



# Ysgol Y Deri 2

## Flood Emergency Management Plan

For Aecom

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# Document control sheet

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## 1. Introduction

This Flood Emergency Management Plan (referred hereafter as 'Plan') has been prepared by Hydrock Consultants Ltd on behalf of Aecom, to support a planning application for the proposed Ysgol Y Deri 2 school.

A Flood Consequences Assessment (FCA) has been prepared for the site, which is wholly located in flood zone A and this has supported planning application Ref: 2022/01113/RG3.

The findings of the FCA report are that the proposed school site itself is not at an adverse risk of flooding. The Local Authority has raised a concern over the surface water flood risk at the public highways immediately adjacent the proposed site, which serves as the single point of site access for pedestrians and vehicles. It is this risk that needs to be monitored and managed through the approach set out in this plan.

The Plan is intended to inform the site management and occupants of the potential flood risks and to outline the recommended response to be adopted in the event of flooding at the site. The specific objectives of the Plan are as follows:

- » Raise awareness of the risk of flooding at the public highway outside the site, including the likely source, frequency and mechanism of that flooding and its operational impact on the school.
- » Describe the measures proposed to protect the school occupants and visitors during a highway flooding incident.
- » Recommend actions to be undertaken before, during and after a flood, and the responsibilities of those involved in the Plan.
- » Identification of safe evacuation routes to a point of safe refuge in the event of an extreme flood that would prevent safe access to and from the site.

The content and instructions within this document are to form a part of the Health & Safety Register maintained by the site management company. This is to be disseminated to all permanent occupants/residents at the site.

The Plan is designed to be treated as a 'live' document which may be updated as a result of further hydraulic modelling, lessons learned (through drills or a real flood event), changes to site management arrangement or operation or as a result of notified changes in the predicted flood risk to the site. Responsibility for maintaining, reviewing and updating this Plan rests with the site management company.

It should be acknowledged that a reasonable direct instruction from the Emergency Services, The Local Authority and/or other person in authority during a flood event will outweigh any recommendations given within this document. As this is a school facility there is a wider responsibility of the Local Authority to ensure the school does not open when it is safe.

It should also be noted that the flood risk associated with the public highway is also the responsibility of the local highway authority, in terms of highway drainage maintenance and the management of inbound and passing local traffic during a road flooding incident.

## 2. Development location and description

The site is located in Sully it is bound to the north and the east by Cosmeston Livery, to the south east by dense vegetation and open fields, to the south west by Fort Road and to the north west by Lavernock Road.

The site is currently undeveloped open fields laid to grass.

Refer to table 1 for the detailed location reference and figure 1 for the site location.

Table 1 - Site Referencing Information

Site Referencing Information	
<b>Site Address</b>	Lavernock Road, Sully, Penarth, CF64 5UP
<b>Grid Reference</b>	X: 317815, Y:168875 ST1781568875

