

HOW MONMOUTHSHIRE COUNTY COUNCIL CAN HELP

Monmouthshire County Council is aware of the problems flooding can cause. The council works to ensure that arrangements are in place to receive flood warnings, 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 communities in key flood-prone areas.

DURING FLOODING, WE:

- Liaise with the agencies and organisations concerned.
- Activate our workforce to respond to the community's needs.
- Issue sandbags on request where possible.
- May be able to help with temporary accommodation if you are uninsured while your property is repaired. If you are insured, speak to your insurance company about the options available.

AFTER FLOODING

Contact Monmouthshire County Council on: **01633 644644** if you need help with:

- Environmental Health
- Highways and Flooding
- Recycling and Waste
- Housing
- Trading Standards
- Council Tax or Business Rates



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USEFUL CONTACTS

Emergencies:

☎ **999**

Monmouthshire
County Council:

☎ **01633 644644**

Gwent Police:

☎ **101/ 01633 838111**

South Wales Fire and
Rescue Service:

☎ **01443 232000**

Gas Emergencies:

☎ **0800 111 999**

Power Cut

Emergency Number:

☎ **105**

Water & Sewage
Agencies:

☎ **0800 052 0130**

Association of
British Insurers:

☎ **020 7600 3333**

MORE INFORMATION

Natural Resources Wales:

☎ **0300 065 3000**

🌐 **naturalresources.
wales/flooding**

National Flood Forum

☎ **01299 403055**

🌐 **nationalfloodforum.
org.uk**

Citizens Advice:

☎ **0800 702 2020**

🌐 **citizensadvice.org.uk**

Public Health:

☎ **02920 227744**

🌐 **phw.nhs.wales**

FloodRe:

☎ **02920 227744**

🌐 **floodre.co.uk**

The Blue Pages –
Flood Directory:

🌐 **bluepages.org.uk**

Trustmark:

☎ **0333 555 1234**

🌐 **trustmark.org.uk**



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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
- Drains backing up

ACT NOW

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

PREPARING FOR A FLOOD

Know how to turn off your gas, electricity and water supplies.

Keep a list of useful telephone numbers, including your insurance details and policy number.

Prepare an emergency kit.

Think about which items of personal value you can move now, such as photo albums and important documents.

Think about what you would want to move to safety during a flood.

Consider temporary flood-protection equipment, such as flood gates, plastic covers to seal airbricks, sandbags and flood boards.

Consider property flood-resilience measures. For information about preparing and protecting your property, visit: flood-riskmaps.naturalresources.wales/?locale=en

Visit Monmouthshire County Council's flood-risk management pages at: www.monmouthshire.gov.uk/flood-risk-management/

IF FLOODS ARE FORECAST

- Listen for severe weather and flash-flood warnings on the radio and television. Call Floodline on: **0345 988 1188** for river-flood information.
- Check river levels and rainfall data on the Natural Resources Wales website.
- Move pets, vehicles, valuables, sentimental items and important documents to safety.
- Prepare your supply of sandbags. Monmouthshire County Council may be able to provide sandbags during an emergency, although you may choose to keep your own supply.
- Report serious drainage problems to the Monmouthshire County Council Contact Centre. This includes blocked ditches or culverts and standing water that is not draining properly.

PREPARE EMERGENCY

THINGS TO INCLUDE:

- Insurance documents
- Important telephone numbers
- A torch and spare batteries
- A portable radio
- A mobile phone
- A first-aid kit and essential medication
- Bottled water
- Non-perishable food
- Blankets and warm clothes
- A wash kit and essential toiletries
- Children's essentials, including milk, baby food and nappies
- Emergency cash
- A camera to record damage for insurance purposes
- Wellington boots, rubber gloves and waterproof clothing



DURING A FLOOD

- Move your family and pets upstairs.
- Check that absent members of your household are safe.
- Keep listening to local radio and television for updates.
- Stay in your property, if it is safe, until the emergency services advise otherwise or the floodwater has receded.
- Do not walk or drive through flowing floodwater.
- Avoid contact with floodwater. Wash your 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 safety. Follow their instructions carefully.
- You may wish to stay with family or friends. If this is not possible, emergency accommodation will be provided at a rest centre until you can return home.
- Transport will be provided if required.
- If you stay with family or friends, tell the police so that you can be accounted for.

If there is time:

- Turn off your electricity, gas and water supplies.
- Unplug appliances.
- Lock all doors and windows.
- Take essential medication with you.
- Do not return home until you are told it is safe.

Monmouthshire county council has a separate leaflet for residents who have been affected by flooding.

Contact the flood management team through the council's contact centre for a copy.

