

What local support is available?

If you have been impacted by flooding and it is not safe for you to remain in your home, Wiltshire Council may be able to help with temporary rehousing. They may also be able to assist with other welfare issues. Local grants may be available to help. If you don't have any insurance Wiltshire Council or the National Flood Forum may be able to help.

Who can you contact about flooding?

In an emergency, dial 999 if life is in danger.

Floodline 24-hours 0345 9881188 www.gov.uk/flood For flood warnings and advice.

Environment Agency 24-hour incident hotline 0800 807060 Report flooding from main rivers, damage to river banks and blockages causing flood risk.

Wiltshire Council 0300 4560100
www.wiltshire.gov.uk/drainage@wiltshire.gov.uk

Flooding can also be reported to Wiltshire Council via the MyWilts app, non-emergency <https://www.wiltshire.gov.uk/mywilts-online-reportingHighways> - telephone 0300 456 0105 or use [report non-urgent highway defects](#).

Out of hours emergency telephone number: 03004 560 100

Wessex Water 0345 6004600 www.wessexwater.co.uk Customer contact number and to report sewage flooding.

National Flood Forum 01299 403055 www.nationalfloodforum.org.uk

Association of British Insurers 0207 600 3333 www.abi.org.uk

British Damage Management Association 01858 414278
www.bdma.org.uk

Electricity supplier 105 powercut

Gas supplier 0800 111999 / 105 powercut

British Red Cross 0344 871 1111 www.redcross.org.uk

Samaritans 020 8394 8300 www.samaritans.org

Your community Flood Warden is a great source of information and advice.



Recent flooding in Wiltshire

What can you do now?

Read this leaflet for advice on what you can do after a flood



Stay in touch

 @EnvAgencySW

 @environmentagencywessex

03708 506 506

wessexenquiries@environment-agency.gov.uk

FLOODS
DESTROY
BE PREPARED

Property Flood Resilience (PFR) and how you can repair your home to make it more resilient to flooding

You may want to think about:

- Moving electrical sockets higher up the wall
- Laying tiles and using rugs instead of carpets
- Using water resistant plaster
- Fitting non-return valves to your pipes and drains



In 2022, insurance industry organisation, Flood Re, introduced the Build Back Better scheme, which is designed to reduce the cost and impact of future floods by including property resilience measures as part of flood repairs. Find out more: www.floodre.co.uk/buildbackbetter/

For more helpful information on PFR visit:

- www.thefloodhub.co.uk/property-flood-resilience-toolkit
- www.floodmary.com
- www.befloodready.uk/about

Recovering from a flood can be a very difficult time

Emotional support might be helpful as flooding can affect you and your family's health and wellbeing. This support could be from friends, family, doctor, or from the Samaritans or Red Cross. You can also call the **Mind Helpline: 0300 123 3393 (local call rate)**

Further recovery advice

For more helpful information, guidance, downloadable guides, case studies and factsheets visit:

- www.nationalfloodforum.org.uk charity that supports people at risk of flooding and operates an office hours helpline, 01299 403 055 open 9am – 5pm, Monday to Friday. www.floodmary.com/help-and-resources/after-a-flood
- www.gov.uk/after-flood
- www.gov.uk/government/publications/flooding-and-health-public-advice

What can you do now and for the future?

You can find out more about the flood risk for your home and community

You can sign up to receive free flood warnings for main river and groundwater. (The flood warning service does not include surface water flooding.)

Sign up to the MetOffice National Severe Weather Warning Service via [web](#) or app to give you advance notice of heavy rainfall that could lead to surface water flooding.

Make sure you have a personal flood plan and a checklist of things you need should you need to leave your home

It's really easy to take these actions:

- Call Floodline on **0345 988 1188**
- www.gov.uk/flood and www.gov.uk/check-long-term-flood-risk



**FLOODING IS EXPECTED
IMMEDIATE ACTION
REQUIRED**

Chat to friends and neighbours about how you could help each other:

- Who can help if I am away and can't install PFR or move items in my home?
- Do I have any elderly or vulnerable neighbours who may need extra help?
- Do we have a community flood warden? If not, think about setting up a community flood group.



What does the Environment Agency do after a flood?

Following a flood event, the Environment Agency collects information on the sources and timings of flooding so we can make improvements to our Flood Warning Service.

There may be an investigation, led by Wiltshire Council, to examine the circumstances leading up to and during the flooding. They will work closely with partners including the Environment Agency.

You can help us gather data by always reporting flooding to our incident hotline **0800 807060**, reporting online at swim.geowessex.com or emailing us photos of flooding with location information to wessexenquiries@environment-agency.gov.uk and www.wiltshire.gov.uk or email drainage@wiltshire.gov.uk