

## FLOOD RECOVERY INFORMATION

For Warwickshire homes and businesses

This pack includes key information and signposting to further assistance that may be useful if you have been affected by flooding. Overleaf there is a table outlining some of the key organisations that can help and how they may be able to support you.

### First steps after a flood

- If your home has been flooded contact your home / contents insurer
- If you are a tenant contact your landlord or housing provider as well
- Ensure it is safe to return home and have any flood affected utilities (e.g. gas, water, electricity) checked by a suitably qualified professional to ensure it is safe before use
- Consider asking for help from family, friends and neighbours you trust
- If it is safe to do so, please take photos or videos to help with any subsequent flood investigation and report it to us (see below).

### How to report a flood

- If your property has flooded, please report it to Warwickshire County Council as the Lead Local Flood Authority (LLFA) at [www.warwickshire.gov.uk/flooding](http://www.warwickshire.gov.uk/flooding) and select 'Report a flood'. Alternatively report it, and provide any photos, to [flooding@warwickshire.gov.uk](mailto:flooding@warwickshire.gov.uk)
- Other agencies may also want to know about flooding depending on the source, for information on how to report it to them visit [www.gov.uk/report-flood-cause](http://www.gov.uk/report-flood-cause)

### Being prepared for future flooding

There are some quick simple steps you can take to help be prepared for flooding:

- Sign up for Environment Agency Flood Warnings and get Met Office Severe Weather Warnings to stay informed of the risk
- Check your long-term flood risk from rivers, surface water, reservoir and groundwater by visiting [www.flood-warning-information.service.gov.uk/long-term-flood-risk/](http://www.flood-warning-information.service.gov.uk/long-term-flood-risk/)
- Have a Grab-bag containing key items such as copies of insurance documents and a home emergency plan so you're prepared if you have to evacuate quickly in a flood (see CSW Resilience overleaf for templates)
- Keep sentimental items and important documents on the first floor or at least high off the ground on the ground floor
- Know how to turn off your gas, electricity and water

### Making your property more flood resilient

- Consider if there are ways to make your property more resilient to flooding. Property Flood Resilience (PFR) measures, such as watertight doors and airbrick covers, are measures that can be installed onto most properties to reduce the likelihood of flood water entering a property.
- The PFR Code of Practice can be found here: <https://www.ciria.org/ItemDetail?iProductCode=C790F&Category=FREEPUBS>
- For advice on suitable measures, likely costs and finding reputable contractors/surveyors, please visit [www.bluepages.org.uk](http://www.bluepages.org.uk) which is hosted by the National Flood Forum, a charity which offers free impartial advice to those affected by flooding.

## Organisations that can support you after a flood

Organisation(s)	Contact Details	How they can help
Emergency Services	999	<ul style="list-style-type: none"> <li>In an emergency where there is potentially a risk to life always call 999</li> </ul>
Warwickshire County Council	01926 410 410	<ul style="list-style-type: none"> <li>Can provide support for vulnerable persons or those with extra needs</li> <li>Maintain the local highways network, report any flood related issues with the roads (i.e. blocked drains) to them</li> <li>May be able to offer emergency financial support if you are on low income</li> </ul>
District / Borough Councils:		<ul style="list-style-type: none"> <li>Help if you are homeless or at risk of becoming homeless due to flooding</li> <li>Can help you with excess waste removal</li> <li>Some may be able to offer emergency financial support if you are on low income</li> </ul>
North Warwickshire BC	01827 715 341	
Nuneaton and Bedworth BC	024 7637 6376	
Rugby BC	01788 533 533	
Stratford DC	01789 267 575	
Warwick DC	01926 450 000	
Environment Agency	0345 988 1188	<ul style="list-style-type: none"> <li>Provide the Flood Warning Service</li> <li>Operate the Floodline advice service providing live flooding information and advice on how to prepare and cope with the impacts of flooding</li> </ul>
Warwickshire Fire Service	01926 423 231 (non-emergency no.)	<ul style="list-style-type: none"> <li>As well as being able to help in an emergency they may be able to support you in pumping out your property</li> </ul>
Severn Trent Water	0800 783 4444	<ul style="list-style-type: none"> <li>Responsible for water supply and sewers, report any supply issues or flooding caused by mains water / sewers to them</li> </ul>
Thames Water	0800 714 614	
National Flood Forum	01299 403 055	<ul style="list-style-type: none"> <li>A charity specialising in advising and supporting people who have experienced flooding</li> <li>Able to help advise you if you do not have insurance or are having trouble with insurers paying out</li> <li>Able to advise you on property protection products</li> </ul>
Citizens Advice	0344 411 1444	<ul style="list-style-type: none"> <li>Provide advice and signposting for support on virtually any issues you are potentially facing</li> <li>Able to help advise you if you do not have insurance or are having trouble with insurers paying out</li> </ul>
Your GP or NHS 111	<ul style="list-style-type: none"> <li>Your GP surgery's contact no.</li> <li>111</li> </ul>	<ul style="list-style-type: none"> <li>Help for any mental health as well as physical health concerns you may have</li> </ul>
Money Advice Service	0800 138 7777	<ul style="list-style-type: none"> <li>Free and impartial financial advice if you are having financial difficulties following a flood</li> </ul>
Samaritans	116 123	<ul style="list-style-type: none"> <li>Confidential support line to discuss any emotional issues you face</li> </ul>
CSW Resilience	cswprepared.org.uk	<ul style="list-style-type: none"> <li>Templates on home emergency plan and advice for Grab-bags</li> </ul>

Please note contact details may be subject to change. For latest contact details please visit their website.

Available contact hours may vary, for opening hours and out-of-hours emergency numbers for organisations where they exist please visit their website.