



Ready for flooding

Before, during and after.



Supporting and representing flood risk communities

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A flooding guide prepared by the National and Scottish Flood Forum



Am I at risk from flooding?

Your house may be at risk from flooding if:

- Flooding has occurred before in your area.
- There is a concern in your local community about the risk of flooding.
- Your area is shown to be at risk on a flood risk map. Check your risk www.gov.uk/check-if-youre-at-risk-of-flooding

Flooding can be caused by water coming from a variety of sources that might not necessarily be nearby or obvious. Sources of floodwater which may affect your property include:

- Heavy rainfall
- Rivers (fluvial)
- The sea
- Ditches and drainage channels
- Frozen or burst pipes
- Surface water (pluvial) runoff from slopes or hard surfaces
- Backup/overflow of drainage systems and of waste water drains
- Water rising out of the ground

What level of flooding can I expect?

The water depth is a key factor determining the amount of flood damage. This can be taken as the highest flood level at the property, or in the area, in living memory or on record. You will need to consider the maximum flood depth, because the deeper the flood, the greater the amount of damage that can be caused.

Your local authority / parish / Environment Agency / Natural Resources Wales may also hold records of past flooding events search for 'flood' on the Gov.uk website or contact the [Floodline](http://www.floodline.gov.uk) on 0345 988 1188.

The local community may be a valuable source of information on the severity of past flooding events.



Preparing for a flood

Simple steps to prepare for flooding – this list is not exhaustive:

- 1 Make sure you have the correct insurance cover by checking your insurance policy and ensure you are adequately covered to avoid being underinsured.
- 2 Find out where and how to turn off your gas, electricity and water supplies.
- 3 Keep a list of useful telephone numbers (including your GP details, insurance claim line and policy number).
- 4 Put together an emergency flood kit (see next page).
- 5 Think about the needs of children, babies, elderly, the disabled at home and your pets. Don't forget to check on your neighbours.
- 6 Take detailed photos of your property and contents **NOW** before any flood occurs.
- 7 Have a household plan to use in the event of a flood:
 - Identify and list urgent actions in priority of value
 - What needs to be moved upstairs?
 - How can you prevent water entering the property - see page 15
 - Make sure you have the means to keep warm, food, flasks, etc
 - Where are you going to store computer, data and photographs safely?
Most things can be replaced, family photographs, memories often cannot - move them to protect them
 - Move your car to higher ground, if it is safe to do so. Where can you take the car safely?



Emergency flood kit

Being prepared will make things so much easier if your home is ever flooded. Putting together a Flood Kit 'Grab bag' is a key way of minimising the risks and surviving the worst, if you choose to stay in your home or are evacuated to a rest centre.

Essentials if you are evacuated to a rest centre:

- Insurance documents and other important documents
- Mobile phones and chargers
- Children's essentials (milk, baby food, sterilised bottles & spoons, nappies, wipes, nappy bags, clothing, comforter, teddy or favourite toy)
- Emergency cash and credit cards
- Essential prescription medication / repeat prescription forms
- Basic clean clothing (underwear etc)

What you should also consider:

- Insurance emergency helpline, local council and emergency service numbers, family and friends telephone numbers, local radio frequencies
- Windup radio, but if battery, take spares
- Windup torch, but if battery, take spares
- Camera to record damage for insurance purposes (Digital cameras are best)
- Bottled water (check use-by date)
- Non-perishable food items (including energy or cereal bars)
- Wash kit and essential toiletries (including toothbrush and wet wipes)
- Blankets, duvets, warm clothes
- Pack of playing cards or family games
- Additional items: wellington boots, waterproof clothing, rubber gloves
- First aid kit



During the flood

The first priority is protecting life: yours and your family's

In most situations you will be evacuated to a temporary rest centre or you may choose to go to family or friends. Always follow the advice of the emergency services. If you find you have to remain in the property, plan to move upstairs in good time. [Keep Safe, Keep Warm](#).

[Floodwater may be contaminated](#), especially by untreated sewage. Contamination remains after the floodwater has gone and can be hazardous unless simple procedures are followed.

Wear rubber boots and gloves in and around the affected property. Wash all cuts and cover with waterproof plasters. Anyone receiving a puncture wound during flood recovery should have a doctor determine whether a tetanus booster is necessary.

Small children, pregnant women and people with health problems should avoid floodwater and flooded areas until the clean-up is complete. If you do feel unwell or if you accidentally ingest (swallow) mud or contaminated water and you become ill, you should consult your doctor and tell them your house was flooded.

