It should be accessible at all times and should be kept up to date with numbers of friends and family, useful agencies, local councils etc.

### Your list of important contacts could be used:

- before a flood to help you prepare;
- during a flood for advice/support and to easily contact friends and family; and
- after a flood, for example to contact your insurance company.

### Suggested important contacts:

- Family and friends you would need to contact in an emergency and those who may be able to help you. Preferably these contacts would not be in a flood risk area themselves.
- The Environment Agency's Floodline number (**0345 988 1188**) can be contacted if you are in need of any flooding advice or are unsure of the immediate risk to yourself.
- Your gas, electricity and water utility supplier's contact details are useful in case you are having trouble locating and switching off your supplies.
- Local radio station frequencies - these can provide regular updates on the latest news, weather and travel conditions in your area.

Flood Recovery Key Contacts	
<input type="checkbox"/>	Environment Agency's Floodline - <b>0345 988 1188</b>
<input type="checkbox"/>	Insurance company
<input type="checkbox"/>	Family and friends
<input type="checkbox"/>	Local flood recovery centre or emergency assistance centre.
<input type="checkbox"/>	Local Authority's environmental health department
<input type="checkbox"/>	Local Doctor's surgery or GP
<input type="checkbox"/>	
<input type="checkbox"/>	

- Local Authorities can provide information about resources available in your area, such as the location of the nearest emergency assistance centre.
- Your insurance company will advise you on what course of action to take to ensure your claim remains valid.
- Contact details for plumbers and electricians. You may need to get wiring and electrical sockets tested and checked in order to provide light or run heaters and fans. The earlier you can remove wet carpets, open windows and start to dry out your property, the better; but speak to your insurance company first!

## Gas, Electricity and Water Supply Details

Your flood plan should contain information on your utility supplies such as:

- The location of them in your house;
- Instructions on how to turn them off - this can prevent further damage to your property in the event of a flood and keep you safe, for example, from electrocution;
- Contact details of the supplier; and
- Policy numbers.

If you don't already have these details, you should contact your utility supplier. Having them detailed in your plan enables you to find this information quickly if a flood is imminent and you need to evacuate your property. Likewise, having this information recorded on an easily accessible flood plan would allow a neighbour or relative to take action and prepare the property on your behalf if you are away from home at the time.

It is important to switch your utilities off before flood water enters your property if possible, as there are extra risks that could occur as a result of them being left on. **You must NEVER switch off the electricity whilst standing in water.**

## Flood Kit Checklist

Having a flood kit prepared prior to the event of a flood can be very helpful should you need to evacuate. The flood kit checklist should be composed of essential items you will need if you're going to be away from your home for a few days. Having this prepared and ready enables you to evacuate much quicker than trying to accumulate the items in a hurry, especially if a Flood Warning was escalated to a Severe Flood Warning.

Household Floodkit Checklist 	
<input type="checkbox"/>	Copy of flood plan
<input type="checkbox"/>	Torch
<input type="checkbox"/>	Warm, waterproof clothing inc. rubber gloves
<input type="checkbox"/>	Wellies
<input type="checkbox"/>	First aid kit inc. medication, hearing aid batteries etc.
<input type="checkbox"/>	Mobile phone, camera, and chargers
<input type="checkbox"/>	Notepad and pen
<input type="checkbox"/>	Battery operated radio
<input type="checkbox"/>	Important documents e.g. insurance, passport
<input type="checkbox"/>	Spare keys and emergency cash
<input type="checkbox"/>	Pet supplies e.g. food, medication
<input type="checkbox"/>	Food and bottled water

## Flood Warnings and Triggers



The Environment Agency (EA) Flood Warning Service is a free of charge service that you can sign up to if you live in an area at risk of coastal or river flooding. The alerts and warnings can be received via landline and mobile phone calls, text messages, or email by anyone signed up at a property. It is useful for multiple people in one household to sign up for the warnings, and for several devices to be signed up in case one runs out of battery or stops working.

