

Who Can Help?

The Scottish Environment Protection Agency (SEPA) is Scotland's flood authority and,

- Operates flood warning schemes in many parts of Scotland.
- Helps local authorities identify sustainable actions to manage flooding.
- Provides flood warnings through Floodline: 0845 988 1188.
- Provides information, including an outline map you can use to check whether your home or business is at risk from river or coastal flooding:

www.sepa.org.uk/flooding/flood_map.aspx

Scottish Flood Forum

- Guidance and advice on flooding before, during and after a flood. Flood defences, insurance advice etc.

Cont. **01738 448 411** www.scottishfloodforum.org

Your local authority,

- Manage flood defence measures and schemes.
- Inspect and maintain bridges and gullies, carrying out clearance and repair works to reduce the risk of flooding.
- May be able to offer flood protection products, but has no duty to do so.
- Works with emergency services in response to severe flooding.
- Co-ordinates shelter for people evacuated from homes.

Scottish Water works with local authorities and SEPA to minimise flood risk and,

- Manage the public water and waste water network.
- Is responsible for minimising risk of sewer flooding.

Local authority contact details

Council Telephone

Argyll & Bute Council	01546 602127
East Ayrshire Council	0845 724 00 00
East Dunbartonshire Council	0845 045 4510
East Renfrewshire Council	0141 577 3000
Glasgow City Council	0141 287 2000
Inverclyde Council	01475 717171
North Ayrshire Council	0845 603 0590
North Lanarkshire Council	01698 403200
Renfrewshire Council	0141 842 5000
South Ayrshire Council	0300 1230900
South Lanarkshire Council	0845 7406080
West Dunbartonshire Council	01389 737000

Flood Warning Codes



Flood Watch - Flooding possible.



Flood Warning-Flooding expected, Take immediate action



Severe Flood Warning - Severe flooding, danger to life and

NO LONGER
IN FORCE
MESSAGES

Issued when warnings & alerts are no longer in force



FLOODING

AFTER A FLOOD



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After a flood

Every year in Scotland, flood damage costs millions of pounds. If you are flooded, you may find that it will take a long time before you can get back to normal .

First Steps

- Call your insurance company's (24 hour) emergency help-line as soon as possible. They will be able to provide information on dealing with your claim and help in getting things back to normal.
- Keep a record of flood damage (especially photographs or video footage.) and any correspondence with insurers.
- Start immediate emergency pumping/repair work if necessary to protect your property from further damage. You can do this without insurer approval (remember to get receipts).
- Get advice if detailed, lengthy repairs are needed. Your insurer or loss adjuster can give advice on reputable contractors/tradesmen. Beware of bogus tradesman and always check references.
- Check with your insurer if you have to move into alternative accommodation as reasonable costs are normally covered under a house hold policy.
- Make sure your insurance company knows where to contact you if you move out of your home.



Checklist

- Call insurance company (24hr) emergency help-line.
- Record Flood damage.
- Keep record of correspondence with insurers.
- Start immediate emergency pumping/repairs.
- Check gas and electricity supply.
- Restock supplies for possible future flooding.



Cleaning up

- To find out where you can get help to clean up, first check with your local authority or health authority, or look under 'Flood Damage' in the Yellow Pages for suppliers of cleaning materials or equipment to dry out your property.
- Open doors and windows to ventilate the house but take care to keep your house and valuables secure.
- Contact your gas, electricity and water company. Have your power supplies checked before you turn them back on. Wash taps and turn them on for a few minutes before use.
- Throw away items such as food, baby clothes, toys, medicines and cosmetics which may have been in contact with floodwater – it could be contaminated. Contact your local authority Environmental Health Department for advice.
- Wear rubber gloves when clearing up floodwater damage and watch for broken glass and nails. Any cuts should be covered with waterproof dressings.
- The Citizens' Advice Bureaux and other organisations may be able to help if you feel under pressure; their details can be found in the phone book.
- Don't think it can't happen again. Restock your supplies and consider flood defence products.



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