



Dundee
City Council

www.dundee.gov.uk

CHANGING
FOR THE FUTURE



Flooding

All You Need to Know



Around 284,000 homes, businesses and services in Scotland are at risk of flooding. Heavy rain has had a devastating impact where people have had to leave their homes and seen valuables destroyed by flood water.

Flooding is a regular occurrence in Scotland and can happen at any time of the year. Areas at higher risk are normally in closer proximity to rivers, the sea, or prone to surface water build-up.

Preparing for flooding

It is your responsibility to manage your own flood risk and protect yourself, your family, property or business.

There are steps you can take to be prepared and to help reduce the damage and disruption it can have on your home, travel and work.

The **Scottish Environment Protection Agency** (SEPA) has free tools and advice available on its website to help you stay informed.

You can:

- Check your flood risk to find out if your area is affected by river, coastal or surface water flooding.
- Check the three-day **Scottish Flood Forecast** for the earliest available information of where and when flooding is expected across the country.
- Follow **@SEPAFlood** on social media for flooding updates and information to receive messages when flooding is forecast in your area.

Visit **SEPA's** website to access the flooding resources:

sepa.scot/flooding

You can also contact **SEPA** by phone on **0300 099 6699**.

The **Scottish Flood Forum** website **scottishfloodforum.org** is funded by the Scottish Government and provides some practical examples of how to protect your home.

Visit the **Dundee City Council** website for the latest local information: **dundeecity.gov.uk**

Steps to help prepare

- Prepare a flood plan and a family emergency flood kit with essential items so that everyone in your household is equipped if flooding happens.
- If you or a family member need additional support in an emergency, talk to your friends, family, carers, neighbours and support network so that you can get the help you need if flooding happens.
- Register for extra support from your utility companies, if you are eligible.
- Find out how to turn off your gas, electricity and water supplies.
- Keep an easily accessible list of useful contact numbers including your insurance company and utility providers.
- Consider flood protection products for your property (such as door barriers or sandbags) and ensure your insurance provides adequate cover for flood damage.
- Join or start a local community flood group - working together to prepare your community for the impacts of flooding will help everyone to cope better.

What to do if flooding is forecast

- Charge your mobile phone.
- Move vehicles out of the flood risk area.
- Move important documents and valuable items to a higher place.
- Shut off gas, electricity and water supplies and fit any flood protection products to your property.
- Check on vulnerable and elderly neighbours.
- Check official weather and travel warnings ahead of any journeys – **Traffic Scotland** also provides real-time traffic and travel information, as well as advice on driving in wet weather: **traffic.gov.scot/driving-in-rain**



What to do during a flood to stay safe

- Follow the advice from official weather and travel warnings and plan ahead for any journeys.
- Avoid walking or driving through flood water - six inches of fast-flowing water can knock over an adult and two feet of water can move a car.
- In a storm, stay away from the water edge to reduce the chances of being swept away.
- Avoid any form of direct contact with flood water as it could be contaminated.
- Do not use any electrical appliances or touch cables.
- Move to upper floors or higher ground if possible and wait for the emergency services.
- Evacuate if told to do so.
- If you are asked to evacuate your home, once safe to do so, contact your insurance provider or landlord (if renting) as they may be able to provide you with temporary accommodation. If you are uninsured or your landlord isn't able to help, contact your friends and family to see whether they can help. If you are unable to find alternative accommodation you can contact **Dundee City Council** on the numbers below.

For further information on flooding matters, please contact our switchboard on **01382 434000**

For emergencies after 5pm, weekends and public holidays call **01382 434343**

Recovery from flooding

- Find out from the emergency services if it is safe to re-enter your property.
- Don't turn on your electricity until it has been checked.
- Wear appropriate clothing and protection as flood water can be contaminated with harmful bacteria.
- Be mindful of how the stress and traumatic feelings of loss can have an impact on your own and the mental wellbeing of others.
- Contact your insurance company and, if it is safe to do so, take photographs of the damage caused to your home and valuables.
- Find out how to dispose of flood damaged items safely, after you have spoken to your insurance company.
- Make sure that any vulnerable neighbours or relatives are safe and help them make arrangements for any repairs.

If your property has been flooded and you are re-insuring, you can ask if your property is eligible for cover through the **Flood Re** initiative: [floodre.co.uk](https://www.floodre.co.uk)

How local agencies support during a flood response

We work with the emergency services and other partners to manage the response to flooding.

Emergency services are responsible for saving life, rescue and recovery and work with local authorities to manage evacuation. If you require emergency assistance please dial 999.

The **Scottish Environment Protection Agency** is responsible for running Scotland's flood warning system and through its Floodline service issues alerts for areas at risk from river and/or coastal flooding as weather conditions dictate.

For additional flooding advice property owners and community groups can also contact the **Scottish Flood Forum** on **0131 563 9392**, Monday to Friday 9am - 5pm.

Flooding may also occur when drainage systems are overwhelmed during extreme rainfall events.

Scottish Water is responsible for dealing with the immediate impact of flooding from sewers. Contact **0800 0778 778** or visit Scottish Water's website: scottishwater.co.uk

Dundee City Council is responsible for surface water drainage systems associated with the adopted road and footway networks, and for carrying out inspection and clearance / repair works to a relevant body of water where this would substantially reduce the risk of flooding. Inspection of relevant watercourses is undertaken yearly. Required works where there is an immediate flood risk are undertaken as soon as possible and other works are done periodically as resources allow.

Whilst owners have the primary responsibility for protecting their property from flooding, **Dundee City Council** provides the following assistance during flood events:

- ◆ Advice on flooding related issues.
- ◆ Offers sandbags for flood protection during flood events and in the case of an emergency, subject to prioritisation. Please note that sandbags are limited in supply and are not issued as a precautionary measure unless it is during a flood event, an emergency situation, and there is a high degree of certainty of a specific flood risk. Sandbags will not be installed or delivered to individual properties, however supplies may at the Council's discretion be dropped off at specific locations known to be vulnerable to flooding for owners to collect. Property owners in high-risk areas are encouraged to consider obtaining their own flood protection products.
- ◆ Co-ordinate shelter for people evacuated from their home.
- ◆ Provide inspection and assessment of water courses following a flood event.



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