



Looe Town Council Emergency Planning Information Flooding



Contents

Advice from the Environment Agency	1
Flood warnings	2
Floods and your Home	3
Preparing for a flood	4
During a flood	5
Recovering from a flood.....	6

Electrical Equipment	7
Sandbags	8
Useful External Links	9

1. Advice from the Environment Agency

The Environment Agency has some practical flooding advice to help you ensure the safety of your home and family, focusing on the before, during and after stages of flooding.

2. Flood warnings

When there is a risk of flooding the agency issues warnings through the media. They are broadcast on television weather bulletins and on radio weather and travel reports. Make sure you know the frequency for your local radio station.

The Environment Agency runs a service called Floodline that provides flood warnings and public advice, as well as a 24-hour flood information service. The number for Floodline is **0845 988 1188** where you can listen to recorded warning information or speak to an operator for general information and advice 24 hours a day.

You can also find out more about flood maps. <http://www.environment-agency.gov.uk/maps/info/floodmaps>

3. Floods and your Home

To find out if you are at risk of flooding follow this [link](#) and use the flood map to pinpoint your postcode in relation to flood areas.

4. Preparing for a flood

Some key things to remember are:

- If you are in a flood risk area find out if you can sign up to the Environment Agency's free 24 hour Floodline Warnings Direct service by calling **Floodline on 0845 988 1188**. You can select to receive warnings by phone, text, email, fax or pager
- Check that your building and content insurance is covered for flooding
- Know how to turn off your gas, electricity and water mains supplies

- If a flood is forecasted, take valuable items upstairs and take photos for insurance purposes (both before and after pictures may be required for a claim)
- Empty sandbags can be purchased from many builder merchants and DIY stores. They can be filled with normal sand, or even soil. Pillow cases filled with earth can also act as a sandbag.

5. During a flood

The Environment Agency advises you to:

- Gather essential items together either upstairs or in a high place
- Keep children, vulnerable people and pets out of flood water
- Turn off gas, electricity and water supplies when flood water is about to enter your home
- Flood water can rise quickly, stay calm and reassure those around you. Call 999 if you are in danger
- Avoid driving and walking through it where possible, especially if it is flowing water or if you can't see how deep it is
- Be aware that manhole covers can be lifted by flood water so only travel through flood water as a last resort
- Wash your hands thoroughly if you touch flood water as flood water may be contaminated.

6. Recovering from a flood

Firstly it is important to find out if it is safe to return to your home, extensive flooding may have caused structural damage to your property. Call your contents and building insurance providers (and your landlord if you rent) as soon as possible so they can start assessing your claim.

7. Electrical Equipment

If the interior of your house floods, do not use electrical equipment until it has thoroughly dried out. Before using your electricity supply again, have it checked by an electrician.

On returning to your home after a flood, all equipment, particularly kitchen equipment should be thoroughly washed and disinfected, where possible using a dishwasher on a high setting. For items that cannot go in a dishwasher, such as plastics, it may be possible to use diluted bleach to kill germs. All other items should be cleaned thoroughly. Please read the label on disinfectant/bleach containers to ensure it is suitable for use.

The Food Standards Agency has advice with regards to food safety and flooding, however, it is important to remember not to eat food that has been touched or covered by flood water or sewerage.

8. Sandbags

Once a sandbag has been used it cannot be re-used due to the potential harm from contaminated water. Sandbags are classified as building material and the council will not collect building material of any sort and therefore will not collect old/used sandbags.

9. Useful External Links

Cornwall council also has a webpage with useful advice on Flooding see attached link [Cornwall Council - Flooding](#)

Another useful site is Cornwall Council FAQ: [Cornwall Council - Ask a question](#)

Severe Weather - Useful Contact Numbers

- Cornwall Council: 0300 1234 100 (if appropriate, the Council may advertise a separate, special hotline)
- Devon & Cornwall Police:
 - Emergencies: 999
 - Non-emergencies: 101
- Looe Town Council (including for grit bins): 01503 262255
- Highways Agency (A38/A30): 0300 123 5000
- Environment Agency Floodline (for real time warnings and advice, including registration to the free Flood Warning Service): 0845 988 1188
- Western Power (Electricity): 0800 365 900
- South West Water: 0800 169 1144
- Gas: Contact your supplier for general queries. If you smell gas, call the National Grid UK Gas Emergency Helpline: 0800 111 999
- NHS Direct (advice if you're feeling unwell): 0845 606 4647

Any further assistance you may need please contact Simon Townly Looe Community Officer.

Telephone No: 01503 262255

Mobile No: 07875148617

Email: lco.looe@gmail.com