

Flooding Information and Advice

Within Salisbury, some properties and land are at risk of flooding. As winter approaches, flood risk is heightened due to increased likelihood of rainfall. This leaflet has been produced to provide you with some of the key information to help you prepare for flooding events.

Flooding Contacts

It can be difficult to know exactly who is responsible for what, especially in times of emergency. **If there is a threat to life, call 999.** In other instances, please see information below on who to call and when.

Who?	What?	Telephone	Website
Salisbury City Council	Local support before, during and after a flood incident. Co-ordination of flood wardens & rest centres.	01722 342 860 If flooding is occurring from one of Salisbury's public toilets, buildings or pavilions out of working hours: 01722 346 485	salisburycitycouncil.gov.uk
Wiltshire Council	The Lead Local Flood Authority with overall responsibility for local flood risk management from surface, groundwater & ordinary watercourses.	Non-emergency: 0300 456 0100 Emergency: 0300 456 0105	www.wiltshire.gov.uk/ article/6195/Drainage-and- flooding
Environment Agency	Strategic overview for all sources of flooding. Manages flood risk from main rivers, reservoirs, estuaries and the sea.	Non-emergency: 03708 506 506 Incident line: 0800 80 70 60 Floodline: 0345 988 1188	www.gov.uk/environment- agency
Wessex Water	Manages flood risk from sewers and main drains.	0345 600 4 600	www.wessexwater.co.uk/your- wastewater/sewer-flooding

Visit www.gov.uk/browse/environment-countryside/flooding-extreme-weather for more information.

Staying up to date during wet weather

The Environment Agency and the Met Office have several ways of conveying flood information. It is important that you familiarise yourself with the available information beforehand, this will ensure you are able to react to a local flood alert.

Flood warning service

The EA has a service which sends warnings by phone, email or text. Go to www.gov.uk/sign-up-for-flood-warnings and follow the link to register online. You can also register by phone **0345 988 1188**.

Flood alerts

The EA & Met Office use three official flood codes to signal different levels of alert and to alert the severity of a flood situation. These are as follows:



FLOOD ALERT

Flooding is possible.
Be prepared.



FLOOD WARNING

Flooding is expected.
Immediate action required.



SEVERE FLOOD
WARNING

Severe flooding.
Danger to life.

Flood map of risk in the area

The EA has flood maps which make it possible to check the risk of long term flooding. Go to www.gov.uk/check-long-term-flood-risk and type in your postcode.

River levels

You can check river, sea, groundwater and rainfall levels. Go to check-for-flooding.service.gov.uk/river-and-sea-levels/salisbury-wiltshire and familiarise yourself with the river height data.

If you are at risk: start preparing today

1. Find out if your home is at risk and sign up for alerts:

- Check your flood risk online at www.gov.uk/check-flooding
- Check how local flood information applies to you.
- Sign up for Flood Alerts and Warnings at www.gov.uk/sign-up-for-flood-warnings

2. Protect your home from flood water:

- Check your insurance policy covers you for flooding.
- Think about the height of your property in relation to the flood risk.
- Think about how water could enter your home.
- Consider flood protection equipment & measures.

3. Plan what you would do:

- Make a personal flood plan.
- Make an inventory of what you have in your house.
- Store important documents safely - in a high place in polythene bags.
- If you have pets, identify somewhere to take them if flooding is imminent.
- If you have a car, identify somewhere safe to move it prior to a flood.
- Identify who could help and who you can turn to during flooding. Look out for others who may need help.

If a flood is expected in your area, **ACT NOW**. If you only do one thing, **move things to safety**.