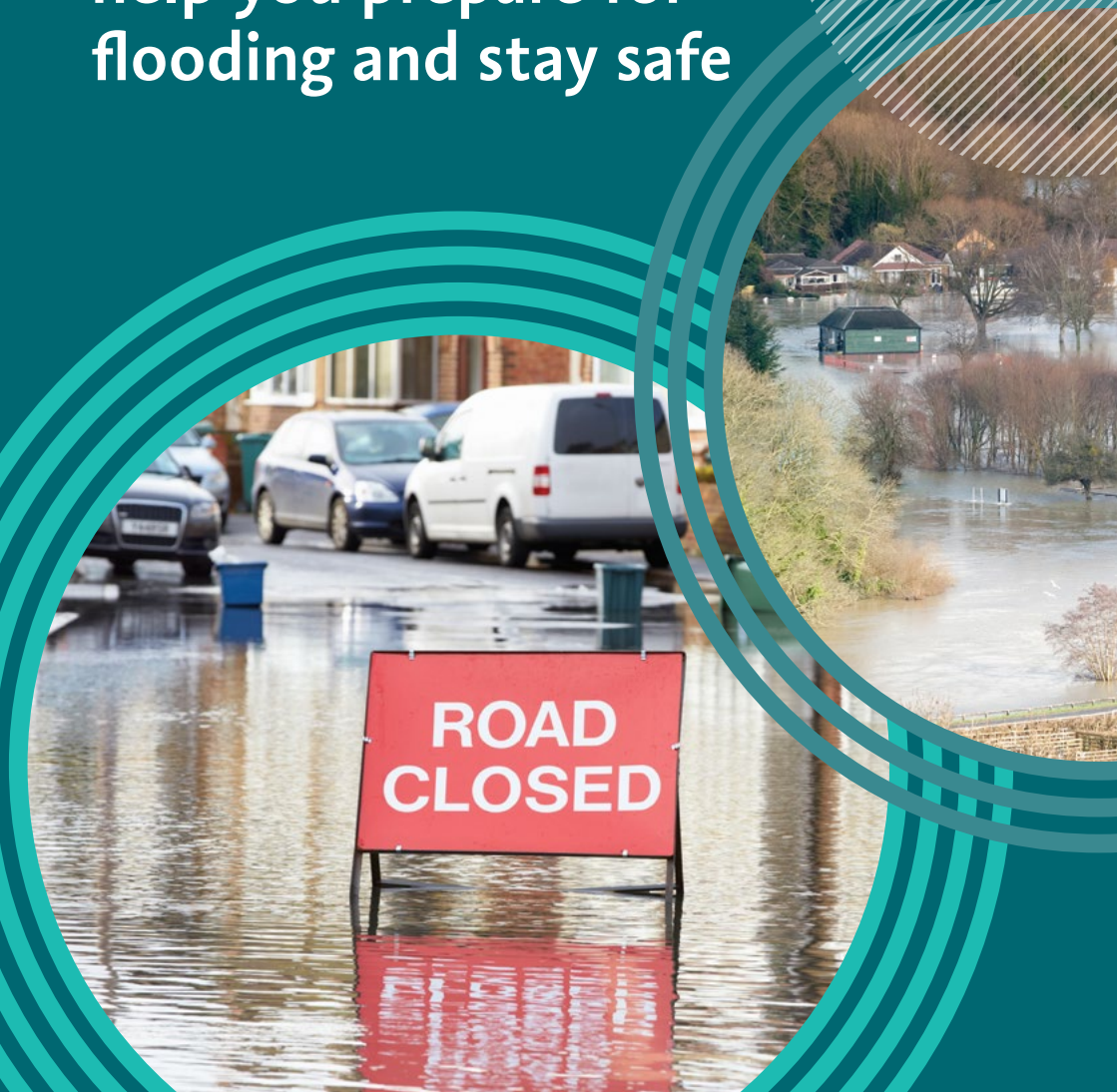




SURREY PREPARED

Tips and advice to
help you prepare for
flooding and stay safe





Surrey County Council has worked with partners to launch the Surrey Community Resilience Partnership. The partnership will help communities build resilience and protect homes under the Surrey Prepared initiative.

Unfortunately flooding can and does happen in Surrey – in 2013 the army were called in to help after a national incident was declared.

That's why we've put together these tips and pieces of advice to help you prepare for flooding and also cope as well as possible if it happens.

Planning ahead

During a flood you won't have much time to react or prepare which is why it's much better to act now and plan what you would do. Start off by creating a personal, household or business flood plan to help you decide what actions to take before and during a flood. There's a personal plan on page six of this booklet and you'll also be able to find more plans online at surreycc.gov.uk/surreyprepared.

Be ready

If a flood could be imminent make sure you:

- Put your personal flood plan into action.
- Call Floodline on 0345 988 1188 or 0845 988 1188 for updates
- Tune into local radio.
- Check travel information before you make a journey.
- Check the weather forecast and three day flood risk forecast on the Met Office website.

