

# Flood Risk Assessment

To accompany a planning application for an  
extension to

43 Waterloo Road, Uxbridge,  
UB8 2QX

Prepared by

Dr Robin Saunders CEng

Innervision Design Ltd

August 2023



All rights reserved. No part of this report may be reproduced, stored in a retrieval system or transmitted in any form or by any means – electronic, mechanical, photocopying, recording or otherwise – without the prior written permission of Innervision Design Ltd.

Contains Environment Agency information © Environment Agency and database right

# Contents

<b>Contents</b>	<b>i</b>
<b>List of Figures</b>	<b>ii</b>
<b>List of Tables</b>	<b>ii</b>
<b>1 Executive Summary</b>	<b>1</b>
<b>2 Introduction</b>	<b>2</b>
2.1 Site location	2
2.2 Development description	2
<b>3 Policies</b>	<b>2</b>
3.1 Standing Advice	3
3.2 EA Guidance on Standing Advice	3
<b>4 Flood risk analysis</b>	<b>5</b>
4.1 Sources of potential flooding	5
4.1.1 Flood risk from sea and rivers	5
4.1.2 Flood risk from groundwater	6
4.1.3 Flood risk from sewer and highway drains	7
4.1.4 Flooding risk from surface water	7
4.1.5 Flood risk from infrastructure failure	8
4.1.6 Impact on flood risk elsewhere	9
<b>5 Levels</b>	<b>10</b>
5.1 Flood level data	10
5.2 Floor level data	10
<b>6 Management of flood risk</b>	<b>11</b>
6.1 Mitigation measures	11
6.2 Management of residual risk	11
6.3 Occupancy	11
6.4 Safe access and egress routes	11
6.5 Flood warning schemes	12
6.6 Flood Plan	12
<b>7 Conclusions</b>	<b>14</b>
<b>References</b>	<b>14</b>

# Appendix

A Emergency flood plan (example) . . . . . 15

## List of Figures

1 Site location plan . . . . . 2

2 EA Flood mapping . . . . . 5

3 EA fluvial flood risk classification . . . . . 6

4 Areas of historic flood events . . . . . 6

5 Susceptibility to ground water flooding . . . . . 7

6 SW flood risk mapping . . . . . 8

7 Flood risk from reservoir flooding . . . . . 9

8 Access and Egress routes . . . . . 12

## List of Tables

## Disclaimer

This document has been prepared solely as a flood risk assessment on behalf of the client. Innervision Design Ltd maintains that all reasonable care and skill have been used in the compilation of this report. However, Innervision Design Ltd shall not be under any liability for loss or damage (including consequential loss) whatsoever or howsoever arising as a result of the use of this report by the client or his agents. If any un-authorised third party comes into possession of this report they rely on it at their own risk and Innervision Design Ltd owes them no duty, care or skill whatsoever.

# 1 Executive Summary

- A The extension lies within an existing developed site and this is minor development;
- B The site lies, in part, in Flood Zone 2;
- C The extension itself lies within Flood Zone 1 and is at a residual Low risk from ground water and the canal flooding.
- D There is no documented evidence of flood risk from any other sources;
- E Specific flood resilience and alleviation methods are not required;
- F Safe access/egress routes are not affected and the site will be signed up to flood warning schemes;
- G The site will not be occupied during flood events;
- H The development does not impact on flood risk elsewhere;
- I Assuming the warning and evacuation procedures can be maintained over the lifetime of the development, the proposed minor development to an existing building is considered acceptable.

## Client actions required

- I Sign up to flood warning schemes.
- II Complete an emergency flood plan.

## 2 Introduction

## 2.1 Site location

The project is at 43 Waterloo Road, Uxbridge, UB8 2QX (see Figure 1).



Figure 1: Site location plan, outlined in red with North topmost. (source: as provided by client)

## 2.2 Development description

The proposal is for a commercial extension not exceeding 250m<sup>2</sup> in footprint. The site is an existing developed site and the proposed work is classed as minor development. The existing and proposed layouts are to be submitted under separate cover.

### 3 Policies

In preparation for this Flood Risk Assessment (FRA), National Planning Policy Framework<sup>[2]</sup> and British Standards on Assessing and Managing Flood Risk<sup>[1]</sup> were reviewed, and their related policies are, where applicable, referred to in this report.

The Environment Agency has been consulted in order to establish the flood zone of the proposed site.

In addition, planning policies from the Local Authority were also reviewed including its Strategic Flood Risk Assessment.

Some of key policies are summarised as below.

### **3.1 Standing Advice**

Generally the following applies: Apart from habitable basements, domestic extensions within the curtilage of the dwelling (see GDPO definition of, minor development) and non-domestic extensions with a footprint of less than 250 m<sup>2</sup> and greater than 20m from a main river will not require a detailed FRA. These applications should demonstrate that the risk of flooding from all sources has been assessed. The main sources of flooding are likely to be tidal, surface water and sewer flooding.

### **3.2 Environment Agency Guidance on Standing Advice**

- You need to provide a plan showing the finished floor levels and the estimated flood levels.
- Make sure that floor levels are either no lower than existing floor levels or 300 millimetres (mm) above the estimated flood level. If your floor levels aren't going to be 300mm above existing flood levels, you need to check with your local planning authority if you also need to take flood resistance and resilience measures.
- State in your assessment all levels in relation to Ordnance Datum (the height above average sea level). You may be able to get this information from the Ordnance Survey. If not, you'll need to get a land survey carried out by a qualified surveyor.
- Your plans need to show how you've made efforts to ensure the development won't be flooded by surface water runoff, eg. by diverting surface water away from the property or by using flood gates.
- If your minor extension is in an area with increased flood risk as a result of multiple minor extensions in the area, you need to include an assessment of the off-site flood risk. Check with your local planning authority if this applies to your development.
- Make sure your flood resistance and resilience plans are in line with the guidance on improving the flood performance of new buildings.

