



Guidance Notes: BEFORE, DURING AND AFTER A FLOOD

Before a flood event

If you are unsure about anything within these notes then please contact Flood Risk Management (FRM) using the details at the end of this document.

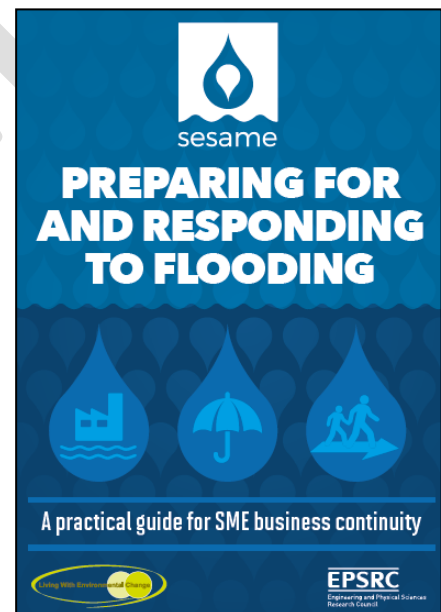
If flood water has the potential to enter the living areas of your property and you feel that sandbags could help, District or Borough Councils can supply free empty sandbags. Please note that District and Borough Councils often have a limited supply of sandbags and do not have a statutory duty to provide them to residents. Sandbags can offer some protection against flood water entering a property. If the water does get in, they can be used for damage limitation by diverting water away from more vulnerable parts of the property.

Contact details of your District or Borough Council can be found here:

<https://www.leicestershire.gov.uk/find-your-district-council>

If your property is at risk of flooding, you may wish to consider creating a householder flood plan which may include the following:

- A list of contact details and where you can go in an emergency.
- Detailed photos of your property and contents.
- Copies of your building and contents insurance cover (don't undervalue your contents).
- How to turn off your electricity, gas or water supply.
- An emergency supply of medication, torch, bottled water, non-perishable food, pet essentials, blankets, first aid kit etc.
- Moving personal documents, irreplaceable items to a higher floor.
- Sign up for the Environment Agency's flood warnings
 - Online: www.gov.uk/sign-up-for-flood-warnings
 - Telephone: 0345 988 1188
- If you are a local business you may wish to visit www.floodresilientbusiness.co.uk for further guidance.



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Amendments you could consider making to your property and land to improve resilience may include:

- Raise the threshold of your property (such as doors), where possible.
- Create low embankments around your property.
- Install flood resistant gates to boundaries.
- Install a thin water proof protective wall coating to outside walls.
- Install non-return valves in waste pipes and outlet pipes.
- Install flood resistant airbrick covers.
- Install water resistant external doors.
- Install internal pump and sump systems.
- Concrete under-floor voids.
- Raise electrical sockets, TV points etc. and any white goods.
- Waterproof walls, tile floors and walls.

Our Guidance Notes for “Property Level Protection (PLP)” may be useful.

<u>Checklist</u>	
Flood plan	<input type="checkbox"/>
Flood insurance	<input type="checkbox"/>
Photos of property and contents	<input type="checkbox"/>
Flood bag	<input type="checkbox"/>
Filled sandbag supply	<input type="checkbox"/>

It is recommended that properties and businesses, who have historically experienced flooding before, keep a supply of readily available sandbags. The LLFA recommends storing a number of filled sandbags to use on driveways, door entries in an emergency.

The Council is committed to empowering localism within communities and promoting self-resilience. Small actions by community members may make a big difference to those who are affected by flooding. There are a number of actions that could be completed before heavy rainfall or during prolonged or rainfall events that may reduce the impact a flood event may have.

Actions that members of the public may take to reduce the impact of heavy rainfall events include but are not limited to:

- Raking leaves - this can reduce blockages to land drainage, gullies and trash screens (**where training and equipment has been provided**). Leaves are compostable and can be disposed of in your environmental waste bin. **You are advised to prioritise your personal safety before attempting any such activity.**
- Removing leaves from gully grates (**providing it is safe to do so**) - it is difficult in emergency situations for the County and District Councils to clear all gullies across the County that have become blocked by leaves.

Our Guidance Notes for “Community Level Initiatives” may be useful.

PROTECTING YOURSELF FROM FLOODING

Moving a pile of leaves from a gully grate has the potential to stop a property internally flooding - **first and foremost your own safety must be your main priority.**

- Monitoring trash screen build up – if you notice a trash screen has a significant build-up of debris you should notify the Council to raise awareness of the blockage. In an emergency situation the County Council may be able to attend to assist depending on resource availability.
- Walk the known watercourses/ditches in the locality and monitor for blockages - report blockages to the riparian landowner or contact FRM.

During a flood event

Your first priority in the event of a potential flood is to look after yourself and the people around you. It is advisable to keep listening to a local radio and monitor weather updates. You should always listen to the emergency services and evacuate when told to do so. Where flooding poses risk to life, always contact the Fire and Rescue Service via the 999 service.

You should never put yourself or anyone around you at risk however if the water hasn't reached you then you could:

- Move your car to a safe place.
- Move any essential items upstairs or raise them above the floor.
- Collect safe drinking water.
- Turn off electricity, gas and water.
- Gather spare clothing, food and other supplies.
- Locate your pets.

If the water has reached you then:

- Check on people/pets in your household to ensure they are safe.
- Raise or move any items upstairs where safe to do so.
- Turn off electricity, gas and water where safe to do so i.e. not when standing in flood water.
- Put plugs in sinks/bath and weigh them down.
- Evacuate when told to do so and take supplies.

