

GET FLOOD READY

In November 2024, a large number of areas in Wiltshire were affected by flooding affecting both homes and businesses.

As we move into autumn, now is a good time for property owners to consider preparedness measures to ensure they're ready should a flooding event occur.

Check what actions you can take to be better prepared and resilient:

www.gov.uk/prepare-for-flooding

Flood Risk Management – roles and responsibilities



In the UK, there is no one body responsible for managing flood risk, and it requires a collaborative approach.

This is why it can be likened to a Jigsaw puzzle; with each piece representing the different stakeholders involved in flood risk management.

Everyone has a role in helping address flood risk*

**For further information on the pieces please visit: <https://thefloodhub.co.uk/how-flood-risk-is-managed/#other-stakeholders>*

Reporting flooding – who to contact

WHO SHOULD YOU REPORT FLOODING TO?

**Main River &
Coastal Flooding**



The Environment Agency
Incident Hotline Line - 0800 80 70 60

**Surface Water &
Groundwater
Flooding**



Highways Department



Your Lead Local Flood Authority (LLFA)
(Unitary Authority or County Council)

Highways (out of hours)
0300 4560 100

Wiltshire Council
0300 456 0105

Wiltshire Council
0300 456 0105

**Ordinary
Watercourses**



Your Lead Local Flood Authority (LLFA)
(Unitary Authority or County Council)

Sewer Flooding



Your Water Company

Be Prepared – What can *YOU* do?

1. Check the flood risk in your area
2. If your property is in an area at risk of flooding:
 - Sign up to receive **free flood warnings** from **main river** and **groundwater**
 - Check or download the **MetOffice** app for **surface water** flooding
3. Complete a personal flood plan:
 - Keep your plan in a safe place with other essential items, like spare medication, important documents and contact details. You can use the below guide to help you create your own flood plan:
<https://www.gov.uk/government/publications/personal-flood-plan/personal-flood-plan>
 - Check what **actions** you can take to be better prepared and resilient
www.gov.uk/prepare-for-flooding

N.B: You need to make your own arrangements to buy sandbags.

Wiltshire Council does not have a statutory duty to provide sandbags. They have a limited supply, and requests during an emergency are considered on a case-by-case basis, prioritised by level of need or vulnerability.

You can see read Wiltshire Council's sandbag policy here:

<https://www.wiltshire.gov.uk/media/186/Flood-sandbag-policy/pdf/Flood-sandbag-policy.pdf?m=1729762380377>

Would you know what to do in a flood?



**FLOOD
ALERT**

PREPARE

- Prepare a bag that includes medicines and insurance documents
- Visit www.gov.uk/check-flooding



**FLOOD
WARNING**

ACT

- Turn off gas, water and electricity
- Move things upstairs or to safety
- Move family, pets and car to safety



**SEVERE
FLOOD
WARNING**

SURVIVE

- Call 999 if in immediate danger
- Follow advice from emergency services
- Keep yourself and your family safe

www.gov.uk/prepare-for-flooding

www.gov.uk/check-flooding

Floodline 0345 988 1188

Property Flood Resilience – Resilience

If your property is in a known flood risk area, or is already prone to flooding, there are steps you can take to mitigate the damage and make the clean up afterwards quicker and easier



**Limelite
plaster
walls**



**Plastic
skirting
boards**

**Ceramic
flooring &
Drain holes**



**Electrical
sockets
raised above
dado rail**



**Main appliances
raised up on plinths**



**Steel kitchen units,
with base units
raised off the
ground**

Property Flood Resilience - Resistance

There are all types of devices and gadgets available on the market now to help protect your home and business from flooding, including barrier for doors and windows, non-return valves, air brick covers and more



Property Flood Resilience - Resistance

By signing up to flood alerts you can get an early warning if there is a risk of flooding in your area. This will give you time to deploy devices to protect your home. Below shows a barrier protecting the entrance to this bungalow



Report a flooding incident

If you think your life is in **danger** call 999

Reporting flooding is crucial for incident response and for long term planning of flood risk reduction measures.

For non-emergency reporting use the Flood Online Reporting Tool: <https://swim.geowessex.com>. This information is shared with risk management authorities to ensure it goes to the correct organisation.

