



KINGSBRIDGE

TOWN COUNCIL

Councilor Phillip Cole, Kingsbridge Town Mayor







After a flood

If you have been affected by a flood, there are a number of things to be aware of when clearing up:

- Contact your insurance company and register your claim.
- Take photos or videos and make a list of everything that has been damaged.
- Flood water could be contaminated or contain sharp objects so always take care and wear protective clothing, boots and rubber gloves if available when cleaning up.
- Find out how to dispose of flood damaged items safely, after you have spoken to your insurance company.
- Get your electricity checked by a qualified electrician before you turn it back on.

Beware of rogue traders:

If your property has been damaged, don't be tempted to agree to have work done by someone who appears at your door unannounced. Always use reputable building contractors and do not pay in advance.

Find a trader using the County Council's Buy with Confidence scheme www.buywithconfidence.gov.uk

For advice after flooding:

Details of any government support or grants available to homeowners and businesses affected by flooding will be published on www.southhams.gov.uk/environment-and-nuisance/flooding

Only Flush the "3 Ps"

Pee, Paper and Poo is all that should be going down your loo!
Do NOT put wet wipes and sanitary items down the toilet as they will block sewer pipes and lead to flooding with raw sewage rising up and out of drains and polluting the estuary.



Useful contacts

Weather updates:

Tune into BBC Radio Devon for the latest information or check the Met Office Severe Weather Warnings.
www.facebook.com/metoffice
www.twitter.com/metoffice
Check the Environment Agency's flood warnings and alerts <https://check-for-flooding.service.gov.uk/>

Emergency flooding contacts:

You should contact the Police or Fire & Rescue Service on **999** if there is an immediate risk to life (101 for non-emergencies).

To report flooding:

Environment Agency Floodline - 0345 988 1188
To report a flood or if your property is at risk of flooding from a watercourse or tidal flooding.

To report flooding:

Devon County Council - 0345 155 1004
www.devon.gov.uk/roads-and-transport/report-a-problem/ if flooding is on the highway.

For utilities:

South West Water on 0344 346 2020 if flooding is from sewers or burst water mains.

For **Electrical power cuts** call **105** to report or get updates when your electricity has been cut off.

For **Gas Emergencies** call **0800 111 999**.



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FLOODING IN KINGSBRIDGE

What you need to know and do



Keep this leaflet
in a safe place

Flooding is a reality for Kingsbridge - are you prepared?

Devon County Council, the local lead flood authority, reports that about 460 properties in Kingsbridge are at risk of flash flooding from several watercourses that meet in the town – as well as surface water and tidal flooding. Check your property: <https://check-long-term-flood-risk.service.gov.uk/postcode>

How to prepare for a flood:

During a flood you won't have much time to react but there are things you can do to reduce the impact of flooding by preparing in advance:

- Sign up to receive flood warnings via email, text or phone by visiting www.gov.uk/sign-up-for-flood-warnings
- Have the correct home insurance policy in place.
- Write a simple plan of how you would respond to a flood - include emergency contact numbers, essential documents, medication and belongings you would need if you had to evacuate (torches, batteries, phone charger etc).
- Keep your drains and gutters clear of leaves to help prevent blockages and localised flooding in heavy rainfall.
- Ensure surface water gullies in the highway are clear outside your property. You can do this safely from the pavement without stepping into the highway.
- Make sure you know how to quickly turn off your water, gas and electricity mains.
- Consider buying sandbags or bespoke flood protection products which will help. Check government advice about how best to protect your home www.gov.uk/guidance/adapting-your-home-or-business-to-the-risk-of-flooding
For example, airbrick covers and toilet bungs.
- Devon County Council has funding for property resilience: <https://www.devon.gov.uk/floodriskmanagement>



What to do during a flood

Flood water can rise quickly, so always focus on the safety of yourself and your family before your property and be prepared to act quickly. **If there is an immediate risk to life or you are trapped by flood water call 999.**

In the event of an emergency or severe flooding, follow these steps to stay safe:

Move your family and pets upstairs, or to a high place with a means of escape.

Move important items and documents upstairs or somewhere high and safe.

Turn off gas, electricity and water supplies if flood water is about to enter your home.

DO NOT touch any electrical appliances or cables when standing in flood water.

If you are asked to evacuate your home, first contact your insurance provider or landlord (if renting) as they may be able to provide you with temporary accommodation or rehoming. If you are uninsured or your landlord isn't able to help, contact your friends and family to see whether they can help.

Check on vulnerable neighbours who may need extra support.

If you are unable to find alternative accommodation you can contact **South Hams District Council on 01803 861234** for assistance.

Avoid walking or driving through flood water.

If you can lend a hand then contact Kingsbridge Town Council and 'sign up' to become a Kingsbridge Flood Warden for your neighbourhood via 01548 853296 or reception@kingsbridge.gov.uk



How local agencies support during a flood response

Organisation	Responsibilities
Devon County Council as the Lead Local Flood Authority	Any flooding affecting property, roads or paths including flood prevention on highways from surface or groundwater.
South West Water	The local sewer system and any flooding that may affect it. Let them know if you have any issues with sewer water.
Environment Agency	Any flooding affecting watercourses. They are responsible for managing the flooding and flood prevention in those main water courses.
Police and Fire & Rescue Service	Support with closing roads and helping immediate response to a flood - but have no statutory responsibility for flooding.
South Hams District Council	They may be able to support by rehoming anyone who has to leave their home due to flooding.
Local landowners	It is the responsibility of landowners to maintain water courses on private land. This is known as "riparian ownership".
Kingsbridge Town Council	Produces the Kingsbridge Community Emergency Plan (and Flood Plan) and assists during flood events.

