Report a flooding incident

If you think your life is in danger call 999

Reporting flooding is crucial for incident response and for long term planning of flood risk reduction measures.

For **non-emergency reporting** use the Flood Online Reporting Tool: https://swim.geowessex.com . This information is shared with risk management authorities to ensure it goes to the correct organisation.

For other emergency reporting, who you report to will depend on the source of the flood: https://www.gov.uk/report-flood-cause

For main rivers: Environment Agency incident hotline (24hr) 0800 80 70 60

For ordinary watercourses / surface water / roads:

www.wiltshire.gov.uk/civil-emergencies-who-to-contact

For sewage / burst mains: Wessex Water 0345 600 4 600 (24hr)
www.wessexwater.co.uk/your-wastewater/flooding/sewer-flooding

Who can you contact about flooding?

Environment Agency 24-hour incident hotline 0800 807060

Floodline 24-hours 0345 9881188 www.gov.uk/flood

Wiltshire Council 0300 456 0105 drainage@wiltshire.gov.uk

Wessex Water 0345 6004600 www.wessexwater.co.uk

National Grid 105

Gas supplier 0800 111999

Insurance abi.org.uk (Association of British Insurers) and FloodRe.co.uk

British Damage Management Association 01858 414278 www.bdma.org.uk

Do you know your flood risk?

Is your property or community at risk of flooding?

Would you know what to do?

Flooding is dangerous and can happen quickly. The effects can be devastating.

**If it happens you can be prepared.
Look inside to find out how.**

Environment Agency

FLOODS DESTROY BE PREPARED

What can you do now?

Understand the flood risk for your home and surrounding area.

Sign up to receive the free flood warning service for main rivers and groundwater.

Sign up to the MetOffice National Severe Weather Warning Service via web or app - **www.metoffice.gov.uk/weather/warnings-and-advice**

Make a personal flood plan and a checklist of things you need should you need to leave your home.

It's really easy to take these actions:

• Call Floodline on **0345 988 1188**

• Visit **www.gov.uk/flood** and **www.gov.uk/check-long-term-flood-risk**

FLOODING IS EXPECTED IMMEDIATE ACTION REQUIRED

Check to see if your insurance covers flooding

Know how to turn off gas, electricity and water supplies

Chat to friends and neighbours about how you could help each other

Do you have a community flood warden? If not, think about setting up a community flood group. Make a community flood plan.

How will roads and travelling be affected?

What would we do if our electricity went out?

Where do I put items to keep them safe?

When do I install my property flood resilience measures?

Where can you go for updates on flooding?

Your local radio station(s) **BBC Radio Wiltshire 103.5/103.6/104.3 FM**

Follow us on X, formerly Twitter: **@ EnvAgencySW**

Facebook: **EnvironmentAgencyWessex**

Visit **www.gov.uk/check-flooding** for current flood warnings, five day flood forecast and river, groundwater and rainfall levels

What you can do to help slow, or stop flood water coming into your home - Property Flood Resilience (PFR)

You or your landlord could buy equipment to help stop water coming through the door or airbrick covers.

Make sure any PFR is accessible, serviced and working, e.g. pumps and seals.

For helpful information, guidance and factsheets visit:

• **www.thefloodhub.co.uk/property-flood-resilience-toolkit/**

• **www.gov.uk/prepare-for-flooding**

• **www.nationalfloodforum.org.uk/**

• **www.floodre.co.uk/buildbackbetter/**

• **www.floodmary.com**

• **www.befloodready.uk**

If you own part of the river bank you should keep the banks and bed of the river clear of debris. www.gov.uk/guidance/owning-a-watercourse

What can you do if you get a flood warning?

Flood warning is time to take action – flooding is expected in the following hours.

Check that your family, neighbours and pets are okay.

Move important things upstairs or to higher shelves, so they don't get covered in dirty flood water.

Install or activate any property flood resilience measures for your home. Could someone do this for your if you are away?

Consider what you might need to take with you if you have to leave your home such as insurance details, medication & chargers.