Flood Warning Service



FLOOD ALERT
Flooding is possible
Be prepared

—
Stay alert
Stay vigilant
Early precautions



FLOOD WARNING
Flooding is possible
Be prepared

—
Flooding expected
Take action
Protect yourself and
your property



**SEVERE FLOOD
WARNING**

—
Significant risk to life
Significant disruption
to communities
Protect yourselves

Prepare your property

Unfortunately it's almost impossible to completely flood proof your property but there's lots that can be done to reduce flood damage:

- Make sure you have building and contents insurance just in case there's any damage to your belongings or property.
- Move important documents, personal items and valuables upstairs or to high shelves. Try to get large items of furniture upstairs or place them on top of other furniture such as a table.
- Move cars, pets and outdoor belongings to higher ground.
- Switch off water, gas and electricity at the mains if a flood is likely.
- Fit flood protection products such as airbrick covers, sandbags and toilet bungs.
- Put plugs in sinks and baths and weigh them down with a plastic bag full of soil.
- Disconnect equipment that uses water such as washing machines or dishwashers.

Sandbags

It's up to you to protect your home from flooding and your local district or borough council might not always be able to supply sandbags. Remember that sandbags will be hard to get hold of when a flood has happened as demand will be high so it's worth visiting a DIY store or builders' merchants to stock up.

There are also lots of modern alternatives that are more effective, light and easy to store so ask about them too.

Here are a few tips for using sandbags:

- They'll help keep water out of your property but are most effective if you place plastic sheeting behind them to create a watertight layer.
- Sandbags rot very quickly so only fill them or put them outside when you need them. They should be stored in a cool dry place.
- Dispose of sandbags carefully and don't let sand go down any drains as this could cause a blockage and result in further flooding.

Steps to staying safe

Take action in an emergency

- Call 999 if you're in danger, or if someone's been hurt.
- Check on vulnerable neighbours to see if they need help.
- Move people and pets upstairs or to a higher place, which has an escape route.
- Stay calm.

Evacuate when told

- Follow all the advice from the emergency services if they tell you to evacuate. You'll be taken to a safe assembly point and you can then decide whether to stay with your friends and family or go to a centre run by the local council where there will be food and bedding.

- If you're making your own arrangements, make sure you go to the assembly point first to make sure you have been accounted for, or let the Police know you are safe by calling 101. This is so the Emergency Services don't take any risks searching for you.
- Bring clothing, medication and baby care items. It is a good idea to keep a copy of any prescriptions you need so that any replacement medicines can be easily supplied.
- Bring pets in a secure carrier and don't forget pet food.



Stay out of flood water

- Avoid walking or driving through flood water. Ankle deep fast flowing water can knock over adults and knee deep water can move a car. Remember that a third of flood related deaths involve a vehicle.
- Flooding causes manhole covers to come off so be very careful if you do end up walking through flood water.
- Make sure children and vulnerable people stay out of flood water.
- Don't walk on riverbanks when the river is in flood.
- Be careful when crossing bridges when water levels are high as they could collapse.
- Look out for hazards such as fallen power lines or trees.
- Wash your hands if they've been in flood water.



Your personal flood plan

Start preparing before a flood happens and use this checklist as your flood plan.

01. Know who to contact and how

Agree where to go and how you will stay in contact with friends and family. Keep a list of all your important contacts to hand.

02. Think about what you can move now

Instead of waiting for a flood to happen you can move items with personal value such as photo albums and treasured mementos to a safe place.

03. Think about what you would move during a flood

- ☐ Pets
- ☐ Cars
- ☐ Furniture
- ☐ Electrical equipment
- ☐ Garden pot plants and furniture can be moved or tied down to prevent them being swept away.

04. Check your insurance policy

- ☐ Are you covered for flooding? Find out if the policy replaces new for old, and if it has a limit on repairs.
- ☐ Don't underestimate the value of your contents. Contact the National Flood Forum on **01299 403 055** for advice.

05. Check on vulnerable people

Children, the elderly and disabled people might need extra support.

06. Know how to turn off your gas, electricity and water supply

Speak to your suppliers if you're not sure how to do this yourself. Make a note of how to do it in case you forget.

07. Prepare a flood kit and keep it safe

- ☐ Copies of all your insurance documents
- ☐ A torch with spare batteries
- ☐ Warm, waterproof clothing and blankets
- ☐ A first aid kit and your prescription for medicine
- ☐ Bottled water and non perishable food
- ☐ Baby food and baby care items
- ☐ A battery radio

Useful contacts

Keep this list of important numbers with your flood kit.

Emergency services 999

Police in non emergency 101

Power cuts 105

Environment Agency

Incident hotline number 0800 80 70 60

Floodline for advice and guidance 0345 988 1188 or 0845 988 1188

Surrey County Council

Phone number 03456 009 009

Text 07527 182 861

Find out more

 surreycc.gov.uk/surreyprepared

 @SurreyPrepared

 community.resilience@surreycc.gov.uk

