



Your household flood plan

for homes and families at flood risk.

Prepared for

Floodline
0845 988 1188
SCOTTISH ENVIRONMENT
PROTECTION AGENCY
www.sepa.org.uk



About this plan

Flooding can happen quickly and often when you least expect it. It can be a devastating and chaotic experience. Having a flood plan for your household can help you get through in a calm, organised fashion.

Prepare now **before** it floods. Follow these easy steps to create your own household plan so that you and your family are:

- More informed
- Better prepared

Keep your completed flood plan close to hand and visible – for example, on a pin board. It's easily forgotten in cupboards and drawers.

Make sure everyone in your household knows where it is. Don't forget to update it when your circumstances or flood risk change, for example a change of school, new furniture etc. Commit to do this at least once a year.

Make sure you and everyone in your household understand your plans for home, work, school and other places.

One plan cannot fit all circumstances. This plan is a guide to help you think of your particular household's circumstances. The blank spaces have been left to help you make this plan your own.

Once you have completed your household flood plan:

Phone Scottish Flood Forum **01738 448441** to confirm that you have completed it correctly. This will help us learn more about how prepared people are for flooding and we strongly recommend that you sign up to receive flood warnings from the Scottish Environment Protection Agency – Tel, **0845 988 1188**.

Facts about flooding

Your house may be at risk from flooding if

- Flooding has occurred before in your area.
- SEPA provides a flood warning service for your area.
- It is on the SEPA indicative flood map (Scotland) – see SEPA website.
- There is a concern in your local community about the risk of flooding.

Flooding can be caused by water coming from a variety of sources that might not necessarily be nearby or obvious. Sources of floodwater which may affect your property include:

- Heavy rainfall
- Rivers (fluvial)
- The Sea
- Ditches and drainage channels
- Frozen or burst pipes
- Surface water (pluvial) runoff from slopes or hard surfaces
- Backup/overload of drainage systems and of waste water drains
- Water rising out of the ground

Why not have household discussions on the dangers associated with flood water? This will help you feel more prepared if you are involved in a flood or speak to the SCOTTISH FLOOD FORUM.



Flood warnings

Wherever you are in Scotland, you can benefit from advance flood warning scheme. The Scottish Environment Protection Agency's (SEPA) Floodline service is the reliable source for current information on river and coastal flood risk across Scotland.

SEPA uses river and coastal monitoring systems to accurately predict both the likelihood and timing of floods. When flooding is forecast, they issue flood warning messages through the Floodline recorded telephone and website service, giving you time to take action to limit the impact flooding may have on your home or business. So it's important that you monitor weather updates and check Floodline regularly. All you have to do is call **0845 988 1188** (charged at local rate) or visit <http://www.sepa.org.uk/floodupdates>

SEPA's direct flood warning service

2011 saw the launch of an improved Floodline service where you are able to sign up to receive free flood messages for your area direct to your mobile or landline phone. When the risk of flooding is over, you will receive a 'no longer in force' message so you can start making plans to get life back to normal. Sign up to receive flood warnings direct to your phone by visiting <http://www.floodlinescotland.org.uk/signup> or by calling Floodline on **0845 988 1188**.



There is a danger of flooding within the next 24-48 hours (12 hours in coastal areas). Monitor weather reports and check with Floodline for updates.



Immediate action is required, take measures to protect yourself and your property. Monitor weather updates and check Floodline regularly. SEPA endeavours to send this warning at least 3 hours before predicted flooding.



Flooding is imminent and could pose a risk to life and cause significant disruption to essential services, such as water and electricity supplies. Co-operate with the emergency services in the event of evacuation.

