

# Before a Flood

Understand your flood risk and be prepared!

In Dorchester there are 4 main types of flooding - River, Surface Water, Ground Water and Sewage Flooding.

- Visit Gov.uk/flood or call Floodline 0345 988 1188 to:
  - Check long term flood risk to your home and area
  - Check current flood situation, 5 day flood forecast and main river, groundwater and rainfall levels
  - Sign up to the Environment Agency free Flood Warning service for main river and groundwater flooding
  - Download and complete a personal or business flood plan
  - Find guidance on how to prepare for flooding
- Sign up to Metoffice National Severe Weather Warning Service via web or app
- Chat to neighbours and friends about how you could help each other
- Keep useful numbers handy



## Who you can contact about flooding

*In an emergency dial 999*

**Environment Agency** 24-hour incident hotline: 0800 807 060

Call to report flooding related to main rivers

**Floodline** 24-hour: 0345 988 1188

[www.gov.uk/flood](http://www.gov.uk/flood) Can provide guidance and advise what you need to do.

**Wessex Water** 24-hour in emergencies:

Call: 0345 6004600 to report flooding caused by public sewer

**Dorset Council**

Office hours, or 24-hour in emergency: 01305 221000

Go online or ring to report flooding to property. Use online system to report blocked drains or gullies

[www.dorsetcouncil.gov.uk/-/report-flooding](http://www.dorsetcouncil.gov.uk/-/report-flooding)

**National Flood Forum**

Office hours: 01299 403055

[www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk) Advice and guidance on how to manage your flood risk and recover after flooding

**Electricity Supplier**

SSEN 0800 0727282 / 105 powercut

**Gas Supplier**

SGN 0800 912 1700 / 105 powercut

**Priority Services Register**

This gives you free support and services – for example, you might be offered alternative heating facilities if your supply is disrupted. Contact your water or energy supplier directly.

# Flooding



**Flooding can be devastating!**

This leaflet is full of useful information to help make sure you are aware of the risk to your property, and know how to be prepared and stay safe



**Dorchester**  
Town Council

Useful Guidance provided by Dorchester Town Council

Things to pack in an emergency...

- Insurance details, landlord's, and banking details
- Medication / copy of prescription
- Spare glasses / contact lenses
- Clothes, food and water
- Torch and wind-up radio
- Baby nappies, food and toys

## Flood Protection

Under civil law, individual property owners are responsible for protecting their property and land from flooding.



Hydrosacks

**Blue Pages** are a leading flood directory for flood products and services - Visit [bluepages.org.uk](https://bluepages.org.uk) or call 01299 403055

By storing your own flood protection there is a better chance of stopping water from entering your property

## What protection to pick?

Sandbags can be useful but may not be the most effective option. They are heavy, hard to place and can still seep water through them.

### Why not consider...

- Air brick covers
- Fitted doorway flood protection
- Hydrosacks
- Toilet seal
- Fitting a pump

Block sinks and toilets with heavy filled plastic sacks to stop water coming up through them.

Mary Dhonau Associates is a specialist independent property flood resilience consultancy and have lots of advice about Property Flood Resilience (PFR).

<https://marydhonau.com>

## Insurance

If you are at risk, check you have flood insurance. For information visit **FloodRe** [www.floodre.co.uk](https://www.floodre.co.uk)

Report flooding via FORT (Flood Online Reporting Tool) on [swim.geowessex.com/dorset](https://swim.geowessex.com/dorset) or ring

### Floodline

For highways, surface water or ground water flooding contact **Dorset Council** or **Wessex Water**

# During a Flood

If you receive a flood warning or a Met Office severe weather warning:

- Take appropriate action
- If safe to do so, report flooding using useful contacts list  
**(if in danger dial 999)**
- Turn off gas, water and electric...  
**Make sure you know how to do this before a flood**
- Move important items to upstairs or on higher shelves
- Check on neighbours if safe to do so, or warn them if flooding might occur
- Keep your family and pets safe

## After a Flood

Flood water can contain harmful contaminants, be careful when coming into contact with it

- Contact your insurer
- Emergency services will connect you with housing if needed
- Wear protective gear when cleaning up and wash hands after
- Dispose of sandbags if used
- Do not turn on gas or electric until checked by a technician
- Seek advice from The National Flood Forum (see back)