

# Household Flood Planning Guide





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## 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

- Environment Agency's Floodline  
**0345 988 1188**
- Insurance company
- Family and friends
- Local flood recovery centre or  
emergency assistance centre
- Local Authority's environmental  
health department
- Local Doctor's surgery or GP

- 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"/> Notepad and pen   |
| <input type="checkbox"/> Torch  | <input type="checkbox"/> Battery operate radio                                   |
| <input type="checkbox"/> Warm and waterproof clothing                             | <input type="checkbox"/> Important documents e.g. insurance documents, passports |
| <input type="checkbox"/> Wellies  | <input type="checkbox"/> Spare keys  |
| <input type="checkbox"/> Rubber gloves  | <input type="checkbox"/> Emergency cash and cards                                |
| <input type="checkbox"/> Camera   | <input type="checkbox"/> Blankets  |
| <input type="checkbox"/> Food & bottled water                                     | <input type="checkbox"/> Pet supplies  |
| <input type="checkbox"/> Medication (& contact lenses, hearing aid batteries etc) | <input type="checkbox"/> First aid kit   |
| <input type="checkbox"/> Mobile phone and chargers                                |  |



## 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.



# Household Flood Plan



# Pre-populated Plan

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.

### FLOOD KIT CHECKLIST: ☒

- ☐ Torch (check batteries) ☐ Mobile phone + phone chargers
- ☐ Food and drinking water ☐ Battery operated radio
- ☐ Medication + 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:

## CONTACT LIST

CONTACT LIST	PHONE NUMBERS	ADDITIONAL INFORMATION
Environment Agency Floodline	0345 988 1188	<a href="https://twitter.com/EnvAgencyNW">@EnvAgencyNW</a>
Electricity North West	0800 195 4141	<a href="https://twitter.com/electricityNW">@electricityNW</a>
Electricity Helpline	105	
National Grid	0800 111 999	<a href="https://twitter.com/nationalgriduk">@nationalgriduk</a>
United Utilities (sewer flooding)	0345 672 3723	<a href="https://twitter.com/unitedutilities">@unitedutilities</a>
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		

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



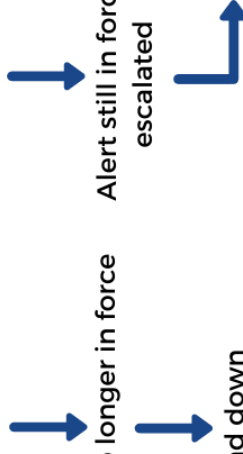
## What to do at this stage

**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.

Alert no longer in force

## Stand down



## Trigger 2



## 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



## 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.**



# ALTERNATIVE FLOOD WARNING TRIGGERS

The Environment Agency's (EA) flood alerts and warnings cover the risk of flooding from main rivers and the sea, and not from surface water flooding. Here are some alternative warnings you can use as triggers to put your flood plan into action.

## #1 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.

## #3 Social Media



Search Twitter for tweets and updates in your local area by typing '#' followed by the name of your area in the search bar.

Join and follow any local flood groups on Facebook as well as your Local Authority's social media accounts for updates and information.

## #5 Local news and radio

Keep up to date with news specific to your local area. This can provide useful information such as contact numbers and the location of evacuation centres.



## #7 See it for yourself

Visible differences will be seen in watercourses such as rivers and streams, as well as the coast. This is most useful with small watercourses or those prone to flash flooding.

Gauge boards on rivers visually represent the current depth of water and are helpful with regular inspection.



## #2 River and sea monitoring



### Telemetry systems

These monitor watercourses to track various data including water levels, flow rates, rainfall, blockages and temperature. They can be set up by community groups and used as a trigger for when flooding is possible.

### Gauge Map [www.gaugemap.co.uk](http://www.gaugemap.co.uk)

Provides info from over 3,000 EA river and tidal monitoring stations. Each station has a Twitter account which posts updates every 15 mins at times of significant movement.

### Digital watercams

Provides live video feeds from water cameras so you can check real-time conditions in your area. Data provided includes graphs of river levels, rainfall, tide times, and an archive of this data.

## #4 Emergency App



Provided by the British Red Cross this is a free app offering alerts and information from the Met Office and EA.

You can add multiple places and people of interest to monitor, prepare emergency plans and take informative quizzes.

## #6 Tide tables



Coastal communities can check tide timetables in times of bad weather. High tides coinciding with strong winds or decreased air pressure could cause surges or powerful waves, which may mean flooding is more likely.

Browse 'Tide Tables' on the BBC Weather site or other sites including [www.tidetimes.co.uk](http://www.tidetimes.co.uk) which also has a Twitter page.





# Environment Agency's Check for Flooding Service



The 'Check For Flooding' Service is provided by the Environment Agency and it can also be used as a trigger to put your flood plan into action.

It 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

## Where do you want to check?

Town, city or postcode in England

Continue

[Check for flooding in England](#)

## Flood forecast for the next 5 days

The flood risk for the next 5 days is very low.

Updated 10:30am on 18 November 2021.

Produced by the Met Office and Environment Agency

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



To check it out, visit: [www.gov.uk/check-flooding](https://www.gov.uk/check-flooding)

## River, sea, groundwater and rainfall levels

Search a location

BLACKBURN

[View map](#)

▼ River name  
13 selected

▼ Type

[Clear all filters](#)

28 levels

[Mearley Brook](#)

[Waterloo Road](#)  
26 minutes ago

Normal 0.18m

[Ogden Brook](#)

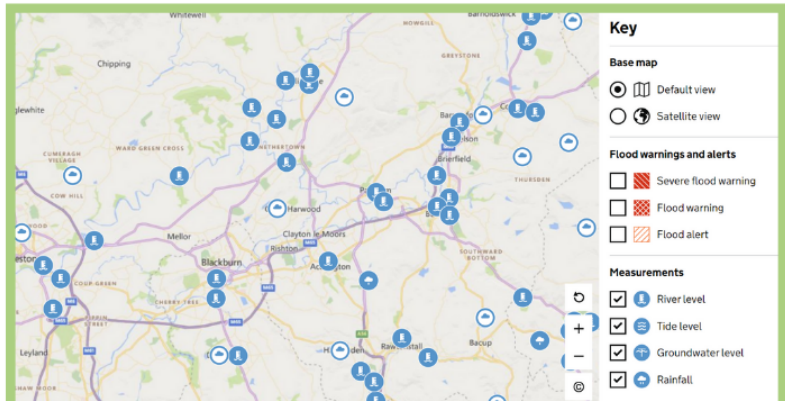
[Little Bridge](#)  
26 minutes ago

Normal 0.12m

[River Blakewater](#)

[Harrison Street](#)  
26 minutes ago

Normal 0.44m



To find out your risk of flooding from surface water flooding visit <https://www.gov.uk/check-long-term-flood-risk>.

