

Community Flood Plan

Key Information for Residents

How to find out if there is a risk of flooding

Sign up for flood warnings

- Internet: <https://www.gov.uk/sign-up-for-flood-warnings>

Contact Flood line

- Internet: <https://check-for-flooding.service.gov.uk/>
- Telephone (24 hour service) 0345-988-1188

What do I do if there is a flood warning or flood?

- Contact Environment Agency for further information or help:
enquiries@environment-agency.gov.uk
- Implement flood protection actions as needed in your personal flood plan (see template below) including protecting important documents and valuables, act on advice of emergency services and move upstairs or to higher ground as necessary
- If there is an imminent risk to life, contact the emergency services on 999
- If you need to leave your home due to flooding and need help relocating or you require emergency response or recovery advice the following contacts should be used:
 - Wiltshire Council 8am to 5pm (Monday to Friday) 0300 456 0100
- For ponding or flooding to roads and footways please report to Highways:
 - <https://www.wiltshire.gov.uk/mywilts-online-reporting>
- For homes affected by flooding: please email these details to:
 - customerservices@wiltshire.gov.uk
- For businesses affected by flooding: please email these details to:
 - hello@swgrowthhub.co.uk , or call 01249 477287

Flood Warnings issued by Environment Agency

- Flood Alert. Flooding is possible, be prepared. A 24-hour **AMBER** warning by the Environment Agency
- Flood Warning. Flooding is expected. Immediate action required. A 4-6 hour **RED** warning triggered by the Environment Agency
- Severe Flood Warning. Very rarely issued and is likely to be beyond the experience of residents

Household Flood Plan Template

It is recommended that each household at risk of flooding completes this form and keeps it in a safe place ready to use. The template below can be downloaded from:

<https://www.gov.uk/government/publications/personal-flood-plan/personal-flood-plan>

What to do after a flood

Follow the government advice for what to do after a flood: What to do after a flood (gov.uk). This includes guidance for those who rent their property.

Remember, safety is key:

- do not turn on your water, gas or electricity - get your utilities company or a qualified engineer to check they are safe first
- do not drink your tap water if you notice a change in the colour, taste or smell - contact your water company if this happens
- do not eat any food that has been contaminated by flood water

Flood damaged furniture and carpets

Households and business with flood damaged furniture and carpets should check with their insurance company before disposing of anything - damage may need to be assessed and they may offer you assistance.

Residents wanting to dispose of flood damaged items can use their local household recycling centre (HRC), open as usual, see: [HRCs locations and opening times](#). Bulky waste collections can be booked by calling 0300 456 0102, do not store waste on the roadside until your collection date. Business waste will need to be disposed of via your normal collection provider.

Flood Risk Map for Wingfield

<https://check-long-term-flood-risk.service.gov.uk/>

