**Personal flood plan**

**Before a flood**You can find more information about how to prepare online at[naturalresources.wales/prepareforflood](https://naturalresources.wales/flooding/preparing-for-a-flood/?lang=en)

**Check your flood risk**   
You can find out the flood risk in your area by using the ‘Check your flood risk by postcode’ service or viewing the map online at [naturalresources.wales/flooding](https://naturalresources.wales/flooding). Or contact Natural Resources Wales’s General Enquiries [**0300 065 3000**](tel:0300-065-3000) or [enquires@naturalresources.wales](mailto:enquires@naturalresources.wales) to request a hard copy to be sent to you.

|  |  |
| --- | --- |
| **Source of flooding** | **Level of risk  (High, medium, low or very low risk)** |
| Flooding from rivers |  |
| Flooding from the sea |  |
| Flooding from surface water and small watercourses |  |

This risk level takes into account the effect of any flood defences that may be in this area.

**Sign up for flood warnings**Check if you can sign up for free flood warnings and alerts for flooding from rivers or the sea online at [naturalresources.wales/flooding](https://cyfoethnaturiolcymru-my.sharepoint.com/personal/hannah_davies_cyfoethnaturiolcymru_gov_uk/Documents/naturalresources.wales/flooding) or contact Floodline **0345** **988 1188** or **Type talk: 0345 602 6340.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Flood code** | **What could be happening** | **Actions to take** | **Your area** |
| **Flood Alert**  Flooding is possible, be prepared. | * Flooding of fields, recreation land and car parks * Flooding of minor roads * Flooding of farmland * Spray or wave overtopping on the coast * Low lying land and roads will be affected first | * Prepare your home, business or farm for a flood * Monitor local river levels online and the 5 day flood risk * Farmers should consider moving livestock and equipment away from areas likely to flood | Quickdial: |
| Shape  Description automatically generated  **Flood Warning**  Flooding is expected, immediate action is required. | * Flooding of homes and businesses * Flooding of rail infrastructure and roads * Significant waves and spray on coast * Extensive flood plain inundation (including caravan parks and campsites) | * Move family, pets and valuables to a safe place * Turn off gas, electricity and water supplies if it is safe to do so * Put flood protection equipment in place | Quickdial: |
| A picture containing text, sign, outdoor, vector graphics  Description automatically generated    **Severe Flood Warning**  Danger to life. | * Deep and fast flowing floodwater * Debris in the water causing danger * Potential or observed collapse of buildings and structures * Communities isolated by floodwaters * Critical infrastructure for communities disabled * Communities evacuated * Military support | * Stay in a safe place with a means of escape * Be ready to leave your home * Cooperate with the emergency services * Call 999 if you are in immediate danger | Quickdial: |

**Find out how to turn off electricity, water and gas**

|  |  |
| --- | --- |
| **Service** | **Description of location (delete or amend as appropriate)** |
| Electricity | *Your electricity main is usually a red switch on your fuse box.* |
| Gas | *The gas valve is usually located next to your gas meter.* |
| Water | *Your water stopcock is usually under a kitchen sink or where the water pipe enters your home.* |

**Pack a flood kit**Discuss as a household what you would like to pack in a flood kit. There are suggestions below and you can add anything extra you need.

|  |  |  |  |
| --- | --- | --- | --- |
| Copy of your flood plan (with useful numbers completed) |  | a first aid kit and prescription medication |  |
| copies of your insurance documents |  | bottled water and non-perishable food |  |
| a phone charger and battery pack |  | warm, waterproof clothing and blankets |  |
| a torch with spare batteries |  | rubber gloves and wellington boots |  |
| a radio – on your phone or battery operated |  | face masks and hand sanitiser |  |
| baby food and baby care items |  | pet supplies |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Who can help / who can you help?**

Identify friends, family or neighbours who could help you, or who you could help in the event of a flood. This could be to help moving possessions or providing somewhere else to stay if necessary.

|  |  |  |
| --- | --- | --- |
| **Name** | **Contact details** | **How can they help or how can you help?** |
|  |  |  |
|  |  |  |
|  |  |  |

**Plan what to do in an emergency situation**Write down the relevant information below for you.

**Where to move cars:**Identify areas outside  
flood risk area**.**

**Alternative   
communication**

**methods:**If power, mobile  
networks or landlines   
are disrupted.

**Safe places to meet:**In the event of a flood,   
you can use this meeting  
place if you’re not able   
to get in touch.