After a flood event

Do not attempt to re-enter your property until you are sure that it is safe to do so.

After a flood event you need to speak immediately with your insurers. If you do not have an insurance policy that covers flooding but would like to obtain further information about doing so please refer to the [Insurance Guidance](#)

PROTECTING YOURSELF FROM FLOODING

Notes. Once you have informed your insurer a clean-up and any necessary repairs may take weeks or even months to be complete.

You may need to speak with your insurance company about the potential for temporary accommodation. It is advised that you:

- Photograph or film any damaged property.
- Keep copies of any letter, emails, receipts etc.

Unfortunately Leicestershire County Council does not provide a clean-up service.

Contaminated flood water

Harmful bacteria can be present in flood water. If flood water is contaminated with sewer waste then the risks can be even higher. You should contact the environmental health team at your District / Borough Council who may be able to provide guidance.

- Always use protective clothing (waterproof gloves or clothing) whilst attempting any clear up.
- Always wash your hands after handling anything that may have been contaminated with flood water.
- Do not allow children to play in flood water or affected grassland or paved area until they have been cleaned and restored to their normal condition. Always wash contaminated toys.
- Remove dirty water and silt from the property (may require pumping) and ensure your property is thoroughly dried out.
- Use waterproof plasters and clean any cuts that may have been in contact with flood water.
- Replace any private manhole covers and contact the County Council to replace any that are not privately owned.
- Remove all soft furnishings and fittings damaged beyond repair.
- Disinfect all surfaces.
- Don't eat any food that has been in contact with floodwater.
- Do not use any electrical items that have been in contact with floodwater. Please check with an electrician.

PROTECTING YOURSELF FROM FLOODING

Useful resources

National Flood Forum

A national charity dedicated to supporting and representing communities and individuals at risk of flooding.

Tel: (01299) 403055

Website: www.nationalfloodforum.org.uk

Useful guidance material: National Flood Forum's '[Ready for Flooding](#)' booklet

Blue Pages

For an independent directory of flood mitigation products please refer to the Blue Pages website at www.bluepages.org.uk

Flood Advisory Service

A not for profit organisation providing free, independent advice on flood risk and mitigation solutions local to you.

Website: www.floodadvisoryservice.co.uk

Government Website

<https://www.gov.uk/prepare-for-a-flood>

Frequently asked questions

Will the County Council come out to my property during a flood event?

FRM does not provide a reactive service during a flood event, however whilst flooding is ongoing FRM will be advising emergency responders.

Information and advice on how you can prepare for, respond to and recover from flooding and other emergencies can be found at the Leicester, Leicestershire and Rutland Prepared (LLR) Local Resilience Forum:

<https://www.llrprepared.org.uk/>

In extreme circumstances where residents may need to be temporarily evacuated from their home, further information about this can be found here:

<https://www.llrprepared.org.uk/about/emergency-centres/>

If flooding of your property poses a serious and immediate threat to your welfare, or there is the possibility of additional risks, for example from your

PROTECTING YOURSELF FROM FLOODING

electricity supply, then Leicestershire Fire and Rescue Service may be able to offer emergency assistance, such as pumping water from your property. In these circumstances you should contact the Fire and Rescue Service by calling 999. Please be aware that the Fire and Rescue Service receive many calls for assistance during flooding. The initial response may be from an officer to assess the situation.

Where flooding poses risk to life, always contact the Fire and Rescue Service via the 999 service.

I would like to speak to an expert about helping to protect my house from flooding. Who can I call?

For information about getting expert help and assistance please refer to the **Using Experts Guidance Notes**. You may also find the **Property Level Protection (PLP) Guidance Notes** useful.

I think I need to get insurance for my property. How do I go about this?

For information about insurance for flood risk please refer to the **Insurance Guidance Notes**.

My property is a listed historic building and has been flooded. What can I do?

Many historic buildings are not only at risk from flood damage but also damage from inappropriate remedial works carried out by contractors who have little understanding of historic fabric.

For guidance relating to protected buildings please contact **Historic England**¹, **Society for the Protection of Ancient Buildings**², **the Institute of Historic Building Conservation**³ or review **the Register of Architects Accredited in Building Conservation**⁴.

Further information on 'Flooding and Historic Buildings' is also available **online**⁵.

Can the County Council provide any financial support after I have been flooded?

The County Council is not able to offer financial support to individual property owners.

¹ www.historicengland.org.uk

² www.spab.org.uk

³ www.ihbc.org.uk

⁴ www.aabc-register.co.uk

⁵ www.historicengland.org.uk

PROTECTING YOURSELF FROM FLOODING

All funding opportunities are under constant review due to the ever growing demands on corporate finances. In all instances this limited funding must be strategically prioritised in an attempt to ensure that we are helping to protect to most at risk communities within the County. For further information about prioritisation please refer to the [Communications Strategy and Prioritisation Guidance Notes](#).

There are numerous sources of funding available which are further explained in the [Funding Guidance Notes](#). You may wish to contact FRM to obtain the most up to date information about available funding.

Across Leicestershire, FRM is working at the community level to increase local resilience. For further information please refer to the [Community Level Initiatives Guidance Notes](#).

What will FRM do to help me / others affected by flooding in my area?

The size and scale of the flooding will determine the investigation FRM can undertake. Further information on flood investigations and enquiries can be found in the [Flood Reporting and Enquires Investigation Guidance Notes](#).

Leicestershire County Council

Flood Risk Management

County Hall, Glenfield, Leicestershire, LE3 8RJ

Call: (01163) 05001

Email: flooding@leics.gov.uk