

Now that the winter weather is upon us and with more heavy rain forecast tomorrow, here is a reminder of Isle of Wight Council's advice and guidance to assist those who may be affected by flooding.

The council has advice on its website - <https://www.iow.gov.uk/keep-the-island-safe/severe-weather/flooding/> about the where to access sandbags in an emergency situation

Who to call in the event of a flood:

If you need to be evacuated because of severe flooding or damage, contact the police or dial 999.

- For general issues around flooding, contact the Isle of Wight Council on (01983) 823600
- If you believe the flooding is from a main river or the sea, contact the Environment Agency on 0345 988 1188. www.environment-agency.gov.uk
- The Environment Agency also provides help on flooding issues via its Floodline: 0345 988 1188.
- To report flooding on the highway or drainage issues, report it online at <https://fms.islandroads.com> or in an emergency contact Island Roads on (01983) 822440, www.islandroads.com You can also read more about work to reduce highway flooding [here](#)
- Notify Southern Water if flooding affects your mains sewage/public drains by calling 0330 303 0368. www.southernwater.co.uk
- Notify the National Grid to report a gas leak as the result of flooding on 0800 111 999.
- Notify SSEN of electrical issues such as power cuts by calling 105.
- For non-emergency calls pertaining to vulnerable older people, call adult services on (01983) 823340 (office hours) or (01983) 821105 (out of hours).
- NHS '111' for non-urgent health concerns.

Other useful contacts

- For adverse weather and flooding guidance, visit [Flooding \(iow.gov.uk\)](https://www.iow.gov.uk/flooding/)
- The Met Office, 0370 900 0100. www.metoffice.gov.uk

- Island Roads has produced a useful factsheet on flooding which is available here: <https://islandroads.com/wp-content/uploads/2021/08/Island-Roads-flooding-factsheet-August-2021.pdf>
- For food safety advice after flooding, including how to make baby food without mains water, contact the Food Standards Agency: 020 7276 8829.
- Trading Standards (01983) 823000. Be wary of cold callers offering services following a flood at your property.
- For more information about the Isle of Wight Trader Approval Scheme, visit: [Isle of Wight Trader Approval Scheme \(iow.gov.uk\)](http://Isle of Wight Trader Approval Scheme (iow.gov.uk))

Think about flooding before it happens.

The council or the Environment Agency can tell you about the dangers of flooding where you live.

If available for your neighbourhood, sign up for free flood warning messages from the Environment Agency's Floodline: 0345 988 1188.

Make a personal 'flood plan' for what you will do in a flood. Advice is available from: www.gov.uk/prepare-for-a-flood/make-a-flood-plan

Prepare your home in case there is a flood. This includes flood proofing, flood boards and airbrick covers. Advice is available from: [Prepare for flooding: Protect yourself from future flooding - GOV.UK \(www.gov.uk\)](http://Prepare for flooding: Protect yourself from future flooding - GOV.UK (www.gov.uk))

Buy flood insurance to protect your home and your belongings.

Public health information

In the event of a flood, try to avoid contact with the flood water. Do not drive through flood water and do not let children play in it.

Take care if you must go through flood water as there could be hidden dangers like sharp objects, raised manhole covers and pollution.

When cleaning up after a flood, wear rubber gloves, boots and eye protection, and wash your hands afterwards.

If your home is flooded, do not use petrol or diesel generators indoors to dry out your home. The exhaust gases contain carbon monoxide, which can kill.

Dealing with damaged belongings following a flood

- Speak to your insurance company about losses and clean up including the removal of damaged property.
- Bagged flood damaged property can be taken to the tip.
- Larger furniture items may need specialist removal. If this is not covered by property insurance or you do not have insurance any, please contact waste.contract@iow.gov.uk for advice on waste removal.

Drivers are also reminded that driving through floodwater can be extremely dangerous, as it is impossible to see how deep the water is and whether there are any submerged hazards which could damage your car or leave you stranded. It can also cause floodwater to enter people's properties.