[Floodwater can damage buildings severely](#), particularly if it has been flowing quickly, is over 1m deep or has been in a property for a long time. Before entering property that has been flooded, the building should be checked for signs of damage.

[Be careful](#) when moving any debris that may have been carried onto your property or the surrounding area. Avoid heavy objects (e.g. trees) that may be unstable and could suddenly move and trap or crush you. Do not attempt to move anything yourself that cannot be lifted comfortably.

[Be careful](#) when moving in and around property that has been flooded. Standing water and mud can hide holes, damage to structures and sharp objects. This could include uncovered manholes and drains or roads and paths, as well as broken bottles or glass. Be aware of cuts from standing or falling onto hidden hazards and slippery sediment.

During the flood

Remember!

Do not approach any structure that may be unsafe.

Do not approach any fast flowing water or deep standing water. If you enter swiftly flowing water, you risk drowning, regardless of your ability to swim. Shallow standing water can be dangerous for small children. Do not rely on cars or other vehicles to protect you from floodwaters. If you have to enter floodwater, in all cases move slowly and carefully, make sure you are wearing strong footwear and use a stick to check that you are not about to step into a hole or onto a sharp object. If driving in floods is unavoidable, do so with extreme caution. 6 inches depth of fast flowing water can sweep a 4x4 vehicle off a road.

Turn off the electricity supply to the property until a qualified electrician or utility company has checked out the electrics. Use extreme caution in dealing with electricity. Ensure that all switches, sockets and appliances are checked prior to use, especially if they have been in contact with floodwater. Once all electrical safety checks have been made, make sure that you use a circuit breaker with any electrical equipment that you may use in, or to clean, or repair your property. Watch out for any fallen power lines and do not approach them - be aware that there is always a potential electric shock hazard.

Turn off the gas supply to appliances that have been flooded (or where their vents/flues may have been affected).





After the flood

If you are unfortunate enough to flood:

- Ring your insurance company and register your claim.
- Take photos of all your possessions and one of the tide mark on the wall that the flood water has left.
- Make a note of the reading on your electric meter.
- Don't turn on your electricity until it has been checked.
- Take around with you a small notebook to note down who you have spoken to, their names, who they work for, what they do, phone number, email, date and time you spoke to them, what they said.

Your insurer will arrange for a lost adjuster and other specialists to visit your home. Do not throw anything away until they have paid you a visit.

If you have to clean & disinfect

- Wear protective clothes, boots and rubber gloves
- Use a brush, soapy water and heavy duty cleaner, then rinse
- Floodwater may be contaminated so disinfect all areas affected after cleaning
- Make sure you wash your hands with antiseptic after cleaning up
- Disinfecting also kills most mildew and moulds

Don't fully re-occupy your property until after the following:

- All standing water has been removed particularly from the underfloor area
- The Fire & Rescue Service can pump out standing water but will charge for non-emergencies. Otherwise use a pump (from hire or DIY shop), or use buckets followed by wet/dry vacuum.
- Shovel out mud (which may be contaminated) then hose out or use a garden sprayer
- Remove flood damaged carpets but keep a sample for your insurance company. They will want to see this as part of your claim.

For further detailed information please refer to the National Flood Forum website www.nationalfloodforum.org.uk – we are often able to help and advise on insurance claims.

Contact us on 01299 403055.



After the flood

Dry

- Good ventilation is essential – keep windows and doors open on dry days and remove airbrick covers – maintain security.
- Use fans plus industrial heaters and dehumidifiers. These will be provided by your insurance company if you are insured. When using dehumidifiers close all windows to ensure drying properly occurs.
- If possible have central heating on at 20C or above.
- Drying out can take several weeks or even months.



Who can I speak to?

- The National Flood Forum have considerable experience in dealing with the aftermath of floods
- Insurance – Contact your company's (24 Hour) Emergency Helpline as soon as you can. If paying for help, keep receipts for any emergency pumping or repair work done. Take meter readings of gas or electricity. Keep photographic records of ALL flood damage.
- Your local flood support centre – this will most likely be set up and advertised after a flooding event has occurred.
- Your local council's Environmental Health department.
- Your G.P. regarding issues of stress, anxiety and other health issues.



Health & Safety advice

Floodwater may be contaminated by silt, sewage, oil or chemicals. Try to avoid coming into contact with it.