What you can do now

- Complete this flood plan
- Phone Scottish Flood Forum 01738 448441 to confirm you have completed a flood plan and receive further useful flooding information
- Put important documents in a sealed plastic bag upstairs or on a high shelf. This includes marriage / birth / death certificates, insurance documents, wills, passports, property deeds etc.
- Do the same for precious photographs, videos and mementos such as baby pictures and wedding videos.
- Make an inventory of valuable household items – photograph them
- Find out where your main gas and electricity switches are and label them to help you remember
- Prepare an emergency flood kit -see next page
- For high risk situations keep a collection of blocks such as plastic crates, bricks or planks of wood close to hand. This will help you lift furniture off the ground.
- Consider using a designated upstairs room to store items.
- Purchase special flood protection products to protect your property (visit the www.scottishfloodforum.org for more information)
- Ask a friend or family member to be your emergency contact. This needs to be someone who does not live with you or in a flood risk area. In the event of a flood, each member of the household can phone the emergency contact and let them know where they are and that they're OK. The emergency contact will then be able to pass this information on as needed. Make sure all members have the emergency contact's number in their mobile phone or on a card.



House contents insurance

It's likely your insurance company already knows your risk of flooding. Most UK insurers have copies of river flood risk mapping. Being aware and taking action to reduce the risk of flooding to your property may even bring your insurance premiums down

Before you flood:

- Does your contents insurance cover you for flood damage?
- How much are you insured for? Be careful not to underestimate replacement costs for your home contents. If in doubt ask your insurance company.

Insurance Company:

Address: _____

Phone number: _____

Policy number: _____

Customer account / ref number: _____

Amount insured for: _____

After you flood:

Once you have ensured the safety of everyone in your household, make it a priority to notify your insurance company that you have flooded.



Buildings insurance

(if different to home contents insurance)

It's likely your insurance company already knows your risk of flooding. Most UK insurers have copies of river flood risk mapping. Being aware and taking action to reduce the risk of flooding to your property may even bring your insurance premiums down

Before you flood:

- Does your buildings insurance cover you for flood damage?
- How much are you insured for? Flooding can cause significant structural damage so be careful not to underestimate.

Insurance Company:

Address: _____

Phone number: _____

Policy number: _____

Customer account / ref number: _____

Amount insured for: _____

After you flood:

Once you have ensured the safety of everyone in your household, make it a priority to notify your insurance company that you have flooded. Take photos of the flood – but do not put yourself at risk.

Flood kit – Grab bag



Waterproof Boots



Childrens Toys



Food / Snacks



Medication

Plus:

- Whistle
- money / bank card
- baby's bottle, food and nappies
- disinfectant hand gel
- rubber gloves
- camera



If you are about to flood

Always prioritise the safety of the people in your household over possessions. If there are other adults at home, decide who's going to do what. Plan beforehand how you'd cope if you were on your own.

Do these things now:

- Tune into your local radio station on a battery or wind-up radio
- Gather together your flood kit (see previous page)
- Switch off your gas / electric supplies (if you have them)

- Put the rest of your household plan into action. Fit any flood protection products you might have such as:
 - Flood doors
 - Airbrick covers
 - Sandbags or alternative barriers
 - Toilet bungs (only needed for downstairs toilets)
 - Any other flood product

Put the safety of human life first and follow instructions from the Police and the Emergency Services. Remember that their concern is for your safety.



My household flood plan

Emergency contacts

Ensure all members of the household carry their emergency contact details with them at all times.

Emergency contact 1

Name: _____

Address: _____

Phone numbers: _____

Emergency contact 2

Name: _____

Address: _____

Phone numbers: _____

Emergency contact 3

Name: _____

Address: _____

Phone numbers: _____

Emergency contact 4

Name: _____

Address: _____

Phone numbers: _____



Adults

Where are people likely to be when it floods?

Name: _____

Personal contact numbers: _____

The plan is: _____

Children

What arrangements have you made if they are at school, nursery or with a childminder?

Child's name: _____

Teachers's / carer's name: _____

School name and address: _____

Phone number: _____

Do they have everything they need?

- nappies
- medication / inhaler
- drink / snack
- warm clothing



Elderly / disabled / vulnerable

What arrangements have been made for any elderly, disabled or vulnerable member(s) of your household? Where could they go if you were flooded and had to evacuate?

