

CLAXTON FLOODING CONTINGENCY GUIDANCE



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CLAXTON FLOODING CONTINGENCY GUIDANCE

Introduction

Serious flooding in Claxton has in recent years been limited to areas and homes adjacent to the historical streams and becks taking water from the higher areas and feeding it into the River Yare. It is not unusual for there to be significant areas of standing water after a long dry period, as well as during periods of prolonged and heavy rainfall. In the former case the ground has become very hard and the water does not soak through quickly enough. In the latter there is so much water just below the surface that there simply isn't room for any more.

That said, flooding in Claxton is pretty rare. The most recent severe cases have been around Hellington Beck/Claxton Fleet which passes under the Street just south of Claxton Corner and drains into the marshes and thence into the Yare. According to the Environment Agency, significant parts of Claxton are in Flood Plain 3 (Highest Risk), see map below, though most of this is uninhabited land.



The District Council

South Norfolk Council (SNC), working with the County Council and Environment Agency, have produced a Flood Risk Preparation Plan, which has been used as the basis for this guidance. It is designed to cover all stages of flooding: Preparation, Prevention, Evacuation and Recovery. Separate annual tidal information that relates to the area around Claxton is also available online.

The Emergency Planning team at SNC has a key role, together with the Emergency Services, Environment Agency and Norfolk County Council (NCC), in providing support to anyone affected by serious flooding in the district. In the event of a widespread flood they can assist by providing emergency accommodation (Rest Centres), sandbags and

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health advice as well as helping with the cleanup operation. They have produced a leaflet for the benefit of homeowners within the South Norfolk District. You can obtain a copy from the SNC website www.south-norfolk.gov.uk or by telephoning 01508 533633.

Flooding, what flooding?

If you are in the process of moving house or new to an area within South Norfolk, SNC recommends that you establish whether the property is located within a "Flood Risk Zone". You can do this by accessing the Environment Agency's website www.environment-agency.gov.uk or contacting the Emergency Planning Team at SNC on 01508 533633.

It is also recommended that you check to see if your property has any flooding history. Statutory searches should automatically yield any relevant information but you might also speak to neighbours who have lived near the property in question and find out if they have had any problems in the past. You can also check whether SNC have any flooding history recorded on their database. If your property is at risk it is strongly recommended that you continue reading this leaflet as it may be in your best interest to do so.

Prevention

This section includes information on how to prevent your property getting flooded.

Flood Warnings Direct - consider registering with the advanced flood warning service "Flood Warnings Direct", a system provided by the Environment Agency. Please visit their website for full information on this service www.environment-agency.gov.uk. You can also register via telephone 0845 988 1188.

Drains servicing - make sure that surface water drains near or within your property are regularly serviced. The end of autumn is the time of year to check for this and to clean out all the dead leaves.

Ditch maintenance - make sure that ditches close to your property are regularly maintained and that any silt and debris is removed as necessary.

Dumping/flytipping - Please refrain from dumping anything into any watercourse such as tree branches or garden waste, as this can lead to blockages.

Improvements made to your property - Guidance for improving flood resistance of domestic and small business properties is available from the DCLG. See www.communities.gov.uk/publications/planningandbuilding/preparingfloods or contact 0303 444 0000 for publications.

The purchase of various **flood defence products** - There is a good range of products on the market designed to suite your property's needs, including toilet plug(s), one-way valve(s), flood gate(s), airbrick cover(s), waterproof contents bag(s) and premises warning devices etc.

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Insurance Cover - It is important to search for the best possible policy for your home and contents. Check any existing policy ASAP and make sure you're covered for flooding. Make them aware of anything you have done to prevent damage and prepare for a flood as it may reduce costs.

Take Photos - It is a good idea to take photos of your property/possessions on an annual basis (perhaps when you renew your Insurance policy). Photos are a good way of providing evidence to an Insurance company of damage caused by flooding and proof of possessions. Perhaps keep them with this guidance, upstairs in a safe place.

Keep receipts - Receipts are also a good way of proving ownership of possessions/work done on property to Insurance companies. Your property/possessions might get damaged during a flood. Perhaps keep them with this guidance upstairs in a safe place.

Please note that the various products are sometimes available as complete flood defence packs and there are lots of companies selling them in the UK. Shop around to get good quality products that are reasonably priced. If you live in a bungalow make use of the loft area or high wall shelving for storage of important items/documents.

Preparation

This section contains information on what to do before flooding occurs within your area.

Make sure you familiarise yourself with the warning stages issued by the Environment Agency/Met Office (see below). Flooding is possible in the notified areas. **Be aware and prepared.**



Flooding is possible. Be prepared. Issued 2 hrs to 2 days in advance.



Flooding is expected. Action required. Issued 1/2 hr to a day in advance.