Wear protective clothing and wash your hands after any contact. Cover cuts with waterproof plasters – see previous section.

- Don't use damp electrical items – get them checked by a professional.
- Seek medical advice if diarrhoea, fever or abdominal pain affects anyone.
- Seek medical advice if you have a persistent dry cough and or itchy eyes.
- Mould can be a health hazard for babies, people with allergies and the elderly (they should stay away during the clean up)

Beware of fumes from petrol or diesel generators or gas heaters – they can kill. Do not use indoors. Electric pumps should only run through a circuit breaker.

If your garden floods

- Don't let children or pets onto affected grass or paved areas until cleaned. Gain advice from your water company.
- Remove any toilet waste from affected areas by shovelling it into black bags, and sealing them. After the grass has grown and been cut once there should be no further risk as sunlight and soil will usually destroy harmful bacteria within a few weeks.

If you have children

- Don't let them play in floodwater – they risk infections and drowning.
- Contaminated toys will need disinfecting.





Floodline

A service you can count on 24/7

Wherever you are, you may be able to benefit from advance flood warning of river and coastal flooding from the Floodline service provided by the Environment Agency (EA) (for England) and Natural Resources Wales (NRW).

EA and NRW use weather, river and coastal monitoring systems to predict both the likelihood and timing of floods. When flooding is forecast, they will issue flood warning messages through the Floodline recorded telephone and website service, giving you time to take action to limit the impact it may have on your home or business. So it's important that you monitor weather updates and check Floodline regularly. All you have to do is call [0345 988 1188](tel:0345 988 1188) (charged at local rate) or search for 'flood' on the [gov.uk](https://www.gov.uk) website.

Flood Warnings Direct – Floodline

Anyone is able to sign up to receive free flood messages for your area direct to your phone, mobile, email, SMS text, or fax. When the risk of flooding is over, you will receive a 'no longer in force' message so that you can start making plans to get life back to normal. Sign up to receive flood warnings direct by searching for 'flood' on the [gov.uk](https://www.gov.uk) website or calling Floodline on [0345 988 1188](tel:0345 988 1188).



FLOOD ALERT

FLOODING IS POSSIBLE. BE PREPARED.

There is a danger of flooding within the next 24-48 hours (12 hours in coastal areas). Monitor weather reports and check with Floodline for updates.



FLOOD WARNING

FLOODING IS EXPECTED. IMMEDIATE ACTION REQUIRED.

Immediate action is required, take measures to protect yourself and your property. Monitor weather updates and check Floodline regularly. EA endeavours to send this warning at least 3 hours before predicted flooding.



SEVERE FLOOD WARNING

SEVERE FLOODING. DANGER TO LIFE

Flooding is imminent and could pose a risk to life and cause significant disruption to essential services, such as water and electricity supplies. Co-operate with the emergency services in the event of evacuation.



Your local authority

The Flood and Water Management Act 2010 brought in new duties for local authorities. The county or unitary authority (Lead Local Flood Authority) is responsible for developing, maintaining and applying a strategy for local flood risk management in their areas and for maintaining a register of flood risk assets. They also have lead responsibility for managing the risk of flooding from surface water, groundwater and ordinary watercourses, but not from main rivers or the sea.

Emergency plans

If a flood happens, all local authorities are 'category one responders' under the Civil Contingencies Act. This means they must have plans in place to respond to emergencies, and control or reduce the impact of an emergency. It is a good idea to find out what happens in your area and where the emergency evacuation centres have been identified, before an event. Knowledge of the procedure will help to ease feelings of panic in a flood situation.

Sandbags

Your council will have a policy on the deployment of sandbags in your area. Some will have a service that provides them; some will not provide them, while others will have a discretionary service. If they do provide them, their services may mean that they will deliver to the area, or you may have to pick them up yourself from their depot. They might also have a limited supply only that could leave you short. Find out what your council's policy is so that you know what you might need to put in place.

Surface water mapping

Surface water flood risk management is the responsibility of Lead Local Flood Authorities (within Councils) across England and Wales. They are responsible for producing flood hazard maps for surface water within designated Flood Risk Areas and the Environment Agency were responsible for publishing these maps by December 2013.

You can gain access to these maps and find out if you are at risk from surface water flooding by searching for; Environment Agency – What's in your backyard? And clicking the sub-heading 'Environment Agency'. You can search the maps by postcode or town. The maps do not contain sufficient information to determine individual flood property risk, but they are a vital tool to assess whether the area may be affected by surface water flooding and to what extent.