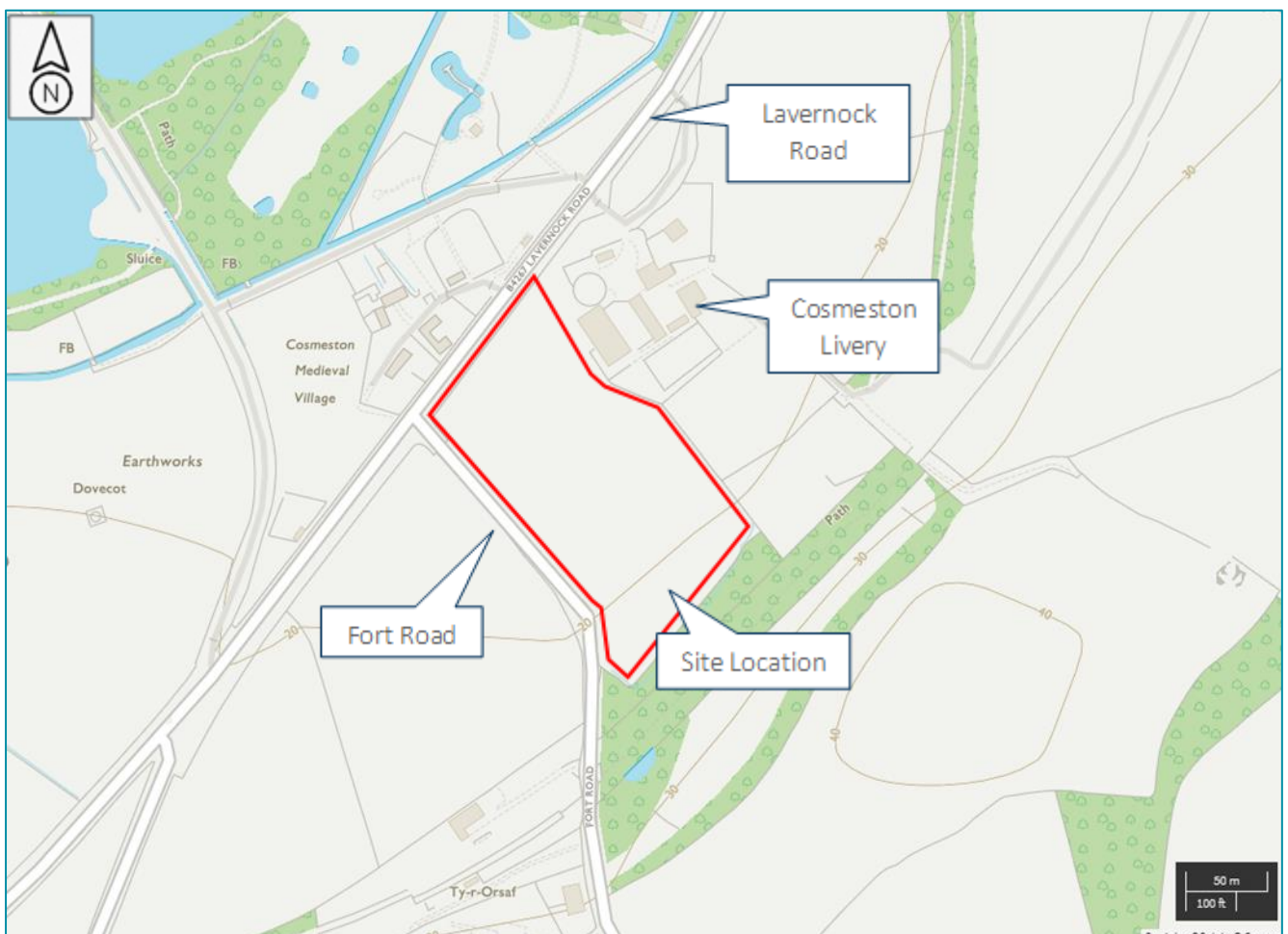


Figure 1 - Site Location Map

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### 3. Flood Risk and Flood Protection Measures

#### 3.1 Flood Risk

A detailed assessment of flood risk at the site have been undertaken by Hydrock in the form of a Flood Consequences Assessment (FCA) undertaken in 2022 (Ref. 17379-HYD-XX-XX-FR-RP-0001 ). This document should be consulted further on the flood risk posed to the site. A summary of the key flood risk information is provided below.

Figure 2 below, the Development Advice Map, shows the site to be completely within Zone A (considered to be at little or no risk of fluvial or coastal/tidal flooding).