For all relevant vulnerable developments (ie more vulnerable, less vulnerable and water compatible), you must follow the advice for:

- surface water management
- access and evacuation
- floor levels
- extra flood resistance and resilience measures



## 4 Flood risk analysis

### 4.1 Sources of potential flooding

Flood risk from various sources at the site is analysed in this section.

#### 4.1.1 Flood risk from sea and rivers

Flooding can occur from the sea due to a particularly high tide or surge, or combination of both.

The site is not at risk from tidal flooding.

Flooding can also take place from flows that are not contained within a river channel due to high levels of rainfall in the catchment.

With reference to the Environment Agency Flood Map, Figure 2, the site lies, in part, in Flood Zone 2 (and a small area at the bank of the Grand union Canal in Flood Zone 3). This means that the site has a Low probability of fluvial flooding (a 1 in 1000yr annual probability of fluvial flooding). The foot print of the extension, as shaded in red in Figure 2 lies in Flood Zone 1 as is at a very Low risk.

The EA define the fluvial flood risk to the site as (Figure 3) is also “Very Low Risk”.



Figure 2: Flood Mapping from the EA online data. The site falls in part within Flood Zone 2

## 43, WATERLOO ROAD, UXBRIDGE, UB8 2QX

### Rivers and the sea

Very low risk

Figure 3: EA fluvial flood risk classification

### Historic flooding

The site is not shown to lie in an area of historic flooding as shown in Figure 4.

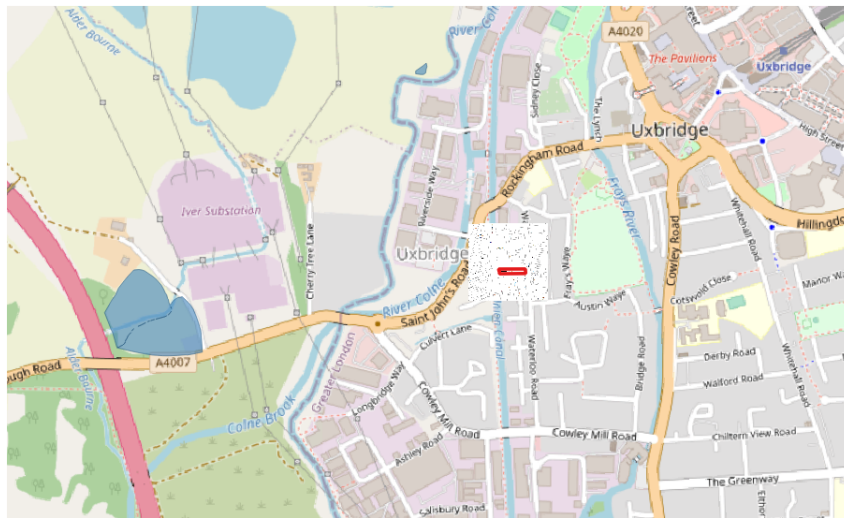


Figure 4: Areas of historic flood events, as shaded

### 4.1.2 Flood risk from groundwater

Groundwater flooding occurs when water levels in the ground rise above surface levels. It is most common in low-lying areas underlain by permeable rock (aquifers), usually due to extended periods of wet weather. The site's geology is classified as having a Very High susceptibility to groundwater flooding (>75% ).

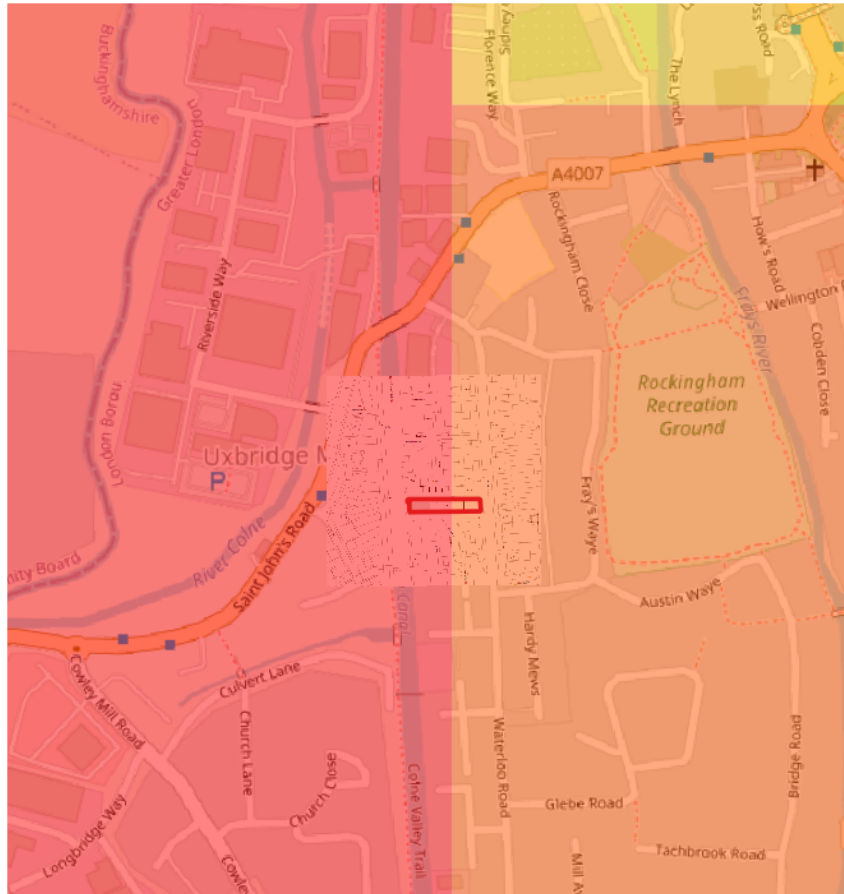


Figure 5: Susceptibility to ground water flooding. The site falls within an area at Very High, >75% risk

