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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
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| * **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
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| * **Start an incident log**
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| **During**  | * **Report flooding** and blockages that may increase flood risk: phone 0800 807060 and ask to speak to your local Flood Warning Duty Officer
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| * **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’
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| **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>
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