

# Flood Advice

A guide to Flood  
Advice and Safety



**Walsall Council**



## **Flood Advice**

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# **Emergency Kit**

- Important documents e.g. insurance, passport
- Telephone numbers for your insurance company, local council, utility companies, family and friends
- Local radio frequencies
- Torch (wind up preferable)
- Batteries (not rechargeable)
- Portable radio (wind up preferable)
- Mobile phone (and charger)
- First aid kit with essential prescription medication / repeat prescription form





## Water Advice:

- Follow the advice of water companies regarding the safety of water supplies
- If in doubt, boil water for drinking, washing food and cooking
- Use bottled water for infant feeds

## After the floods:

- Clean taps and run water thoroughly before use
- Have power and gas supplies checked by professionals before turning them back on
- Throw away contaminated and perished food
- Contact your insurance company, they will arrange for a loss adjuster and other specialists to visit your home to assess the damage. They will manage the clean-up of certain damaged areas.

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While the risk of floods may not always be high on the agenda in Walsall, it is important we know how to react to all severe weather conditions.

There are simple steps we can all take to ensure we are prepared to cope before, during and after a flood.

## **Measures to have in place at all times:**

- Make sure you have the correct insurance cover
- Find out how to isolate gas, water and electricity supplies
- Keep a list of useful numbers you may need
- Make an emergency kit and keep it easily accessible
- Think about the needs of babies, children, the elderly and infirm and help them by ensuring they know what to do in an emergency

## **If floods are forecast for your area:**

- Listen out for severe weather warnings of flash floods on radio and TV, or phone Floodline on 0845 988 1188 for river floods
- Move valuables, sentimental items and important documents to safety
- Look after pets and move vehicles to high ground
- Keep a supply of sandbags
- Alert vulnerable neighbours



### **If floods are imminent:**

- Switch off gas, water and electricity at the mains
- Ensure sandbags and other flood defences are in place and cover air bricks
- Put plugs in sinks, baths and low level shower trays and weigh them down to prevent backflow
- Store electrical items and furniture as high as possible (preferably on an upper floor)
- Do what you can in daylight
- Evacuate basements

### **If you are in an area susceptible to floods you may wish to include:**

- Bottled water (check use-by date)
- Non-perishable food items (including energy or cereal bars)
- Blankets and warm clothes
- Wash kit and essential toiletries (including toilet paper and wet wipes)
- Children's essentials (milk, baby food, sterilised bottles and spoons, nappies, wipes, nappy bags, clothing, comforter, teddy or favourite toy)
- Camera to record damage for insurance purposes
- Emergency cash
- Additional items for flood kit: wellington boots, waterproof clothing, rubber gloves

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### **Other clean-up considerations following a flood:**

- You may need pumps to remove water as the fire service will only do this during an emergency. Beware of fumes from petrol or diesel generators or gas heaters as they can kill
- Wear protective clothing and wash well after, as you may be contaminated by sewerage and other contaminants which may have been present
- Shovel out mud
- Hose out affected areas and then clean with disinfectant and soapy water before rinsing
- Take furniture and contents outside to prevent mildew and mould
- Use fans and dehumidifiers or the central heating to dry out the building. Drying out can take weeks or even months. If done too quickly it could cause structural damage to the property
- Keep windows and doors open for ventilation and remove any air brick covers
- Don't let children play in flood water as it may be contaminated
- Don't let children or pets onto contaminated land. Remove any sewerage by bagging it then hosing the area down. Allow grass to grow, and once cut, sunlight and soil will destroy harmful bacteria within a week

### **Financial help:**

- If you are unable to live in your property you may qualify for council tax relief
- Talk to the Citizens Advice Bureau for free confidential and independent advice
- Flood relief funds may be available to provide assistance
- Your insurance company will confirm your level of cover and inform you what you are entitled to claim





### **Beware of cold callers:**

Beware of doorstep callers and bogus contractors offering help. They may be looking to benefit from your misfortune and could overcharge or attempt to steal from you.

- Use door chains
- Check a caller's identification and phone the company to check they are genuine if you have any doubts
- Tradesmen who can start the next day can often be the ones you need to be most wary of
- Ask to be put in touch with past clients to check their work
- Beware of someone with only a mobile phone number and no business address

### **Waste disposal:**

Some flood waste can be disposed of by the normal refuse collection. However, other waste may need specialist disposal which will need to be loaded into skips. The council can advise if you need a license to put a skip on a public highway.

### **Flood defences:**

Consider if your property needs some form of flood defence system. These are expensive but if you are prone to regular flooding it may be worth the investment.

# Contact Details

## **Floodline**

Tel: 0845 988 1188

## **Walsall Council**

Website: [www.walsall.gov.uk](http://www.walsall.gov.uk)

Tel: 01922 650000

## **Highways Agency**

Tel: 08457 50 40 30

## **Environment Agency**

Website: [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

Tel: 08708 506 506

## **National Flood Forum**

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

Tel: 01299 403055

## **Association of British Insurers**

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

Tel: 0207 600 3333

## **Citizens Advice**

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

## **Emergency Planning Unit**

Walsall Council  
Room 39a  
Council House  
Lichfield Street  
Walsall  
West Midlands  
WS1 1TP

Tel: 01922 652026

Fax: 01922 616213

Email: [emergencyplanningunit@walsall.gov.uk](mailto:emergencyplanningunit@walsall.gov.uk)

Website: [www.walsall.gov.uk/emergencyplanning](http://www.walsall.gov.uk/emergencyplanning)