For other emergency reporting, who you report to will depend on the source of the flood: <https://www.gov.uk/report-flood-cause>

For main rivers: Environment Agency incident hotline (24hr) 0800 80 70 60

For ordinary watercourses / surface water / roads:

www.wiltshire.gov.uk/civil-emergencies-who-to-contact

For sewage / burst mains: Wessex Water 0345 600 4 600 (24hr)
www.wessexwater.co.uk/your-wastewater/flooding/sewer-flooding



Who can you contact about flooding?

Environment Agency 24-hour incident hotline 0800 807060

Floodline 24-hours 0345 9881188 www.gov.uk/flood

Wiltshire Council 0300 456 0105 drainage@wiltshire.gov.uk

Wessex Water 0345 6004600 www.wessexwater.co.uk

National Grid 105

Gas supplier 0800 111999

Insurance abi.org.uk (Association of British Insurers) and FloodRe.co.uk

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

Do you know your flood risk?



Is your property or community at risk of flooding?

Would you know what to do?



Flooding is dangerous and can happen quickly. The effects can be devastating.

If it happens you can be prepared.
Look inside to find out how.



What can you do now?

Understand the flood risk for your home and surrounding area.

Sign up to receive the free flood warning service for main rivers and groundwater.

Sign up to the [MetOffice National Severe Weather Warning Service](http://www.metoffice.gov.uk/weather/warnings-and-advice) via web or app - www.metoffice.gov.uk/weather/warnings-and-advice

Make 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
- Visit www.gov.uk/flood and www.gov.uk/check-long-term-flood-risk



FLOODING IS EXPECTED
IMMEDIATE ACTION
REQUIRED

Check to see if your insurance covers flooding

Know how to turn off gas, electricity and water supplies

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

Do you have a community flood warden? If not, think about setting up a community flood group. Make a community flood plan.



How will roads and travelling be affected?

What would we do if our electricity went out?

Where do I put items to keep them safe?

When do I install my property flood resilience measures?



Where can you go for updates on flooding?

Your local radio station(s) [BBC Radio Wiltshire 103.5/103.6/104.3 FM](http://www.bbc.co.uk/radio4/wiltshire)

Follow us on X, formerly Twitter: [@EnvAgencySW](https://twitter.com/EnvAgencySW)

Facebook: [EnvironmentAgencyWessex](https://www.facebook.com/EnvironmentAgencyWessex)

Visit www.gov.uk/check-flooding for current flood warnings, five day flood forecast and river, groundwater and rainfall levels

What you can do to help slow, or stop flood water coming into your home - Property Flood Resilience (PFR)

You or your landlord could buy equipment to help stop water coming through the door or airbrick covers.

Make sure any PFR is accessible, serviced and working, e.g. pumps and seals.

For helpful information, guidance and factsheets visit:

- www.thefloodhub.co.uk/property-flood-resilience-toolkit/
- www.gov.uk/prepare-for-flooding
- www.nationalfloodforum.org.uk/
- www.floodre.co.uk/buildbackbetter/
- www.floodmary.com
- www.befloodready.uk



If you own part of the [river bank](http://www.gov.uk/guidance/owning-a-watercourse) you should keep the banks and bed of the river clear of debris. www.gov.uk/guidance/owning-a-watercourse

What can you do if you get a flood warning?

Flood warning is time to take action – flooding is expected in the following hours.

Check that your family, neighbours and pets are okay.



Move important things upstairs or to higher shelves, so they don't get covered in dirty flood water.



Install or activate any property flood resilience measures for your home. Could someone do this for your if you are away?

Consider what you might need to take with you if you have to leave your home such as insurance details, medication & chargers.

Property Flood Resilience – gadgets and gizmos

The following slides show examples of the types of devices and gadgets that are available on the market to help protect homes and businesses from flooding.

While we have provided examples of equipment available from two businesses, it's important to note that there are a number suppliers in the market offering a range of devices designed to protect against flooding.

We encourage property owners to explore the available options themselves and identify the solutions that best meet their individual needs and circumstances.

Air Brick Plates



Air Brick Patches



Toilet Stopper



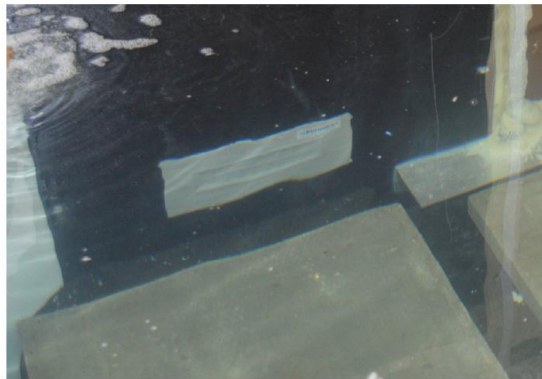
Shower Tower Patented



FloodSok Door Panels Patented



Independently tested at HR Wallingford, the main BSI test centre for flood protection products. All passed the BSI standard. Kitemark achieved.