Since the proposed development does not involve any basement elements, the impact of groundwater flooding on the proposed site will be minimal. Hence, the relative risk of groundwater flooding on the proposed site can be considered to be Low.

#### 4.1.3 Flood risk from sewer and highway drains

Flooding occurs when combined, foul or surface water sewers and highway drains are temporarily over-loaded due to excessive rainfall or due to blockage.

There are no indicators to Sewer flooding at the site.

Hence, the risk of sewer and highway flooding to the proposed site can be considered to be negligible.

#### 4.1.4 Flooding risk from surface water

Flooding occurs when rainfall fall on a surface (on or off the site) which acts as run-off which has not infiltrated into the ground or entered into a drainage system.

With reference to the E.A online mapping, Figure 6, the is not at risk from surface water flooding.

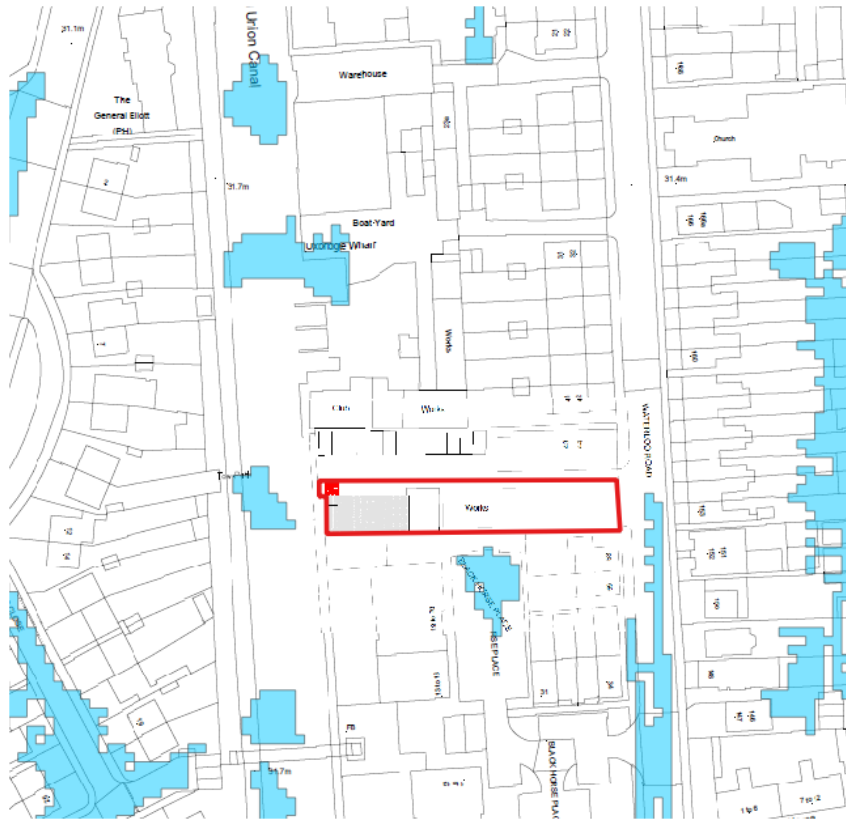


Figure 6: 1 in 1000yr SW Flood extent mapping. The site is not shown to be at risk.

#### 4.1.5 Flood risk from infrastructure failure

Flooding occurs because of canals, reservoirs, industrial processes, burst water mains or failed pumping stations.

The site is not at flood risk due to reservoir failure as shown in Figure 7.

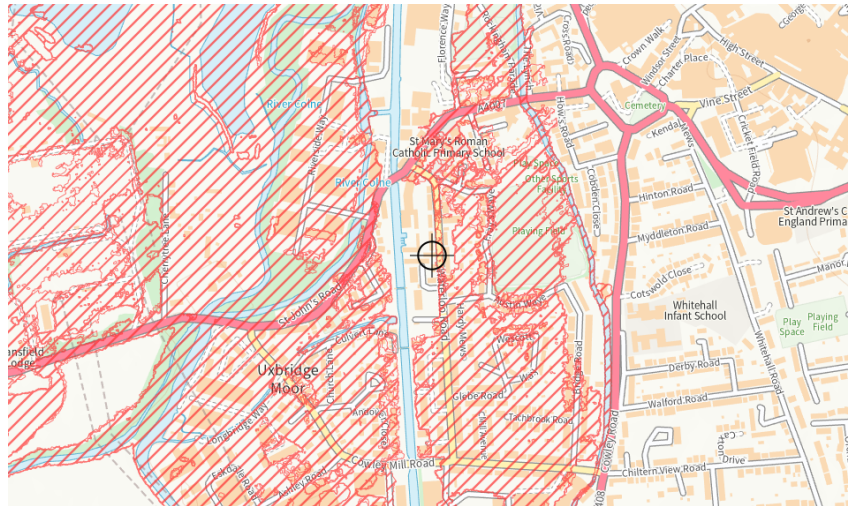


Figure 7: Flood risk from reservoir flooding. The site is at risk from reservoir failure if such an event was to coincide with a fluvial flood event (Source: EA flood mapping)

Hence the flood risk to the site from reservoir failure is considered to be negligible.

