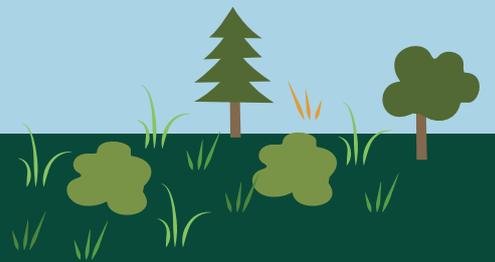


# 11

## WHAT TO DO IN A FLOOD EMERGENCY



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Call **999** or **112** if you, or anyone else, is in immediate danger.

Oxfordshire Police can be contacted for non-emergencies on: **101**

For information about flooding contact the Environment Agency  
Floodline (24 hours):

**0345 988 1188**

### **Prepare a Plan**

MAKE A PLAN with your family, writing down:

- Where will you meet? Pick one location close by and a second a bit further away
- What if you cannot get there or cannot contact each other? Choose a friend you can contact to say you are safe
- Where can you stay? If you have to evacuate could you stay with friends or family? Have two different places planned
- How do you turn off the Water, Gas, and Electricity? (Only do this if it is safe and you have time to do so before floodwater enters your house)
- Will any neighbours need your help?
- What about your pets?

### **Community Emergency Planning**

Discuss with your Parish Council (or other representative) creating a 'Community Emergency and Flood Plan'.

By involving community members and groups in preparing the plan, everyone will be clear on how they will work together to respond quickly when flooding happens.

### **Prepare a Home Emergency Kit**

Local officials and relief workers will be on the scene after an emergency, but they cannot reach everyone immediately. Basic services such as electricity, gas, water, sewage treatment and telephones may be cut off. This means having your own food, water, and other supplies in SUFFICIENT QUANTITY TO LAST FOR AT LEAST THREE DAYS.

### **Recommended Items for the Kit**

- Water, for drinking and sanitation, 4 litres of water per person per day
- Food, at least a three-day supply of non-perishable food
- Radio and extra batteries/wind up radio
- Torch and extra batteries/wind up torch
- First aid kit

- Whistle to signal for help
- Wet wipes, bin bags and plastic ties for personal sanitation
- Wrench or pliers to turn off utilities;
- Can opener for food
- Mobile phones with chargers
- Grab Bag (see next section).

### **Grab Bag**

This should be a small bag, containing a first aid kit, torch, contact details for your insurance companies, and other items that may be useful in an emergency. Store it in a safe and secure place where family members can find it and 'grab' it easily.

Further information on what a 'grab bag' should include can be found at:

<https://www.oxfordshirefloodtoolkit.com/wp-content/uploads/2016/05/AreYouReadyBooklet.pdf>

### **How To Prepare For Flooding**

- If you live or work in an area at risk of flooding, sign up to the free 'Floodline Warnings Direct' service here:  
<https://fwd.environment-agency.gov.uk/app/olr/register>
- Download and complete a personal flood plan here:  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/292927/geho0709bqpu-e-e.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/292927/geho0709bqpu-e-e.pdf)
- Invest in property level flood protection (such as barriers for doors, windows and air bricks) and deploy these as soon as a warning is received.

Further information is available in leaflet no 12 in this series 'How to protect your home':

<https://www.oxfordshirefloodtoolkit.com/guides/protect-your-home/>

### **If Flooding Is Likely**

Depending on your circumstances and the nature of the flood emergency, the first important decision might be whether you evacuate or stay where you are.

- You should understand and plan for both possibilities
- Use all available information to determine if there is any immediate danger.

In any emergency, local authorities may not immediately be able to provide information on what is happening and what you should do. Other sources of information include:

- Listening to the local radio / watching TV
- Checking the Internet frequently, especially social media (if used)

### **Evacuating your Home**

You may be advised to evacuate your home. Reception Centres will be provided in a local school, leisure centre or other suitable community building where you will be safe, sheltered and looked after by trained volunteers. If you choose to make your own arrangements, such as staying with friends, PLEASE LET SOMEONE KNOW THAT YOU ARE SAFE.

## Further Information & Contacts

Prepare for a flood (GOV.UK):  
<http://www.gov.uk/prepare-for-a-flood>

Preparing for emergencies, guide for communities (GOV.UK):  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/60923/PFE-Guide-for-Communities\\_0.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/60923/PFE-Guide-for-Communities_0.pdf)

Red Cross – How to prepare for emergencies:  
<http://www.redcross.org.uk/What-we-do/Preparing-for-disasters/How-to-prepare-for-emergencies>

Flood Recovery Guide:  
[http://www.knowyourfloodrisk.co.uk/sites/default/files/FloodRecoveryGuide\\_Interactive.pdf](http://www.knowyourfloodrisk.co.uk/sites/default/files/FloodRecoveryGuide_Interactive.pdf)

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**ALWAYS FOLLOW THE INSTRUCTIONS OF THE  
EMERGENCY SERVICES**



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