Coping with the aftermath

A traumatic event turns your world upside down

Experience shows that after surviving a disaster, people can have a variety of reactions. In spite of the crisis, you can feel happy to be alive. You may feel dazed or numb. You might feel sad, helpless and anxious. It is not unusual to have bad memories or recurring dreams. You might avoid places or people that remind you of the disaster. You might have trouble sleeping, eating, or paying attention. Some people have short tempers and get angry easily. All of these reactions to being flooded are normal human responses.

It will take time before you start to feel better

You might have strong feelings right away. Or you might not react until much later, after the crisis is over. You might notice that you and your family are affected in ways you had not been aware of before. You might find it very difficult to remember things. It will take time for you to feel better and for your life to return to normal. Give yourself time to heal, but if you feel concerned that things are not getting better soon enough, talk to your G.P.

These steps may help you feel better

A traumatic event disrupts your life. There is no simple fix to make things better right away. But there are actions that can help you, your family, and your community to heal.

- Follow a normal routine as much as possible.
- Eat healthy meals. Be careful not to skip meals or to overeat.
- Exercise and stay active.
- Help neighbours or other people in your community. Stay busy.
- Accept help from family, friends, co-workers, or faith group. Talk about your feelings with them.
- Limit your time around the sights and sounds of what happened.
- Don't dwell on TV, radio, or newspaper reports on the crisis.



Distractions, opportunists & rogue traders

Beware of anyone selling services or goods door to door. They may appear helpful and may seem a good idea at the time, but reflection is always needed to ensure the benefits are right for you or if there is anything you need to consider first before going ahead.

Be cautious of doorstep callers who may trick or steal from you. They may try to gain entry by asking to turn off water or check the electricity.

Always put the chain on when answering the door and make sure windows and other doors are locked (just in case an accomplice tries to enter elsewhere while you are talking). Check the caller's ID and phone the company to check they are genuine if you have any doubt.

Call a neighbour or [Police](#) for assistance if you are worried

[Rogue Traders](#)

If callers offer to do work, the Association of British Insurers recommend that you should:

- Beware of tradesmen who can start the next day – reputable ones are usually busy.
- Ask to be put in touch with past clients to see samples of work.
- Beware of someone who gives only a mobile number and no business address.
- If someone calls and says that they are from the insurance company - check first.
- If in doubt contact your insurance company / insurance adjuster or the National Flood Forum on [01299 403055](tel:01299403055) or info@floodforum.org.uk
- Don't pay in advance, do pay in stages and don't make the final payment until you are happy with the work.
- You can use your own builder so book a local reputable builder early. There could be a real shortage of builders.

Important – Please don't pay everything in advance whatever the builder might say. Do pay in stages and don't make the final payment until you are happy with the work. Don't sign anything until you are happy with the work either. If they threaten you, call the police.



Insurance advice

If in doubt speak to the NFF

01299 403 055

If you have household insurance then read on – whether tenant or home owner

Ring your insurance company or landlord immediately – they will send a loss adjuster as soon as they can (usually in a day or so). Do not use this as an insurance “opportunity”. Fraud is a criminal offence and will lead to your claim being cancelled. Loss adjusters are professionals who are keen to help honest people and they like claimants who do everything reasonable to mitigate their own loss. Communicate clearly and clarify what terms of reference the insurance company feels is reasonable regarding your claim.

Fully insured; new for old – You should get full recompense of all expenses, less any excess on your policy.

Fully insured – You may get full recompense but the policy may adjust downwards for fair wear and tear and general depreciation since new. A 15 year old kitchen does not always justify a new kitchen!

Under-insured – You should get the “fair percentage”. The insurance company will take the rebuild cost you have insured for, when compared with the current correct rebuild cost of your whole house. In simple terms a house of rebuild value £100,000 insured for only £75,000 will result in a flood claim of £25,000 being reduced by 25% due to the under-insured loss.

Try to remain calm and courteous at all times. Keep a book with a record of all conversations and communications with your insurers, and various contractors and consultants. The next phase is a complex project and will benefit from as many organisational skills as you can provide.

