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# Flooding guidance

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## Your guide to preparing for flooding

Please keep this leaflet for future reference

in partnership with



# Key agencies



## Elmbridge Borough Council

We work towards increasing the resilience of Elmbridge to flooding, as well as coordinating the flood response from the Borough Emergency Control Centre during a major incident. Our response during a major incident may include:

- Supporting established community volunteer groups.
- Working with partner agencies to support vulnerable residents.
- Assisting evacuation through our community transport team.
- Opening rest centres for residents in need of temporary shelter.
- Providing short- and long-term accommodation solutions for residents who have needed to evacuate their homes.
- Assisting with community clear up following flooding.

We also work with local community groups, offering additional help and support. If you are interested in getting involved in a group, setting up a group, or already have a group and would like to know more, please contact us. Applied Resilience supports the Community Resilience Groups on behalf of Elmbridge Borough Council, please email: [info@appliedresilience.org](mailto:info@appliedresilience.org).



### Major incident

Sometimes flooding might mean a major incident is declared to bring councils, police, ambulance and fire teams and other public bodies together to help and support residents.

## Environment Agency



Environment Agency

We work with the Environment Agency to help residents prepare for emergencies.

The Environment Agency's free Floodline service provides flood warning information, some local situation updates and advice for residents 24 hours a day, seven days a week (see next page for details).

The Environment Agency's maintenance teams continue to carry out annual maintenance and respond to incident reports on the main rivers in Elmbridge. This includes tree and vegetation clearance, blockage removal and de-silting.

The Environment Agency also supports community groups to raise flood awareness and prepare for flood incidents. Information on creating a personal flood plan and a community flood plan can be found on their website.

## Surrey County Council



SURREY

Surrey County Council (SCC) as Lead Local Flood Authority for the all boroughs and districts in Surrey is responsible for managing the risk of surface water flooding as well as investigating this and flooding from ordinary watercourses. Insufficient watercourse maintenance can be a cause of flooding and this remains the responsibility of the relevant private landowner. For more information on how to report a flood, please see the next page.

# Who should I contact about flooding?

**If there is threat to life, call 999.**

Who?	What?	Telephone	Website
<b>Environment Agency</b>	General flooding advice Report a river flood Floodline (check the current alert and warning status, and sign up for flood alerts and flood warnings)	03708 506 506 0800 80 70 60 0345 988 1188	<b>Environment Agency</b>  <b>Check your flood risk</b>
<b>Elmbridge Borough Council</b>	Rest centres Housing Evacuation transport Environmental health advice	01372 474 474 Out of hours emergency: 0300 369 0576	<b>Elmbridge - flooding</b>  Follow us on: <b>MyElmbridge</b> – on Facebook <b>@ElmbridgeBC</b> – on Twitter
<b>Elmbridge Building Control</b>	Building control	01372 303145	<b>Elmbridge Building Control Services</b>
<b>Surrey County Council</b>	Surface water flooding management Highways management  Social care and health information  Other enquiries, including: Animal health, Rights of Way  Trading Standards information	Flooded highways: 0300 2001003  Social care: 01932 794800 Out of hours: 01483 517898  Switchboard: 0300 200 1003  03454 040506	<b>Surrey CC - roads and transport</b>  <b>Surrey CC - social care and health</b>  <b>Report an issue</b> <b>Surrey CC - report it online</b>  <b>General flooding enquiries:</b> <b>flooding.enquiries@surreycc.gov.uk</b>  <b>Surrey CC - Trading Standards</b>
<b>UK Power Networks</b>	Run the electricity supply network Sign up for text alerts	0800 316 3105 Text: "Power" followed by your postcode to 80876	<b>UK Power Networks</b>  <b>UK Power Networks - power cut text alerts</b>
<b>Affinity Water</b>	Drinking water	Emergency number: 0345 357 2407	<b>Affinity Water</b>
<b>Thames Water</b>	Sewage, flooded sewers, and sewage clearing	0800 316 9800	<b>Thames Water</b>
<b>Insurance</b>	Advice on what is covered by your insurance and process claims	Contact your insurance company	

# Plan ahead for flooding with a personal flood plan

If your home is at risk of flooding, make sure you have your own personal flood plan. Flooding can become a serious problem faster than you'd think, so don't leave this until it actually happens as you will not have time. Visit [GOV.UK personal flood plan](#) for a guide on preparing a personal flood plan.

## Other steps you can take now to ensure you're ready

✓	Checklist
	<b>Store important documents safely</b> - preferably higher than the flood waters can reach, or if this is not possible, protect them in polythene bags
	Look into the best ways to <b>stop flood water entering your home</b> – don't just rely on sandbags, they may not always be available and there are plenty of flood protection products available which can protect your home much more effectively. Visit the National Flood Forum's directory at <a href="#">Blue Pages</a> for household flood prevention measures and products.
	<b>Check that your insurance policy</b> covers you for flooding.
	<b>Sign up for the Environment Agency's flood alert</b> and warning service at <a href="#">Sign up for flood warnings</a> to get flooding alerts by telephone, email and SMS
	<b>Familiarise yourself with flood warning levels</b> , so that you understand an event as it is unfolding.
	<b>Identify who you can turn to during flooding</b> – where you can go or store possessions when flooding is imminent. Also identify who you can help – look out for friends, family and neighbours, particularly those who are vulnerable or elderly.
	<b>If you have pets</b> , identify somewhere safe you can take them before a flood.
	<b>If you have a car</b> , identify somewhere safe to move it to before a flood. If your car is already in flood water, do not attempt to move it.
	<b>Make sure you know where the stop-valves are for your water, gas and electricity supplies</b> so that you can turn these off quickly if necessary.
	<b>Prepare an emergency flood kit</b> , ready to grab in the event of a flood (see below).

