

FLOODING QUICK GUIDE

Information correct at Sept 2024. For up-to-date information visit <https://www.oxfordshirefloodtoolkit.com/>

There is no single organisation responsible for all flooding across Oxfordshire. Instead, it's a group approach with different organisations and landowners managing different types of flooding. Oxfordshire County Council is the Lead Local Authority, Cherwell assists OCC in discharging its functions, CDC doesn't offer an emergency service during impending or actual flooding. CDC prioritises a limited stock of sandbags for working with emergency services, keeping priority roads open, protecting services such as hospitals, care homes and schools. We do not provide sandbags for residents and business use.

WHERE IS THE FLOOD	WHAT TO DO AND WHO TO CONTACT
EMERGENCY FLOODING • RISK TO LIFE • RISK OF SERIOUS PROPERTY DAMAGE • RISK OF SERIOUS ENVIRONMENTAL DAMAGE	Contact Oxfordshire Fire and Rescue Service on <u>999</u>. Be aware that during severe weather the emergency services will be very busy. <u>What to do in five easy steps if you are about to flood or are flooding</u> (SOURCE: Oxfordshire County Council Toolkit) Step 1 - Before flood water enters your home, close and lock downstairs windows and doors. Keep the keys safely to hand and move upstairs. Step 2 - Continue to listen to situation updates from your local radio station and via Floodline on 0345 988 1188. Step 3 - Stay in your property if safe to do so or until either the emergency services tell you otherwise or the floodwater has gone. Step 4 - Do not drive or walk through floodwater. If it is necessary to walk through shallow water, take care for hidden holes, obstacles, and other hazards. Step 5 - If you come into contact with floodwater, wash any exposed body parts with bottled or cool boiled water before handling food or looking after wounds. IF YOU NEED TO PREPARE TO EVACUATE FOLLOW THIS GUIDE: • https://www.oxfordshirefloodtoolkit.com/wp-content/uploads/2016/05/Preparing_to_Evacuate_complete.pdf FURTHER ADVICE AND GUIDANCE CAN BE FOUND USING THE OXFORDSHIRE FLOODING TOOLKIT AND THE “HELP I’M FLOODING” PAGES • https://www.oxfordshirefloodtoolkit.com/ • https://www.oxfordshirefloodtoolkit.com/emergency/help/
NATIONAL HIGHWAYS • M40 • A34 & A43	National Highways To report flooding on the M40, A34 or A43 (Oxfordshire to Northamptonshire border) contact National Highways. Tel: 0300 123 5000 (say “Report”) Web: https://www.gov.uk/government/organisations/highways-england

HIGHWAYS • BLOCKED DITCHES, • BLOCKED DRAINS; OR • FLOODING ON A ROAD	Oxfordshire Highways To report flooding relating to a highway such as blocked ditches, blocked drains, or flooding on a road CALL: Oxfordshire County Council Floodline On 0345 988 1188 REPORT ONLINE: Fix My Street website https://fixmystreet.oxfordshire.gov.uk/ Oxfordshire Highways also provide emergency response to flooding by closing roads, setting up diversions, pumping flooded highways, and providing sand bags to properties and communities threatened by flooded highways in accordance with the sandbag policy <u>Oxfordshire County Council – Sandbag Policy and Advice</u> Tel: 0345 310 1111 You can buy supplies to make sandbags from your local builders merchants. The National Flood Forum also provides advice on where you can buy sandbags https://bluepages.org.uk/
MAIN RIVERS	Environment Agency To report flooding from a main river, contact the Environment Agency through the Floodline or visit their website. Visit our Flood Risk Map page to see all <u>main rivers in Oxfordshire</u>. CALL: 0345 988 1188 or 0800 80 70 60 WEB: https://www.gov.uk/browse/environment-countryside/flooding-extreme-weather
ORDINARY WATERCOURSES • Roadside ditches • Piped ditches • Culverts • Gulleys • Streams	Riparian Owners - (Landowner or tenant of property with watercourse within or adjacent to their property) Riparian owners are responsible for maintaining the watercourse or ditch running through or adjacent to their land as well as the vegetation on the banks, in order to keep these clear and prevent flooding. Riparian owners can face legal action if the lack of maintenance of their watercourse causes flooding. For more information about responsibilities, read our <u>Riparian Ownership and Flood Risk</u> guide. Land ownership is sometimes unknown, disputed, or difficult to work out. To find out who owns certain parcels of land (and therefore whether or not they have a riparian responsibility), obtain copies of title registers and title plans use the online <u>Land Registry</u> services. Cherwell provides advice to riparian owners to maintain the watercourses under their responsibility when this is needed. We also discharge the Council's power to consider and where appropriate issue consents for applications made under the Land Drainage Act for works on Ordinary Watercourses
WATER MAINS AND SEWERS	Thames Water Utilities To report flooding from a Thames Water burst water main or sewer use the contact details to the right. CALL: 0800 316 9800 (Select option 2 and then option 2 again) WEB: https://www.thameswater.co.uk/help/water-and-waste-help

AFTER THE FLOODING EVENT QUICK GUIDE

The eight steps to get on your way to recovery (SOURCE: Oxfordshire County Council Toolkit)

Step 1 – Contact your insurers as soon as possible and follow their advice. Don't throw away damaged goods until your insurer has said it's ok to do so. When you do wait for an organised collection. It's also a good idea to take photographs of the damage.

- What will insurance pay for? If a property is flooded, buildings insurance usually covers the cost of:
 - Drying out
 - Repairing and restoring the property itself
 - Fixtures and fittings
 - Removing debris
 - Professional fees (Legal, Architects, Surveyors)
 - Alternative accommodation.
- If you are in rented accommodation you should contact your landlord who is responsible for the property and the buildings insurance.
- If your belongings are damaged as a result of flooding you should contact your insurers as soon as possible to make a claim on your contents insurance.

Step 2 – Avoid contact with any remaining floodwater or items that have been exposed unless wearing protective clothing and gloves. Be sure to dispose of any contaminated foods (including tinned) that may have been in contact with floodwater.

Step 3 – Check the safety of electricity and gas appliances before use. A qualified electrician needs to check any electrical equipment that may have come into contact with floodwater. Visit [Trust Mark](#) to find trustworthy and qualified traders.

Step 4 – Boil all tap water until your water company tells you it's safe to use and drink. Be sure to wash your own and your children's hands often with bottled or cooled boiled water if your water supply is not safe.

Step 5 – Wash down all hard surfaces with hot soapy water. Use a domestic disinfectant to wash over all hard surfaces after cleaning. Clothing, bedding and other soft/fabric articles (such as children's toys) should be laundered at the highest temperature as indicated on the manufacturer's instructions. If this is less than 82°C, the articles may still contain bacteria.

Step 6 – Go to your doctors if any health issues appear, especially flu-like symptoms. Visit the [Public Health England](#) website for more details on the health risks of flood water.

Step 7 – Ventilate your property but keep security in mind. Less damp means less damage.

Step 8 – Rogue traders often promote their services after flood events. Make sure to get a written quote on letter-headed paper with a landline number and address before entering into any agreement. Check they are registered with the Government [Buy With Confidence](#) scheme.

Further guidance can be found at the Oxfordshire Flood Toolkit Library <https://www.oxfordshirefloodtoolkit.com/library/>

The National Flood Forum is a charity that offers support and advice: <https://nationalfloodforum.org.uk/about-flooding/recovering/what-should-i-do/>