Sign up for EA flood alerts and warnings at [www.gov.uk/sign-up-for-flood-warnings](https://www.gov.uk/sign-up-for-flood-warnings) or call Floodline on **0345 988 1188** which is a 24 hour service. You will need to provide the address you are registering, a phone number and an email address.

In addition, the **'Check For Flooding' Service**, provided by the Environment Agency, allows users to input their postcode and find out the:

- current flood warnings or alerts
- river, sea, groundwater and rainfall levels
- flood risk in the next 5 days

The page is regularly updated and provides information on the risk of flooding from rivers, the sea and groundwater only. There's information on how to sign up for flood warnings and how to find out your risk of flooding from surface water.

**Please remember that you should tailor your flood plan actions to suit the specific needs and circumstances of your household, but the points on the flood plan template suggest some of the main actions you can consider taking at each stage.**

**When acting on your flood plan, you should always ensure that you and your family are safe before attempting to help out anyone else, including your neighbours.**

If you aren't eligible to sign up for the Environment Agency's Flood Warning Service, it is important to ensure that you have an alternative trigger in place for putting your flood plan into action. The following are alternative flood warnings that you could use and are covered in a bit more detail in the '7 alternative flood warning triggers' resource at the end of this guide:

1. Met Office weather warnings
2. River and sea monitoring
3. Social Media
4. Emergency App
5. Local news and radio
6. Tide tables
7. See it for yourself
8. Environment Agency 'Check for Flooding' Service

## Evacuation Plan

When putting your flood plan together, it is useful to think about and note down an evacuation plan. It should contain details of where you could go if you and your family needed to evacuate, including the address and contact details. This could be a family member, relative or an emergency assistance centre.

**It's important to ensure the safety of yourself and family before helping anyone else.**

### **Steps to consider for your evacuation plan:**

- Locate your flood kit if you have one.
- Turn off gas, water and electricity supplies if safe to do so.
- Make your way to the emergency assistance centre. Details of these may be pre-arranged in advance or released at the time of a flood event; so be sure to monitor Local Authority social media channels and local radio broadcasts.



This pre-populated plan can be used as it is, or as a guide to help you create your own flood plan using one of our blank templates.

## Trigger 1

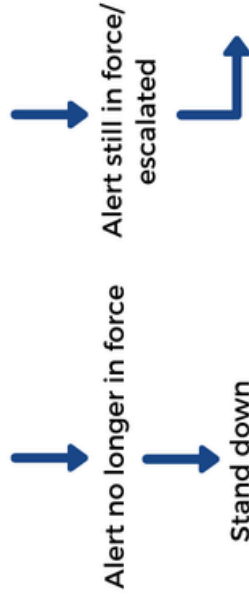


Community telemetry, e.g river level sensor

What to do at this stage

**Flooding is possible. Stay vigilant and make early preparations for a potential flood.**

- Monitor the situation through forecasts, the Environment Agency's 'Check for Flooding' service, local radio stations and monitoring stations.
- Locate flood kit, check it is complete and ready if needed.
- Check reverse of sheet is completed and you know what to do if the situation gets worse.
- Ensure that your property flood resilience is in working order and ready to install.



## Trigger 2



Community telemetry, e.g river level sensor

What to do at this stage

**Flooding is expected. Immediate action is required to protect yourself and your property.**

- Continue to monitor the situation.
- Move valuables, important documents, electrical equipment and furniture upstairs or to a high place.
- Hang curtains over rails, roll up rugs and carpets and move upstairs.
- Deploy property flood resilience e.g. air brick covers, door barriers.
- Ensure family, neighbours and vulnerable people are alerted and pets moved to safety.
- Move vehicles to high ground out of the flood risk area.