M3 – Product Overview

Types of solutions

- **Resistance**

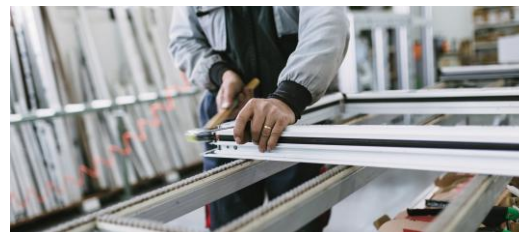
- Re-active
- Passive
- British standards – BS851188

- **Recoverability**

- Raised electrics and gas
- Resilient flooring materials
- Re-locating irreplaceable items
- Flood resilient kitchens, etc.



bsi.



PASSIVE RESISTANCE

- **COMPOSITE, UPVC & FRENCH DOORS**
- **Tested by BSI to BS 851188**
- **A Rated Energy efficient U value 0.64**
- **Unique integral patented one way weep vents**

Wide range of styles, colours and glass



PASSIVE RESISTANCE

TIMBER DOORS

New to the market in 2021, we now offer a range of heritage as well as contemporary timber Defender flood doors. Manufactured out of sustainable Accoya, this material is extremely durable and resistant to water.

- Tested by BSI to BS 851188 Unique
- patented double flood seal
- Wide range of styles, colours and glass



PASSIVE RESISTANCE

ANTI FLOOD AIRBRICKS

- Available in 5 different colours
- Low Maintenance
- Manufactured from recyclable materials
- Polypropylene Complies with
- BS493:1995 +A2:2010



PASSIVE RESISTANCE

TIMBER FLOOD GATES

- Passive long term flood protection
- Double or single leaf to 6.0m widths
- Choice of wood finishes to best match surroundings
- Option for cast in or retro fit install



PASSIVE RESISTANCE

FLOOD WINDOWS

- Permanently bonded into the frame
- Lightweight yet strong
- 30kg impact resistant
- Bespoke to suit each situation



PASSIVE RESISTANCE

NON RETURN VALVES

- Flexible collars to accommodate different pipe diameters
- Fully rod-able, Jet-able to clear blockages
- Very low maintenance
- Open position maintains unrestricted flow

Automatic
Operation



PASSIVE RESISTANCE

SUMP & PUMPS

- Operate on automated float switch
- 100% passive no manual intervention
- Bespoke designed to meet the flow of water at location

Invisible
Underground
Installation



PASSIVE RESISTANCE

SELF ACTIVATING BARRIER

- Passive long term cost effective solution
- Can be installed to cover any length to 3.5m high
- Powered by the rising flood water
- Invisible when closed allowing normal traffic flow

The SAB is
BIM Level 2
Compliant



PASSIVE RESISTANCE

BRICK TREATMENTS

Waterstop is a repellent concentrate that can be applied to above ground surfaces to create a protective waterproof seal. For use on above ground facade treatments such as brickwork.

Tanking Polymer is a cementitious waterproofing polymer containing an acrylic polymer. An ideal solution for below ground waterproofing and vertical DPC membrane for above ground applications.

**Extremely
adhesive &
durable**



REACTIVE RESISTANCE

FLOOD DEFENDER BARRIERS

- Kitemark Certified to BS 851188
- Different fixing options available
- Lightweight yet strong
- Choice of heights to 1200mm



REACTIVE RESISTANCE

AIR BRICK COVERS / VENT COVERS

- Low cost solution to stop ingress of water
- Suitable for use in listed buildings
- **NOT SUITABLE FOR GAS APPLIANCE VENTS**



REACTIVE RESISTANCE

PUDDLE PUMPS

- Pumps 160 litres per minute
- Built-in thermal protection with auto reset
- Suitable for continuous duty up to 35°C
- Open impeller for 9mm soft solids passage

Compact
Design

WITH PRECISE LEVEL
CONTROL



RECOVERABILITY MEASURES

- **Raised electrics / gas**
- **Water resilient walls**
- **Water resilient flooring**
- **Water resilient kitchens**
- **Raised white goods**
- **Sump & Pumps**
- **Relocating valuables**
- **Tanking**