### Surrey Prepared

For great resources, events and toolkits to help prepare for an emergency visit [Surrey Prepared](#). This includes a household plan to help keep you and your family safe [Prepare your home for emergencies](#).



## Emergency flood kits

Here are some ideas for items you could include in your emergency flood kit.

✓	Kit items
	Important documents, such as your passport or insurance certificates.
	A wind up torch and radio, in case of a loss of power.
	Rubber gloves and wellington boots, in case you have to come into contact with flood water.
	A first aid kit, including any prescription medicine.
	Bottled water – the water from the tap may become contaminated during flooding.
	Non-perishable and/or tinned food.
	Blankets and warm clothing, in case of a prolonged loss of power.
	If you have children, you may wish to include some toys to keep them entertained.

## More information

### Sandbags

Sandbags offer limited protection and should only be used as a last resort when other measures are not in place. Take a look at the National Flood Forum's directory at [Blue Pages](#) for a range of household flood prevention measures and products. Hydrosacs can also be purchased as an alternative to sandbags, which are easier to store and inflated when the threat of flooding is imminent. If you would still like sandbags, you can make your own arrangements. For example, sandbags are often available from builders' merchants.

While we don't have a legal responsibility to provide sandbags and cannot provide sandbags for all residents at risk of flooding, we may look to deploy them at a very local level in some instances. We work closely with the Environment Agency and may distribute sandbags to those properties identified to be at the highest risk of internal flooding, and only where sandbags can be safely deployed.

### Rest centres

Rest centres enable people's needs to be assessed during an incident such as a flood, and in extreme cases they can provide basic amenity for people who have evacuated their homes, for example by providing meals or overnight accommodation.

Two types of assessment will be carried out for anyone sheltered at a rest centre:

**1. Housing options assessment:** (This is the responsibility of Elmbridge Borough Council.) This involves considering all of the housing options that may be available for a flood victim, including emergency accommodation and subsequently longer-term housing options. This process works alongside the adult social care assessment, to address any vulnerabilities.

**2. Adult Social Care Assessment:** (This is the responsibility of Surrey County Council.) This process involves assessing the specific needs of any flood victim who may be identified as vulnerable or is previously known to the multi-agency services already assisting them.

It is then the responsibility of Adult Social Care to ensure these individuals may access specific and suitable support, including necessary medication and health professionals. This will also include placing flood victims into residential care, if this level of care is needed.








A rest centre is intended to provide short term shelter only. Elmbridge Borough Council's community transport team will be able to assist with moving people to more suitable, long term accommodation.

## Rest centre locations








Rest centres are chosen based on the extent and nature of the incident at the time. People on the ground will be there to support you and direct you to a rest centre if needed. You can also check our website [Elmbridge Borough Council](#) and social media for details. ([MyElmbridge](#) on Facebook and [@ElmbridgeBC](#) on Twitter)

## Flooding dos and don'ts

### Do:

-  Keep together and safe with your family and those around you
-  Have an emergency 'grab bag' prepared
-  Pay close attention to the advice of the emergency services and local authority. Take all warnings seriously and respond quickly.
-  Isolate gas, electricity and water at the fuse board, gas meter and stopcock – make sure you know how to do this quickly
-  Stay alert and monitor the ongoing situation
-  Block downstairs toilets and drains to prevent backflow of sewage – use a sandbag or a strong bin bag filled with soil
-  Move important items to a high and safe place within the home

### Don't:

-  Don't enter flood water. Only six inches of fast flowing water can knock a person over and there may be unseen hazards – uncovered manholes, sharp edges and unstable surfaces may be hidden beneath the surface
-  Don't drive through flood water. Less than two feet of water can be enough to float a car and beneath the water may be hidden hazards such as sudden drops, debris and fallen power lines
-  Don't come into contact with flood water – it is often contaminated with sewage and other substances. Wear rubber gloves and boots, and wash thoroughly if you do accidentally come into contact with flood water
-  Don't ever attempt to swim through flood water. You may be swept away and being a strong swimmer will not protect you from being struck by flowing debris
-  Don't re-enter a flooded area until you are advised it is safe to do so
-  Don't enter a property that has been flooded unless you are sure it is structurally safe – if in doubt it should be professionally checked
-  Don't turn on your electricity or gas supplies until they have been checked by a qualified electrician/engineer. Be aware of gas leaks – do not smoke or use open flames

## Rogue traders

Rogue traders often attempt to take advantage of flood victims, as people who have been affected are usually very tempted to take the first offer to restore their property as quickly as possible. Remember that you should never agree to have work done by someone who appears at your door unannounced. If you are concerned, you should contact the Trading Standards Rogue Trading Team on **0845 051 0845**.