## Trigger 3



Community telemetry, e.g river level sensor

What to do at this stage

**Severe flooding is expected and is likely to cause significant risk to life and destruction of property.**

**Prepare to evacuate and cooperate with emergency services.**

- Check on vulnerable family, friends and neighbours.
- If safe to do so, turn off utility supplies (see reverse of this sheet).
- Continue to monitor the situation using Floodline, local radio stations etc.
- Evacuation is likely. Gather your flood kit and cooperate with the emergency services.
- Ring 999 if you are in immediate danger.

**If you live in an area where flash flooding occurs, there can be very little warning. It is best to be as prepared as possible at all times.**



This pre-populated plan can be used as it is, or as a guide to help you create your own flood plan using one of our blank templates.

## ADDRESS OF EVACUATION CENTRE

## FLOOD PLAN CHECKLIST:

- Fill in this plan and keep it up to date.
- Sign up to Environment Agency flood alerts and warnings and understand what they mean.
- Check your home insurance covers flooding.
- Investigate Property Flood Resilience (PFR) options (e.g. door barriers, air brick covers).
- Put important documents in a safe place, out of flood risk (e.g. passports, insurance documents, birth certificates).
- Make a flood kit using the checklist.

## CONTACT LIST

### ADDITIONAL INFORMATION

CONTACT LIST	PHONE NUMBERS	ADDITIONAL INFORMATION
Environment Agency Floodline	0345 988 1188	@EnvAgencyNW
Electricity North West	0800 195 4141	@electricityNW
Electricity Helpline	105	
National Grid	0800 111 999	@nationalgriduk
United Utilities (sewer flooding)	0345 672 3723	@unitedutilities
Local Council		
Lead Local Flood Authority (LLFA)		
Insurance Company		
Local Radio Station		
Evacuation Centre		
Gauge Map Monitoring Station		<a href="https://www.gaugemap.co.uk/">https://www.gaugemap.co.uk/</a>
Flood Warden		

## FLOOD KIT CHECKLIST:

- Torch (check batteries)  Mobile phone and phone chargers
- Food and drinking water  Battery operated radio
- Medication and First Aid Kit  Insurance documents
- Toys for children and pets  Keys e.g. house, car
- Rubber gloves and wellingtons  Purse/wallet (cash and cards)

## PROPERTY FLOOD RESILIENCE (PFR) AND EQUIPMENT LIST

ITEM:	WHERE IT IS KEPT:	HOW TO INSTALL IT:

## WHERE IS THE...?

Location of electricity cut off:
Location of water cut off:
Location of gas cut off:
Location of flood kit:

# ALTERNATIVE FLOOD WARNING TRIGGERS

The Environment Agency's (EA) flood alerts and warnings focus on the risk of flooding from main rivers and the sea, excluding surface water flooding. Below are some alternative warnings you can use as triggers to activate your flood plan.

## Met Office weather warnings

- Yellow: Be Aware that the situation may worsen, and prepare for possible disruption to plans.
- Amber: Be Prepared to follow the actions outlined on your flood plan.
- Red: Take action as there is extreme weather expected that may cause risk to life.



## Tide tables

Coastal communities can check tide timetables during periods of bad weather. High tides that coincide with strong winds or decreased air pressure may lead to surges or powerful waves, increasing the likelihood of flooding. For tide information, browse the 'Tide Tables' on the BBC Weather site or visit other resources like [www.tidetimes.co.uk](http://www.tidetimes.co.uk), which also has an X (previously Twitter) page for updates.

## See it for yourself

Visible changes can be observed in watercourses, such as rivers and streams, as well as along the coast. This is particularly useful for small watercourses or those prone to flash flooding. Gauge boards installed on rivers visually represent the current water depth and are beneficial for regular monitoring.

## Social Media

To find updates specific to your local area, search social media by typing '#' followed by the name of your area in the search bar. Additionally, consider joining and following local flood groups on Facebook, as well as your Local Authority's social media accounts, for timely updates and important information.

## River and sea monitoring

### Telemetry Systems

Telemetry systems monitor watercourses to track various data, including water levels, flow rates, rainfall, blockages, and temperature. These systems can be set up by community groups and serve as a trigger for potential flooding.