Severe flooding. Danger to life. Issued when flooding poses a significant threat to life.



No further flooding is currently expected. Issued when conditions begin to return to normal.

Tune in for latest information

Please see the table below for frequency information/DAB listings. In the event of local power cuts some stations can still be listened to via a wind up/battery operated radio.

Radio Station	FM Frequency	AM Frequency	DAB Listing
BBC Radio Norfolk	95.1 MHZ	855 KHZ	BBC Radio Norfolk
Radio Heart	102.4 MHZ		Heart 102
Classic Gold Amber		1152 KHZ	Classic Gold Amber

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Flood kit - Make up a flood kit and keep it upstairs, include key personal documents, torch, wind-up/battery-operated radio, spare packs of batteries, rubber gloves, details of medication, drinking water, food, first aid kit and blankets.

Electricity control box - If flooding is imminent turn off the electricity supply to your house.

Going away? - If you are leaving your property for a period of time please tell your neighbours. Doing this could save the Emergency Services valuable time during an evacuation. If you have no neighbours inform the Police direct on their Non-Emergency line - 0845 456 4567.

Car(s) locations - It may be advisable to move your car to higher ground.

This Guidance - Keep a hard copy of this plan in a safe place. Useful contact numbers can be recorded on the last page.

Sandbags/Flood Defence products

The responsibility for obtaining sandbags/ flood defence products rests with the homeowner. However, SNC have limited stocks of sandbags available for emergency use.

There are sandbag stocks situated around the District. Please contact SNC if a particular stock is getting low. They also have limited flood defence products, which they can loan to South Norfolk residences in the event of an Emergency although it is the responsibility for homeowners to purchase their own products to suit their home requirements.

Sites which will be available for collecting sand bags (nearest ones in red) are:

Parish	Location	Address
Barford	Village Hall	Chapel Street
Bramerton	Car Park of Water's Edge Restaurant	Woods End
Chedgrave	Car Park of White Horse Public House	5 Norwich Road
Costessey	The Cemetery	Longwater Lane
Diss	At the side of the Swim and Fitness Centre	Victoria Road
Ditchingham	Falcons Meadow	Falcons Lane
Geldeston	Godfreys Engineering Works	16 Station Road
Harleston	Close to shed area at Fire Station	Swan Lane
Ketteringham	SNC depot	Station Lane
Loddon	Garden and Seed Centre	Bridge Street
Long Stratton	The Lodge @ South Norfolk Council, access via main entrance to SNC, property on right hand side just past turning to Cygnet House	Swan Lane
Poringland	The Royal Oak Public House	44 The Street
Shelfanger	Junction of Wash Lane and Rectory Road	Wash Lane/Rectory Road
Shelfanger	The Village Hall	Common Road
Wymondham	Behind Leisure Centre	Norwich Road

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Evacuation

This section is aimed at making you more aware of what happens during the Evacuation. It concentrates on personal safety and we therefore recommend that you read this section thoroughly.

The Police will take control at this stage so you should simply keep calm and listen to their instructions. You should do exactly what the Police say and save any questions for later when you are in a safe place. Megaphones may be used to instruct people what to do.

FLOODING CAN KILL - DO NOT PUT YOURSELF AND OTHERS AT UNNECESSARY RISK.

Ignoring what the Emergency Services say could jeopardise your safety or that of those who have to come to your rescue. It should also be noted that if a member of the Emergency Services is injured whilst evacuating any residents who have previously refused to leave their homes when advised to do so, the residents will be open to legal action by the Emergency Service affected. In the interest of your own safety please read the following:

- Do not walk or drive through floodwater. 6 inches of fast flowing water can knock you over and 2 feet of water will float some cars.
- Do not walk on temporary flood defences as they may collapse in extreme situations.
- Take care when walking through shallow water. Manhole covers may have come off and there may be unseen hazards.
- Avoid contact with floodwater as it may be contaminated with sewage.
- Never try to swim through fast flowing water - you may get swept away or struck by an object in water.
- Beware of flooding at dips in the highway you are not familiar with. Look for an alternative route.
- Remember that even if loss of electricity does not happen, the Electricity Company may switch off the mains electricity supply for the safety of others.

Special Needs

If you have any special needs and feel you may need help, try to make neighbours or your emergency co-ordinator aware. Do not hesitate tell the Emergency Services if you or others need assistance.

Rest Centres

These are managed by SNC staff. Rest Centres will be set up in safe locations where residents can be evacuated. Transport will be arranged to take you from the flood area to a Rest Centre. Village Halls, Leisure Centres and High Schools are quite often used as rest centres. SNC will provide you with immediate needs.

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Recovery

This section is aimed at guiding you through what to do once you have been told you can return to your premises.