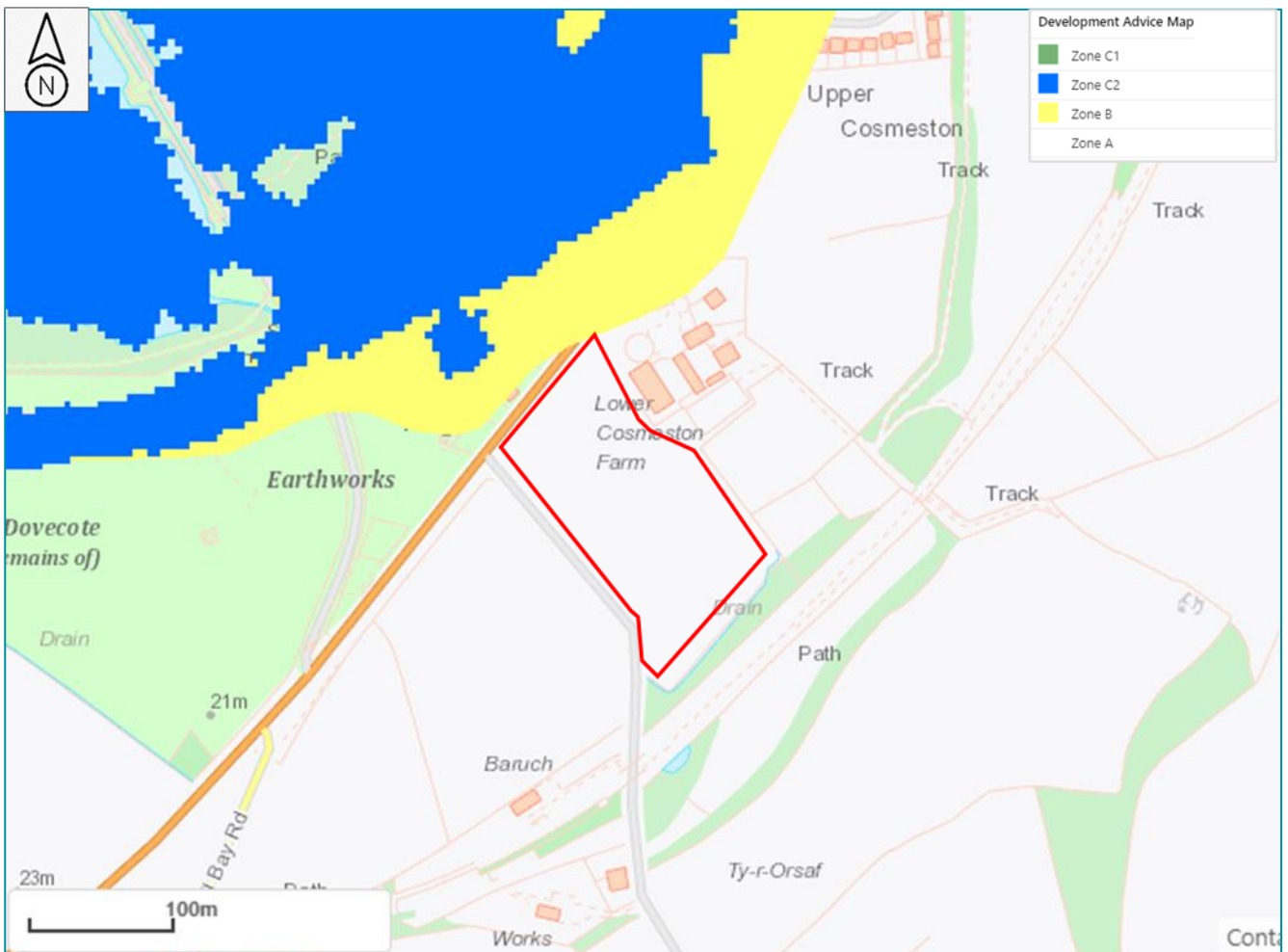


Figure 2 - Development Advice Map

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### 3.2 Surface Water Flooding

Surface water flooding occurs as the result of an inability of intense rainfall to infiltrate to ground. This often happens when the maximum soil infiltration rate or storage capacity is reached. Flows generated by such events either enter existing land drainage features or follow the general topography which can concentrate flows and lead to localised ponding/flooding.

NRW Surface Water Flood Risk Mapping (Figure 3) shows the majority of the site as being at 'very low' risk of flooding from surface water, however the roads from which access and egress to the site is provided (Lavernock Road and Fort Road) are shown to be at 'medium' and 'high' risk.

Based on the existing topography surrounding the site, any surface water run-off generated will likely be directed overland as shallow 'sheet-flow', following the prevailing topography to flow north away from site, utilising the road as a preferential flow route (i.e. not directed into the site).