### Gauge Map

Website: [www.gaugemap.co.uk](http://www.gaugemap.co.uk)

Gauge Map provides information from over 3,000 Environment Agency river and tidal monitoring stations. Each station has a Twitter account that posts updates every 15 minutes during significant movements.

### Digital Watercams

Digital Watercams offer live video feeds from water cameras, allowing you to check real-time conditions in your area. The data provided includes graphs of river levels, rainfall, tide times, and an archive of this data.

## Local news and radio

Stay updated with news specific to your local area, as this information can provide useful resources such as contact numbers and the locations of evacuation centres.

## Emergency App

The British Red Cross offers a free app that provides alerts and information from the Met Office and the Environment Agency. Users can add multiple locations and contacts to monitor, prepare emergency plans, and engage in informative quizzes.

# Environment Agency's Check for Flooding Service

The 'Check For Flooding' service, provided by the Environment Agency, can be used as a trigger to activate your flood plan. By entering their postcode, users can access vital information, including current flood warnings or alerts, river, sea, groundwater, and rainfall levels, as well as the flood risk forecast for the next five days.

## Check for flooding

Search for a town, city or postcode in England

Visit: [www.gov.uk/check-flooding](https://www.gov.uk/check-flooding)

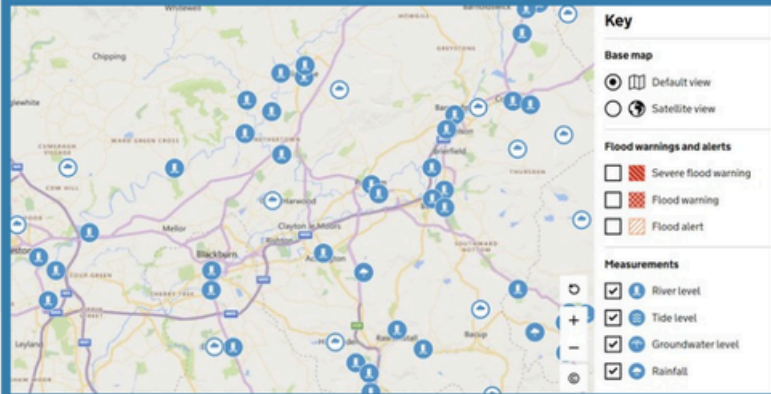
The page is regularly updated and provides information on the risk of flooding from rivers, the sea, and groundwater only. It also offers guidance on how to sign up for flood warnings.

### River, sea, groundwater and rainfall levels

Search a location

28 levels [View map](#)

River name	Type	Level	Change
<a href="#">Mearley Brook</a>			
<a href="#">Waterloo Road</a>	Normal	0.18m	26 minutes ago
<a href="#">Ogden Brook</a>			
<a href="#">Little Bridge</a>	Normal	0.12m	26 minutes ago
<a href="#">River Blakewater</a>			
<a href="#">Harrison Street</a>	Normal	0.44m	26 minutes ago



**Key**

**Base map**

- Default view
- Satellite view

**Flood warnings and alerts**

- Severe flood warning
- Flood warning
- Flood alert

**Measurements**

- River level
- Tide level
- Groundwater level
- Rainfall

To find out if you're at risk of surface water flooding, visit:  
<https://www.gov.uk/check-long-term-flood-risk>.

## Environment Agency's Flood Warning Service

Sign up for free flood warnings to receive alerts if your home or business in England is at risk of flooding from rivers, the sea, or groundwater, depending on your location. This service, provided by the Environment Agency, does not cover surface water (flash) flooding. To sign up, you'll need to provide the address for which you want flood warnings, an email address, and a way to be contacted at any time via call, text, or email.

To check if you're eligible, visit [www.gov.uk/sign-up-for-flood-warnings](https://www.gov.uk/sign-up-for-flood-warnings) or call 0345 988 1188.