## Grand union canal

This canal bounds the Western edge of the site. The SFRA states:

“The levels in the Grand Union Canal are managed through a series of overflows comprising control structures managed by the Canals and River Trust. Water flows from the Canal via ordinary watercourses to the River Colne. In a number of historic cases, water has flowed over the towpath and into the River.”

The relative risk from the canal is considered to be Very Low given the managed nature of the water level (Canal and River’s Trust).

### 4.1.6 Impact on flood risk elsewhere

The post-development surface water run-off volume will not increase when compared to the pre-development level because there is no overall reduction in permeable areas hence the impact on flood risk elsewhere is Low.

## **5 Levels**

### **5.1 Flood level data**

No predicted flood depths at the location of the extension.

### **5.2 Floor level data**

The proposed floor level to be no lower than existing floor levels.

## **6 Management of flood risk**

### **6.1 Mitigation measures**

Because the extension site is located in Flood Zone 1 and not seen to be at risk from flooding no specific flood mitigation measures are required.

### **6.2 Management of residual risk**

Any residual risk can be safely managed by not impairing access and evacuation routes, signing the management team up to flood warning schemes and preparation of commercial flood plans.

### **6.3 Occupancy**

Under flood conditions the site as a whole will be closed and hence will not be occupied.

### **6.4 Safe access and egress routes**

The NPPF stipulates that, where required, safe access and escape routes should be available to/from premises in flood risk areas. Access routes should be such that occupants can safely access and exit buildings in design flood conditions.

The extension does not impact on existing access and egress routes which are immediately available and shown to be wholly out of the flood zone when going both North and South (ref Figure 8).

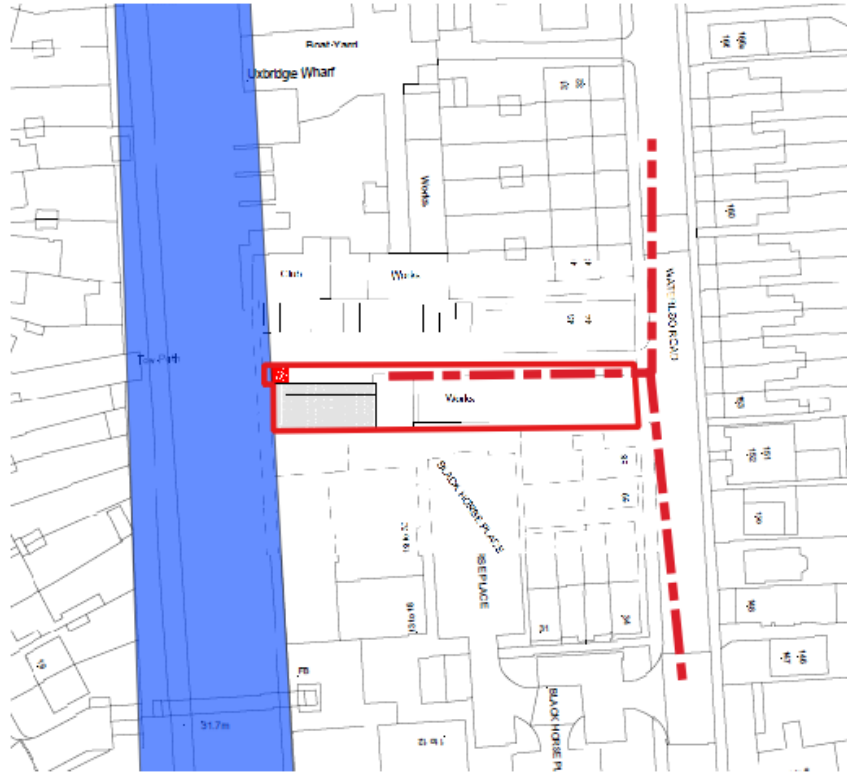


Figure 8: Access and Egress routes are immediately available, existing and not impacted by the extension.

## 6.5 Flood warning schemes

Since it has been established that the site is sited in an area with a possibility of flooding the management team should (if they have not done so already) sign up to the E.A. “Flood Warnings Direct” which is a free service providing flood warnings by phone, text or email. See <https://www.fws.environment-agency.gov.uk/app/olr/register>, or call the E.A. on 0345 988 1188 for full information.

## 6.6 Flood Plan

The management team will also complete a Flood Plan (see Appendix A for an example). The plan will provide guidance on emergency response procedures in the event of flooding to the site. This will:

- Clearly state that the site is to remain unoccupied under flood conditions;
- Provide details of who to contact and how;
- Provide details of how to turn off gas, electricity and water mains supplies;



- Provide details of designated safe egress routes out of the building and out of the local area at risk;
- Provide details of E.A. Flood warning codes;
- Provide details of local radio stations
- Provide a check list of essential items.
- Clearly state that the site will not be occupied under flood, or predicted flood, conditions.

