

How Monmouthshire County Council Can Help

Monmouthshire County Council are aware of the problems flooding can cause and try to ensure that adequate arrangements are in place to receive flood warnings, to monitor local conditions and respond to requests for help from the community.

Before flooding, we:

- Prepare for potential flooding through planning, training and exercises;
- Ensure that a 24 hour response system is in place;
- Monitor vulnerable locations;
- Consult with the community in key flood prone areas.

During flooding, we:

- Liaise with all agencies/organisations concerned;
- Activate our workforce to respond to the needs of the community;
- Issue sandbags on request and where possible;
- May be able to assist with temporary accommodation, if you are not insured, while your property is being repaired. If you are insured speak to your insurance company to find out what options you have.

After flooding:

Please contact Monmouthshire County Council on 01633 644644 if you would like help with the following:

- Environmental Health;
- Highways & Flooding;
- Cleansing & Waste (the waste team can put you in contact with skip companies and provide some rubbish collections for the removal of flood damaged household goods);
- Housing;
- Trading Standards;
- Council Tax / Business Rates.

Useful Contact Numbers

Emergencies	999
All Council Departments via :	
Monmouthshire County Council	01633 644644
Gwent Police	01633 838111
South Wales Fire & Rescue Service	01443 232000
Gas Emergencies	0800 111 999
Power Cut Emergency Number	105
Water Emergencies	0800 281 432
Sewerage Emergencies	0800 085 3968
Association of British Insurers	020 7600 3333

For More Information

Natural Resources Wales ☎ 0300 065 3000

🌐 www.naturalresources.wales/flooding

National Flood Forum ☎ 01299 403055

🌐 www.nationalfloodforum.org.uk

Citizens Advice

🌐 www.citizensadvice.org.uk

☎ 03444 772020

Public Health Wales

🌐 www.wales.nhs.uk/sitesplus/888/page/94751

☎ 02920 227744

FloodRe

🌐 www.floodre.co.uk

The Blue Pages – Flood Directory

🌐 www.bluepages.org.uk/

Trustmark

🌐 www.trustmark.org.uk ☎ 0333 555 1234



DOES YOUR HOME GET FLOODED?



THIS LEAFLET IS FOR MONMOUTHSHIRE RESIDENTS WHOSE HOMES ARE AT RISK OF FLOODING

AM I AT RISK OF FLOODING?

Flooding can occur for many reasons, including:

- Prolonged heavy rainfall,
- High tides overtopping,
- Blocked culverts,
- Backing up of drains.



ACT NOW

1. Check the risk of flooding to your property by visiting Natural Resources Wales website at www.naturalresources.wales/flooding
2. Sign up to **FREE** flood warnings by calling Floodline on 0345 988 1188.
3. Check the details of your insurance policy and add cover if necessary. Visit Flood-Re—www.floodre.co.uk—for help / advice

PREPARING FOR A FLOOD

- Know how to turn off your gas, electricity and water supplies.
- Keep a list of useful numbers—including your insurance details and policy number.
- Prepare an emergency kit—see overpage.
- Think about what items of personal value you can move now—e.g. photo albums, important documents etc.
- Think about what you would want to move to safety during a flood.
- Consider temporary flood protection equipment, e.g. flood gates, plastic covers to seal airbricks, sandbags, flood boards.
- Consider property flood resilience measures—for useful information and guidance for preparing and protecting your property visit: www.knowyourfloodrisk.co.uk/
- Visit MCC's Flood Risk Management Pages: www.monmouthshire.gov.uk/flood-risk-management/ for useful help and advice.

IF FLOODS ARE FORECAST

- Listen out for severe weather warnings of flash floods on radio and TV and phone Floodline on 0345 988 1188 for river floods.
- Check river levels and rainfall data on the NRW website.
- Move pets, vehicles, valuables and other sentimental items and important documents to safety.
- Prepare your supply of sandbags. Monmouthshire County Council can provide sandbags in an emergency although you may choose to keep your own supply.
- Report any serious drainage problems to Monmouthshire County Council Contact Centre, e.g. blockages in ditches or culverts, or standing water not draining away properly.



PREPARE AN EMERGENCY KIT

- ✓ Insurance documents,
- ✓ Important telephone numbers,
- ✓ Torch and spare batteries,
- ✓ Portable radio,
- ✓ Mobile phone,
- ✓ First aid kit with essential medication,
- ✓ Bottled water,
- ✓ Non-perishable food items,
- ✓ Blankets, warm clothes,
- ✓ Wash kit and essential toiletries,
- ✓ Children's essentials—milk, baby food, nappies etc.,
- ✓ Emergency cash,
- ✓ Camera to record damage for insurance purposes,
- ✓ Additional items—wellington boots, rubber gloves, waterproof clothing etc.

DURING A FLOOD

- Move your family and pets upstairs.
- Check that absent members of your household are safe.
- Keep listening to the local radio/TV for updates.
- Stay in your property, if safe to do so, until advised otherwise by the emergency services or the floodwater has receded.
- Do not walk or drive through flowing floodwater.
- Avoid contact with floodwater and wash hands thoroughly if you touch it.



IF YOU HAVE TO EVACUATE

- The Emergency Services will tell you if you need to leave your home for your own safety. Follow their instructions carefully.
- You may wish to stay with family or friends. If not emergency accommodation will be provided for you at a rest centre until you are allowed to return home.
- Transport will also be provided if required.
- If you decide to go and stay with family or friend, please let the Police know so you can be accounted for.
- If there is time:
 - * Turn off electricity, gas and water supplies,
 - * Unplug appliances,
 - * Lock all doors and windows.
- Take any essential medication with you.
- Do not return home until you are told it is safe to do

MONMOUTHSHIRE COUNTY COUNCIL HAVE A SEPARATE LEAFLET FOR RESIDENTS WHO HAVE BEEN AFFECTED BY FLOODING—PLEASE CONTACT THE FLOOD MANAGEMENT TEAM, VIA THE MCC CONTACT CENTRE, FOR A COPY.