**Protect your property and belongings**  
Consider getting a chartered surveyor to carry out a flood survey. This will tell you where floodwater might enter your property, how fast it will flow and where it could cause the worst damage. The surveyor can then use this information to help you choose the best flood protection for your property. Installing the wrong flood protection products could mean they are ineffective, or even cause more damage in a flood.

Choose BSI kitemark certified flood protection products online at [kitemark.com](http://www.kitemark.com) that meet the British standard for quality and safety.

You can also make changes to your property that will make it easier and cheaper to clean up if you do flood.

Follow the guidance and checklists in the property resilience Code of Practice online at [ciria.org/pfr](http://www.ciria.org.pfr). To make sure the surveys, installations or building work are completed to the correct standard.

More information is available at [naturalresources.wales/flooding](https://cyfoethnaturiolcymru-my.sharepoint.com/personal/hannah_davies_cyfoethnaturiolcymru_gov_uk/Documents/naturalresources.wales/flooding) or contact Floodline **0345** **988 1188** or   
**Type talk: 0345 602 6340.**

**More steps you can take now**

|  |  |
| --- | --- |
| Check insurance for home and vehicle covers you for flooding and the details of the policy. For example if it replaces or repairs items, or if it includes temporary accommodation if you can’t stay in your home |  |
| Take photos of your property and make a list of your belongings to help with future insurance claims |  |
| Keep important and sentimental items in a safe place all year round (upstairs or on a shelf in a waterproof container) |  |
| Plan what to do in an emergency, including a safe place to move yourself, family and pets to |  |
| Check your local authority’s evacuation centre procedure (for example, if pets are allowed) |  |
| If you or a relative live in sheltered housing or assisted living, check with the warden or building manager if they have an emergency plan to keep you safe in the event of a flood |  |
| If you or a relative relies on water, gas or electricity for medical reasons or other reasons. Sign up to the priority register with the supplier |  |
| If there’s a watercourse on or by the property or land you own, it is your responsibility to manage the flood risk. Find out about your responsibilities at [naturalresources.wales/flooding](https://cyfoethnaturiolcymru.sharepoint.com/teams/waterman/frm/aware/Resources/Materials%20for%20the%20Public/NRW%20Docs/Flood%20plan%20templates/naturalresources.wales/flooding) |  |

**During a flood**You can find more information about what to do in a flood online at[naturalresources.wales/inaflood](https://naturalresources.wales/flooding/what-to-do-in-a-flood/?lang=en)

**Contacts and sources of information**

**In an emergency**

* Call the emergency services **999** 
  + The police have general control and co-ordination of response
  + Ambulance service for medical assistance
  + Fire and Rescue or Coastguard complete rescue operations
* Call the RSPCA emergency line **0300 1234 999** for animal rescues. Do not put your life or someone else’s life in danger to attempt an animal rescue

**If flooding is happening**

* For information about the live flooding situation and advice call Floodline **0345 988 1188** or   
  **Type talk: 0345 602 6340** (for the hard of hearing)

[naturalresouces.wales/flooding](https://naturalresources.wales/flooding/?lang=en)

* To report flooding inside a property or find out the response to the flooding in your area contact your Local Authority. Make a note of their details below:

Emergency telephone number:

Social media:

* To report or to get information about power cuts call **105**
* To report a gas or carbon monoxide emergency call **0800 111 999**
* To find out about road closures check with your local authority, or for motorways and trunk roads call [Traffic.wales](https://traffic.wales/) **0300 123 1213**
* To find out about impacts on public transport call [Traveline](https://www.traveline.cymru/).cymru **0800 464 00 00**

**Live information  
  
Online**

5 day flood risk forecast for Wales: [5-day-flood-risk.naturalresources.wales](https://5-day-flood-risk.naturalresources.wales)

Flood warnings and alerts: [flood-warning.naturalresources.wales](https://flood-warning.naturalresources.wales)

River levels, sea and rainfall: [rivers-and-seas.naturalresources.wales](https://rivers-and-seas.naturalresources.wales)

**Telephone**Floodline is a 24/7 flood information service for Wales, England and Scotland.   
Call **0345 988 1188** or **Type talk:** **0345 602 6340** (for the hard of hearing)   
  