Name: _____

Care home / friend/ relative/ other: _____

Address: _____

Phone number: _____

Do they have everything they need?

- Medication
- Warm clothing
- Telephone with contacts
- Snacks



Pets and animals

Check if your pets could go with you to the local evacuation centre if you flooded. If not, where else could they go?

Boarding kennels / cattery: _____

RSPCA: _____

Vet: _____

Friend or relative - Name of person / place who could look after your pet(s):

Address: _____

Phone numbers: _____

Pets' Identity Chip Number: _____

Have they got the following items with them?

- Food
- Collar and lead
- Water
- Pet carrier



Lounge / Dining / living room plan

Things to consider:

- Do you have rugs that can be taken upstairs?
- Do you have fixed storage cupboards that need emptying?
- Have you disconnected audio / visual equipment and lifted them up or moved them upstairs, along with the wiring?
- Fold curtains in half in situ and tie securely with string
- Put sofas on bricks, crates or blocks and pile your other furniture on top.
- Place bin bags over table legs -ensure the bags have no ventilation holes
- Blankets are useful for protecting polished surfaces

The plan is: _____

Kitchen plan

Things to consider:

- Do the plinths on your fitted kitchen pull off?
- Where could the contents of your lower cupboards go?
- Put heavy items on the bottom of a pile
- Place bin bags over table legs (ensure the bags have no ventilation holes)
- Put plugs in sinks and weigh them down
- If time allows ask a friend / neighbour to pick up and store your frozen goods

The plan is: _____



Other rooms

The plan is: _____

Garden / outside

Things to consider:

- Put netting over ponds to save fish
- Raise cycles, mechanical and electrical equipment up high
- Weigh down plant pots
- Ensure any chemicals stored in your garage or garden shed are secure and won't leak into flood water

The plan is: _____

Cars / motorcycles / caravans / other vehicles

What arrangements have you made for your vehicles? Plan to move them to higher ground but consider:

- Lots of other people may move their vehicles to the same place. Will there be room?
- How will you get back to your property?

The plan is: _____



www.scottishfloodforum.org



01738 448411 or 0774 770 2299

We can help you:

- bring your community together to plan and prepare in advance of a flood
- with advice on what to do before, during and after a flood
- with advice on how to make your home more water resilient
- with an independent directory of flood products so that you can do more to protect your home if a flood happens
- if you have problems getting (or keeping) buildings or contents insurance, particularly cover for flood damage
- with advice and support via our telephone helpline
- with lots of relevant and useful information about flooding – check out our website www.scottishfloodforum.org

We are The Scottish Flood Forum, a charity and the only organisation uniquely devoted to all issues concerning flooding. We are committed to helping and supporting people who have flooded and communities at risk.

Now that you have completed your household flood plan:

Phone Floodline on 0845 988 1188 to sign up to flood warnings.
Phone the Scottish Flood forum on 01738 448411 to confirm that you have completed it. This will help us learn more about how prepared people are for flooding and, if you want, sign you up to receive useful information about flooding – www.scottishfloodforum.org

Become affiliated to the Scottish Flood Forum to keep up to date of flooding issues and become part of one united Scottish community voice.



Useful numbers

Organisation	Telephone (office hours)	email
Environment Agency's Floodline	0845 988 1188	
Our quick-dial number		
Environment Agency's Public Incident Hotline	0800 80 70 60	
Environment Agency's General Enquiries	03708 506 506	
Scottish Flood Forum	01738 448 411 Amanda: 01299 403101 Heather: 01743 741725	amanda.davies@floodforum.org.uk heather.shepherd@floodforum.org.uk
Police		
Ambulance		
Housing		
Scottish Water	0845 601 8855	
Electricity Company		
Gas Company		
GP		
Your emergency contacts		
NHS Direct		
County Council		
District Council		
Parish Council		