## 7 Conclusions

Given that:

- The extension lies within an existing developed site and this is minor development;
- The site lies, in part, in Flood Zone 2;
- The extension itself lies within Flood Zone 1 and is at a residual Low risk from ground water and the canal flooding.
- There is no documented evidence of flood risk from any other sources;
- Specific flood resilience and alleviation methods are not required;
- Safe access/egress routes are not affected and the site will be signed up to flood warning schemes;
- The site will not be occupied during flood events;
- The development does not impact on flood risk elsewhere;

and assuming the warning and evacuation procedures can be maintained over the lifetime of the development, the proposed minor development to an existing building is considered acceptable.

Signed: 

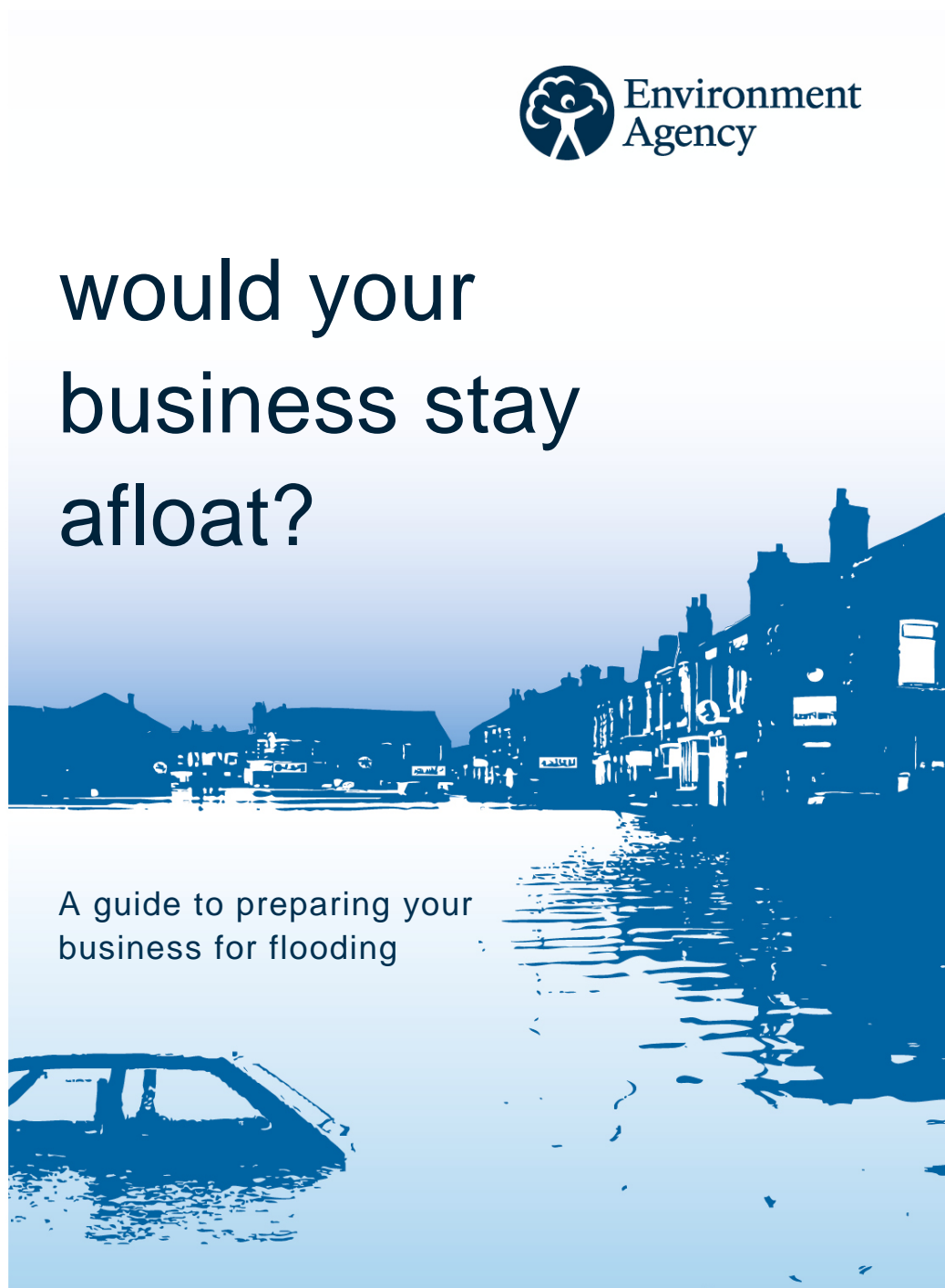
Dr Robin Saunders CEng, C. Build E, MCABE, BEng(Hons), PhD

Date: 7<sup>th</sup> August, 2023

## References

- [1] BSI. BS 8533:2011. Technical report, 2011.
- [2] Ministry of Housing, Communities and Local Government. National planning policy framework. 2021.

## A Emergency flood plan (example)



Flooding is the most common and widespread natural disaster in the UK. Since 1998 there has been at least one serious flood every year. Businesses like yours are more likely to be flooded than destroyed by fire. As our climate changes we can expect to see more extreme weather – and more floods.

We aim to reduce the likelihood of flooding by managing land, rivers, coastal systems and flood defences. While we do everything we can to reduce the chance of flooding, it is a natural process and can never be completely eliminated.

By taking action to prepare in advance for flooding, most businesses can save between 20 and 90 per cent on the cost of lost stock and movable equipment, as well as some of the trouble and stress that goes with such an event.

This is a simple guide to some of the easy actions that you can take to make sure that your business is as well prepared as possible.

It tells you about how to find out if your business is at risk, our flood warning service and what our flood warning codes mean. It also has a simple template to use to design a flood plan for your company.