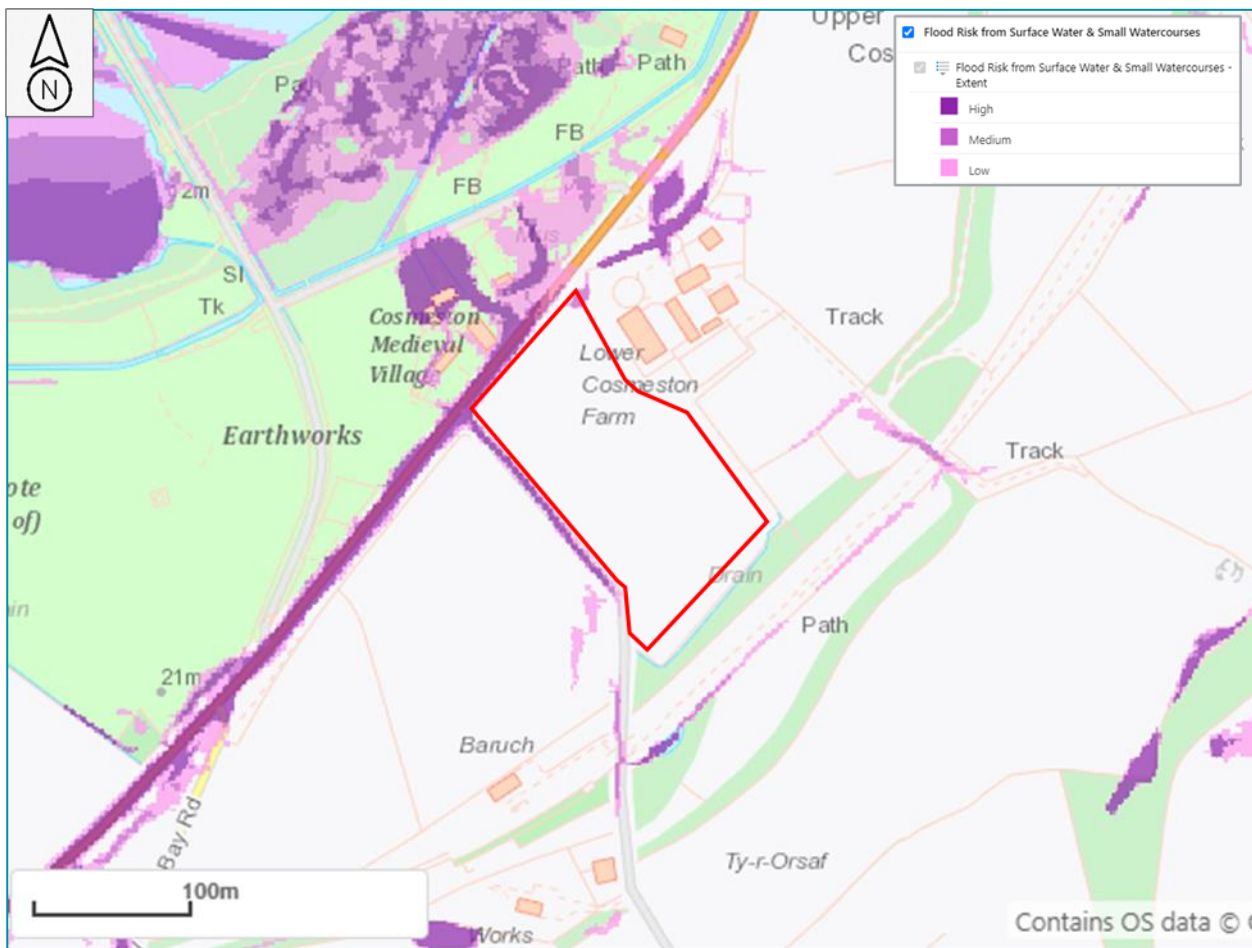


Figure 3 - NRW Surface Water Flood Risk Map

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Historic accounts of recent flooding (23 December 2020) have been presented by the Local Planning Authority which have confirmed that Lavernock Road and Fort Road have been inundated by surface water flooding resulting from a 1:20 rainfall event. During this particular storm event there was widespread flooding across many parts of South Wales that affected other schools and public services buildings.

