

Flooding advice & guidance

Conwy County Borough Council
Environment, Roads and Facilities



**A helpful guide on what
to do before, during
and after a flood**

Flooding advice – be prepared for flooding

- Find out if you are at risk from flooding by phoning Natural Resources Wales Floodline on [0345 988 1188](tel:03459881188) or check the flood maps by visiting www.naturalresources.wales/flooding
- Make a flood plan with the information you would need to know during a flood, such as contact details for people you might need to speak with in an emergency and your insurance policy numbers. You can download a flood plan template from www.naturalresources.wales/flooding
- Look at buying your own flood protection products to reduce the impact of flooding to your home or business. You can find advice and guidance on flood protection products at www.bluepages.org.uk
- Check your buildings and contents insurance – does it cover you for flooding? Speak to your insurance company about [FloodRe](#), a government scheme to help you find affordable insurance if your property is at risk of flooding - www.floodre.co.uk
- Find out how to turn off your electricity, gas and water supplies
- Keep items of personal value in a safe place out of reach of flood water. Don't wait until a flood to do this!

Make a flood kit

Your flood kit should contain, for example:

- This leaflet and your completed flood plan
- List of important contact numbers
- Copies of insurance documents
- Torch and radio (either wind-up or battery operated, with spare batteries)
- Phone and portable charging pack
- First aid kit and prescription medicine
- Sanitary items and baby food
- Bottled water
- Warm waterproof clothing and wellington boots



Flood warnings

Know your flood warning codes. Flood warnings are issued by Natural Resources Wales (NRW)

Flooding is possible. Be prepared.

Used between two hours and two days in advance of flooding

- Be prepared to act on your flood plan
- Prepare a flood kit of essential items
- Monitor local water levels and the flood forecast

Flooding is expected. Take immediate action.

Used between 30 minutes and one day in advance of flooding

- Move family, pets and valuables to a safe place
- Turn off gas, electricity and water supplies if it is safe to do so
- Put flood protection equipment in place

Severe flooding. Danger to life.

Used when flooding poses a significant threat to life.

- Stay in a safe place with a means of escape
- Be ready to leave your home
- Cooperate with the emergency services
- Call 999 if you are in immediate danger
- Listen to local radio and TV for weather updates
- Follow the Council's social media pages on Facebook and Twitter [@ConwyCBC](#)

Sign up for flood warnings from Natural Resources Wales at www.naturalresources.wales/flooding or by calling 0345 988 1188

Sign up for alerts via the Twitter account [@NatResWales](#)

You can also choose to receive these alerts via text message

During a flood

If your property is threatened

- Put your flood protection products in place
- Take valuables to the highest place possible
- Move your car to higher ground, if it's safe to do so
- Move pets to safety

If you have to evacuate

- Pack a bag with spare warm clothing, toiletries and sanitary items, first aid kit, medication and baby care items and anything else you may need
- DO NOT touch electricity sources if you are standing in flood water
- Turn off electricity, gas and water supplies if it is safe to do so
- Make arrangements for your pets
- Tell family and friends where you are going
- Take your flood kit and get yourself to safety

Important – stay safe, flood water is dangerous

- Listen to advice from emergency services
- Keep children and vulnerable people safe
- Avoid walking through flood water, streams or rivers in full flow. Just 15cm (6 inches) of rapidly moving water can knock you over
- DO NOT drive through flood water – 80% of flood deaths happen in vehicles
- Flood water can hide dangers such as raised manhole covers and sharp objects



What does the Council do during a flood?

- We provide advice and guidance to residents and businesses through our 24 hour flood response line: **01492 575337**
- We respond to incidents and work with emergency services, Welsh Water and Natural Resources Wales
- We use sandbags to divert the flow of flood water coming from Council-maintained gullies, culverts, rivers and streams. If available, we use sandbags where there is an imminent risk to life or property. This decision is made by officers at the location

During severe floods, resources are limited and we may not be able to respond to all requests in all areas. We'll always do our best, but we'll give priority to those who need help most, such as vulnerable people or large communities that are in severe danger. Our main priority is always to keep the public safe.

The Council doesn't have a legal responsibility to provide assistance to residents during flooding, but we try to make sure we can respond in an emergency to protect lives and property.

We don't give out sandbags to private properties before a flood and we don't give sandbags to commercial properties at any time.



After a flood

Contact your insurance company as soon as possible

- Ask how long it will take for them to see you
- Check if they have a company that will clean your house or whether you have to do it yourself
- Speak to them before you throw away damaged items or do any repair work
- Take photographs of the damage to your property



Cleaning your property

- Wear gloves and waterproof clothing – the flood water may be contaminated
- Watch out for broken glass and other dangerous items
- You can use ordinary household cleaning products
- Open windows and doors if you are drying your property naturally
- Close windows and doors if you are drying your property using dehumidifiers



Reconnecting utilities to your property

- Contact your electricity and water suppliers to check if supplies are reconnected in your area
- Electrics should be checked by a qualified electrician before you turn them back on
- Gas and oil central heating should be checked by an engineer before you turn them back on
- Wash your hands thoroughly if you have had contact with flood water



Useful contacts

Conwy County Borough Council

24 hour flood response: **01492 575337**

www.conwy.gov.uk/flooding

Facebook and Twitter: **@ConwyCBC**

Natural Resources Wales

Floodline: **0345 988 1188**

www.naturalresources.wales/flooding

Facebook and Twitter: **@NatResWales**

Dŵr Cymru Welsh Water

Sewer flooding and sewerage emergencies: **0800 085 3968**

www.dwrcymru.com

Facebook: **@DwrCymruWelshWater**

Twitter: **@DwrCymru**

Met Office

www.metoffice.gov.uk

National Flood Forum

01299 403055

www.nationalfloodforum.org.uk

Power Cuts – SP Energy Networks

Report a power cut or damage to electricity power lines: **phone 105**

www.spenergynetworks.co.uk

Twitter: **@SPEnergyNetwork**



This document can be provided on CD, electronically or in large print and can be translated into other languages.