For more information about flooding, visit our website at **[www.gov.uk/flood](http://www.gov.uk/flood)** or call Floodline on **0345 988 1188**.

Make sure that your business is prepared for flooding.

# How do I find out if my business is at risk from flooding?

There are two quick and easy ways for you to find out if you're at risk.

call us on  
**0345 988 1188**

Our Floodline service is open 24 hours, calls are charged at local rate. By taking your postcode, our operators will check and see if your business is in a flood risk area.

Look at our website  
[www.gov.uk/flood](http://www.gov.uk/flood)

You need to be aware of flooding and keep an eye on the water levels and weather situation at all times. You can do this by checking the flood forecasts and the river and sea levels on our website.

Our online flood map uses the latest technology and data gathered over many years to give the most accurate view of flooding in your area.

By entering your postcode you can find out if your business is at risk. Areas at risk from flooding are shown in dark blue and areas at risk from extreme flooding in light blue.

Environment Agency A guide to preparing your business for flooding 2

# My business is at risk from flooding. What should I do now?

Start preparing now. If the weather conditions are right, flooding can happen at any time.

Remember, floods can happen at any time and any day – make sure you provide a number that can be contacted at all times – even out of working hours.

## Sign up for flood warnings.

The first thing you should do is find out if you can receive flood warnings. In areas of high flood risk, we offer a service called Floodline Warnings Direct. This is a free, 24 hour service that sends automated flood warnings by telephone, SMS text, email, fax or pager.

To find out if you can receive this service, call Floodline on 0345 988 1188.

If your business isn't in an area covered by our warnings you can still check the latest flood warnings in force on our website.

When the situation is serious, flood warnings will also be broadcast on local television and radio news.

Environment Agency A guide to preparing your business for flooding 3

# What practical steps can I take to protect my business?

Now that you've checked your risk and found out about flood warnings, it's time to start thinking about preparing a flood plan specifically for your business.

Taking simple steps can go a long way to protecting your business from flooding. Preparing a flood plan could:

- Significantly reduce financial losses, damage to property and business interruption;
- Help compliance with regulatory requirements (for example, Occupier's Liability Act 1984);
- Reduce exposure to civil or criminal liability;
- Enhance your company's image and credibility with employees, customers, suppliers and the community;
- Help fulfil your moral responsibility to protect employees, the community and the environment;
- Help you to obtain insurance cover.

# What is a flood plan?

Just as many businesses have health and safety policies and contingency plans for an emergency, they should also have flood plans.

A flood plan is a written document that outlines how your business will respond to a flood.

This might include a list of steps you will take in case of a flood and the order you will take them in. It could also include the purchase of flood products and insurance.

A written plan can make information **easy** to access during a flood, **easy** to communicate to staff, and **easy** to remember.

**Small** businesses should make sure there is a plan of action in case of flooding. As the business owner, this may be your responsibility.

If your business is **medium sized**, flood preparation might be the responsibility of a team of people from different areas of the business.

If your business decides to have a flood planning team, this could be led by the business owner or Managing Director.

The leader of the flood planning team will need to let staff know about the plan once it is finished.

All members of the team should also keep a copy of important flood contacts at home for easy access.

Key areas to consider in your flood plan are:

- human resources;
- maintenance/facilities;
- finance and purchasing.

Once you have completed your plan don't forget about it. Look at it regularly and make sure it is up to date and in the event of a flood **use it**.





Environment Agency A guide to preparing your business for flooding 6

# business flood plan



A written flood plan is recommended for businesses.

It should include:

- A list of important contacts, including Floodline, building services, suppliers and evacuation contacts for staff;
- A description or map showing locations of key property, protective materials and service shut-off points;
- Basic strategies for protecting property, preventing business disruption and assisting recovery;
- Checklists of procedures that can be quickly accessed by staff during a flood.

If a flood is imminent, your main priority is to make sure that your staff are safe. However there may be other actions that you can take to prepare your building and it's contents to minimise damage and post-flood repair and restoration costs.

Environment Agency [A guide to preparing your business for flooding](#) 7

**Business flood plan**

Flood plan for \_\_\_\_\_ dated \_\_\_\_\_

Registered address \_\_\_\_\_

Postcode \_\_\_\_\_

**Staff contact list**

Name	Address	Telephone/mobile	Emergency contact	Emergency telephone and address

**Note staff who may require assistance in the event of a flood.**

Name	Office location

### Key locations

Service cut-off	Description of location
Electricity	
Gas	
Water	

### Answer the following if applicable

	Description of location	How to protect from a flood (for example, move, cover, tie down)
First Aid Kit		
Oil based products (gasoline, oil, cooking oil etc.)		
Chemicals (including cleaning products)		

### Protective actions

Identify stock, equipment and possessions that may need special protective measures, and describe the actions you will take to prevent damage in the event of a flood. We have suggested items and ways to protect them, but make sure you follow through on your plans.

#### think about:

- Computers;
- Tables / heavy furniture;
- Vehicles;
- Paper files;
- Electrical items;
- Chairs / stools;
- Databases;
- Soft furnishings;
- Computer files;
- Staff files.

#### ways to protect items

- Make a copy of important documentation and store in safe location;
- Raise items above ground level;
- Buy flood protection products;
- Buy new flood-resistant items;
- Move items to a safer location if possible – to an upper level of the building or off site.

