

# What to do in a flood



Do you know what you'd do in a flood emergency? It's worth planning how you would respond in an emergency, especially if you live in an area prone to flooding.

## In a flood emergency

In an emergency, dial 999 or 112 if you or someone else is in danger.

Your council and emergency services will be working together to make sure people are safe. We may close roads or footpaths that are dangerous. We'll also post real time updates about floods on our social media channels. Find out what else we do at:

[milton-keynes.gov.uk/drains-gullies](https://milton-keynes.gov.uk/drains-gullies)

## Useful numbers

### Milton Keynes City Council

Report flooding relating to a highway such as a blocked gully and drains, flooding on a road or internal property flooding from surface water, groundwater or ordinary watercourse call **01908 252353** or click 'report it' at

[milton-keynes.gov.uk](https://milton-keynes.gov.uk)

### Anglian Water

Report flooding and flood risk from public sewers and mains water: **03457 145 145**

### Environment Agency

Contact the Environment Agency if you are having a flooding issue from a main river or reservoir.

**0800 80 70 60**

## Five steps to follow

1. Before flood water enters your home, close and lock downstairs windows and doors. Keep the keys safely to hand and move upstairs.
2. Listen to updates from your local radio station and the 24hr Floodline on 0345 988 1188. Or sign up to the Met Office weather warnings.
3. Stay in your property if it's safe to do so, until the floodwater has gone, or the emergency services tell you otherwise.
4. Do not walk through floodwater. Just 15cm of fast-flowing water can knock you off your feet. If it's necessary to walk through shallow water, take care for hidden holes, obstacles and other hazards.
5. If you come into contact with floodwater, wash any exposed body parts with bottled or cool boiled water before handling food or looking after wounds.

# Responding to flooding



## Planning ahead

Make a personal flood plan. Include information and contact details that you might need in an emergency, such as:

- How to contact your utility providers
- Your insurance provider and policy number
- Key locations to turn off your electricity, gas and water supply
- Contact details of people who can help you in an emergency

## Sign up to flood warnings

Call the Floodline on **0435 988 1188** to receive free flood warnings.

Think about things you might need to do before a flood, whether that's moving sentimental items to safety, putting protective materials in place, or telling relatives you're leaving your house. Buy sandbags, aqua sacs or bags of soil from a DIY store to have on hand in an emergency.

Prepare a flood kit that you can grab and go. You might want to include a torch, essential medication, waterproof warm clothes, children's toys, food – all things that are important to you.

## What can you do to limit damage?

- Move contents from lower cupboards to higher cupboards and shelves
- Move belongings such as rugs and cushions upstairs
- Save the books from your bookshelves
- Place vases, buckets or wellies under table legs
- Put plugs in sinks and weigh them down
- Disconnect all electronic equipment and keep lifted or store upstairs – chargers, audio equipment, extension cables, tv cable, lamp cables, computer cables
- Fold curtains upwards in half and tie securely
- If you can't carry furniture upstairs, try to find something to stand it on to raise it (bricks are ideal or upside-down plastic storage boxes)
- Move your car to higher ground if you have time and it is safe to do so