**Social media**

Make a note of the social media accounts for organisations below. This could include your local authority, local police force, fire service or your water company:

[twitter.com/NatResWales](https://twitter.com/NatResWales)  
[facebook.com/NatResWales](https://www.facebook.com/NatResWales/)

Make a note of social media accounts for local community groups below:

**Radio**Make a note of local radio stations for relevant updates below:

**Actions to take if you are about to flood**

|  |  |
| --- | --- |
| Listen to the advice of the emergency services |  |
| Prepare to leave your home |  |
| Contact the people that can help you |  |
| Get your flood kit |  |
| Prepare to move people and pets in your property to a safe place |  |
| Move important, sentimental and valuable items |  |
| Put flood gates and other protection equipment in place |  |
| Turn off gas, electricity, and water - Do not touch plugs and other sources of electricity when standing in floodwater |  |
| Block water entering through doors and windows with plastic bags filled with soil or other heavy objects |  |
| Cover airbricks and vents |  |
| Block sinks, baths and toilets and weigh down with heavy objects |  |
| Unplug washing machines and dishwashers and disconnect them from the water supply. Block water inlet pipes with towels or cloths |  |
| Move rugs, electrical items like laptops or computers, and lightweight items of furniture |  |
| Throw curtains over the rail out of reach of floodwater, or remove them if you have time |  |
| Lift items you can’t move with bricks or a pallet and cover the bottom with plastic |  |
| Empty and move contents from kitchen base units and other low storage cupboards, to worksurface level or higher if possible |  |
| Consider moving contents from your fridge or freezer to a higher place |  |
| Move your car to higher ground or outside the flood risk area |  |
| Any outside garden furniture or trampolines should be made secure |  |
| Contact the people that you can help |  |
|  |  |
|  |  |
|  |  |

**After a flood**You can find more information about what to do after a flood online at[naturalresources.wales/afterflood](https://naturalresources.wales/afterflood)

**Stay safe**

Never walk or drive through floodwater. It can sweep you off your feet, lift cars and carry other objects. Floodwater is often contaminated and it can hide dangers like open manholes.

Stay away from impacted areas. Floodwater may have damaged structures like bridges and riverbanks, and left large amounts of debris.

Turn around and find another route if a road is flooded, and respect road closure signs. Driving through floodwater is not only dangerous for yourself, but it can also worsen the problems of flooding in area, as a vehicle driving pushes waves of floodwater towards other vehicles and buildings.

**If your property has flooded**

* Contact your insurer and follow their advice
* If you rent your property, contact your landlord or agent and ask what their insurance covers for flooding
* If you do not have insurance, your local authority can provide information on hardship grants or charities that may be able to help you
* Contact your local authority if floodwater entered your property so they are aware of the impacts and can advise on any support available locally
* Check with the emergency services if it is safe to re-enter your property, floodwater may have damaged structures and buildings – your property may not be safe
* There could be damage to the electricity, gas or water supply. Do not turn it on before seeking professional advice

**Your local authority can support you with**

* Emergency accommodation if you can’t stay in your home
* Information on hardship grants or charities that may be able to help you if you don’t have insurance
* Community flood recovery grants
* Council tax exemptions
* Waste collections, including disposal of contaminated sandbags (that have been in contact with floodwater, sewage, or fuel)

**Report flooding**

|  |  |
| --- | --- |
| **Source of flooding** | **Organisation and contact details** |
| * Main rivers * Sea * Internal Drainage Districts * If you’re not sure where the water is coming from | **Natural Resources Wales**  Call 24/7 incident line **0300 065 3000** or report a flood online [naturalresources.wales/reportit](https://naturalresources.wales/reportit?lang=en) |
| * Surface water * Ordinary watercourses * Roads (like gullies, the drain inlet by kerb) | **Your local authority**  Emergency contact: |
| * Burst water main * Sewers | **Your water company**  Water:  Sewerage: |
| * Motorways and trunk roads | [Traffic Wales](https://traffic.wales/contact-us/flooding-and-drainage) Call **0300 123 1213** |

