

# Create your flood plan

...and keep it up to date



AWARE • PREPARED • ENGAGED

Date: .....

## Be aware - Things to check and do ✓

- Sign up to Environment Agency flood alerts and warnings and understand what they mean
- Check your home insurance covers flooding
- Investigate Property Flood Resilience (PFR) options (e.g. door barriers, air brick covers)
- Put important documents in a safe place, out of flood risk (e.g. passports, insurance documents, birth certificates)
- Clear any drains, gutters or watercourses of obstructions within your land

## Be prepared - get a flood kit ready for use ✓

- Torch (check batteries) or wind up torch
- Non-perishable food and drinking water supplies
- Medication and first aid kit
- Toys for children and pet supplies
- Rubber gloves and wellington boots
- Mobile phone and phone chargers
- Battery-operated radio
- Insurance documents
- Spare keys (e.g. house, car)
- Cash and cards

## Who are your contacts in an emergency?

Environment Agency Floodline *0345 988 1188*

Electricity Helpline

National Grid *0800 6783 105*

Water Company

District/Borough Council

Leicestershire County Council *0116 232 3232*

Insurance Company

## Locate these in your home

Electricity cut-off:

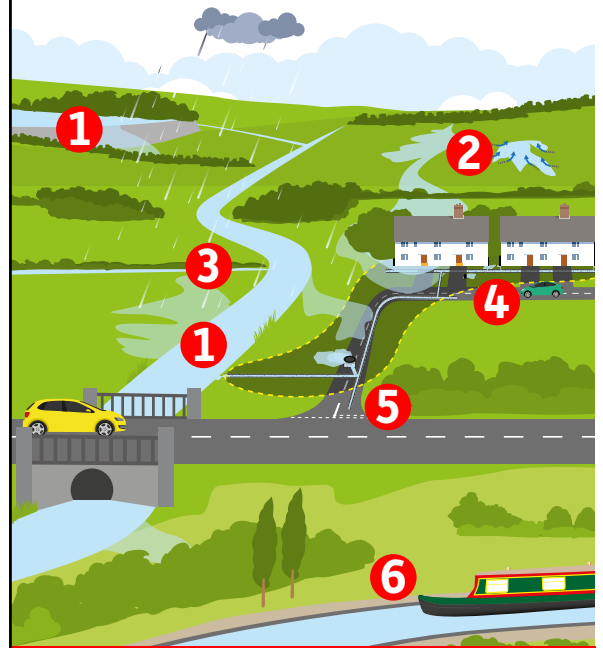
Water cut-off:

Gas cut-off:

Flood kit:

## Who to contact during a flood:

- 1 Reservoirs and main rivers**
  - Environment Agency 0800 80 70 60 (24 hr)
  - Floodline 0345 988 1188
- 2 Surface water and groundwater**
  - leicestershire.gov.uk/report-a-flood or 0116 305 0001 (Office hours)
- 3 Small streams and ditches**
  - leicestershire.gov.uk/report-a-flood or 0116 305 0001 (Office hours)
- 4 Mains sewer and wastewater sewer**
  - Severn Trent 0800 782 4444 (24 hr)
  - Anglian Water 03457 145 145 (24 hr)
- 5 Public highway**
  - leicestershire.gov.uk/report-a-road-problem
- 6 Canal**
  - Canal and River Trust:
    - 0303 040 40 40 (Office hours)
    - 0800 479 9947 (24 hr)



In an emergency call 999

[leicestershire.gov.uk/flooding](https://leicestershire.gov.uk/flooding)