Our advice is to keep photographs of everything; regularly update the insurance company with letters, emails or handwritten notes of what you are doing. Try to “stop” and make a plan, e.g. Photograph everything – structure, appliances, furniture and contents, watermarks, etc. If you or your family have to move out or need to leave the area, make realistic decisions. Many houses will take 6 months or even longer (depending on type of construction), to dry and become habitable – this is not a two week problem! You may have to live in your house until the loss adjuster arrives and tells you what will happen. In the meantime, make a list of what has been damaged and keep this somewhere safe. If you have a camera (a disposable one will do) or a camcorder, take pictures or film everything.



Insurance advice

If in doubt speak to the NFF

01299 403 055

Ask if your insurance covers you for alternative accommodation. If so, you may be able to move into a hotel, while you look around for a rented property. Recover valuables and put them somewhere safe. Use rubber gloves when you're handling them and put them in bags or boxes. Most articles can be professionally restored. Don't make rash decisions.

Your insurance company (via your loss adjusters) will arrange for a professional cleaning company to come and undertake work, or if the damage is severe, appoint a "strip-out" contractor to remove flood-damaged walls and floors plus damaged goods. This may include kitchen units, and all electrical fittings.

- If you're a tenant and have taken out contents insurance, household contents, fixtures and fittings should be covered. It's normally the responsibility of your landlord to provide building insurance. However you are advised to check with your landlord and your policy.

No household insurance? The following is good advice for everyone

- Not having insurance cover is a situation best avoided. If you're uninsured you will most likely be responsible for covering all costs of flood damage. Remember to keep records of damage (photos etc.).

Local supplies of disinfectant, brushes, driers, generators, pumps, builders and tradesmen will run out fast. Make a full list of emergency cleaning items to get ahead of the game by arranging for someone to collect these for you, from perhaps outside the local area. When the floodwater subsides it's vital to clear standing water as quickly as possible. Bricks and concrete floors soak up water relatively slowly, but conversely take months to dry out if they have been left standing in water for a long period (1 inch per month). Fast action at this stage will save months of drying time later. Dehumidifiers and fans can be hired from most good hire shops and will reduce the risk of health problems associated with damp. Your borough / district or county council may well be offering help and support. Local voluntary sectors are also usually very proactive in offering assistance.

Flood products

If your property is in a flood risk area or has been flooded, when undertaking renovations or improvements, or repairing flood damage, please bear in mind the advice listed over these pages. If floodwater is more than 1m deep, you may cause more harm than good by keeping the water out. The force of the water may cause structural damage to your home or business.

To prevent water entering the property

- Do regular maintenance checks – is mortar between bricks in good condition?
- Don't just build it back: build it better. See Ciria report C623 or Planning Advice Note 69 (construction industry research and information).
- Always seek help before making structural changes. Get advice from a specialist flood surveyor or from RICS (Royal Institute of Chartered Surveyors).
- Flood products may give you more time to move your possessions off the ground floor to safety: often water is cleaner because mud and silt stay outside. Guidelines on how to reduce your properties risk, a cost estimator and a list of flood products, Blue Pages, can be found at the Protect your Property pages of the National Flood Forum website www.nationalfloodforum.org.uk
- It is strongly advised that you obtain a property survey that looks into water ingress before you invest in flood products.
- Consider the impact of any outdoor works on your neighbours e.g hard landscaping will increase levels of water runoff.
- Look for kite marked products – tested and found fit for the job.
- Your local council may offer grants towards property flood products.



Flood products

To assist with future flood risk (resilience):

- Fit plug sockets, boilers, service meters higher up on walls.
- Choose water resistant door & window frames (and use silicone sealant around frames).
- Get a chemical damp proof course below joist level if your house does not have a damp proof membrane; and install airbricks with removable covers or automatic airbricks.
- Replace mineral insulation within walls with closed cell insulation.
- Consider non-return valves in sewage pipes to prevent sewage backing up into the house.
- Check access points for pipes (e.g washing machines) for gaps and fill holes.

And if possible:

- Go for solid flooring with a damp proof membrane tied into the building structure.
- Lay tiles (lay straight on to screed avoid adhesive blobs).
- Have solid wood or stainless steel kitchen/bathroom units rather than chipboard.
- Pick lime or cement render – depending on the age of the property. Properties of the Victorian age or older go to www.english-heritage.org.uk/publications/flooding-and-historic-buildings/flooding-and-historic-buildings-2nd-ed.pdf
- Replace ovens with raised, built in types.
- Choose rugs rather than fitted carpets.



