

Flooding: what to do and who can help

This leaflet explains what you can do before, during and after a flood, and what help is available to you from public bodies in Scotland.

What **you** can do

You are the first line of defence against floods. It is your responsibility to protect yourself, your family and your property and possessions from flooding. Some actions you can take are listed below.

Get prepared

- Make sure you have adequate insurance which covers flooding.
- Know how to turn off your gas, electricity and water mains supplies.
- Prepare a flood kit of essential items such as a torch and first aid kit.
- Consider how to protect your home: buy sandbags or other flood protection products. Check this list of product suppliers: www.sepa.org.uk/flooding/being_prepared/protection_products.aspx
- Report to your local authority (contact details overleaf) any concerns you have about the condition of a nearby river/stream that may cause flooding.

Further details at:

www.sepa.org.uk/flooding/being_prepared.aspx

Take action

- Use SEPA's Floodline for the latest information (0845 988 1188 or online at www.sepa.org.uk) and listen to your local radio station.
- Call emergency services if you are concerned about your safety or the safety of others, and act immediately on any advice provided.
- Move pets, vehicles and other valuables to safety, when it is safe to do so.
- Store portable valuable, sentimental and important items upstairs, in a high place or a watertight container.
- Alert your neighbours, particularly the elderly and vulnerable.
- Put sandbags or other flood protection measures in place but ensure you do not block any safety vents (eg gas vents): make sure your property is properly ventilated. Makeshift sandbags can be made from bin bags, carrier bags or even pillowcases filled with soil.

- Put the plug in sinks and baths (including overflow) and a sandbag in the toilet bowl to prevent sewage from flowing back up.
- Turn off gas, electric and water. Unplug electrical items and move upstairs if possible.
- Avoid contact with flood water as it may be contaminated with sewage.
- Be aware of hazards below flood water, eg displaced manhole covers.
- Get up-to-date travel information, including closures and disruptions, from Traffic Scotland (0800 028 1414 or online at www.trafficscotland.org) and National Rail Enquiries (08457 48 49 50 or online at www.nationalrail.co.uk).

After flood waters have receded

- Check with Scottish Water before turning water supplies back on: 0845 601 8855 or online at www.scottishwater.co.uk. Businesses will need to contact their licensed water provider. Anyone on a private water supply should consider whether it could be contaminated.
- Contact the Scottish Flood Forum (01738 448411 or online at www.scottishfloodforum.org) for further advice, help and information on dealing with the effects of floods.
- Do not re-enter any building until you know it is safe to do so.
- Wear protective clothing including rubber gloves and wellies when cleaning up. Watch out for nails and broken glass.
- Open doors and windows to ventilate the house but take care to keep it and valuables secure.
- Contact your gas and electricity companies and have your supplies checked before turning them back on.
- Make a record of flood damage, especially photographs and video footage, and call your insurance company as soon as possible.
- Throw away any flood water contaminated items that cannot be properly cleaned, unless you need to keep them for an insurance claim assessor to inspect.
- Consider using flood resistant materials and building methods when repairing damage caused by floods.

Who can help

The Scottish Environment Protection Agency (SEPA) is Scotland's flood authority and:

- operates flood warning schemes in many parts of Scotland;
- helps local authorities identify sustainable actions to manage flooding;
- provides flood warnings through Floodline: 0845 988 1188;
- provides information, including an online map you can use to check whether your home or business is at risk from river or coastal flooding:
www.sepa.org.uk/flooding/flood_map.aspx

Your local authority:

- manages flood defence measures and schemes;
- inspects and maintains bridges and gullies, carrying out clearance and repair works to reduce the risk of flooding;
- may be able to offer flood protection products, but has no duty to do so;
- works with emergency services in response to severe flooding;
- co-ordinates shelter for people evacuated from homes.

Scottish Water works with local authorities and SEPA to minimise flood risk and:

- manages the public water and waste water network;
- is responsible for minimising risk of sewer flooding.

Local authority contact details

Council	Telephone
Aberdeen City Council	08456 080910
Aberdeenshire Council	08456 08 12 05
Angus Council	08452 777 778
Argyll & Bute Council	01546 602127
City of Edinburgh Council	0131 200 2323
Clackmannanshire Council	01259 450000
Comhairle nan Eilean Siar	
Isle of Lewis	01851 703773
Isle of Harris	01859 502367
Isle of Benbecula	01870 602425
Isle of Barra	01871 810431
Dumfries and Galloway Council	030 33 33 3000
Dundee City Council	01382 433558
East Ayrshire Council	0845 724 00 00
East Dunbartonshire Council	0845 045 4510
East Lothian Council	01620 827827
East Renfrewshire Council	0141 577 3000
Falkirk Council	01324 506070
Fife Council	08451 550000
Glasgow City Council	0141 287 2000
Highland Council	01349 886606
Inverclyde Council	01475 717171
Midlothian Council	0131 270 7500
Moray Council	01343 543451
North Ayrshire Council	0845 603 0590
North Lanarkshire Council	01698 403200
Orkney Island Council	01856 873535
Perth & Kinross Council	01738 475000
Renfrewshire Council	0141 889 2314
Scottish Borders Council	01835 824000
Shetland Islands Council	01595 693535
South Ayrshire Council	01292 612000
South Lanarkshire Council	0845 7406080
Stirling Council	0845 2777000
West Dunbartonshire Council	01389 737000
West Lothian Council	01506 775000