

After a flood

If you are unfortunate enough to be affected by a flood, there are a number of things to be aware of when clearing up:

- ? Ring your insurance company and register your claim.
- ? Take photos or videos and make a list of everything that has been damaged.
- ? Flood water could be contaminated or contain sharp objects so always wear protective clothing, boots and rubber gloves when cleaning up.
- ? Find out how to dispose of flood damaged items safely, after you have spoken to your insurance company.
- ? Get your electricity checked by a qualified electrician before you turn it back on.

! Beware of rogue traders

If your property has been damaged, don't be tempted to agree to have work done by someone who appears at your door unannounced. Always use reputable building contractors and do not pay in advance. Find a trader using the County Council's Buy with Confidence scheme www.buywithconfidence.gov.uk

Useful contacts

Weather updates:

Tune in to your local radio for the latest information or check the Met Office Severe Weather Warnings.

www.facebook.com/metoffice

www.twitter.com/metoffice

Emergency flooding contacts:

You can contact the Police or fire service on **999** if there is an immediate risk to life (101 for non-emergencies).

To report flooding:

Environment Agency Floodline - 0345 988 1188

To report a flood or if your property is at risk of flooding from a reservoir, river or coastal water:

Oxfordshire County Council - 0345 310 1111

If flooding is from the highway, surface water, groundwater or watercourses.

For utilities:

Thames Water on **0800 316 9800** if flooding is from sewers or burst water mains.

For power cuts call **105** to report or get updates when your electricity has been cut off.

Rehoming:

The District Council may be able to help if you need rehoming due to flooding affecting your home, you can call them on **01993 861000**.

For advice after flooding:

Details of any government support or grants available to homeowners and businesses affected by flooding will be published on our website www.westoxon.gov.uk/environment/flooding



FLOODING

in West Oxfordshire
...all you need to know

One in six
properties in
England is at risk
from flooding



WEST OXFORDSHIRE
DISTRICT COUNCIL



Flooding can happen anywhere - are you prepared?

One in six properties in England is at risk from flooding. Heavy rain has had a devastating impact where people have had to leave their homes and seen valuables destroyed by flood water.

How to prepare for a flood

There are things you can do to reduce the impact of flooding by preparing in advance, such as:

- ✓ Have the correct home insurance policy in place.
- ✓ Write a simple plan of how you would respond to a flood - include emergency contact numbers, essential documents, medication and belongings you would need if you had to evacuate.
- ✓ Prepare an emergency flood kit with items you may need if flooding means you can't access your house.
- ✓ Keep your drains and gutters clear of leaves to help prevent blockages and localised flooding in heavy rainfall.
- ✓ Make sure you know how to quickly turn off your water, gas and electricity mains.
- ✓ Buying sandbags or other flood protection products might help but check government advice about how best to protect your home www.gov.uk/prepare-for-a-flood.



Sign up to flood alerts by visiting www.gov.uk/sign-up-for-flood-warnings

What to do during a flood

Flood water can rise quickly, so always focus on the safety of yourself and your family before your property and be prepared to act quickly. **If there is an immediate risk to life or you are trapped by flood water call 999.**

In the event of an emergency or severe flooding, follow these steps to stay safe:

- ⚠ Move your family and pets upstairs, or to a high place with a means of escape.
- ⚠ Move important items and documents upstairs or somewhere high and safe.
- ⚠ Turn off gas, electricity and water supplies if flood water is about to enter your home.
- ⚠ **DO NOT touch any electrical appliances or cables when standing in flood water.**
- ⚠ If you are asked to evacuate your home, first contact your insurance provider or landlord (if renting) as they may be able to provide you with temporary accommodation. If you are uninsured or your landlord isn't able to help, contact your friends and family to see whether they can help. If you are unable to find alternative accommodation you can contact West Oxfordshire District Council on **01993 861000** for assistance.
- ⚠ Avoid walking or driving through flood water.

How local agencies support during a flood response

We work with the Police, Fire and Rescue Service, the NHS, Town and Parish Councils, the Environment Agency and other partners to manage flooding.

Organisation	What they are responsible for and support provided:
Oxfordshire County Council	Any flooding affecting roads or paths including flood prevention on highways
Thames Water	The local sewer system and any flooding that may affect them. Let them know if you have any issues with sewer water
Environment Agency	Any flooding issues affecting rivers or major water courses. They are responsible for managing the flooding and flood prevention in those water courses
Thames Valley Police & Oxfordshire Fire Service	Support with closing roads and helping in the immediate response to a flood but have no statutory responsibilities for flooding
Local Town or Parish Council	Your local Parish Council may provide flood support. Check with them for more information
West Oxfordshire District Council	We may be able to support by rehoming anyone who has to leave their home due to flooding
Local landowners	It is the responsibility of landowners to maintain water courses on private land