Flood boards



Automatic / Self closing air brick



Air brick cover



Flood board



Alternative gel filled Sack



Toilet seat seal



Flood board



Flood barricade

Drinking water advice

Follow the advice of your local water company regarding the safety of the water supply. If in doubt, boil all water intended for drinking, brushing teeth, washing food and cooking.

Please use bottled water

- Take precautions for formula-fed infants. The preferred option for babies is to use bowser water brought to a 'rolling boil' and cooled or use bottled water.
- Unboiled water should not be used.

Useful sources of information

- Public Health England
www.gov.uk
- NHS
www.nhs.uk





Who are the National Flood Forum?

The National Flood Forum is a national charity dedicated to supporting and representing communities and individuals at risk of flooding. It helps people to prepare for flooding, helps them to recover their lives if they have been flooded, and provides advice and support on all flood risk issues. It works to ensure that flood risk issues are understood and addressed by government, its agencies and other national organisations, to ensure that they develop a community perspective.

- A website containing a wealth of information www.nationalfloodforum.org.uk
- A telephone helpline 01299 403055 for all issues regarding flooding & flood risk, including support obtaining insurance and flooded property reinstatement issues.
- The Blue Pages Directory of available property flood products & services www.bluepages.org.uk
- Help with recovery from a flood event, using our specifically designed flood recovery trailer, supporting the Environment Agency and Local Authorities all over the country to cope with flood recovery, advising them on the likely issues and supporting the community for the long term with exceptionally experienced staff.
- Support for communities – working with grass-roots communities, facilitating their development and supporting them to address their flood risk issues in partnership with agencies and local government.
- Flood product exhibitions – a show case of resistant products alongside appertaining information, insurance advice & a wealth of knowledge and experience.
- Training for flood group volunteers, agencies and other organisations.
- Flood surgeries for targeted areas, ideal for flood product schemes and flood awareness.
- Flood awareness trailer – An outreach vehicle to bring information/messages to communities.





Local flood action groups

The prime focus of the National Flood Forum's activities is with those communities that have either been affected by flooding or are at risk of flooding because of their location.

Since its inception The National Flood Forum has sought to be a focal point for all those who find their lives disrupted by flooding.

We have found that the best way of making things happen locally is by communities working together with those who can make a difference; Local authorities, the Environment Agency / Natural Resources Wales and water companies collectively.

Forming a grass roots based community flood action group to work on behalf of the wider community in finding ways to reduce flood risk, has proved very effective across England and Wales.

Flood Action Groups are a representative voice for their community and their aim is to work in partnership with the agencies and authorities whose work involves flood risk.

Through these 'grass-root' groups, communities are able to:

- Address their concerns over malfunctioning assets/and other issues.
- Be constantly in touch with what is intended for their community.
- Learn about & understand procedures that are already in place regards routine maintenance.
- Have a voice as to the future flood risk of their community through consultation.
- Instigate 'flood watchers'.
- Create awareness of flood risk in the wider community.
- Prepare to reduce the impact on the community should a flood event occur.

The National Flood Forum supports communities to form Flood Action Groups, provides tools to ensure their success and sustainability, including setting up meetings with all the right professionals needed to address flood risk issues.

"We believe in simplicity, realising that we all have lives to live and spare time is short."



Useful contacts

National Flood Forum – www.floodforum.org.uk 01299 403 055

- Supports and represents flood risk communities.
- Offers support and advice on flood products, Insurance, Recovery, establishing Flood Action Groups and Business continuity planning.
- Blue Pages Directory – www.bluepages.org.uk – A directory of flood products.

Environment Agency (England) – www.gov.uk/flood Natural Resources Wales – www.naturalresourceswales.gov.uk 0345 988 1188

- Monitors main rivers and the sea to predict the likelihood of flooding and issues flood risk messages and flood preparation advice through Floodline – 0345 988 1188.
- Provides information on areas at risk of river and coastal flooding.
- Helps local authorities identify sustainable actions to manage flooding.

Local Water Companies – www.gov.uk/flood

- Manage the public water and waste water network.
- Minimise risk of sewer flooding.
- Reservoir maintenance.

Your Local Council – www.gov.uk/find-your-local-council

See page 10.

Voluntary Organisations

- Citizens Advice Bureau – www.citizensadvice.org.uk
08444 111 444 (England) 08444 772 020 (Wales) Provide free independent confidential advice.
- UK Community Foundations
http://ukcommunityfoundations.org/community_foundations/map 02077139326