

After a flood

If you are affected by flooding there are a number of things you should do:

Take care if you must go into flood water. There could be hidden dangers such as live electricity cables, sharp objects, raised manhole covers and pollution. Also, water may be deeper than it first appears.

Ring your insurance company and register your claim. Take photos or videos before you start cleaning and make a list of everything that has been damaged.

Find out how to dispose of flood damaged items safely, after you have spoken to your insurance company.

Make sure all electrical circuits are fully dried out and checked by a registered electrician before switching them back on.

Further advice is available at www.wyre.gov.uk/flooding

Following an incident we will...

Visit affected communities and offer support and advice.

Capture information about which properties have been flooded.

Assist people who have been displaced from their home.

If appropriate our i-bus will be on hand at affected areas to provide residents with information and updates.

Coordinate Wyre Council's registered volunteers.

Your local councillor will be on hand to provide information and updates. They can also gather feedback from residents to contribute to a councillors debriefing session after the event.



Useful contacts

Wyre Council

Call 01253 891000. Outside normal office hours call the emergency out of hours service on 01253 895116.

Environment Agency Floodline

Call 0345 988 1188 to report a flood or to find out if your property is at risk of flooding from a reservoir, river, coastal water or watercourse.

Lancashire County Council

Call 0300 123 6780 if flooding is from highway drainage, surface water or groundwater.

United Utilities

Call 0345 6723 723 if flooding is from sewers or burst water mains.

Met Office

For weather updates check www.metoffice.gov.uk

Flood warnings

For up to date flood alerts visit <https://flood-warning-information.service.gov.uk>

Community support and resilience

www.thefloodhub.co.uk and www.newground.co.uk and www.stayintheknow.co.uk

Flood resilience information

www.nationalfloodforum.org.uk

Flood prevention products

www.bluepages.org.uk

The Association of British Insurers

www.abi.org.uk

Power cuts

Call 105 to report a power cut or get updates when your electricity has been cut off. You can find more flooding advice from Electricity Northwest on their website - www.enwl.co.uk - including their priority services register for customers who may need extra support during a power cut.

Police

Please remember that if there is an immediate risk to your life or you are trapped by flood water, call 999. For non-emergencies call Lancashire Police on 101.

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Be prepared for flooding



wyre
council

Flooding can happen anywhere - are you prepared?

Flooding has affected Wyre several times in recent years and one in six houses in England is at risk of flooding in the future. Being prepared could help you protect your home and your belongings next time there is severe weather.

In this leaflet we outline some simple steps that you can take and what we are doing, along with our partners, to reduce the impact of flooding.

Before a flood

There are many steps you can take now to prepare for flooding:

Protect your home with flood defence products such as lightweight alternatives to sandbags, flood doors, flood boards, airbrick covers and non-return valves on your drains, pipes and toilets. Don't wait until flooding is imminent as you simply won't have time to buy or put the measures in place. A list of available products can be found at www.bluepages.org.uk

Check your flood risk at www.gov.uk/check-flood-risk or by calling Floodline on 0345 988 1188 who can also advise you on how to stay safe during a flood.

Keep an eye on the drains! If you notice the drains on your roads are blocking up, report it to Lancashire County Council online at www.lancashire.gov.uk/roads-parking-and-travel/report-it

Ensure you have the correct home insurance in place.

Identify vulnerable neighbours and relatives, check they know how to prepare for flooding too.

Sign up for free flood warning messages at www.gov.uk/sign-up-for-flood-warnings or by calling 0345 988 1188.

Sign up to stay in the know for community alerts at www.stayintheknow.co.uk

Make a flood plan and put together an emergency flood kit – check www.wyre.gov.uk/flooding for a list of what to include.

Join a community flood action group. These groups work with the local authority and agencies to find ways to reduce flood risk and raise awareness of flood risk to the wider community. Details of existing groups can be found at www.wyre.gov.uk/flooding. If there isn't a group for your area we can help you to set one up.

What we do

We support a number of local flood action groups to increase community resilience.

We supply a limited number of sandbags to pre-determined locations. These will be used to protect critical assets and to support flood action groups who will distribute them to previously identified vulnerable residents. It is not possible for us to provide or deliver sandbags to individual properties that may require them during a flooding event.

We continue to look into new plant and equipment to assist communities during a flood.

We provide training to councillors and staff on their roles and responsibilities in a flood.

We liaise with our partners - Lancashire County Council, the Environment Agency and United Utilities - along with local Flood Action Groups to resolve flood issues that we are aware of.

Once a quarter we host the Wyre flood forum. This is a meeting for flood groups to raise awareness, build resilience and resolve flood related issues.

We proactively share messages to remind residents to be prepared through our website and our social media accounts. We also monitor and share warnings from the Environment Agency and the Met Office.

Where possible we will continue to source external investment to reduce flood risk.

We regularly review and practice our emergency plans to ensure we are able to respond to flooding. Our plans are available to view at www.wyre.gov.uk/flooding

During a flood

If there is an immediate risk to your life or you are trapped by flood water, call 999.

If you are asked to evacuate your home, follow the advice of the emergency services.

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.

Move family, pets and your flood kit upstairs, or to a high place with a means of escape.

Avoid walking or driving through floodwater.

Check in on vulnerable neighbours and relatives where possible.

If you are flooded you need to report this – please see the relevant contact details on the back of this leaflet.

What we will do

In the event of a flood, we will:

Work with the Environment Agency, Lancashire Fire and Rescue Service, Lancashire Police, Lancashire County Council and other appropriate agencies to help those affected. It is not the role of a councillor to be a front line responder as this must be left to the emergency services. During a flood your local councillor will gather information and updates to pass on to residents as soon as possible.

Send officers out into the community to assess levels of flooding and assist in the allocation of resources.

Provide regular updates on the council website.

Open rest centres under the direction of Lancashire Police.

We will not respond to individual messages and comments on Facebook and Twitter pages. If you need to contact us during an event please call 01253 891000 or 01253 895116 out of hours.

During an emergency we may need to draw in staff from other areas in the council. As a result some council services may be affected. Please bear with us, we will aim to resume all services as soon as possible.