

# Is your business flash flood ready?

A Guide to Flooding Preparedness



**Haringey**  
LONDON

# What is Flash Flooding?

Flash flooding, also known as surface water or sewer flooding, can happen when very heavy rain falls on hard surfaces, overwhelming the drainage and sewer network. This sort of flooding is difficult to predict, it often happens quickly and with fast flowing water that could pose a risk to life. It is more likely to happen during intense summer storms but can occur any time of year.

## What's the risk to me and my premises?

Although some areas are more susceptible to surface water flooding, it can happen anywhere in the borough.

Find out the long-term flood risk in your area:

<https://www.gov.uk/check-long-term-flood-risk>

Flooding of this nature could lead to damage and disruption to your business including loss of stock and earnings, high recovery costs and distress to employees.

Whilst work is underway to reduce the impact of flooding, we cannot entirely prevent it. As the climate changes, we expect severe flooding to happen more frequently in London.

## Severe Weather Warnings and Flood Alerts and Warnings



Met Office

The Met Office issue weather warnings through the Severe Weather Warning Service. Sign up to receive these here:

<https://www.metoffice.gov.uk/about-us/news-and-media/media-centre/subscribe-to-email-alerts>



The Environment Agency issue Flood Alerts and Warnings. You can sign up for Flood Warnings here: [www.gov.uk/sign-up-for-flood-warnings](http://www.gov.uk/sign-up-for-flood-warnings).

Or, call Floodline (24hr) on **0345 988 1188** (Call Charges may apply).

# Before Flash Flooding

Take steps to prepare your business for flooding.

- Place stock and important documents up high to protect them from water damage.
- Know how to turn off your utilities. Contact your utility supplier for more information.
- Make sure you have adequate insurance and that it covers flooding. If you don't have any, FloodRe may be able to help: [www.floodre.co.uk](http://www.floodre.co.uk)
- Protect your premises. You could consider the following measures:
  - Lay tiles or solid floor coverings instead of carpets.
  - Move electrical sockets and appliances higher up the wall.
  - Contact Thames Water to discuss fitting non-return valves to stop flood water entering your premises through the drains.
- Use porous plaster.
- Purchase flood defence products e.g., sandbags from your local builders' merchants or DIY store. Visit: [www.bluepages.org.uk](http://www.bluepages.org.uk) for more information on suppliers of flood products and services.
- The Council has an annual cyclical gully cleansing programme. If heavy rain is expected, you can help by checking the drains outside your business and on your street are clear.
- Report any street drainage issues to the Council by phone on **020 8489 0000** or via Love Clean Streets at: [www.lovecleanstreets.info/](http://www.lovecleanstreets.info/) If it is a TfL owned road, please report to: <https://streetcare.tfl.gov.uk/>
- Create a business flood plan detailing what you will do when flooding is forecast, or your business is experiencing flooding. The following resources have templates and guidance that can support this: [www.thefloodhub.co.uk/business/#business-flood-plans](http://www.thefloodhub.co.uk/business/#business-flood-plans)
- Complete the key information section on the next page and keep this somewhere safe.
- Have a business continuity plan in place to help you get up and running as quickly as possible following any emergency. See the Business Continuity Management Toolkit on the GOV.UK website for help with writing your plan.
- Prepare an emergency flood kit, otherwise known as a 'Grab Bag' with essential items you need if you are asked to evacuate. The National Flood Forum has information on what you might include: [www.nationalfloodforum.org.uk/about-flooding/preparing/emergency-flood-kit/](http://www.nationalfloodforum.org.uk/about-flooding/preparing/emergency-flood-kit/)

# During Flash Flooding

Know who to call and what to do when flooding is forecast, or you are experiencing a flood.

## Stay Alert

- Keep an eye on weather forecasts
- Flood waters can rise and fall very quickly so be prepared to act quickly
- Check in on neighbours and stay in touch with colleagues, family, and friends

## Stay Safe

- Stay calm and reassure those around you.
- Flood waters can contain many hidden hazards like lifted manhole covers, contaminated water, fast flowing water. Avoid driving and walking through it where possible.
- Wash your hands thoroughly if you touch floodwater.
- Only move your vehicle if it is safe to do so.
- Make sure you have everything you need with you during a flood to keep you warm, hydrated, and nourished.

