



April 2022

# Flood Advice:

A PRACTICAL GUIDE FOR  
RESIDENTS OF SOUTH WALES  
CENTRAL

Prepared by the office of  
Heledd Fychan MS

The cost of this publication have been met by the Senedd Commission from public funds

This booklet contains some practical information to help residents in South Wales Central who live in at risk communities to prepare for a flood.

While this booklet covers most issues relating to flooding it does not cover everything and should only be used as a guide. You may wish to contact other organisations for more specific information and advice.

## Contact Heledd



01443 853214



Heledd.Fychan@Senedd.Cymru



2 High Street, Pontypridd, CF37 1QJ



Heledd Fychan AS / MS



@Heledd\_Plaid



@Heledd\_Plaid

I'm Heledd, your regional Member of the Senedd for South Wales Central.

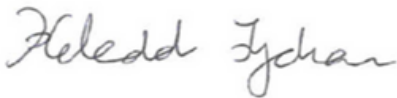
In recent years, communities across the region have suffered flooding and continue to be at risk. I've developed this booklet with some practical information, in case the worse were to happen again.

I very much hope that you will never have to use this guide. But if your home is at risk, this guide sets out steps you can take before, during and following a flood.

While it may not be possible to prepare for every eventuality, taking the steps laid out in this guide will hopefully make it easier to plan and react to a flood if the worse were to happen.

Alongside preparing this guide, I have been leading calls for an independent inquiry into flooding and working closely with many affected areas to try and secure answers and support. I am also focused on trying to get a National Flood Forum established here in Wales. It is an issue that I'm passionate about and take every opportunity possible to raise in the Senedd.

Flooding is devastating, and I know from speaking to many of you that have experienced flooding how traumatic it can be. I know too that when it rains heavily, it can be difficult to sleep as you fear the same thing happening again. My office and I are here to help, so please get in touch if we can ever be of assistance.



**Heledd Fychan**

Plaid Cymru Member of the Senedd  
for South Wales Central



Plaid Cymru  
Party of Wales



Senedd Cymru  
Welsh Parliament

# Assembling an emergency flood kit



If you live in an area at risk of flooding, you should consider preparing an emergency flood kit.

## Items you will need include:

- Insurance documents, phone number lists and other important documents.
- Mobile phones and any chargers.
- Essential prescription medication / repeat prescription forms.
- Emergency cash, credit, or debit cards.
- Children's essentials (Milk, baby food, sterilised bottles, nappies, wipes, clothing etc)

## You should also consider other items such as:

- Emergency service contact numbers (which have been included in this booklet)
- Waterproof clothing including wellington boots.
- Blankets and warm clothes
- Essential toiletries
- Non-perishable food items and bottled water
- Torch with batteries

**Also consider including a camera to record damages for insurance purposes if you're unable to use your phone.**

Please list any other items you would like to add to your kit here:

.....

.....

.....



# Useful Numbers

Here are a list of useful telephone numbers.  
You may wish to fill this out and keep with your flood kit:

Local authority emergency helpline:

.....

Insurance Company 24-hour helpline:

.....

Insurance Policy Number:

.....

Work phone number:

.....

Family and neighbours:

.....

.....

Doctors Surgery:

.....

Vet:

.....

Water supplier and meter number: Welsh Water

.....

Gas supplier and meter number:

.....

Electricity Supplier and meter number:

.....

Electrician:

.....

Plumber:

.....

Builder:

.....

# What to do: During a flood

If flooding is imminent your first priority is protecting life: yours and your family, as well as your pets.

In some cases, you may have to evacuate your home. Being prepared will make things easier if your home is flooded or affected by extreme weather damage.

If there is time and it is safe to do so, here are some steps you can take to minimise the potential impact of flooding – this list is not exhaustive but may be helpful to consider when planning.

## Step 1

Find your 'flood kit' containing any items you may need. There is an example of a checklist on the previous page.

## Step 2

Ensure your pets are safe.

## Step 3

Move any important documents or sentimental items upstairs or to a high place.

## Step 4

Fit any property flood prevention measures you may have such as flood gates, sandbags etc

## Step 5

If possible and flood water hasn't reached you, move your car to higher ground and move outdoor pets to safety.

## Step 6

If you think water will enter your house, consider turning off gas and electricity. If you do not know how to do this safely. Contact your supplier and ask how. DO NOT touch electrical sources when standing in flood water.

Flood water can rise quickly it's important to stay calm and reassure those around you. Call 999 if you are in danger.

If you are told to evacuate stay safe and listen to the advice of the emergency services. Refusing to leave on their advice will put you, your family and those trying to help at risk.

If you must leave your home and if there is time:

- Consider taking any light valuables with you.
- Lock your doors and windows if possible.
- Check in on vulnerable neighbours and relatives
- Inform them and family of your plans and how to contact you.

**Only return  
home after  
the event of a  
flood when it  
is safe to do  
so**



# What to do to stay safe during a flood

## Flood water is dangerous



In the event of a flood focus on the safety of you and your family first.