**Important contact details**

|  |  |
| --- | --- |
| **Organisation** | **Contact details** |
| Insurance for your home and vehicle | **Your buildings, contents and/or car provider phone numbers**  Buildings:  Contents:  Vehicle:  **Note your policy numbers**  Buildings:  Contents:  Vehicle: |
| If you rent your property – note the details of your landlord or letting agent | **Your landlord or letting agent**  Emergency contact: |
| Local Authority | **Your local authority**  Emergency contact: |
| Electricity | **Your provider**  Emergency contact: |
| Gas | **Your provider**  Emergency contact: |
| Work | Contact: |
| School or nursery | Contact: |
| Doctor's surgery | Contact: |
| Vet, kennel or cattery | Contact: |
| Family or neighbours | Contact: |

**Where to find help  
  
Physical and mental health**

Advice about keeping physically and mentally well is available online at [phw.nhs.wales](https://cyfoethnaturiolcymru.sharepoint.com/teams/waterman/frm/aware/Resources/Materials%20for%20the%20Public/Leaflets%20and%20resources/Current/Flood%20plan%20templates/phw.nhs.wales)

Whether you have just experienced flooding for the first time, or you’ve flooded before, it’s a scary experience and can be traumatic. Being flooded is stressful, and you may feel a wide range of emotions.

Public Health Wales give the following advice:

* Do not underestimate the stress and strain of being flooded and cleaning up after floods. Take time to consider your and your family’s mental health and wellbeing
* Do not overdo it when cleaning up, and remember that tiredness, difficulty sleeping and anxiety are normal in these circumstances
* Anyone with concerns for their own health, or a loved one’s should contact their GP for advice or   
  call **111**

There are also a number of organisations that can help if you are feeling down or anxious:

* Samaritans is available day or night, for anyone who’s struggling to cope:  
  [samaritans.org](http://www.samaritans.org) or call **116 123**
* CALL is a free confidential listening and support service:  
  [callhelpline.org.uk](https://www.callhelpline.org.uk/), call **0800 132 737** or text the word HELP to **810666**
* Mind is a charity which provides confidential mental health information service:  
  [mind.org.uk](https://www.mind.org.uk/) or call **0300 123 3393**
* Meic Cymru is a free, confidential helpline for children and young people up the age of 25: [meiccymru.org](https://www.meiccymru.org/), call **0808 80 23456** or text **84001**

**Financial support**

* You may be able to apply for the Emergency Assistance Payment grant from Welsh Government:  
  [gov.wales/discretionary-assistance-fund-daf](https://gov.wales/discretionary-assistance-fund-daf) or call **0800 859 5924**

**Advice and practical support**

* National Flood Forum is a charity that helps support people at risk of flooding:  
  [nationalfloodforum.org.uk](https://nationalfloodforum.org.uk) or call **01299 403 055**
* Shelter Cymru is a charity that provides free independent housing advice:  
  [sheltercymru.org.uk](https://sheltercymru.org.uk/) or call **08000 495 495**
* British Red Cross is a charity that provides support to people after a crisis:  
  [redcross.org.uk](https://www.redcross.org.uk/) or call **03448 711 111**
* Citizens Advice Bureau offers confidential advice:  
  [citizensadvice.org.uk](https://www.citizensadvice.org.uk) or call **03444 772 020**
* Association of British Insurers have advice on what to expect from your insurer:  
  [abi.org.uk/products-and-issues/topics-and-issues/flooding](https://www.abi.org.uk/products-and-issues/topics-and-issues/flooding)
* Flood Re is designed to help people living in flood risk areas have more options for affordable insurance. Check with your insurer if they are signed up to the ‘Build Back Better scheme’, which offers options to install Property Flood Resilience measures up to the value of £10,000:  
  [floodre.co.uk](https://cyfoethnaturiolcymru.sharepoint.com/teams/waterman/frm/aware/Resources/Materials%20for%20the%20Public/Leaflets%20and%20resources/Current/Flood%20plan%20templates/floodre.co.uk)

Contact Natural Resources Wales if you have any general queries or find out more online at [naturalresources.wales/flooding](https://cyfoethnaturiolcymru.sharepoint.com/teams/waterman/frm/aware/Planning/Floods%20Recovery%20&%20Review/R12%20Improved%20information,%20advice,%20literature%20and%20signposting/Draft%20content/Digital/naturalresources.wales/flooding)**,** call **0300 065 3000** or email [enquiries@naturalresources.wales](https://cyfoethnaturiolcymru.sharepoint.com/teams/waterman/frm/aware/Resources/Materials%20for%20the%20Public/NRW%20Docs/Flood%20plan%20templates/enquiries@naturalresources.wales)