



# Your household resilience plan

A practical guide prepared by

The Scottish Flood Forum



## About this plan

Flooding can happen very quickly and often when you least expect it. It can be a devastating and traumatic experience. Having a flood plan for your household can reduce your stress and help remember key facts when the worst happens.

If you know you are at flood risk prepare now **before** it floods. Follow these easy steps to create your own household plan so that you and your family are:

- More informed
- Better prepared

Keep your completed flood plan close to hand and visible – for example, on a pin board. It's easily forgotten in cupboards and drawers.

Make sure everyone in your household knows where it is. Don't forget to update it when your circumstances or flood risk change, for example a change of school, new furniture etc. Commit to do this at least once a year. If you need a replacement contact the Scottish Flood Forum.

Make sure you and everyone in your household understand your plans for home, work, school and other places.

One plan cannot fit all circumstances. This plan is a guide to help you think of your particular household's circumstances. The blank spaces have been left to help you make this plan your own.

### Once you have completed your household flood plan:

Phone the Scottish Flood Forum **01698 839021** or email: [enquiries@scottishfloodforum.org](mailto:enquiries@scottishfloodforum.org) to confirm that you have completed it correctly. This will help us learn more about how prepared people are for flooding and we strongly recommend that you sign up to Floodline to receive flood messages Tel: **0345 988 1188** and at [www.floodlinescotland.org.uk](http://www.floodlinescotland.org.uk)



## Facts about flooding

### Your house may be at risk from flooding if

- Flooding has occurred before in your area.
- SEPA provides a flood warning service for your area.
- It is on the SEPA indicative flood map (Scotland) – see [www.sepa.org](http://www.sepa.org)
- There is a concern in your local community about the risk of flooding.

Flooding can be caused by water coming from a variety of sources that might not necessarily be nearby or obvious. Sources of floodwater which may affect your property include:

- Heavy rainfall
- Rivers
- The Sea
- Ditches and drainage channels
- Frozen or burst pipes
- Melting snow
- Surface water runoff from slopes or hard surfaces
- Backup/overload of drainage systems and of waste water drains
- Water rising out of the ground

**Why not have household discussions on the dangers associated with flood water or speak to the SCOTTISH FLOOD FORUM. This will help you feel more prepared if you are involved in a flood.**



## Flood information

Wherever you are in Scotland, you can benefit from advance notice of flooding. The Scottish Environment Protection Agency's (SEPA) Floodline service is the reliable source for current information on river, coastal and surface water flood risk across Scotland.

SEPA gathers data from a network of rainfall, river and coastal monitoring stations throughout Scotland to accurately predict both the likelihood and timing of floods. When flooding is forecast, they issue flood messages through the Floodline recorded telephone and website service, giving you time to take action to limit the impact flooding may have on your home or business. So it's important that you monitor weather updates and check Floodline regularly. All you have to do is call **0345 988 1188** or visit [www.floodlinescotland.org.uk](http://www.floodlinescotland.org.uk).

### SEPA's direct flood messaging service

The Floodline service enables you to sign up to receive free flood messages for your area direct to your mobile or landline phone. When the risk of flooding is over, you will receive a 'no longer in force' message so you can start making plans to get life back to normal. Sign up to receive flood messages direct to your phone by calling Floodline on **0345 988 1188** or visit [www.floodlinescotland.org.uk](http://www.floodlinescotland.org.uk).

Gives an early indication of potential flooding from rivers, the sea and surface water. Its purpose is to raise awareness and to enable the public and emergency response services to prepare for possible flooding. Issued as early as possible (up to a maximum of 36 hours ahead of potential flooding) and usually between 8am and 6pm.

Issued when flooding is expected for a defined local area. Issued 3-6 hours in advance of expected flooding although this time may be shorter in areas prone to rapid flooding. Only available for some communities and stretches of coastline. Take immediate action to protect yourself and your property and avoid unnecessary travel.

Flooding is imminent and could pose a risk to life and cause significant disruption to essential services, such as water and electricity supplies. Co-operate with the emergency services in the event of evacuation.



