

Floodwater is dangerous

Never walk or drive through floodwater. It can sweep you off your feet, lift cars and carry other objects. Floodwater is often contaminated and it can hide dangers like open manholes.

Stay away from impacted areas. Floodwater may have damaged structures like bridges and riverbanks, and left large amounts of debris.

Listen to the advice of the emergency services and call **999** if you are in danger.

Check with the emergency services if it is safe to re-enter your property, as floodwater can damage buildings.

There could be damage to the electricity, gas or water supply. Seek professional advice before turning them on. Do not touch sources of electricity when standing in floodwater.

Look after yourself

Flooding can be a scary and traumatic experience. Contact your GP if you have concerns or call **111**.

Advice about keeping physically and mentally well is available online at phw.nhs.wales

Samaritans
Listening service
Call **116 123**
samaritans.org

Mind
Mental health information service
Call **0300 123 3393**
mind.org.uk

CALL
Listening and support service
Call **0800 132 737**
Text **help** to **81066**
callhelpline.org.uk

Meic Cymru
Helpline for children and young people
Call **0808 80 23456**
Text **84001**
meiccymru.org

Flooded property

Contact your insurer and follow their advice. The Association of British Insurers have advice on what to expect from your insurer abi.org.uk

If you rent your property, contact your landlord or agent and ask what their insurance covers for flooding.

If you do not have insurance, your local authority may be able to help.

Support in an emergency

Call **105** to report or to get information about power cuts in your area.

Call **0800 111 999** to report a gas or carbon monoxide emergency.

RSPCA
Emergency line for animal rescues
Call **0300 1234 999**

British Red Cross
A charity that provides support after a crisis
Call **0808 196 3651**
redcross.org.uk

Shelter Cymru
A charity that provides independent housing advice
Call **08000 495 495**
sheltercymru.org.uk

Citizens Advice Bureau
Advice on money and housing
Call **0800 702 2020**
citizensadvice.org.uk

Flooded vehicle

Do not attempt to start a flooded car.

You could become stranded if your engine cuts out – just an egg cup full of water is enough to wreck a car engine.

Contact your insurer as soon as possible.

Get your vehicle checked by a professional mechanic.

Travel

Respect road closure signs. Turn around and find another route if a road is flooded.

Plan ahead. Check disruptions with

- **local authorities** for roads
- **Traffic Wales** for motorways and trunk roads
Call **0300 123 1213**
traffic.wales
- **Traveline Cymru** for trains and buses
Call **0800 464 0000**
traveline.cymru



After a flood

Flood warnings



Flood Alert

Flooding is possible, be prepared.



Flood Warning

Flooding is expected, immediate action is required.



Severe Flood Warning

Severe flooding, danger to life.

Sign up for free at naturalresources.wales/flooding

Call **0345 988 1188**



Noddir gan
Lywodraeth Cymru
Sponsored by
Welsh Government

Advice

Floodline
Call **0345 988 1188**

National Flood Forum
A charity supporting people at risk of flooding
Call **01299 403 055**
nationalfloodforum.org.uk

Flood Recovery Guide
Mary Dhonau Associates' guide for recovery
floodmary.com

Report flooding to...

Natural Resources Wales if it is from

- a main river
- the sea
- within an Internal Drainage District
- an unknown source

Call our 24/7 incident line **0300 065 3000** or report online at naturalresources.wales/reportit

your **local authority** if it is from

- surface water
- an ordinary watercourse
- roads

your **water company** if it is from

- water mains
- sewers

Traffic Wales if it is from motorways and trunk roads

Call **0300 123 1213** or report online at traffic.wales

Financial support

You may be able to get help or a grant from:

Welsh Government
Emergency Assistance Payment grant
Call **0800 859 5924**
gov.wales

Advice for your business
Call **03000 6 03000**
businesswales.gov.wales

Contact your **local authority** for

- emergency accommodation
- information on hardship grants or charities
- council tax exemptions, reduction or business rates relief

Turn2us

A charity supporting people with financial difficulties
turn2us.org.uk



Incident line
Call **0300 065 3000**

naturalresources.wales

NatResWales

@NatResWales

Alternative format; large print or another language, please contact: enquiries@naturalresourceswales.gov.uk
0300 065 3000