Valuable item	Protective action	New location (if applicable)	Done
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>

### Suggested basic building materials to help protect your property

If materials are not needed, leave the relevant section blank

Materials	Used for	Items to protect / where to use	Storage location	Done
Sand and sand bags (unfilled), shovel	Creating flood barriers (used with plastic sheeting)			<input type="checkbox"/>
Tools – hammer, nails, saw	Boarding up doors, windows and openings, creating shelves			<input type="checkbox"/>
Wood – plywood, blocks of wood	Boarding up doors, windows and openings, creating shelves			<input type="checkbox"/>
Sturdy plastic sheeting	Sandbag barriers, pulling up around furniture and appliances			<input type="checkbox"/>
Strong plastic bags	Putting around legs of tables and chairs			<input type="checkbox"/>
Pallets	Raising stored stock above flood level			<input type="checkbox"/>
Emergency power generator	Maintaining function of air conditioning units (can help dry out a building), running fridges and freezers, medical equipment if appropriate			<input type="checkbox"/>

Identify people who can help you before, during and after a flood, and what they can do.  
We have suggested ways they might be able to help, but you'll need to discuss this with them.

Name	Address	Telephone day	Telephone evening	Mobile

#### Ways people can help

- assistance with installing flood products;
- assistance with transporting stock/materials to new location if possible;
- provision of emergency storage;
- provision of emergency supplies or medical support if required.

# discussion guide

This discussion guide sums up the key areas of flood planning. Some of this information can be found in this pack to help get you started.



## Research

- Look at your existing business policies, and think about whether they are appropriate in the event of a flood.

## Staff

- Make a list of **employees' contact details in the event of an evacuation**. This might include mobile telephone numbers, or numbers for their home or the home of a friend or relative;
- Think about staff who **may need special assistance** in the event of a flood (for example, elderly, deaf, blind etc.)

## Security procedures

- **Locking windows, doors and setting the alarm**. You might need more than one person to help do this;
- Insurance policies – **Are you insured for flood damage**, business interruption and lost revenue?
- Employee manuals – You might **add flood safety to staff information packs**, or adapt job descriptions to include flood warden duties;
- Hazardous materials plan – You must ensure that **chemicals, oils and other substances in your possession are kept safe** and do not contaminate flood water;
- Health and safety assessment – Plan to **check the functioning of flood products and flood warning systems regularly**, just as you do for fire safety equipment.

Environment Agency [A guide to preparing your business for flooding](#) 13



**Check codes and regulations that might apply to your business in the event of a flood. The following could provide guidance on the right actions to take:**

- Occupational health and safety regulations;
- Environmental regulations.



### **Important contacts**

Make a list of important telephone numbers, including contacts for gas, electricity, water and telephone providers.

### **Key locations**

- **Know the location** of cut-off points for gas, electricity and water. Ideally, these should be marked on a map that is stored with your flood plan;
- Know the location of chemicals, oils or other materials that could be dangerous or contaminate flood water. These should be stored safe from floods and other damage.

### **Protective actions**

- Note key stock, equipment and possessions that may need special protection from flood water;
- Consider things you may need during or after a flood (for example, sandbags, plastic sheeting, loudspeaker);
- See if it's **possible to move key operations**, such as shipping or customer services, to another building.

### **Suppliers and external links**

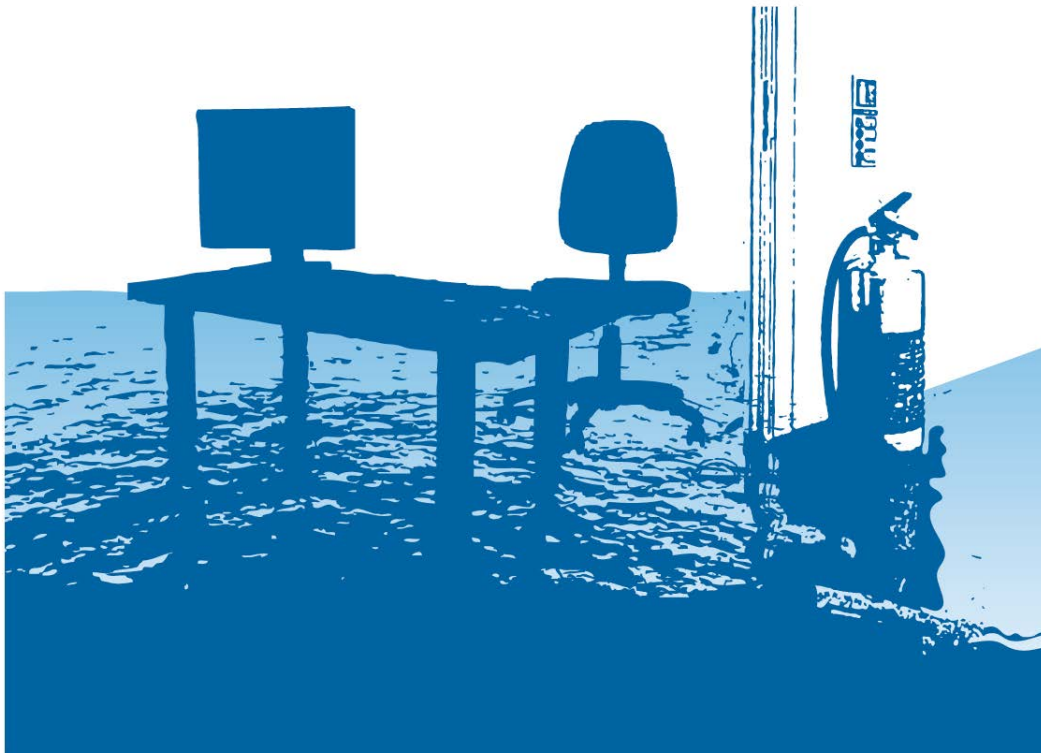
- Identify products and services you won't need in the event of a flood, or which suppliers may not be able to provide. **Make back-up plans** or arrangements for short-notice cancellation of deliveries;
- Consider contracting in advance with companies whose help you may need after a flood.