## 4. Role of Site Management

A management company or formally responsible organisation could be set up allowing flood management / warning and evacuation to form part of their remit, and will be on-call during operational hours. The site is a special educational needs development and therefore some occupants may require assistance in the event of an emergency. It is understood that the site management team will be able to provide this assistance or to contact others who would be able to do so.

Those appointed to provide assistance will adopt the informal role of 'Flood Warden' alongside their daily duties, and will have the following key responsibilities:

- » Understanding the flood risk to the site and the flood protection measures in place
- » Communication of the flood risk to occupants/users
- » Understand the flood warning codes and what actions are required following a receipt of the flood warning
- » Monitoring local environment for high river levels / signs of flooding
- » Overseeing the safe site operation in the event of a flood, following advice of emergency services / relevant authorities



## 5. PREPARING FOR FLOODING

### 5.1 Flood Awareness and Warnings

The main objective is to ensure that any imminent road flooding incident or incident already underway is identified and effectively communicated to the school operators, to ensure that risks to school users is avoided.

This can be achieved through the closure of the school before anyone arrives and preventing school user access, or evacuating the school when the road flooding is still at a safe level to let vehicle access happen, or to instruct the school to keep school site users on the site and not to pass through the flooded road area.

The main source of awareness of an impending flood risk is school staff attending the site before any other school users arrive, as they will have to access the site via the road that is subject to flood risk, that may pose a escape risk if it becomes heavily flooded. If the situation is starting to show flooding, or is causing access restriction problems then that knowledge should be passed to the school operator and the Local Authority to decide on the course of action to safeguard inbound and then outbound school visitors and users.

Other flood risk warnings may come from the Local Authority, School transport operators, Emergency Services and the general public. Any communication from any of those sources that reaches the Local Authority, emergency services, Police, or the school itself must then reach the appropriate person within the school or Local Authority to make a decision on how to proceed to avoid a site access and egress risk later in the day.

### 5.2 Information Channels

In addition to other online sources of flood status and risks, the following sources should be explored by the site management team's Flood Wardens and occupants/users to stay informed on the flood risk to the site:

- » Red, Amber and Yellow weather warnings for rainfall
- » Flood Warnings to Wales: <https://flood-warning.naturalresources.wales/>
- » 5-day flood risk for Wales: <https://5-day-flood-risk.naturalresources.wales/?culture=en-GB>
- » Check your flood risk by postcode: <https://flood-warning.naturalresources.wales/>
- » Met Office: <https://www.metoffice.gov.uk/weather/guides/flood-warnings>
- » Online Forecast: <https://www.metoffice.gov.uk/>
- » Email Alerts service: <https://www.metoffice.gov.uk/about-us/guide-to-emails>
- » National and local TV news
- » National and local radio news
- » Flood wardens / emergency services
- » Observation of Local Environment (particularly on school arrival)

## 1.1 Site Management Company Recommended Flood Preparation Checklist

This section provides a summary of the recommended actions to be undertaken by the site management team in preparation for a flood.

