

Sign up for Flood Warnings

www.gov.uk/sign-up-for-flood-warnings

Floodline

Tel: 0345 988 1188 for updates or listen to local radio

Textphone: 0345 602 6340

24-hour service

What to do during a Flood

During a flooding incident there are a number of things you can do as a homeowner and support you can ask for from certain organisations.

If you are in immediate danger call 999

If water is entering your home:

- Make sure you have access to clean water.
- Move essential items upstairs or out of reach of the water.
- Turn off gas, electricity and water supplies when flood water is about to enter your home if safe to do so. Do not touch sources of electricity when standing in flood water.

Who can help you?

Organisation	What they are responsible for & support provided	Contact Details
Oxfordshire County Council	Any flooding affecting roads or paths including flood prevention on highways, blocked gullies, gratings and drains.	0345 310 1111 (24 hrs) Website: www.oxfordshire.gov.uk
Thames Water	Burst water main. The local sewer system and any flooding that may affect them. Let them know if you have any issues with sewer water.	General enquiries: 0800 316 9800/9898 Text phone: 0800 316 9898 24-hour leak line: 0800 714 614 www.thameswater.co.uk
Environment Agency	Any flooding issues affecting rivers or major water courses. They are responsible for managing the flooding and flood prevention in those water courses.	0345 988 1188 or 0800 80 70 60 General enquiries: 08708 506 506 Incident hotline: 0800 807 060 www.gov.uk/government/organisations/environmentagency

Thames Valley Police & Oxfordshire Fire Service	Supporting with closing roads and helping in the immediate response to a flood but have no statutory responsibilities for flooding	999 if there is an immediate risk to life (101 for non-emergencies)
West Oxfordshire District Council	If you are asked to evacuate your home, contact your insurance provider or landlord (if renting) first as they may be able to provide you with temporary accommodation. If you are uninsured or your landlord isn't able to help, contact your friends and family to see whether they can help. If you are unable to find alternative accommodation you can contact WDC for assistance.	01993 861000 www.westoxon.gov.uk

Sandbags

When there is an imminent risk of flooding to property, supported by an Environment Agency Flood Alert or Flood Warning being declared, sandbags are made available free of charge by West Oxfordshire District Council. Sandbags are delivered to the elderly or disabled at times of need.

In an emergency loose sand and bags are available for householders to make up themselves. Please be aware that you will need a vehicle to transport them and may need several trips to collect enough. The collection point in Woodstock is:
Hensington Road car park next to the public toilet.

Travel during Flooding

Do not walk through flooded areas, there may be hidden dangers such as open drains, damaged road surfaces, submerged debris or deep channels.

Do not try to drive through flooded roads or fords, the water is often deeper than it looks and your vehicle may be swept away or you may become stranded.

Recovering after a Flood

Do not re-enter your house until all flood water has been removed. The Fire Service may be able to help you with pumping flood water out of your house once the water has stopped rising.

Contact your insurer as soon as possible after a property has been damaged. Claims staff will be able to give advice on the actions you need to take.

For any flood damaged items you should

- Take photographs of any damage
- Keep any carpets, furniture or other goods that were removed from your home until your insurer has agreed you can get rid of them
- Arrange for bulky household items damaged by flooding to be collected by calling customer services on 01993 861025

Support after Flooding

Flooding can be a very traumatic event. If you need support there are a number of agencies you can contact including:

- Your doctor
- The Samaritans, Tel: 116 123, www.samaritans.org