

Flood Planning Guide



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Planning for a flood

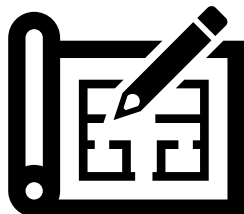
Sign up for flood warnings



Go to <https://www.gov.uk/sign-up-for-flood-warnings>.

You'll need the address you want warnings for, an email address and a way to contact you day or night (call, text or email).

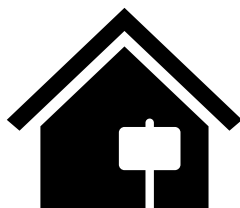
Flood alert - Prepare



Pack a bag that includes medicines and insurance documents.

Check flood warnings.

Flood warning – Act



Turn off gas, water and electricity

Move things upstairs or to safety.

Move family, pets and car to safety.

Severe flood warning



Call 999 if in danger



Follow advice from emergency services



Keep yourself and your family safe

Would you know what to do in a flood?



**FLOOD
ALERT**

PREPARE

- Prepare a bag that includes medicines and insurance documents
- Visit www.gov.uk/check-flooding



**FLOOD
WARNING**

ACT

- Turn off gas, water and electricity
- Move things upstairs or to safety
- Move family, pets and car to safety



**SEVERE
FLOOD
WARNING**

SURVIVE

- Call 999 if in immediate danger
- Follow advice from emergency services
- Keep yourself and your family safe

Visit check-for-flooding.service.gov.uk/plan-ahead-for-flooding

#PrepareActSurvive

Health & Safety

Prioritise your health and safety:

- Listen to the advice of the emergency services.
- Do not re-enter your home unless it is safe to do so.
- Do not eat or drink anything that has been contaminated by flood water.
- Flood water is dangerous and may be polluted. Wash your hands thoroughly if you've been in contact with it.
- Do not take medication contaminated by flood water.
- Call NHS 111 for advice on medical prescriptions if you have been evacuated.
- Avoid walking, cycling or driving through flood water. 30 cm of fast-flowing water can move a car and water 6 inches deep can knock an adult off their feet.
- If an animal is in danger, log the issue with Cheshire Fire and Rescue on 01606 868700. The switchboard is open 8.30am – 5pm, Monday to Friday.

Protect your property

Know how to turn off your utilities

The location of water stopcocks, gas shut-off valves and electrical master switches varies between properties. The gas shut-off valve is usually beside the meter. The mains electricity cut-off is usually a big red switch on your fuse box. If you can't find your water stopcock, ask someone with practical experience or a plumber to help you.

Reducing flood damage

You can take steps such as laying tiles instead of carpets, moving electrical sockets higher up the wall and fitting non-return valves to stop flood water entering your property through the drains.

Bollington Town Council endeavours to provide bags and grit at the Town Hall for residents to collect and use for flood defence.

Check your insurance

Make sure you have insurance to protect your home or business. If you have buildings and contents insurance, check if flood damage is included.

If you rent your home, it's your responsibility to protect your belongings.

If you're finding it difficult to get your property insured for flooding, the [National Flood Forum](#) may be able to help.

Move important items upstairs

Start with cherished items of personal value that you will not be able to replace (such as family photographs). Next move valuables (such as computers), movable furniture and furnishings.

Evacuating your home

Essential items to pack:

- torch with spare batteries,
- mobile phone and charger,
- warm clothes,
- home insurance information,
- water,
- food,
- first aid kit,
- any prescription medicines,
- baby care items you may need.

Key websites

Weather and flood information:

Weather monitoring (<https://www.metoffice.gov.uk/>)

Sign up for flood warnings (<https://www.gov.uk/sign-up-for-flood-warnings>)

Check your flood risk (<https://www.gov.uk/check-long-term-flood-risk>)

Consider flood defences for your home (<http://bluepages.org.uk/>)

Bollington Emergency Response Plan (<https://www.bollington-tc.gov.uk/community-resilience-plan/>)

Household plans:

Prepare a personal flood plan (<https://www.bollington-tc.gov.uk/wp-content/uploads/sites/100/2022/11/Personal-flood-plan.pdf>)

Household flood plan (<https://www.bollington-tc.gov.uk/wp-content/uploads/sites/100/2022/11/Household-Flood-Plan.pdf>)

Key phone numbers

Organisation	Phone number
Environment Agency - Flooding from a main river	Incident Hotline 0800 80 70 60 (24-hour service)
Environment Agency - Flooding from a main river	Flood line 0345 988 1188 (24-hour service)
Cheshire East Highways Service - Urgent incident	0300 123 5020 (Working hours)
Cheshire East Highways Service - Urgent incident out of hours	0300 123 5025 (5pm - 9am, including weekends)
United Utilities - Flooding from a burst water mains	0800 330 0333
United Utilities - Flooding from a public sewer	0345 672 3723
Canal and River Trust - Flooding from a canal incident	0303 040 4040
Canal and River Trust - Flooding from a canal emergency	0800 47 999 47
Electricity - 24-hour emergency helpline	105 (Free of charge call from any network)
Gas emergencies	0800 111 999