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| **Before** | * **Communication** at an early stage is essential * Alert your Community Emergency Response Team to the rainfall forecast, especially if heavy rain has started |
| * **Be aware. Know the signs**. * **Start local observations**. Signs to watch for include:   + Heavy rain and/or severe weather reports   + Rainfall not draining away, leading to surface water flooding   + Rising river levels, with dark churning water   + A build-up of debris in rivers, which could give way and cause a wave of water to surge |
| * **Start an incident log** |
| **During** | * **Report flooding** and blockages that may increase flood risk: phone 0800 807060 and ask to speak to your local Flood Warning Duty Officer |
| * **Call 999 if there’s a risk to life**, or if you’re trapped |
| * **Stay safe**. **Prioritise your own safety** at all times * Be ready to relocate to a safe place, if told to do so by the emergency services * Do not walk or drive through flood water |
| * **Provide support and guidance ahead of the arrival of the emergency services**. For example:   + “Stay in a safe place with a means of escape.   + If you’re in a building with at least two storeys and believe it’s safer to stay where you are, move to a higher storey of the building and wait for instructions from the emergency services. Turn off your gas, electricity and water mains supplies.   + If you are in vulnerable accommodation e.g. bungalow, caravan or tent, seek shelter in the nearest two storey building or go to higher ground   + Be ready should you need to evacuate your home.   + Cooperate with emergency services   + Do not walk or drive through flood water   + Call 999 if you’re in immediate danger” |
| * **Collect information about the flood**, if it’s safe to do so   + Take photos   + Note the date and time |
| * **When emergency services arrive**   + Community Emergency Response Team coordinator to make themselves known to the Operational Commander at an early stage   + Provide an overview of the issues present. Relay concerns, local knowledge and issues to relevant authorities.   + You may be asked to help relay information to the community (e.g. by door to door visits), such as areas to avoid/promote health, safety and well-being   + You may be asked to assist with evacuation     - Cooperate with emergency services     - You can provide valuable support by directing people to a place of safety e.g. temporary community shelter/official local authority rest centre     - Remember: Nobody has the powers to force people out of their homes |
|  | * Liaise with emergency responders before interacting with the media, even if ‘off the record’ |
| **After** | * **Collect information about the flood**, if it’s safe to do so   + Take photos   + Note the date and time * **Help relay concerns**, local knowledge and issues to the relevant authorities * **Signpost** flood recovery advice e.g. <http://www.bdma.org.uk/publications/flooddocs> |