

Personal Flood Plan



Mae'r ddogfen yma ar gael yn y Gymraeg / Mae croeso i chi gyfathrebu â ni yn y Gymraeg • This document is available in Welsh / You are welcome to communicate with us in Welsh

YOUR DETAILS

Name:

Address:

Contact Number:

HOUSEHOLD MEMBERS (Please list all the people that live in your household)

Name	Mobile Number	Other Information (Medication Etc.)

WHO CAN HELP / WHO CAN YOU HELP?

Relationship (Relative, Friend or Neighbour)	Name	Contact Details	How Can They / You Help?

Property Flood Resilience / Resistance (PFR) Equipment List

There are a range of flood protection products on the market to help you protect your property from flood damage. A directory of these is available from the National Flood Forum at www.bluepages.org.uk

Item	Where is it kept?	How to install it

USEFUL CONTACT NUMBERS

Keep a copy of this list easily to hand and store one copy in your emergency kit

Organisation	Contact Details
Police, Fire & Ambulance Service – Emergencies only	999
National Gas Emergency Service	0800 111 999
Electricity (24 hour emergency service and supply failures only)	105
Rhondda Cynon Taf Council	Customer Contact Centre (Working Hours): 01443 425 001 Out of Hours Emergency Response: 01443 425 011
Natural Resources Wales	24-hour incident line: 0300 065 3000
Electricity Provider	
Gas Provider	
Water Company	
Telephone Provider	
Broadband (Internet) Provider	
Insurance Company & Policy Number for your:	Home
	Contents
	Vehicle
Landlord or Letting Agency	
National Flood Forum	01299 403 055
Doctors / GP	
School/s or nursery	
Work	
Vet, kennel, or cattery	
Local radio station	
Traffic / Weather Information	
Roadside assistance (AA/RAC etc.) Policy Number	

BEFORE A FLOOD**What steps can you take now to prepare for flooding?**

Actions	Done
Sign up for Weather Warnings via the Met Office	
Check you understand what actions to take when a weather warning is triggered	
Check your flood risk	
Check if your insurance covers you for flooding	
Check you know how to turn off your electricity, gas, and water	
Note Rhondda Cynon Taf County Borough Council website and social media for updates	
Think about how you could stop water entering your home (i.e., PFR equipment)	
Plan what to do in an emergency, including a safe place to move yourself, family and pets to	
Keep important and sentimental items in a safe place all year round (upstairs or on a shelf in a waterproof container)	

IMMEDIATELY BEFORE A FLOOD –**Actions you can take if you know you are about to be flooded**

Actions	Done
Turn off electricity, water, and gas supplies*	
Use any measures you have to stop water entering your property, such as door guards or air brick covers	
Lift curtains over rails above flood water levels	
Lift rugs and smaller furniture upstairs or on to tables or worktops if possible	
Move important or sentimental items to safety	
Get your flood kit together and prepare to move from your home	
Move your pets and vehicles away from flood areas if possible	

DURING A FLOOD –**Actions you should take when a flood happens**

Actions	Done
Follow warnings, information and advice issued by authorities	
Do not walk or drive through flood water, as it may conceal hidden dangers	
Do not put yourself or others at risk	
Take a flood kit with you if you are directed to an evacuation centre	
Let your family or friends know you are safe and check they are safe too	

*You may need a water, gas, or electricity engineer to check your supply before turning it back on.

AFTER A FLOOD – Actions you should take following a flood

Actions	Done
Do not return to your home until you are told it is safe to do so	
When returning home, remember that flood water may contain sewage and conceal hidden dangers	
Wear appropriate waterproof or protective clothing when cleaning up	
Contact your insurance company to start the claims process	
If you rent your property, contact your landlord and contents insurance provider	
Throw away items damaged by flood water after your property and items have been checked by a loss adjuster	
Throw away items in an appropriate manner	

If you have been flooded, you can report it to the appropriate authority responsible for managing that type of flooding by using the table below:

REPORT A FLOOD



Source of flooding		Organisation and Contact Details
• Main River		Natural Resources Wales Call 24/7 incident line 0300 065 3000 or report a flood online naturalresources.wales/reportit
• Surface Water • Ordinary Watercourse (including culverts) • Roads (including gullies) • Groundwater	   	Rhondda Cynon Taf County Borough Council Customer Contact Centre (Working Hours): 01443 425 001 Out of Hours Emergency Response: 01443 425 011
• Burst water main • Sewers		Your water company (Dŵr Cymru Welsh Water) Call 24/7 incident line 0800 085 3968
• Motorways and trunk roads		Traffig Cymru / Traffic Wales Call 0300 123 1213 or report flooding, blocked drains or other drainage problems online: https://traffic.wales/flooding-and-drainage