

## Contact details for help, advice and support

- ➔ **Environment Agency Information 08459 881 188**  
[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)
- ➔ **Environment Agency (To report Flooding) 0800 807060**
- ➔ **Thames Water 0845 9200 800**
- ➔ **Association of British Insurers 0207 600 3333**  
[www.abi.org.uk](http://www.abi.org.uk)
- ➔ **National Flood Forum 01299 403055**  
[www.floodforum.org.uk](http://www.floodforum.org.uk)

In an 'emergency' dial 999

- ➔ **Wiltshire Police 0845 408 7000**  
[www.wiltshire.police.uk](http://www.wiltshire.police.uk)
- ➔ **Wiltshire Fire & Rescue 01380 731130**  
[www.wiltshirefire.gov.uk](http://www.wiltshirefire.gov.uk)
- ➔ **Swindon Borough Council 01793 463000**  
[www.swindon.gov.uk](http://www.swindon.gov.uk)
- ➔ **Job Centre Plus 0845 608 8578**  
[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)
- ➔ **Crisis Loans 0800 169 9891**
- ➔ **Community Care Grants 0845 608 8649**
- ➔ **Citizens advice Bureau 0845 0505155**  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

Produced by Swindon Borough Council. Information correct at time of printing.

This information about flooding is available on the internet at [www.swindon.gov.uk](http://www.swindon.gov.uk) It can be produced in a range of languages and formats (such as large print, Braille or other accessible formats) by contacting the Customer Services Department.

Tel: 01793 445500  
Fax: 01793 463982  
E-mail: [customerservices@swindon.gov.uk](mailto:customerservices@swindon.gov.uk)

ART919/FOI3064/07

## Flooding

Advice, guidance & contact details

[www.swindon.gov.uk](http://www.swindon.gov.uk)



This leaflet contains essential information for the days after flooding and details about the help and support that is available

- ➔ Accommodation
- ➔ Property
- ➔ Utilities
- ➔ Health
- ➔ Food
- ➔ Vehicles
- ➔ Waste
- ➔ Insurance

# Flooding: advise, guidance & contact details

Many households have suffered recent flood damage.

A number of organisations are working together to help people to cope in the short term and to recover in the long term.

This information comes from different sources, including the emergency services, your Local Authority the Environment Agency and the Health Protection Agency. There are also contact details for help, advice and support and more detailed information.

## General Advise

- ➔ If you have been evacuated from your home, do not return until you have been told that it is safe.
- ➔ Children, pregnant women and anyone in poor health should not be involved in clean-up work.
- ➔ Don't go it alone – accept any offers of help from family and friends.
- ➔ Remember your emotions. This is a time of extreme stress and looking after yourself is as important as looking after your property.

## Accommodation

- ➔ If you can't return to your home, try to stay with family or friends.
- ➔ You may also be able to arrange accommodation from your insurer.
- ➔ Your local Authority can help with temporary accommodation if necessary.

## Protecting property

- ➔ If you have to leave your home unattended, it's security is your responsibility.
- ➔ Provided it's safe to do so, lock all your doors and windows.
- ➔ If necessary, your insurer may be able to help with boarding up broken windows or doors. Otherwise, use a reputable contractor.

## Utilities

- ➔ Your utility supplies may have been switched off for safety reasons.
- ➔ Do not switch on electricity, gas or water supplies until you have checked with an expert that it is safe to do so.
- ➔ Make sure that any affected appliances have been fully tested before using them again.

## Insurance

- ➔ Contact your insurer as soon as possible.
- ➔ Try not to move damaged items. Your insurer may need to inspect them.
- ➔ If possible, video or take photographs of damaged property to give to your insurer.

## Health

- ➔ Floodwater may have been contaminated with sewage. Wear protective clothing while cleaning up.
- ➔ Cover any cuts with waterproof plasters.
- ➔ Wash your hands thoroughly with soap and clean water after contact with items affected by flooding.
- ➔ If you're not 100 per cent sure that your tap water is clean, boil it before drinking.

## Food

- ➔ Double – bag and throw away all food that has come into contact with floodwater.
- ➔ Double – bag and throw away frozen or chilled food that has been at room temperature for more than an hour.
- ➔ Wash all crockery, cutlery and cooking utensils with hot soapy water and use a food safe disinfectant.
- ➔ Wash your hands before and after preparing food.

## Vehicles

- ➔ If your vehicle was abandoned on the highway during flooding, it is the registered keeper's responsibility to remove it as soon as it is safe to do so.
- ➔ Your insurer, breakdown recovery service or local garage can advise.
- ➔ Be careful of spilled oil, broken glass or chemicals such as battery acid if your vehicle has been damaged.

## Disposal of waste

- ➔ Most damaged items that need to be thrown away can be taken to your local household waste and recycling site.
- ➔ Bulky items can be collected by your local authority – you can enquire by contacting Swindon Borough Council on 01793 463463.

## Further flooding

- ➔ Be aware that water levels may rise and fall for several weeks after flooding occurs.
- ➔ The Environment Agency's floodline can provide up-to-date information.
- ➔ Stay in touch with local news on BBC Radio Swindon 102 and 103.6 FM, GWR FM 96 and 97.3 FM and Brunel FM 107.7 FM

Contact details for help, advice and support

