

# FLOODS HAPPEN

*Be prepared...*

**Flooding is one of the highest risks to people and properties in the UK, so being prepared is essential.**

Defences along the River Trent protect Burton from a major flood event but it is impossible to eliminate the risk entirely. Surface water and other flooding could occur behind a flood defence so it is vital to know the flood risk of your area.

In Burton 11,691 properties are located in a flood risk area, but the sign up rate for receiving flood warnings in these areas is low. Follow the 3 steps below to start to reduce your risk from flooding.

- ✓ To find out if you are at risk from these sources go to [www.flood-warning-information.service.gov.uk/long-term-flood-risk](http://www.flood-warning-information.service.gov.uk/long-term-flood-risk)
- ✓ Sign up for free flood warnings by phone, text or email at: [www.gov.uk/sign-up-for-flood-warnings](http://www.gov.uk/sign-up-for-flood-warnings)
- ✓ For information about extreme weather events in your area - sign up for Met Office notifications or download the app from:  
[www.metoffice.gov.uk/public/weather/flood-warnings](http://www.metoffice.gov.uk/public/weather/flood-warnings)



# FLOODS HAPPEN

*Flood warnings - know what to do:*



**flood warning**

**prepare**

>> **before bad weather**

- Prepare a bag that includes medicines and insurance documents
- Visit the flood warning information service [www.flood-warning-information.service.gov.uk/long-term-flood-risk](http://www.flood-warning-information.service.gov.uk/long-term-flood-risk)



**flood warning**

**act**

>> **when you receive a warning**

- Turn off gas, water and electricity
- Move things upstairs or to safety
- Move family, pets and car to safety



**severe flood warning**

**survive**

>> **in severe weather**

- Call 999 if in immediate danger
- Follow advice from emergency services
- Keep yourself and your family safe



# FLOODS HAPPEN

*Stop floods destroying your world. Be Prepared.*

Being prepared for flooding can help keep you, your family and community safe.

Here are ways you can prepare for a flood event:

- ✓ Arrange a safe place to go in the event of a flood to your property
- ✓ Have a household flood plan for you and your family
- ✓ Insurance – check that you are insured in the event of a flood. Contact the National Flood Forum on **01299 403055** for further help and advice
- ✓ Utilities – Make sure you know how to turn off your gas, electricity and water
- ✓ Prepare an emergency flood kit ‘grab bag’
- ✓ Learn from your local community on the severity of past flooding events and work together to help prevent and minimise damage and stay safe should a flooding event occur
- ✓ Keep a list of useful phone numbers



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# FLOODS HAPPEN

## *Emergency Flood Kit Checklist.*

Being prepared will make things so much easier if your home is ever flooded. Putting together an emergency flood kit 'Grab bag' is key to minimising the risk and surviving the worst should you choose to stay in your home or are evacuated to a rest centre.

### Essentials

- ✓ Insurance documents and other important documents
- ✓ Mobile phones, chargers and a list of telephone numbers
- ✓ Children's essentials (milk, baby food, sterilised bottles & spoons, nappies, wipes, nappy bags, clothing, comforter, teddy or favourite toy)
- ✓ Emergency cash and credit cards
- ✓ Medical devices, hearing aid batteries, glasses and contact lenses.
- ✓ Essential prescription medication/ repeat prescription forms
- ✓ First aid kit
- ✓ Bottled water (check expiry date)
- ✓ Clothing, toothbrush and wash kit

### Other items to consider:

- ✓ Insurance emergency helpline, local council and emergency service numbers, local radio frequencies
- ✓ Portable battery radio; a wind-up radio is a good backup
- ✓ Torch with spare batteries is best; a wind-up torch is a good backup
- ✓ Digital camera to record damage for insurance purposes
- ✓ Non-perishable food items such as energy bars or cereal bars
- ✓ Blankets, duvets, warm clothes
- ✓ Pack of playing cards or family games
- ✓ Wellington boots, waterproof clothing, rubber gloves



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*What to do in the event of a flood.*

Flooding can be extremely dangerous and unpredictable so the following advice should be taken into account if your property or area is subject to flooding.

- Get yourself and your family somewhere safe
- Do not drive into flood water
- Do not approach fast flowing or deep flood water as you could be at risk of drowning and the water can be contaminated
- Turn off your electricity, gas and water supplies in affected areas
- Put any valuable possessions upstairs if it is safe to do so
- If your or your family's lives are at risk, phone 999 immediately
- Follow the advice given from the emergency services



# FLOODS HAPPEN

*After a flood event in your community.*

The more preparation you put in before a flood happens, the less you'll need to sort out afterwards. If the worst should happen, work together in your community and help each other - many hands make light work.

