

Flood information for Suffolk

The Environment Agency provides a free flood warning service to many areas at risk of flooding from rivers and the sea. Call Floodline on 0345 988 1188 or visit www.gov.uk/check-flood-risk to find out if you can sign up for free 24-hour flood warnings and get practical advice on what to do before, during and after flooding and to get a Quickdial number for easy access to information on flooding in your area. You can select to receive these warnings by phone, text or email.

DURING A FLOOD

Only dial **999** for the Fire and Rescue Service if there's an immediate risk to life or someone requires urgent rescue.

Call 0345 606 6171 to report a highways problem that poses an **immediate danger** to the public.



*Focus on the safety of you and your family. Unplug appliances to prevent electrical shock when the power comes back on. When power lines are down and water is in your home, or before you evacuate, **TURN OFF** gas, power and water.*



Be sure to know what to do when you receive a flood warning. Call Floodline on 0345 988 1188 if you need information. Cooperate with the emergency services if they tell you to evacuate your home. Be prepared to act quickly and get yourself to safety.



***Important!** Flood water is dangerous! Six inches of fast-flowing water can knock over an adult and two feet of water can move a car. Avoid walking, cycling or driving through flood water – cars and people can be swept away. There may also be hidden objects or open manholes under the water. If you take unnecessary risks, like driving along a flooded road when you do not know how deep it is and the risk of getting stuck, you add to the burden of the emergency services.*

For flooding inside your property, the following advice is offered from the Suffolk Flood Risk Management Partnership:

- isolate all electrics (if it is safe to do so)
- consider moving possessions upstairs if possible
- avoid contact with flood water as much as possible
- secure your property and make your way to a place of safety

Other emergency information:

Power cut: call 105 or go to www.ukpowernetworks.co.uk/power-cut

Damaged power lines: please stay away and call 105. If there is an immediate risk to safety, please also call 999.

Fallen or overhanging trees: In an immediate danger, call Suffolk Highways on 0345 606 6171. Alternatively, report them at highwaysreporting.suffolk.gov.uk

Water supply: if it has been affected, please call Essex & Suffolk Water on 0345 782 0999.

Sewage flooding: If your property has been affected by a sewerage issue, please report to Anglian Water or call their 24-hour emergency number 03457 145145.

AFTER A FLOOD

Contact your insurer immediately if you have been affected by flooding. Flood Re is a joint Government and insurance industry initiative that makes flood cover more widely available and affordable as part of your home insurance. Ask your insurer for more details as you cannot contact Flood Re directly.

It is important to **report a flood event that has affected your property** to the Flood and Water Management Team at Suffolk County Council (floods@suffolk.gov.uk) or Floodline (0345 988 1188). You will be referred to the organisation that is most relevant to your situation.

The Suffolk County Council Joint Emergency Planning Unit coordinates with other services to arrange **temporary accommodation and evacuation of houses** due to serious flooding. It helps people and businesses to recover from a devastating event. They can be contacted at suffolkprepared.co.uk or 01473 260588.

Cleaning up after floods: There is extensive advice on clean-up safety in the Suffolk Flood Risk Management Partnership guide at www.suffolk.gov.uk/about/flood-recovery-information-for-suffolk.

PLAN AHEAD

You can check your property's flood risk by contacting floods@suffolk.gov.uk and detailing your query.

Important note regarding sandbags: they do not provide protection during flooding; water can get into houses through many routes, not just doorways. In circumstance where sewer flooding occurs, sandbags can become contaminated with sewage and would require specialist handling. A much better option is to have temporary flood protection available in advance for your home. You can get more information about types of temporary flood protection and other equipment on from the National Flood Forum (www.nationalfloodforum.org.uk or 01299 403 055) or the Suffolk Joint Emergency Planning Unit (www.suffolkresilience.com/risk-advice/living-in-a-flood-plain, emergency.planning@suffolk.gov.uk or 01473 265321).

The Suffolk Flood Risk Management Partnership has created a comprehensive guide about what to do before, during and after flooding, including a checklist to prepare for flooding, which can be found at www.suffolk.gov.uk/about/flood-recovery-information-for-suffolk and on the Botesdale and Rickingham Parish Council websites.

Botesdale and Rickingham Parish Councils