- Cooperate with the emergency services if they tell you to evacuate during flooding.
- Be prepared to act quickly and get yourself to safety.
- You should avoid walking or driving through it.
- Keep children and vulnerable people away from it.
- Flood water may be contaminated, try to avoid coming in to contact with it.
- If have rubber gloves and boots you should consider wearing them.
- Wash your hands thoroughly if you touch flood water.
- However, if you do start to feel unwell or if you accidentally swallow contaminated water consult a doctor and tell them you house was flooded.

## Temporary Housing

- If your insurance covers flooding, contact the company's 24h helpline as soon as possible to see what support may be available for temporary accommodation
- If you are renting the property, you should contact them to see if they will provide you with temporary accommodation.
- If you do not have insurance and you are not renting the property you should contact your local council for support.



# Staying informed

I know in February 2020 many of you were let down by Natural Resources Wales flood warning system with many receiving them late or not at all. I have been assured that further work has been done to correct this issue and I encourage you to still sign up for flood alerts if you haven't done so already.

Anyone living in Wales can sign up and by register for free flood warnings via The Natural Resources Wales (NRW) website or by calling the 24-hour flood line:



0345 988 1188



0345 602 6340

Please note there may be a charge for using this service

**You may wish to familiarise yourself with the type of flood warnings NRW share to assess the level of risk to yourself and your properties.**



**Flood Alert** - indicates that flooding is possible, and that people should make simple preparations (e.g. check that domestic flood boards/gates are ready to be put in place, move small valuable items upstairs, check travel plans) and remain vigilant.



**Flood Warning** - indicates that flooding of homes is expected, and people should take specific actions (e.g. move/raise belongings, put in place floor boards, move to places of safety)



**Severe Flood Warning** - to be used in extreme circumstances to tell people that flooding will/is posing a significant risk to life or significant disruption to communities which could also cause risk to life.

# What to do: After a flood

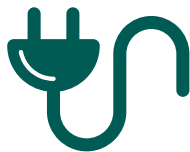
When it is safe to do so, please consider your health and safety when returning to your property.

## First steps

Take care as there may be hidden dangers in the flood water like sharp objects and pollution.

Flood water may have caused structural damage to your property so check that it's safe before entering.

## Additional things to be aware of when returning and clearing your property following a flood.



If your electricity supply is not already switched off at the mains, get a qualified person to do this



You can clean and disinfect your property using ordinary household products. Always wear:

- Waterproof outerwear, including gloves.
- Rubber boots
- Facemask

If you are drying your property naturally, keep door and windows open as much as possible. If you are using dehumidifiers, close external doors, and windows.



The flooding may cause damp and mould, which can affect anyone with allergies, babies, and the elderly. Keep them away during the cleaning process.

Local councils usually provide skips and extra rubbish collections for items that your insurance company has agreed you can throw away.

## If you have household insurance that covers flood damage:

# Always make your own record of flood damage

- Contact the company's 24H helpline as soon as possible this information can be found on your insurance documents or insurers website.
- Confirm the insurance company will pay for any service or equipment needed.
- Make a note of all telephone calls. Record the date, name and what was agreed.
- Use permanent ink pen to mark the height of the flood water got to. Do this in every room affected.
- Photograph or video your damaged property. List the damage to your property and belongings.
- Take meter readings of gas and electricity.
- If paying for any help with clean-up and repairs, keep receipts.

## Recovering from a flood

Flooding is a really traumatic experience, and it can take some time to heal and recover. Remember to reach out to family and friends for emotional support.

Give yourself plenty of time to recover. Talk to your GP for advice if you feel anxious or depressed and use the number below to speak to the British Red Cross for support.

**Call for free on 0808 196 3651 between 10 am and 6pm  
daily for emotional support**



# Insurance advice

Not having insurance cover is a situation best avoided but I understand how difficult, expensive, and sometimes infuriating finding insurance cover can be, especially to cover flooding.

If you're uninsured you will most likely be responsible for covering all costs of flood damage. You should contact your local council to ask for information about available hardship grants if you're property is flooded.

## Getting insurance

Flood Re is a joint initiative between the Government and insurers making sure flood cover, as part of household insurance policies, is more available and affordable.

For more information visit FloodRe's website:



**Not having  
insurance  
cover is a  
situation best  
avoided**



# Protecting your home from flooding

If your property is in a flood risk area or has been flooded in the past, you might consider acquiring flood defences for your property.

For independent advice flood protection products, you can call Blue Pages on 01299 403055

For information about different flood protection products visit the National Flood Forum Blue Pages website: [bluepages.org.uk](http://bluepages.org.uk)

Here is a summary of the type of flood protection equipment available to help stop flood water getting into your property:

## Door Barriers

Flood Defence Doors, also known as Flood Doors, are permanent doors which are fitted to your property 24/7. These replace your existing door and can be set to limit water entering through the doorway.

## Air brick Covers

Air brick covers aim to reduce the risk of water entering a property through air bricks.

## Sandbags

Your local council may provide these during a flood, but they may be difficult to get during emergency situations. You should contact your local council first to request sandbags or if there aren't any available you may be able to buy sandbags through local building merchants and DIY shops.



I understand that spending money on flood protection equipment isn't an option for all residents. I have included this information to ensure that you are aware of what is available.

Notes:

Handwriting practice area with 20 horizontal dotted lines.

