

# BE PREPARED FOR FLOODING

## Are you at risk of flooding?

More than **42,500** properties in Norfolk are potentially at risk of flooding. During heavy rainfall, surface water floods can occur quickly and put our homes, businesses and our safety at risk.

Fortunately, there are a number of things you can do in advance to prepare for flooding and minimise the impact.

**IN THE EVENT OF FLOODING**

**0344 800 8013**

Norfolk's new one stop number  
for flooding in our county

or visit

**[www.norfolk.gov.uk/flooding](http://www.norfolk.gov.uk/flooding)**

If you are in immediate danger call **999**

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

### IF IT HAPPENS YOU CAN BE PREPARED

- ✓ Check if you are at risk of flooding visit **[www.gov.uk/flood](http://www.gov.uk/flood)** and sign up to receive free flood warnings and get to know the flood warning codes
- ✓ Work together with your neighbours to set up a community flood group
- ✓ Consider buying flood protection equipment which will help make your home more flood resilient
- ✓ Know how to turn off gas, electricity and water supplies
- ✓ Remember to charge your mobile phone
- ✓ Make a check list of things to take if you have to leave as part of a Household Emergency Plan
- ✓ Listen to your local radio for up to date information and weather updates

Pop out and keep this card for easy future use

**You can report flooding in Norfolk on this line or website**

**You can also find answers to queries about flooding on our website, or call the number for help accessing information on preparing for a flood**



Norfolk County Council



# What can I do?

## Insurance

- ✓ Check to see if your insurance covers flooding
- ✓ Are your home contents correctly valued?
- ✓ Is your vehicle/caravan covered for flood damage?
- ✓ Keep insurance document details 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

## Prepare a Plan

**You can find a household emergency plan template and other information on the Norfolk Prepared website**

Find more at  
[www.norfolkprepared.gov.uk](http://www.norfolkprepared.gov.uk)

**Your household emergency plan should include details of:**

- ✓ Your key contact numbers and details e.g. insurance
- ✓ How will you receive flood warnings?
- ✓ What home flood defences do you have, where are they and how long do they take to install?
- ✓ If you have to leave your home, where will you go?
- ✓ 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?



# Who's Who

## Flooding Roles and Responsibilities

### **Department for Environment, Food and Rural Affairs (DEFRA)**

Government Department responsible for planning for national flood emergencies.

### **Environment Agency**

Government agency responsible for maintenance and monitoring of main rivers, sea, and tidal rivers, flood warning systems and the Lead Authority for flood risk management in England and Wales for main rivers.

### **Norfolk County Council**

The Lead Local Flood Authority for Norfolk, co-ordinates local flood risk management and responsible for Highways drainage.

### **Borough, City and District Councils**

Supports the local community and provides accommodation in emergencies, such as evacuation and rest centres.

### **Norfolk Resilience Forum**

A group bringing together key partners and supporting agencies to plan for, respond to and recover from emergencies in Norfolk.

### **Water Providers: Anglian Water and Essex & Suffolk Water**

Water companies operating in the East of England, responsible for flooding from public foul, combined and surface water sewers as well as flooding from burst water supply pipes.

### **Internal Drainage Boards (IDBs)**

Provides flood defences and water level management in low lying areas and responsible for maintenance and protection of key watercourses.

### **Parish Councils**

Able to advise agencies of local flood issues and implement their emergency plan until more help arrives.

To find out more about each of these organisations, including how to contact each of them, visit:  
**[www.norfolk.gov.uk/flooding](http://www.norfolk.gov.uk/flooding)**

# Helpful Contacts

You can report flooding to the new Norfolk Flooding Hotline on **0344 800 8013**. This is your single point of contact for flooding in Norfolk. **If you are in immediate danger call 999. You can also report issues caused by flooding in a number of other ways:**

✓ **The Environment Agency Floodline:**

0345 988 1188

✓ **Norfolk County Council Highways:**

0344 800 8020

✓ **Report a power cut:** dial 105

✓ **Report a gas leak:** 0800 111 999

✓ **Report a water leak:**

**Anglian Water customers:** 0800 771 881

**Essex & Suffolk Water customers:** 0800 526 337

✓ **National Flood Forum:** 01299 403 055

For independent advice for those who have suffered flooding.



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](http://www.norfolk.gov.uk/trustedtrader)** for more information.



Norfolk Strategic  
Flooding Alliance



The Norfolk Strategic Flood Alliance is a new taskforce that is working together so that Norfolk communities and infrastructure are safer and more resilient to the risks of inland and coastal flooding. The Alliance includes, among others, the environment agency, Anglian Water, the Association of Drainage Authorities, the Water Management Alliance, Water Resources East, the Norfolk Resilience Forum, the Broads Authority and Norfolk's County, Borough, City, District and Parish Councils.