

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 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).
- Know how to turn off your electricity, gas or water supply.
- Collate an emergency supply of medication, torch, bottled water, non-perishable food, pet essentials, blankets, first aid kit etc.
- Move 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
 - Telephone: 0345 988 1188



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 water proof 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.

During a flood event

Your first 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 refer to the [Insurance Guidance Notes](#). 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.

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. In the first instance it may be worth you contacting your local 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

Useful guidance material: National Flood Forum's '[Ready for Flooding](#)' booklet

Blue Pages

For an independent directory of flood mitigation products please refer to the Blue Pages website at www.bluepages.org.uk

Government Website

<https://www.gov.uk/prepare-for-a-flood>

Frequently asked questions

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

The FRM team do 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 the County Council's Emergency Planning team on (01629) 538364. Out of normal working hours, contact can be made through Call Derbyshire on (01629) 533190.

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

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. Their 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?

For information about getting expert help and assistance please refer to the [Using Experts Guidance Notes](#).

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

For information about insurance for flood risk please refer to the [Insurance Guidance Notes](#).

My property is a listed historic building and has been flooded. What can I do?

Many historic buildings are not only at risk from flood damage but also damage from inappropriate remedial works carried out by contractors who have little understanding of historic fabric.

For guidance relating to protected buildings please contact **Historic England**¹, **Society for the Protection of Ancient Buildings**², the **Institute of Historic Building Conservation**³ or review the **Register of Architects Accredited in Building Conservation**⁴.

Further information on 'Flooding and Historic Buildings' is also available **online**⁵.

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

The County Council are not currently able to offer financial support to individual property owners.

All funding opportunities are under constant review from the FRM team due to the ever growing demands on corporate finances. In all instances this limited funding must be strategically prioritised in an attempt to ensure that we are helping to protect to most at risk communities within the County. For further information about prioritisation please refer to the **Communications Strategy and Prioritisation Guidance Notes**.

There are numerous sources of funding available which are further explained in the **Funding Guidance Notes**. Please contact the FRM team to obtain the most up to date information about available funding.

Across Derbyshire the FRM team are working at the community level to increase local resilience. For further information please refer to the **Community Level Initiatives Guidance Notes**.

Derbyshire County Council
Flood Risk Management Team
Economy, Transport & Environment
County Hall, Matlock, Derbyshire, DE4 3AG
Call Derbyshire: (01629) 533190
Email: flood.team@derbyshire.gov.uk

¹ www.historicengland.org.uk

² www.spab.org.uk

³ www.ihbc.org.uk

⁴ www.aabc-register.co.uk

⁵ www.historicengland.org.uk