



## Guidance Notes: BEFORE, DURING AND AFTER A FLOOD

*If you are unsure about anything within these notes, then please contact the Flood Risk Management (FRM) team using the details at the end of this document.*

### Before a flood event

If flood water has the potential to enter the living areas of your property and you feel that sandbags could help, the Lead Local Flood Authority (LLFA) can supply free empty sandbags. Sandbags can offer some protection against flood water entering a property. If the water does get in, they can be used for damage limitation by diverting water away from more vulnerable parts of the property. For information on where sandbags can be collected, please visit the County Council website<sup>1</sup>.

If you require sandbags in an emergency then they are supplied in line with the [County Councils Flood Response Policy](#). However, it should be noted that during a flooding event, the demand for sandbags is very high, and the county councils' resources are stretched, so wherever possible, residents and businesses are encouraged to provide their own flood protection measures.

If your property is at risk of flooding, you may wish to consider creating a householder flood plan which may include the following:

- A list of contact details and where you can go in an emergency.
- Detailed photos of your property and contents.
- Copies of your building and contents insurance cover (don't undervalue your contents).
- How to turn off your electricity, gas, or water supply.
- An emergency supply of medication, torch, bottled water, non-perishable food, pet essentials, blankets, first aid kit etc.
- Moving personal documents, irreplaceable items to a higher floor.
- Sign up for the Environment Agency's flood warnings
  - Online: [www.gov.uk/sign-up-for-flood-warnings](https://www.gov.uk/sign-up-for-flood-warnings)
- If you are a local business, you may wish to visit [Flood Resilient Business](#) for further guidance.

Amendments you could consider making to your property and land to improve resilience may include:

- Raise the threshold of your property (such as doors), where possible.
- Create low embankments around your property.
- Install flood resistant gates to boundaries.
- Install a thin waterproof protective wall coating to outside walls.
- Install non-return valves in waste pipes and outlet pipes.
- Install flood resistant airbrick covers.
- Install water resistant external doors.
- Install internal pump and sump systems.
- Concrete under-floor voids.
- Raise electrical sockets, TV points etc. and any white goods.
- Waterproof walls, tile floors and walls.

Further information on Property Flood Resilience can be found at the following

<https://thefloodhub.co.uk/wp-content/uploads/2018/09/Property-Flood-Resilience-PFR-booklet.pdf>

<https://nationalfloodforum.org.uk/about-flooding/reducing-your-risk/protecting-your-property/>

<u>Checklist</u>	
Flood plan	<input type="checkbox"/>
Flood Insurance	<input type="checkbox"/>
Photos of property and contents	<input type="checkbox"/>
Flood bag	<input type="checkbox"/>
Filled Sandbag supply	<input type="checkbox"/>

It is recommended that properties and businesses, who have historically experienced flooding before, keep a supply of readily available sandbags. During a flood event the demand for Council services can be high and the Council must prioritise resources across the county, as a result it is not possible to deliver filled sandbags to everyone during a flood event. The LLFA recommends storing a number of filled sandbags to use on driveways, door entries in an emergency.

The FRM team is committed to empowering localism within communities and promoting self-resilience. Small actions by community members may make a big difference to those who are affected by flooding. There are a number of actions that could be completed before heavy rainfall or during prolonged or rainfall events that may reduce the impact a flood event may have.

Actions that members of the public may take to reduce the impact of heavy rainfall events include but are not limited to:

- Raking leaves - this can reduce blockages to land drainage, trash screens (**where training and equipment has been provided**) and gullies. Leaves are compostable and can be disposed of in your environmental waste bin. **You are advised to prioritise your personal safety before attempting any such activity.**
- Removing leaves from gully grates (**providing it is safe to do so**) - it is difficult in emergency situations for the County and District Councils to clear all gullies across the county which have become blocked by leaves. Moving a pile of leaves from a gully grate has the potential to stop a property internally flooding - **first and foremost your own safety must be your own priority.**
- Monitoring trash screen build up – if you notice a trash screen has a significant build-up of debris you should notify the Council to raise awareness of the blockage. In an emergency the County Council may be able to attend to assist depending on resource availability.
- Walk the known watercourses/ditches in the locality and monitor for blockages - report blockages to the riparian landowner or contact the County Council's FRM team.

### During a flood event

Your priority in the event of a potential flood is to look after yourself and the people around you. It is advisable to keep listening to a local radio and monitor weather updates. You should always listen to the emergency services and evacuate when told to do so. Where flooding poses risk to life, always contact the Fire and Rescue Service via the 999 service.

You should never put yourself or anyone around you at risk however if the water hasn't reached you then you could:

- Move your car to a safe place.
- Move any essential items upstairs or raise them above the floor.
- Collect safe drinking water.
- Turn off electricity, gas, and water.
- Gather spare clothing, food, and other supplies.
- Locate your pets.

If the water has reached, you then:

- Check on people/pets in your household to ensure they are safe.
- Raise or move any items upstairs where safe to do so.

