




Am I at risk of flooding?

You can find out by contacting the Environment Agency's 24 Floodline 0845 988 1188 or by visiting www.environment-agency.gov.uk/floodline

If you are at risk of flooding, you can register to receive a **FREE flood alert service** for your local area from the Environment Agency. Call, register online or follow flood warning information from the Environment Agency on facebook and twitter.

Registering for Floodline will not affect your insurance status.

Flooding cannot be prevented – but it can be prepared for:

Know your flood warnings:	
	Severe Flood Warning Severe flooding, danger to life.
	Flood Warning. Flooding is expected. Immediate action required
	Flood Alert. Flooding is possible. Be prepared.
Warnings no longer in force	Warning no longer in force. Flood warnings and flood alerts that have been removed in the last 24 hours

How do I prepare for a flood?

- If you live in a flood risk area, make sure you have **adequate insurance cover**. Check your building and contents insurance to ensure that you are covered for flooding and what it covers.
- Make sure you **keep up to date with the latest weather and flood risk information** from Floodline or BBC Radio Lancashire (95.5 FM, 103.9 FM or 104.5 FM).
- If you know you are in a flood risk area – **take action to secure yourself and your property**. For example:-
 - Make sure you **know how to turn off** your water, gas and electricity mains supplies
 - **Sandbags** – The Borough Council does not provide sandbags, but these can be sourced from local builders merchants including:
 - Fielden Factors - Warth Road, Waterfoot. Tel. 01706 228464
 - Valley Building Supplies - Station Road, Haslingden. Tel. 01706 212521

- Flood boards (plastic) – to fix against/around window frames and doors to stop water entering the property
- Plastic covers/sheeting to seal airbricks
- Think about what you can move. Don't wait for a flood, move belongings up to a safe place, perhaps on top of worktops/shelves and/or up stairs if possible
- Disconnect equipment that uses water (like washing machines and dishwasher)

Further information on flood protection products and services can be found here: <http://www.bluepages.org.uk/>

- **Prepare a flood kit** of essential items and keep it handy. For example:
 - List of key contact numbers and information – make your own personal flood plan – download here <http://publications.environment-agency.gov.uk/PDF/GEHO0709BQPU-E-E.pdf>
 - A copy of your home insurance
 - A torch and spare batteries
 - A wind up or battery radio
 - Warm, waterproof clothing (including rubber gloves) and blankets.
 - Waterproof footwear such as wellington boots
 - A first aid kit and any prescription medication
 - Bottled water (or jugs/pans filled with tap water) and non-perishable foods
 - Baby food and baby care items
- Park your vehicle away from the flood risk area if at all possible, but be considerate to other residents and do not obstruct emergency services
- **Check in with vulnerable neighbours or relatives**, and make sure everyone you live with is safe and accounted for.

Important Contact Numbers

- The Environment Agency is the lead authority for flood risk management in England and will issue flood warnings. The Environment Agency is responsible for responses to river and sea flooding. **Register for flood warnings via Floodline on 0845 988 1188 Tynetalk 0845 602 6340. To report flooding, call the incident hotline on 0800 80 70 60 (24hrs)**
- Lancashire County Council is the lead authority for flooding of and damage to roads and can be contacted on **0845 053 0011**.
- United Utilities is the lead authority for flooding from sewers and can be contacted on **0845 746 2200**.
- The Emergency Services are responsible for coordinating the emergency response to a flood incident. In an emergency only call 999.
- If you have any health concerns during or after a flood call NHS Direct on **0845 46 47** for advice and information.
- If you smell gas call the National Grid on **0800 111 999**.

Important! Flood water is dangerous

- Six inches of fast flowing water can knock over an adult and two feet of water can move a car.
- Avoid walking or driving through it.
- Keep children and vulnerable people away from it.
- Wash your hands thoroughly if you touch it.
- Listen to the advice of the emergency services and evacuate if you have been advised to.
- If you live in a bungalow, caravan, prefab or any other dwelling without access to a second story and you find yourself in difficulty, alert the Emergency Services.
- Listen to the local radio stations and/or the TV for up to date news on the flood.
- Do not return to your property until you have been informed it is safe.
- When driving in a flooded area, obey 'Road Closed' signs.

After the flood

- You can get water out of your property using a pump and generator; private contractors will be able to assist with this. The Fire and Rescue Service may carry out pumping operations in certain circumstances, but this will be prioritised and there may be a charge for the service.
- Only pump out water when flood levels outside start to be lower than inside. This reduces the risk of structural damage.
- Wear protective clothing/face masks when cleaning up.
- Use a garden hose to wash things down; don't use a high-pressure hose as they blast contaminated matter into the air.
- Check with your insurance company before you throw anything away. Don't throw away any damaged possessions without taking photographic evidence for your insurance in case this is needed and make your own record of flood damage.
- If you are not able to dispose of bulky waste damaged by flooding yourself, please contact the Borough Council on 01706 217777 for assistance. Please note that there may be a charge for this service.
- If you have any concerns regarding environmental health and safety due to flooding please contact the Borough Council's Environmental Health Team on 01706 217777 for guidance or assistance.
- If you have experienced flooding and have damage that needs repairing, Help Direct will help you find local reputable trades-people in your local area. Call 0303 333 1111 (Mon-Fri 9am-5pm). Low cost call rate from land lines, approx 1p a minute.

Flooding: Be Prepared

Practical advice on what to do



Other formats available on request.
Tel: 01706 217777 or contact:
Rossendale Borough Council
PO BOX 74, Bacup, OL13 0WU

اردو বাংলা



**Always listen to and act
on advice of the
emergency services**