- Phone your insurance company to register your claim (contact the National Flood Forum on **01299 403055** for further advice)
- Be careful and use disinfectant when cleaning up flood water as it can be contaminated
- Do not use affected electrical items until they have been checked by a professional
- Seek medical attention if you start to feel unwell following a flood event and make sure you tell your GP about the event
- Ring your water company if you notice a change in water quality such as a change in the colour, taste or smell of your tap water
- Heating, dehumidifiers and good ventilation can help dry out your home. You may notice mould growing on damp walls, this will stop growing as your home dries out but if it persists, contact a specialist cleaner



# FLOODS HAPPEN

*Useful Contacts.*



## **Staffordshire County Council Highways Team**

Drain flooding on the roads:

**Tel:** 0300 111 8000

**Email:** [highways@staffordshire.gov.uk](mailto:highways@staffordshire.gov.uk)

## **Environment Agency Incident Number:**

24-hour incident number to report river flooding, of an obstruction in the river that might cause flooding, or pollution or many dead fish in a river

**Tel:** 0800 807 060

## **Environment Agency Floodline:**

Open 24 hours in times of flood

**Tel:** 0345 988 1188

## **Environment Agency General Enquiries:**

**Tel:** 03708 506 506

**Email:** [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)

## **National Flood Forum**

Advice on flooding and insurance information

**Tel:** 01299 403 055

**Email:** [info@floodforum.org.uk](mailto:info@floodforum.org.uk)

## **South Staffordshire Water**

**Water enquiries and emergencies:**

**Tel:** 0800 389 1011

## **Blue Pages**

The UK's leading independent flood directory

[www.bluepages.org.uk](http://www.bluepages.org.uk)

**Add your personal contacts:**

A large white rounded rectangular box intended for users to add their personal contact information.



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# FLOODS HAPPEN

*Further advice.*



## **[www.staffordshireprepared.gov.uk](http://www.staffordshireprepared.gov.uk)**

gives advice to the public and businesses on how to prepare and respond in the event of a flood, including the creation of flood plans.

## **[www.staffordshire.gov.uk/flooding](http://www.staffordshire.gov.uk/flooding)**

gives advice on who is responsible for what in the event of a flood.

## **Sign up to the Priority Service Register**

with Western Power distribution on **0800 096 3080** or **[wpdpriorityservmids@westernpower.co.uk](mailto:wpdpriorityservmids@westernpower.co.uk)** if there are older, pregnant, or infant family members or anyone with mobility, sensory or illness related issues.

**Please contact Staffordshire County Council if you require this document leaflet in alternative languages or format - telephone 0300 111 8000.**







# Environment Agency

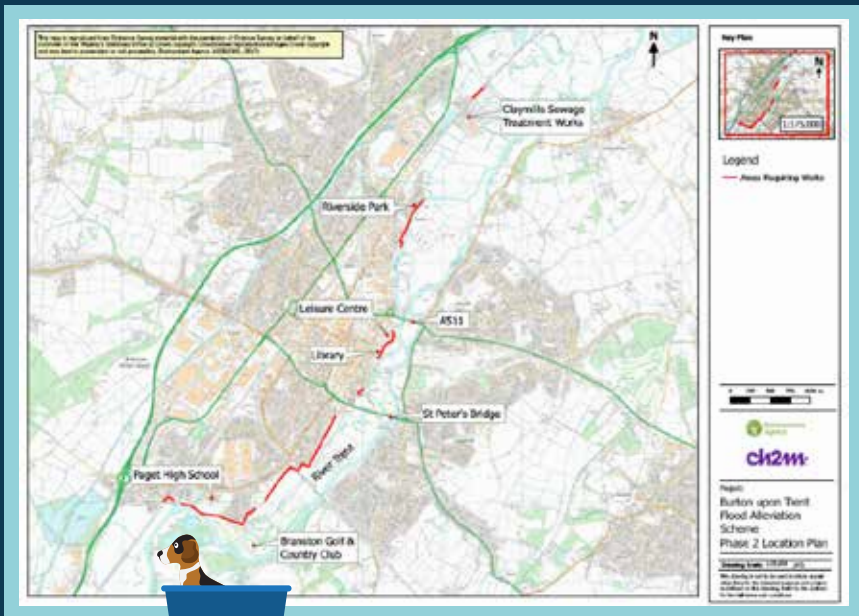
## Burton upon Trent Flood Risk Management Scheme

In 1932 a major flood event instigated the building of flood defences to protect Burton-upon-Trent.

Although these flood defences, which benefit 7,000 properties in Burton, have since been improved regularly, they now need extensive work to ensure they continue to reduce the risk of flooding to residents.

The Environment Agency plan to carry out this work from 2019 onwards through the delivery of the Burton Flood Risk Management Scheme.

We will carry out improvement works to a 3.7 km stretch of the defences protecting Burton and Branston, as per red line on the map below:



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