# business checklist

## Are you prepared for flooding?

If you answer no to any of the questions overleaf, there may be more you can do to protect your business.

The individual sections will give you valuable information on effective actions you can take to prepare for a flood.



Environment Agency A guide to preparing your business for flooding 15

If you can answer yes, please ☒, otherwise leave blank for no.

### Know if you're at risk

- ☐ Do you know if you're at risk of flooding?
- ☐ Are flood warnings available in your area?
- ☐ Do you know how you can receive flood warnings?

### Preparing a flood plan

- ☐ Do you know how your business will respond to a flood?
- ☐ Do you have a list of useful numbers including Floodline, local authority and insurance company?
- ☐ Do you know how to shut off your gas/electric/water supplies?
- ☐ Are your stock, fittings and valuable equipment stored above flood level?
- ☐ Have you developed flood contingency plans with suppliers and/or clients?
- ☐ Can you call someone to help you in the event of a flood?

### Staff training and evacuation

- ☐ Are you aware of correct flood safety procedures for you and your staff?
- ☐ Have you trained your staff on flood safety procedures?
- ☐ Can your staff work quickly and efficiently to protect your business in the event of a flood?

### Protecting your property

- ☐ Have you installed flood protection products?
- ☐ Do you have a stockpile of useful materials including plywood, plastic sheeting, sandbags (unfilled), sand, nails, hammer, shovel, blocks of wood and a saw?
- ☐ Have you installed non return valves in your toilets and drains?
- ☐ Do you and your staff have high ground where you can park your cars?
- ☐ Are your electrical sockets above flood level?
- ☐ Do you have computer equipment in the basement?

### Flood insurance

- ☐ Do you have sufficient insurance cover in the event of a flood situation?
- ☐ Do you know what information your insurer will require to support a claim?

### Evacuation

- ☐ Do you have an easy way to let your staff know about an evacuation?
- ☐ Do you know which roads will stay open in your area during a flood?
- ☐ Have you identified where staff can shelter in the event of a flood?
- ☐ Could you control staff panic during a flood?

Environment Agency A guide to preparing your business for flooding 16

# understand your flood warning codes

Our warning service has three types of warnings - Flood Alert, Flood Warning and Severe Flood Warning - that will help you prepare for flooding and take necessary actions.

---

## ONLINE FLOOD RISK FORECAST

### What it means

Be aware.  
Keep an eye on the weather situation.

### When it's used

Forecasts of flooding on the Environment Agency website are updated at least once a day.

---

### What to do

- Check weather conditions.
- Check for updated flood forecasts on our website.



## FLOOD ALERT

### What it means

Flooding is possible.  
Be prepared.

### When it's used

Two hours to two days in advance of flooding.

---

### What to do

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



## FLOOD WARNING

### What it means

Flooding is expected.  
Immediate action required.

### When it's used

Half an hour to one day  
in advance of flooding.

### What to do

- Move staff, stock and valuables to a safe place.
- Turn off gas, electricity and water supplies if safe to do so.
- Put flood protection equipment in place.



## SEVERE FLOOD WARNING

### What it means

Severe flooding.  
Danger to life.

### When it's used

When flooding poses a  
significant risk to life.

### What to do

- Stay in a safe place with means of escape.
- Be ready should you need to evacuate.
- Co-operate with the emergency services.
- Call 999 if you are in immediate danger.

## WARNING NO LONGER IN FORCE

### What it means

No further flooding is  
currently expected in  
you area.

### When it's used

When river or sea  
conditions begin to  
return to normal.

### What to do

- Be careful. Flood water may still be around for several days.
- If you've been flooded, ring your insurance company as soon as possible.

# useful contacts

Fill in the contact details you may need if your business floods.  
Keep it in a safe place, where you can hold of it quickly.

	Company name	Telephone number/s
Environment Agency Floodline		0345 988 1188
Electricity supplier and meter number		
Gas supplier and meter number		
Water supplier and meter number		
Telephone provider		
Local authority emergency services		
Insurance company 24-hour number and policy number		
Insurance agent		
Local radio station for news alerts and weather updates		
<b>Companies that may be able to help you after a flood</b>		
Electrician		
Plumber		
Builder		
Equipment repair/suppliers		
Security services		
Water pumping services		
Emergency power suppliers		

**Would you like to find out more about us,  
or about your environment?**

**Then call us on**  
**08708 506 506\*** (Mon-Fri 8-6)

**email**  
**[enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)**

**or visit our website**  
**[www.gov.uk/environment-agency](http://www.gov.uk/environment-agency)**

**incident hotline 0800 80 70 60** (24hrs)  
**floodline 0345 988 1188** (24hrs)

**\* Weekday Daytime calls cost 8p plus up to 6p/min from BT Weekend Unlimited. Mobile and other providers' charges may vary.**



**Environment first:** Are you viewing this on-screen?  
Please consider the environment and only print if  
absolutely necessary. If you're reading a paper copy,  
please don't forget to reuse and recycle if possible.

GEHO0111BTJI-E-E