

After a flood

What you should do

If you are unfortunate enough to be affected by a flood, there are a number of things to be aware of when clearing up:

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

What we will do

After a flood we will work with our partners to organise the clear up and get life back on track by:

- Supporting communities and businesses by providing emotional and practical support.
- Providing advice about grants or funding to help with the recovery process.
- Inspecting damage to roads and bridges and re-opening closed roads when it is safe to do so. If repairs are needed we will schedule the work as soon as possible.
- Repairing potholes after the floods - you may notice more potholes following severe weather but please bear with us.

Beware of rogue traders

If your property has been damaged, don't be tempted to agree to have work done by someone who appears at your door unannounced. Always use reputable building contractors and do not pay in advance. Find a trader using our Safe Trader scheme

www.safetrader.org.uk



Useful contacts

For regular updates on the weather

Tune in to your local radio for the latest information about flooding and traffic reports.

Check the Met Office Severe Weather Warnings.

www.facebook.com/metoffice

www.twitter.com/metoffice

Follow the hashtags **#LancsAlert** and **#FloodAware** on Twitter.

In an emergency you can contact:

Lancashire Police - 999 - If there is an immediate risk to life (101 for non-emergencies).

Environment Agency Floodline - 0345 988 1188

To report a flood or if your property is at risk of flooding from a reservoir, river or coastal water.

United Utilities - 0345 6723 723

If flooding is from sewers or burst water mains.

Power cuts - 105 - To report or get updates when your electricity has been cut off.

Other key contacts

Lancashire County Council
0300 123 6780

If flooding is from the highway, surface water, groundwater or watercourses.

Your district council

For advice on government support or flood resilience grants available to homeowners and businesses affected by flooding.



Flooding ...be prepared



Flooding can happen anywhere – are you prepared?

Over the last few years, flooding caused by extreme rainfall has become a bigger issue in Lancashire and across the country. One in six properties in England is at risk from flooding.

Heavy rain has had a devastating impact where people have had to leave their homes and seen valuables destroyed by flood water.

Sign up for flood alerts to find out if your home or business is at risk of flooding at www.gov.uk/flood or call **Floodline** on **0345 988 1188**.

Surface water flooding

You are at risk of flooding, even if you don't live near open water. Large puddles often appear when it rains heavily, but sometimes the puddles become a flood stretching across whole streets - this is known as surface water flooding.

This usually happens because the drains become overwhelmed by the amount of water – they overflow and the water has nowhere to go.

It's hard to predict because it can happen anywhere during and after heavy rainfall but it can cause disruption or damage to homes and businesses.

Find out about a range of flood products available to reduce the risk of flooding to your home or business at www.nationalfloodforum.org.uk/bluepages

Before a flood

There are things you can do to reduce the impact of flooding and preparing in advance will help you keep calm during a stressful situation.

What you should do now

- Have the correct home insurance policy in place.
- Write a plan of how you would respond to a flood - include emergency contact numbers, essential documents and belongings you would need if you had to evacuate.
- Prepare an emergency flood kit – find a checklist at www.lancashire.gov.uk/flooding
- Keep your drains and gutters clear of leaves to help prevent blockages and localised flooding in heavy rainfall.
- Make sure you know how to quickly turn off your water, gas and electricity mains.
- Buying sandbags might help but check government advice about how best to protect your home - www.gov.uk/prepare-for-a-flood

What we are doing now

We maintain more than 300,000 roadside drains, also known as gullies. As there are so many we can't service them all regularly. To report a blocked drain or watch a short video about clearing drains blocked with leaves in your street visit www.lancashire.gov.uk/flooding

During a flood

Flood water can rise quickly, so always focus on the safety of you 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.

What you should do

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

- If you are asked to evacuate your home, follow the advice of the emergency services.
- Move 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.
- Check vulnerable neighbours or relatives are safe.
- Avoid walking or driving through flood water.

What we will do

When it floods, the emergency services lead the response. We work with the police, fire and rescue service, the NHS, district councils, the Environment Agency and other partners to:

- Contact vulnerable people and make sure they are safe.
- Help evacuate people from flooded areas.
- Close flooded roads and bridges and put diversions in place.
- Clear blocked drains on the roads.
- Support communities and provide regular updates on the situation.

