

IT'S AN EMERGENCY!

If you have a flooding emergency contact Fire and Rescue on 999 or 112

Although Avon Fire and Rescue's main responsibility is saving lives, they may also be able to help pump out floodwater from your property depending on how busy they are.

During a flood incident you should focus on the safety of yourself and others and make sure you **STAY OUT** of any floodwater.

The table below provides useful emergency contact details in the event of flooding from a highway, waters-course, water pipe or sewer.

<p>South Gloucestershire Council</p> 	<p>To report flooding relating to a highway such as blocked ditches, blocked drains or flooding on a road call or visit the website.</p>	<p>Tel: 01454 868000 (8:00am - 6:00pm)</p> <p>Tel: 01454 868009 (out of hours)</p> <p>Report an Issue</p>
<p>Highways England</p> 	<p>To report flooding on the A class roads and motorways contact the Highways England.</p>	<p>Tel: 0300 123 5000 (say "Report")</p> <p>Highways England</p>
<p>Environment Agency</p> 	<p>To report flooding from a main river contact the Environment Agency through the Floodline or visit their website</p>	<p>Tel: 0345 988 1188 or 0800 80 70 60</p> <p>Environment Agency</p>
<p>Wessex Water</p> 	<p>To report flooding from a sewer contact Wessex Water</p>	<p>Sewage Floodline 0345 850 5959 (24 hours).</p> <p>Wessex Water</p>
<p>Bristol Water</p> 	<p>To report flooding from a sewer or burst water main contact Bristol Water.</p>	<p>Tel. 0800 801 011</p> <p>Bristol Water</p>

Preparing for a Flood

Flooding can happen at any time and sometimes there is very limited warning. Therefore preparation is key to making sure you, your family and your community is safe, as well as reducing the damage to your home and belongings.

It is always a good idea to pack an emergency bag – find an easy to carry and sturdy bag and pack it with:

- Food
- Water
- Any medication you require
- First Aid Kit
- Mobile Phone (with useful numbers included) and Charger
- Warm Clothes,
- Torch (with spare batteries),
- Radio (wind-up or battery powered),
- Important documents (passport, insurance details etc.)

Make sure the bag is easy to find so that you can quickly take it with you when needed in an emergency.

If a flood warning has been issued, follow the following steps below to be as well prepared as you can be.

- Move people, pets, valuables, emergency bag, sentimental items, electrical equipment and furniture upstairs or raise high off the floor. Make sure to also move your car to a safe or higher land level.
- See if you can stay with family or friends in a safe area. Remember to take your emergency bag!
- Collect personal information together in a waterproof bag, including insurance details, bank details, essential telephone numbers (including your insurance company and **Floodline 0345 988 1188**)
- Make sure to turn off your gas and electricity before water enters your home.
- Alert neighbours and assist the elderly, infirm and those with small children if it is safe to do so
- Block doorways and air bricks, and put in place any flood prevention products you may have.
- Do not walk or drive through floodwater as there could be hidden hazards
- Keep up to date with your local news and radio stations for further information and announcements via **Floodline 0345 988 1188**.

If you need to be evacuated

- Stay calm and don't panic. Police, Fire and Rescue and other officials will try to visit all properties at risk or use a loud hailer to tell you if an evacuation needs to take place.
- You will hear about your evacuation point and the location of the reception centre either verbally or by a leaflet.

- Try to check that any elderly or vulnerable family members or neighbours know about the evacuation.
- Listen to the advice of the authorities and follow any instructions to leave your property. Remember to take your emergency bag.
- On leaving, before water enters your property, ensure electric and gas supplies are turned off and lock doors and windows.
- If there's a flood happening near you, follow the below procedures to make sure you are well prepared and safe:
 - Before flood water enters your home, close and lock downstairs windows and doors. Keep the keys safely to hand and move upstairs.
 - Continue to listen to situation updates from your local TV station, radio station and via Floodline on 0345 988 1188.
 - Stay in your property if safe to do so or until either the emergency services tell you otherwise or the floodwater has gone.
 - Do not walk or drive through floodwater. If it is necessary to walk through shallow water, take care for hidden holes, obstacles and other hazards.
 - If you come into contact with floodwater, wash any exposed body parts with bottled or cool boiled water before handling food or looking after wounds.