## What you can do now

- Sign up to Floodline:  
[www.floodlinescotland.org.uk](http://www.floodlinescotland.org.uk)
- Complete this flood plan.
- Put important documents in a sealed plastic bag safely upstairs.  
This includes marriage / birth / death certificates, insurance documents, wills, passports, property deeds etc.  
- take photocopies.
- Do the same for precious photographs, videos and mementos such as baby pictures and wedding videos.
- Make an inventory of valuable household items - photograph them.
- Find out where your main gas and electricity switches are and label them to help you remember.
- Prepare an emergency flood kit - see next page.
- For high risk situations keep a collection of blocks such as plastic crates, bricks or planks of wood close to hand. This will help you lift furniture off the ground.
- Consider using a designated upstairs room to store items.
- Purchase approved flood protection products to protect your property (visit the [www.scottishfloodforum.org](http://www.scottishfloodforum.org) website for more information).
- Ask a friend or family member to be your emergency contact. This needs to be someone who does not live with you or in a flood risk area. In the event of a flood, each member of the household can phone the emergency contact and let them know where they are and that they're OK. The emergency contact will then be able to pass this information on as needed. Make sure all members have the emergency contact's number in their mobile phone or on a card.
- Phone Scottish Flood Forum **01698 839021** or email: [enquiries@scottishfloodforum.org](mailto:enquiries@scottishfloodforum.org) to confirm you have completed a flood plan and receive further useful flooding information and our flooding guide.

## Emergency Flood kit – grab bag

Being prepared will make things so much easier if your home is ever flooded or affected by severe weather damage. Putting together an emergency flood kit 'grab bag' is a key way of minimising the risks and surviving the worst, if you choose to stay in your home or are evacuated to a rest centre.

### A typical grab bag

Waterproof clothing & boots

Food / energy bars

Medication / prescriptions

#### Suggested contents:

- water carrier / bottled water
- light sticks / torch & batteries
- wind-up radio
- toilet roll
- whistle / first aid kit
- money / bank card
- baby's bottle, food and nappies
- disinfectant hand gel
- rubber gloves
- camera
- analogue telephone

Toys & games

Torch & batteries

## If you are about to flood

Always prioritise the safety of the people in your household over possessions. If there are other adults at home, decide who's going to do what. Plan beforehand how you would cope if you were on your own.

### Do these things now:

- Tune into your local radio station on a battery or wind-up radio
- Gather together your previously prepared flood kit (see previous page)
- Switch off your gas / electric supplies (if you have them)
- Power failure stops digital phones working, plug in an analogue phone instead and charge mobile phones
- Put the rest of your household plan into action. Fit any flood protection products you might have such as:
  - Flood barriers
  - Airbrick covers
  - Sandbags or alternative barriers
  - Toilet bungs (only needed for downstairs toilets)
  - Any other flood products

Put the safety of human life first and follow instructions from the Police and the Emergency Services. Remember that their concern is for your safety.



## Buildings and contents insurance

It's likely your insurance company already knows your risk of flooding. Most UK insurers have copies of flood risk mapping. Being aware and taking action to reduce the risk of flooding to your property may even bring your insurance premiums down.

### Before you flood:

- Does your insurance policy cover you for flood damage? Flooding can cause significant structural damage. A helpful property calculator can be found at [www.abi.bcis.co.uk](http://www.abi.bcis.co.uk)
- How much is your property/contents insured for? Be careful not to underestimate its value. Check on an annual basis.

#### Insurance Company (Property):

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone no: \_\_\_\_\_

Policy no: \_\_\_\_\_

Account / ref number: \_\_\_\_\_

Amount insured: \_\_\_\_\_

#### Insurance Company (Contents):

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone no: \_\_\_\_\_

Policy no: \_\_\_\_\_

Account / ref number: \_\_\_\_\_

Amount insured: \_\_\_\_\_

### After you flood:

Once you have ensured the safety of everyone in your household, make it a priority to notify your insurance company that you have flooded. Take photos of the flood and damaged property - but do not put yourself at risk. Remember the water residue may be contaminated so take proper precautions (see our Ready For Flooding booklet).



## My household resilience plan

### Emergency contacts

Ensure all members of the household carry their emergency contact details with them at all times - put them in your mobile phone.

#### Emergency contact 1

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone numbers: \_\_\_\_\_

#### Emergency contact 2

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone numbers: \_\_\_\_\_

#### Emergency contact 3

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone numbers: \_\_\_\_\_

#### Emergency contact 4

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone numbers: \_\_\_\_\_



## Adults

Where are people likely to be if it floods? You may not be able to get home if you are at work etc. so plan ahead.

Name: \_\_\_\_\_

Personal contact numbers: \_\_\_\_\_

The plan is: \_\_\_\_\_

\_\_\_\_\_

## Children

What arrangements have you made if they are at school, nursery or with a childminder?

Child's name: \_\_\_\_\_

Teachers / carer's name: \_\_\_\_\_

School name and address: \_\_\_\_\_

\_\_\_\_\_

Phone number: \_\_\_\_\_

### Do they have everything they need?

- Nappies
- Medication / inhaler
- Drink / snack
- Warm clothing and waterproofs



## Elderly / disabled / vulnerable

What arrangements have been made for any elderly, disabled or vulnerable member(s) of your household? Where could they go if you were flooded and had to evacuate?