- Turn off electricity, gas, and water where safe to do so i.e., not when standing in flood water.
- Put plugs in sinks/bath and weigh them down.
- Evacuate when told to do so and take supplies

### After a flood event

Do not attempt to re-enter your property until you are sure that it is safe to do so.

After a flood event you need to speak immediately with your insurers. If you do not have an insurance policy that covers flooding but would like to obtain further information about doing so, please visit <https://www.floodre.co.uk/> for further information. Once you have informed your insurer, a clean-up and any necessary repairs may take weeks or even months to be complete.

You may need to speak with your insurance company about the potential for temporary accommodation. It is advised that you:

- Photograph or film any damaged property.
- Keep copies of any letter, emails, receipts etc.

Unfortunately, Derbyshire County Council does not provide a clean-up service. However, assistance may be provided to dispose of flood damaged items, and your District/Borough or County Council may be able to assist with this.

### Contaminated flood water

Harmful bacteria can be present in flood water. If flood water is contaminated with sewer waste, then the risks can be even higher. You should contact the environmental health team at your District / Borough Council who may be able to provide guidance.

- Always use protective clothing (waterproof gloves or clothing) whilst attempting any clear up.
- Always wash your hands after handling anything that may have been contaminated with flood water.
- Do not allow children to play in flood water or affected grassland or paved area until they have been cleaned and restored to their normal condition. Always wash contaminated toys.
- Remove dirty water and silt from the property (may require pumping) and ensure your property is thoroughly dried out.
- Use waterproof plasters and clean any cuts that may have been in contact with flood water.
- Replace any private manhole covers and contact the County Council to replace any that are not privately owned.

- Remove all soft furnishings and fittings damaged beyond repair.
- Disinfect all surfaces.
- Don't eat any food that has been in contact with floodwater.
- Do not use any electrical items that have been in contact with floodwater. Please check with an electrician.

## Useful resources

### *National Flood Forum*

A national charity dedicated to supporting and representing communities and individuals at risk of flooding.

Tel: (01299) 403055

Website: [www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk)

### *Blue Pages*

For an independent directory of flood mitigation products please refer to the Blue Pages website at [www.bluepages.org.uk](http://www.bluepages.org.uk)

### *Flood Advisory Service*

A not-for-profit organisation providing free, independent advice on flood risk and mitigation solutions local to you.

Website: [www.floodadvisoryservice.co.uk](http://www.floodadvisoryservice.co.uk)

### *Government Website*

[Prepare for flooding: If you're about to be flooded – GOV.UK \(www.gov.uk\)](http://www.gov.uk)

## Frequently asked questions

### *Will the County Council come out to my property during a flood event?*

The FRM team does not provide a reactive service during a flood event, however whilst flooding is ongoing the FRM team will be advising emergency responders.

If flood water has the potential to enter the living areas of your property and you feel that sandbags could help, then you should call either Call Derbyshire on (01629) 533190 or contact your local District/Borough Council.

In extreme circumstances where residents may need to be temporarily evacuated from their home, further help will be provided by the County Council Emergency Planning team.

If flooding of your property poses a serious and immediate threat to your welfare, or there is the possibility of additional risks, for example from your electricity supply, then Derbyshire Fire and Rescue Service may be able to offer emergency assistance, such as pumping water from your property.

In these circumstances you should contact the Fire and Rescue Service by calling 999. Please be aware that the Fire and Rescue Service receive many calls for assistance during flooding. The initial response may be from an officer to assess the situation.

Where flooding poses risk to life, always contact the Fire and Rescue Service via the 999 service.

*I would like to speak to an expert about helping to protect my house from flooding. Who can I call?*

Derbyshire County Councils Flood Risk Team can provide initial advice and can be contacted at [flood.team@derbyshire.gov.uk](mailto:flood.team@derbyshire.gov.uk)

*I think I need to get insurance for my property. How do I go about this?*

<https://www.floodre.co.uk/> is a joint initiative between the government and insurers. Its aim is to make the flood cover part of household insurance policies more affordable.

*Can the County Council provide any financial support after I have been flooded?*

The County or District/Borough Council may offer support grants to properties affected after a major flooding event has occurred. Please contact the relevant council for further information or visit

<https://www.derbyshire.gov.uk/environment/flooding/flooding.aspx>

*What will the FRM team do to help me / others affected by flooding in my area?*

If you are affected by flooding, it can be a very stressful and upsetting time. There can be numerous agencies and organisations who may become involved following a flooding event, and it can be very confusing as to whom to contact first.

Derbyshire County Council's flood team are always happy to assist, even if it's just signposting you to the right organisation.

Contact [flood.team@derbyshire.gov.uk](mailto:flood.team@derbyshire.gov.uk)

or Call Derbyshire on (01629) 533190 for further help and advice.

**Derbyshire County Council**

Flood Risk Management Team

Place

County Hall, Matlock, Derbyshire, DE4 3AG

Call Derbyshire: (01629) 533190

Email: [flood.team@derbyshire.gov.uk](mailto:flood.team@derbyshire.gov.uk)