BE PREPARED FOR FLOODING

NORFOLK
STRATEGIC
FLOOD
ALLIANCE

Are you at risk of flooding?

Flooding can come from several sources: coastal, rivers or surface water. 42,500 properties are potentially at risk of flooding in Norfolk. Over 5 million people in England and Wales live and work in properties that are at risk of flooding from rivers or the sea. There are a number of things you can do in advance to prepare for flooding and minimise the impact.

What can you do?

- ✓ Check with the Environment Agency to find out if your home/business is at risk of flooding.
- ✓ If it is you can register to receive alerts of potential river or coastal flooding on Floodline Warnings Direct via Environment Agency website
- ✓ Get to know the flood warning codes and what they mean at www.gov.uk/check-flood-risk
- ✓ Consider whether to buy flood protection equipment to protect your home
- ✓ Make sure your mobile is fully charged before possible loss of power
- ✓ Put together your Grab Bag and prepare your Household Emergency Plan
- ✓ Listen to your local radio for up to date information and weather updates

Remember make sure that you take some action when you receive a flood warning message. It is a free resource so make sure you use the luxury of time!

Insurance

- ✓ Are you adequately covered for flood risks?
- ✓ Do you have 'new' for 'old' cover?
- ✓ Are your home contents correctly valued?
- ✓ Is your vehicle/caravan covered for flood damage?
- ✓ Keep details of insurance documents in your Emergency Kit
- ✓ Take photos of your valuables and store them in your emergency kit with your important documents
- ✓ If you suffer damage due to flooding, take photos of damaged items to help support any insurance claim

Norfolk Trusted Trader by Norfolk County Council

If you do need to have damage to your property repaired, beware of rogue traders. Consider using a Norfolk Trusted Trader. Call Trading Standards on 0344 800 8020 or visit www.norfolk.gov.uk/trustedtrader for more information

Prepare a plan

You can find a household emergency plan template on the Norfolk Prepared website. Your household emergency plan should include details of:

- ✓ Your key contact numbers and details i.e. house insurance details
- ✓ How will you receive flood warnings?
- ✓ Where will you put flood defences if you have them and need to put them up?
- ✓ Where will you evacuate to if you have to leave your home?
- ✓ How will you protect your possessions such as furniture etc?
- ✓ How will you protect your valuable and irreplaceable items?
- ✓ How will you protect your pets?

Household Emergency Plan Emergency Kit template

ROLES AND RESPONSIBILITIES

NORFOLK STRATEGIC FLOOD ALLIANCE

Department for Environment, Food and Rural Affairs (DEFRA) **www.defra.gov.uk**	
• Planning for national flood emergencies • Grant aid for land drainage works	• Funding EA flood management activities
Environment Agency (EA) **www.gov.uk/government/organisations/environment-agency**	
• Ensuring the maintenance of main rivers • Monitoring and forecasting river levels • Providing and operating flood warning systems	• Category One Responder to local and national emergencies • Lead authority for flood risk management in England and Wales for main rivers.
Norfolk County Council (NCC) **www.norfolk.gov.uk**	
• The Lead Local Flood Authority - co-ordinates local flood risk management • Highways drainage • Ditches and balancing ponds on NCC land, also responsible for bridges and culverted watercourses under the highway	• Category One Responder to local and national emergencies • Enforcing maintenance of land drainage by riparian owners where the highway is affected • Road closures
Borough, City and District Councils	
• Ditches and balancing ponds on Borough owned land	• Category One Responder to local and national emergencies • Providing temporary accommodation in an emergency
Norfolk Resilience Forum **www.norfolkprepared.gov.uk**	
• Brings together Category One and Two responders, plus supporting agencies to plan for, respond to and recover from to emergencies in Norfolk	• Publishes the Community Risk Register for Norfolk • Provides emergency preparedness advice
Anglian Water **www.anglianwater.co.uk**	
• Flooding from public foul, combined and surface water sewers • Flooding from burst water supply pipes • Ditches and balancing ponds on AW owned land	• Category Two responder to local and national emergencies • Mains Water
Internal Drainage Boards (IDB's)	
• Provision of flood defences and water level management in low lying area	• Maintenance and protection of key watercourses
Parish Councils	
• Advising agencies of local flood issues • Implement relevant parts of their emergency plan until more help arrives	• Ditches on parish council owned land
Private householders and land owners	
• Land drainage on their own property • Watercourses where they are the riparian owner	• Protection their own property from flooding • Repairing flood damage to their own property

HELPFUL CONTACTS AND LINKS

NORFOLK STRATEGIC FLOOD ALLIANCE

Organisation	Contact
Emergency Services	999
Police (non-emergencies)	101
NHS (non-emergencies)	111 - 111.nhs.uk
Environment Agency Floodline	0345 988 1188 www.gov.uk/check-flood-risk
Norfolk County Council (Highways)	Office Hours – 0344 800 8020 (follow options for Highways) Out of Hours – 0344 800 8009 www.norfolk.gov.uk/roads-and-transport/roads/report-a-problem
District Local Authorities:	
Breckland District Council:	Office hours - 01362 656 870 Out of hours - 01522 872 246 www.breckland.gov.uk
Broadland District Council:	01603 431 133 www.broadland.gov.uk
Borough Council of Kings Lynn & West Norfolk:	01553 616 200 www.west-norfolk.gov.uk
Great Yarmouth Borough Council:	01493 856 100 www.great-yarmouth.gov.uk
Norfolk County Council:	www.norfolk.gov.uk
Norwich City Council:	0344 980 3333 www.norwich.gov.uk
North Norfolk District Council:	01263 513 811 www.north-norfolk.gov.uk
South Norfolk Council:	01508 533 701 www.south-norfolk.gov.uk
Report a power cut	105
Report a gas leak	0800 111 999
Report a flood	www.norfolk.gov.uk/safety/floods/report-a-flood
Report a leak Essex & Suffolk Water Customers	Essex & Suffolk Water customers: 0800 526 337 Anglian Water customers: 0800 771 881
Report flooding from sewers	03457 145 145
Met Office	www.metoffice.gov.uk/public/weather
Environment Agency	www.gov.uk/browse/environment-countryside/flooding-extreme-weather
Norfolk Prepared - Grab Bag and Household Emergency Plans	www.norfolkprepared.gov.uk/preparing-your-home/
Know your Flood Risk	www.knowyourfloodrisk.co.uk/flood-advice-guidance
National Flood Forum	www.nationalfloodforum.org.uk/
FloodRe	www.floodre.co.uk/
Association of British Insurers	www.abi.org.uk/Information/Consumers
Association of Drainage Authorities	www.ada.org