Name: \_\_\_\_\_

Care home / friend / relative / other: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone number: \_\_\_\_\_

### Do they have everything they need?

- Medication and perscriptions
- Telephone with contacts
- Warm clothing and waterproofs
- Snacks

Keep your mobile charged



## Pets and animals

Check if your pets could go with you to the local evacuation centre if you are flooded. If not, where else could they go?

Boarding kennels / cattery: \_\_\_\_\_

SSPCA: \_\_\_\_\_

Vet: \_\_\_\_\_

Friend or relative – Name of person / place who could look after your pet(s):  
\_\_\_\_\_  
\_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone numbers: \_\_\_\_\_

Pets' Identity Chip Number: \_\_\_\_\_

Have they got the following items with them?

- Food
- Water
- Collar and lead
- Vaccine certificate
- Pet carrier



## Lounge / dining / living room plan

Things to consider:

- Do you have rugs that can be taken upstairs?
- Do you have fixed storage cupboards that need emptying?
- Have you disconnected electrical equipment and moved them upstairs?
- Fold curtains in half in situ and tie securely with string
- Put sofas on bricks, crates or blocks and pile your other furniture on top.
- Place bin bags over table legs -ensure the bags have no ventilation holes
- Blankets are useful for protecting polished surfaces

The plan is: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

## Kitchen plan

Things to consider:

- Do the plinths on your fitted kitchen pull off?
- Where could the contents of your lower cupboards go?
- Put heavy items on the bottom of a pile
- Place bin bags over table legs (ensure the bags have no ventilation holes)
- Put plugs in sinks and weigh them down
- If time allows ask a friend / neighbour to pick up and store your frozen goods

The plan is: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_



## Other rooms

The plan is: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Garden / outside

### Things to consider:

- Put netting over ponds to save fish
- Raise cycles, mechanical and electrical equipment up high
- Weigh down plant pots
- Ensure any chemicals stored in your garage or garden shed are secure and won't leak or float off into flood water

The plan is: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Cars / motorcycles / caravans / other vehicles

What arrangements have you made for your vehicles? Plan to move them to higher ground but consider:

- Lots of other people may move their vehicles to the same place. Will there be room?
- How will you return to your property?

The plan is: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



[www.scottishfloodforum.org](http://www.scottishfloodforum.org)  
01698 839021



### We can help you:

- with advice on what to do before, during and after a flood
- with advice on how to make your home more water resilient
- if you have problems getting (or keeping) buildings or contents insurance, particularly cover for flood damage
- with advice and support via our telephone helpline
- with lots of relevant and useful information about flooding – check out our website [www.scottishfloodforum.org](http://www.scottishfloodforum.org)
- bring your community together to plan and prepare in advance of a flood

The Scottish Flood Forum is a registered charity: SC043783 and the only organisation in Scotland committed to helping and supporting people and communities who have flooded, or are at flood risk.

- **Now that you have completed your household flood plan:**
- **Phone Floodline on 0345 988 1188 to sign up to receive free flood messages.**
- **Phone the Scottish Flood Forum on 01698 839021 to confirm that you have completed it. This will help us learn more about how prepared people are for flooding and, if you want, sign you up to receive useful information about flooding – [www.scottishfloodforum.org](http://www.scottishfloodforum.org)**





# Useful numbers

| Organisation                    | Telephone<br>(office hours)               | Email                            |
|---------------------------------|---|----------------------------------|
| Floodline                       | 0345 988 1188                             |                                  |
| Floodline quick-dial number     |   |                                  |
| Local Council Offices           |   |                                  |
| Scottish Flood Forum            | 01698 839021                              | enquiries@scottishfloodforum.org |
| Police                          | Emergency 999<br>non-emergency 101        |                                  |
| Ambulance                       | Emergency 999                             |                                  |
| Fire and Rescue                 | Emergency 999<br>Call directory enquiries |                                  |
| NHS24 (Scotland)                | 111                                       |                                  |
| Scottish Water                  | 0800 0778 778                             |                                  |
| Electricity Supplier            |   |                                  |
| Gas Supplier                    |   |                                  |
| Doctor - Surgery                |   |                                  |
| SEPA Customer Service Enquiries | 03000 99 66 99                            |                                  |
|                                 |   |                                  |
| Your Emergency Contacts         |   |                                  |
|                                 |   |                                  |
|                                 |   |                                  |
|                                 |   |                                  |

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