After a flooding has occurred you very often get left with a muddy deposit around walls etc. This may contain sewage and other contaminants. This is a risk to human health, therefore we strongly recommend you read the following:

Before You Start:

- Put your own safety first. Avoid electrical shock by turning off your premise's electricity supply. Wear rubber boots. Keep electrical extension cables out of the water. If you have any doubts about the safety of gas or electrical systems get professional advice.
- Make sure all electrical appliances are properly switched off before electricity is restored.
- If your fuse board or sockets have been submerged do not switch the power back on until an electrician has checked the system.
- Record details of any damage with photographs or video if possible.
- Contact your Insurance Company. Work out an action plan to remove all water mud and other debris. Rinse away contamination inside the house. Disinfect and dry out your house and any salvaged possessions. Assemble equipment and supplies: ensure you have gloves, masks and other protective gear, buckets, mops squeegees, plastic bags, bleach, detergent also containers for soaking bedding and clothing and lines to hang them to dry. You may also need to hire extension cables, submersible pumps, wet/dry vacuum cleaners, dehumidifiers or space heaters. Valuable papers that have been damaged should be stored in a freezer until you have time to work on them.

Cleaning the House

- Use household gloves to protect your hands.
- Cover open cuts and wounds on exposed skin with waterproof plasters.
- Remove all soft furnishings and fittings that are damaged beyond repair.
- Remove dirty water and silt from the property including the space under the ground floor (if you have wooden floors). This space may need pumping out.
- Wash down all hard surfaces with hot soapy water until they look clean.
- Use a domestic disinfectant making sure you follow the manufacturer's directions.
- Food preparation surfaces, storage cupboards and refrigerators should have a final wash down with food safety disinfectants.
- Allow all cleansed areas to thoroughly dry, this will also help to destroy any germs left behind.
- Heating and good ventilation will help with the drying process.

Clothing and Bedding

Clothing, bedding and other soft/fabric articles including children's toys should be washed at the highest temperature possible as indicated on the manufactures instructions. Other soft furnishings that cannot be put in the washing machine will have to be professionally cleaned, if this is not possible dispose of the article.

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Re-occupation of your home

It is recommended that you only move back into affected rooms once the above has been completed.

Be aware further work may have to be carried out on the advice of your Insurance Company.

- Try to have some heating on at all times.
- The use of a dehumidifier is highly recommended.
- Ensure your home is well ventilated. Leave windows open as much as possible.
- Ensure airbricks to any under floor spaces are unblocked.

Preparation of Food

- Surfaces that food may come into contact with must be disinfected.
- If worktops show signs of flood damage do not use.
- Ensure food storage shelves, including your refrigerator are thoroughly cleaned and disinfected.
- Ensure that all crockery, pots and pans are cleaned and washed with very hot water before use. Disinfectant can be used.
- Chipped or damaged items should be thrown away. Make sure that water taps are cleaned and disinfected before use.
- Wash your hands before preparing food.
- Dispose of ALL food that has come into contact with floodwater. This includes tins as they may be contaminated with sewage or chemicals left from the floodwater.
- Do not refreeze food which has been thawed out. Throw away any defrosted food.
- Remember! Keep a list of all food (a receipt), which you throw away for your Insurance Company.

General Advice

If you feel unwell go immediately to your Doctor. Tell him your house was flooded. Any dust from drying out should be continuously vacuumed up.

It is advisable that young children should not play directly on wooden floorboards, damaged tiled floors affected grassed or paved areas until they have been thoroughly cleaned and dried.

Don't eat garden produce that has been in contact with floodwater.

Any areas showing signs of mould should be treated with a fungicidal solution. Seek advice from your Insurance Company about repair/ replacement work you think is necessary.

Financial

Where there is urgent and immediate need, and help is not available from any other source, the Department of Social Security may be able to help with your immediate needs if other sources are not available.

IF OTHER SOURCES OF FINANCIAL AID BECOME AVAILABLE, DETAILS WILL BE BROADCAST ON THE RADIO.

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Useful Contacts in Event of Flooding

Detail	Contact	Notes
South Norfolk Council (office hours)	01508-533633	Emergency Planning Unit
Environment Agency	0870-850650	General Enquiry Line
Norfolk Police	01953-424242	General Enquiries
South Norfolk Council (out of hours)	01508-533633	Emergencies only

We also recommend that you record the following : Home/Car insurance telephone numbers and your policy references. Use the table below:

Insurance Company	Type (Car/ Home etc)	Policy Ref	Contact Number

Also record a reliable Electrician, Plumber, Builder and any other tradesman who may be able to assist you after flooding.

Use the table below:

Company/Tradesman Name	Trade Type	Contact Number

Useful links

www.norfolkprepared.gov.uk
www.ukresilience.gov.uk
www.metoffice.gov.uk
www.norfolk.gov.uk
www.dh.gov.uk