## Take Action

Use the key information above and your Business Flood Plan.

## Call for Help

If the situation is life-threatening call **999** and request the support of the emergency services.

If you require support from the Council, call **020 8489 0000** (24/7).

If you need support or advice during a flooding incident, contact the Environment Agency's Floodline on **0345 988 1188** (24/7). Visit [www.gov.uk/call-charges](http://www.gov.uk/call-charges) for information on Call Charges.

To report issues with public sewers, or flooding from your toilet or sink, call Thames Water on **0800 316 9800** or visit their website: [www.thameswater.co.uk/help/report-a-problem](http://www.thameswater.co.uk/help/report-a-problem)

# After Flash Flooding

## Recovering after a flood

If you've had to leave your premises, check with the emergency services that it's safe before you return.

## Utilities

Your premises may need a safety inspection by the utility companies before you can turn the water, gas, and electricity back on.

- Do not turn on electrics or gas appliances if they got wet during the flood, only turn them on once they have been checked by a qualified technician.

## Insurance

Call your contents and building insurance providers (and/or your landlord if you rent) as soon as possible so they can start assessing your claim. Follow their advice.

- Take photos of everything that is damaged. Include a photo of the tide mark on the wall.
- Note down your meter reading number so you can claim for the coverage of the costs of the electricity usage to repair your premises.

## Cleaning

Flood water can contain harmful substances such as sewage, chemicals, and animal waste.

- If you come into contact with flood water, wash your hands thoroughly and always wear gloves, a face mask and sturdy footwear when cleaning your premises after a flood.
- Do not eat any food that has been contaminated by flood water.
- Please seek medical assistance if you experience any health issues, including fever or gastrointestinal symptoms.
- Clean any tap that has been submerged in flood water and run the water for a couple of minutes before using.

# Repairing your premises

Extensive flooding may have caused structural damage to your premises. Take advice from your insurers and specialists before starting repairs to your premises.

## Waste

Sandbags are classified as building material and once used are classed as contaminated waste. You can take old/used sandbags to the reuse and recycling centre.

- Find out where to dispose of old sandbags here: <https://haringey.gov.uk/rubbish-recycling/recycling>

## Mental Health support

Feeling tired, anxious, and having difficulty sleeping is normal after you have experienced flooding.

Please contact friends and family or your local GP during this time.

Visit MIND for more information and support: <https://www.mindinharingey.org.uk/>

## Additional Support

Access the Council's flooding webpages for more information:

<https://new.haringey.gov.uk/environment/major-emergencies/flooding>

Check out Haringey Council's Business Pages for more information and support for businesses: [www.haringey.gov.uk/business](http://www.haringey.gov.uk/business)

If you require any of this information in a different format or require any additional information, please email [emergencyplanning@haringey.gov.uk](mailto:emergencyplanning@haringey.gov.uk)

# Useful Contacts

Name	Telephone/Mobile
Environment Agency Floodline	0345 988 1188 (24/hr)
Haringey Council	020 8489 0000 (24/hr)
Water Supplier	(include any policy or account information here)
Gas Supplier	(include any policy or account information here)
Electricity Supplier	(include any policy or account information here)
Insurance Company	(include any policy or account information here)
Landlord	

## Would you know what to do in a flood?



**FLOOD  
ALERT**

**PREPARE**

- Prepare a bag that includes medicines and insurance documents
- Visit [www.gov.uk/check-flooding](http://www.gov.uk/check-flooding)



**FLOOD  
WARNING**

**ACT**

- Turn off gas, water and electricity
- Move things upstairs or to safety
- Move family, pets and car to safety



**SEVERE  
FLOOD  
WARNING**

**SURVIVE**

- Call 999 if in immediate danger
- Follow advice from emergency services
- Keep yourself and your family safe

<b>Utility</b>	<b>Location &amp; Instructions</b>
Electricity	
Gas	
Water	

<b>Item</b>	<b>Location &amp; Activation Agreements</b>
Staff Contact List	
Business Flood Plan	
Business Continuity Plan	
First Aid Kit	
Insurance Policy	
Emergency Flood Kit (Grab Bag)	
Flood Defence Equipment	