

Flood information for Suffolk

Only dial **999** for the Fire and Rescue Service if there's an immediate risk to life.

Call **0345 606 6171** to report a highways problem that poses an **immediate danger** to the public.

Trunk roads - problems with these roads should be reported to the National Highways Information Line on **0300 123 5000**

In situations where a **property is flooded** or **under threat of flood**: You can report a flood on your property quickly online at:

highwaysreporting.suffolk.gov.uk or by phoning 0345 606 6171

Staying safe in a flood in the event of a flood

Focus on the safety of you and your family. If you haven't already: Unplug appliances to prevent electrical shock when the power comes back on. When power lines are down and water is in your home, or before you evacuate, **TURN OFF** gas, power and water.

For flooding: - inside residential property, - inside non-residential property; e.g. shops, warehouses, businesses, - on a driveway / garden - that **is not** an immediate risk to life, the following advice is offered:

- isolate all electrics (if it is safe to do so)
- contact any elderly or vulnerable neighbours or relatives and ensure they are safe and know what to do if their properties become flooded
- consider moving possessions upstairs if possible
- avoid contact with flood water as much as possible to reduce risk of drowning and infection
- secure your property and make your way to a place of safety
- don't drive through flood water, and try to avoid unnecessary long journeys as local roads may also be flooded
- listen to local radio stations for further information and guidance, or contact the National Flooding Forum for specialist advice nationalfloodforum.org.uk
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Sandbags do **not** provide enough protection during a flood. Water can get into properties through many routes, not just doorways. They can also be challenging to dispose of after they are used since it is likely that they will be heavy and contaminated. Local authorities in Suffolk won't provide sandbags to try to protect individual properties, but instead use these limited resources in bulk to raise and repair defences or divert water away from groups of properties. You can check your property's flood risk by contacting floods@suffolk.gov.uk and detailing your query. If it's appropriate to use purpose-made flood protection products, information is published on the National Flooding Forum's Blue Pages. nationalfloodforum.org.uk

Flood insurance and advice

Contact your insurer immediately if you have been affected by flooding.

Flood Re is a joint Government and insurance industry initiative which aims to help insurers help households at risk of flooding. www.floodre.co.uk

The National Flood Forum is a charity that supports those at risk of flooding with independence advice and support, nationalfloodforum.org.uk

Advice for cleaning up after floods

Wear rubber boots, waterproof gloves, and an apron

Wear a standard face mask and goggles (such as those sold by DIY stores) to protect yourself from water splashes caused by scrubbing, hosing, or pressure-washing.

Wash your hands thoroughly after each clean-up session.

Keep open cuts or sores clean and use waterproof plasters to prevent them being exposed to floodwater.

Read more in the Suffolk Flood Risk Management Partnership guide.

www.suffolk.gov.uk/asset-library/imported/may-2021-booklet-before-during-and-after-a-flood-final.pdf

Where can I dispose of flood damaged items?

Make sure you've spoken to your insurers before removing or disposing of anything. Insurance Loss Adjusters may want to visit your home to inspect damage to the structure and items. Always check with your insurer first. Suffolk Household Waste

Recycling Centres

Visit our www.suffolk.gov.uk/planning-waste-and-environment/waste-and-recycling to find out: what can go in your household bins, what can be taken to local Recycling Centres, what to do with trade waste, soil, rubble, plasterboard and hazardous waste.

Other emergency information

Suffolk County Council have a Joint Emergency Planning Unit, suffolkprepared.co.uk 01473 260588 which coordinates with other services to arrange temporary accommodation, and evacuation of houses due to serious flooding. It helps people and businesses to recover from a devastating event.

The Suffolk Resilience Forum, suffolkprepared.co.uk contains the plans that the county has in place in the event of major flooding.

West Suffolk District Council: Out of hours emergency service: 01284 763252

Power cut - call 105 or go to www.ukpowernetworks.co.uk/power-cut

Damaged power lines – please stay away and call 105. If there is an immediate risk to safety, please also call 999.

Fallen or overhanging trees – if there is an immediate danger, please call Suffolk Highways on 0345 606 6171. If not, you can report fallen trees or debris on the road at <https://highwaysreporting.suffolk.gov.uk>

For updates on the **Orwell Bridge**, please go to www.trafficengland.com or [www.twitter.com/highwayseast](https://twitter.com/highwayseast)

If your **water supply** has been affected, please call Essex & Suffolk Water on 0345 782 0999.

If your property has been affected by **sewage flooding** or there is a sewerage issue, please report to Anglian Water or call their 24-hour emergency number: 03457 145 145

Floodline Telephone: 0345 988 1188.

When flooding is likely, the Environment Agency issues flood alerts and warnings for main rivers and sea flooding through **TV and local radio**.

You can also register to receive free floods warnings by phone, text or email. You can also view flood warnings set by the Environment Agency, or get advice and information via Floodline on 0345 988 1188.

The Suffolk Flood Risk Management Partnership has created a flood guide www.suffolk.gov.uk/asset-library/imported/may-2021-booklet-before-during-and-after-a-flood-final.pdf which contains all the information and advice on what to do before, during, and after flooding.

Plan ahead

The Suffolk Flood Risk Management Partnership has created a flood guide about what to do before, during and after flooding. More information can be found at www.suffolk.gov.uk/about/flood-recovery-information-for-suffolk and on the Great

Government Support

If your home or business is effected by flooding there's support available.

Whilst much of the work of recovery will be handled locally by your district and borough council, there are some general sources of help and support which are available to all regardless of where you live in Suffolk.

The UK Government has announced financial support for those in flood-hit areas. Further details on eligibility and how to apply are being confirmed by government and will be made available by councils as soon as possible. Reporting your flood damage is the first step to receiving a potential payout.

Households and businesses that suffered internal flooding between **19 - 25 October due to Storm Babet** may be eligible for a grant to assist with initial recovery costs, and a **discount to Council Tax / Business Rates for at least 3 months**. Flooded property owners will also be able to apply for **up to £5,000 to help make their homes and businesses more resilient to future flooding**.