<b>1.0</b>	<b>Role Allocation and Training</b>
<b>1.1</b>	Allocate and brief personnel who will take on the role of 'Flood Warden', who is advised to follow the recommended procedures outlined in the plan and maintain a record of who has been trained. Flooding could occur at any time and so the roles must be filled 24/7, including holiday cover.
<b>1.2</b>	Practice the procedures in the Plan and update where required: on first occupation; <ul style="list-style-type: none"> <li>» Every 3 years or;</li> <li>» As a result of lessons identified following a flood event, or;</li> <li>» Following changes of ownership / use of the property or;</li> <li>» Following changes to the Flood Warning process or predicted flood risk.</li> </ul> Any updates should be written into the Plan and then re-issued to all occupants.
<b>2.0</b>	<b>Monitoring of Local Environment</b>
<b>2.1</b>	Establish monitoring locations for observing the local pluvial levels and localised flooding. A potential monitoring location is at the access/egress of the site to allow early observation of pluvial flooding if the local highway drainage system overflows due to heavy rainfall.
<b>3.0</b>	<b>Awareness</b>
<b>3.1</b>	Provide all staff with access to an up-to-date copy of this Plan so they are aware of the flood risks to the site.
<b>3.2</b>	Prepare signage to be displayed in prominent, clearly visible places to inform occupants when flooding is forecast. Recommended signage includes: <ul style="list-style-type: none"> <li>» Evacuation Route</li> <li>» Emergency Contacts</li> </ul> Flood warnings and contact for Floodline
<b>3.3</b>	<ul style="list-style-type: none"> <li>» Establish a method for communicating the flood warning and recommended actions to all occupants. This may include emails / texts / announcements / signage during a warning status and an announcement / alarm to initiate evacuation. Identify any vulnerable occupants who may require extra assistance in the event of a flood.</li> </ul>
<b>4.0</b>	<b>Contact Numbers</b>
<b>4.1</b>	Refer to examples of emergency contacts in The Vale of Glamorgan Council in section 7, 8 and 9. Confirm any additional specific contacts that may be required in the event of a flood, e.g. any site managers contacts, building insurance.

### 5.3 Occupants Recommended Flood Preparation Checklist

This section provides a summary of the recommended actions to be undertaken by the site occupants in preparation for a flood.

<b>1.0</b>	<b>Awareness</b>
<b>1.1</b>	Read through plan and ensure you are clear on the evacuation procedure.
<b>2.0</b>	<b>General</b>
<b>2.1</b>	<p>Identify who you can turn to during flooding – friends or family who you can stay with if needed. If you have pets, also identify somewhere safe you can take them when flooding is imminent.</p> <p>Refer to Figure 3 (Section 3) or 'Flood Map for Planning' on NRW's website for a full map of the floodplain.</p>
<b>2.2</b>	Occupants who may require extra assistance / alerts in a flood should identify themselves to the site management team.
<b>2.3</b>	<p>Make note of required emergency flood kit items, to be prepared when flooding is expected. Recommended items include:</p> <ul style="list-style-type: none"> <li>» Non-perishable food items (3 days' supply)</li> <li>» Bottled water</li> <li>» Any important tablets / medication</li> <li>» High-vis jacket</li> <li>» Waterproof trousers and boots</li> <li>» Blankets</li> <li>» First aid kit</li> <li>» Wash bag</li> <li>» Torches (wind-up or spare batteries)</li> </ul> <p>Important documents e.g. insurance</p>
<b>4.0</b>	<b>Contact Numbers</b>
<b>4.1</b>	<ul style="list-style-type: none"> <li>» Refer to examples of emergency contacts in The Vale of Glamorgan Council. Confirm any additional specific contacts that may be required in the event of a flood, e.g. site management team, contents insurance.</li> </ul>

## 6. Flood Emergency Procedure

The identified flood risk at the school site is within the public highway and not into the school site itself. As the highway forms that sole means of access to the school it is necessary to review and plan for safe access and egress during and after the flooding of that road.

### 6.1 Evacuation route

Pedestrian or vehicular evacuation to an area outside of the surface water flood extents is recommended prior to flooding.

The proposed evacuation route from the site is shown in Figure 4 below.

The proposed route is to exit the site at the entrance/egress on to Fort Road, before proceeding south east along Lavernock Road, towards Sully. This affords access to the wider area which is predicted to be at low risk of fluvial flooding in Flood Zone A and at low risk of surface water flooding.

In the event of a flash flood where the local highway flooding due to surface water drainage system failure before evacuation action can be taken, the site operators, occupiers & users should be encouraged to remain on the site, as the site itself is at a low risk of fluvial and pluvial flooding and wait for the local surface water flooding to recede to a point where guaranteed safe egress is possible.

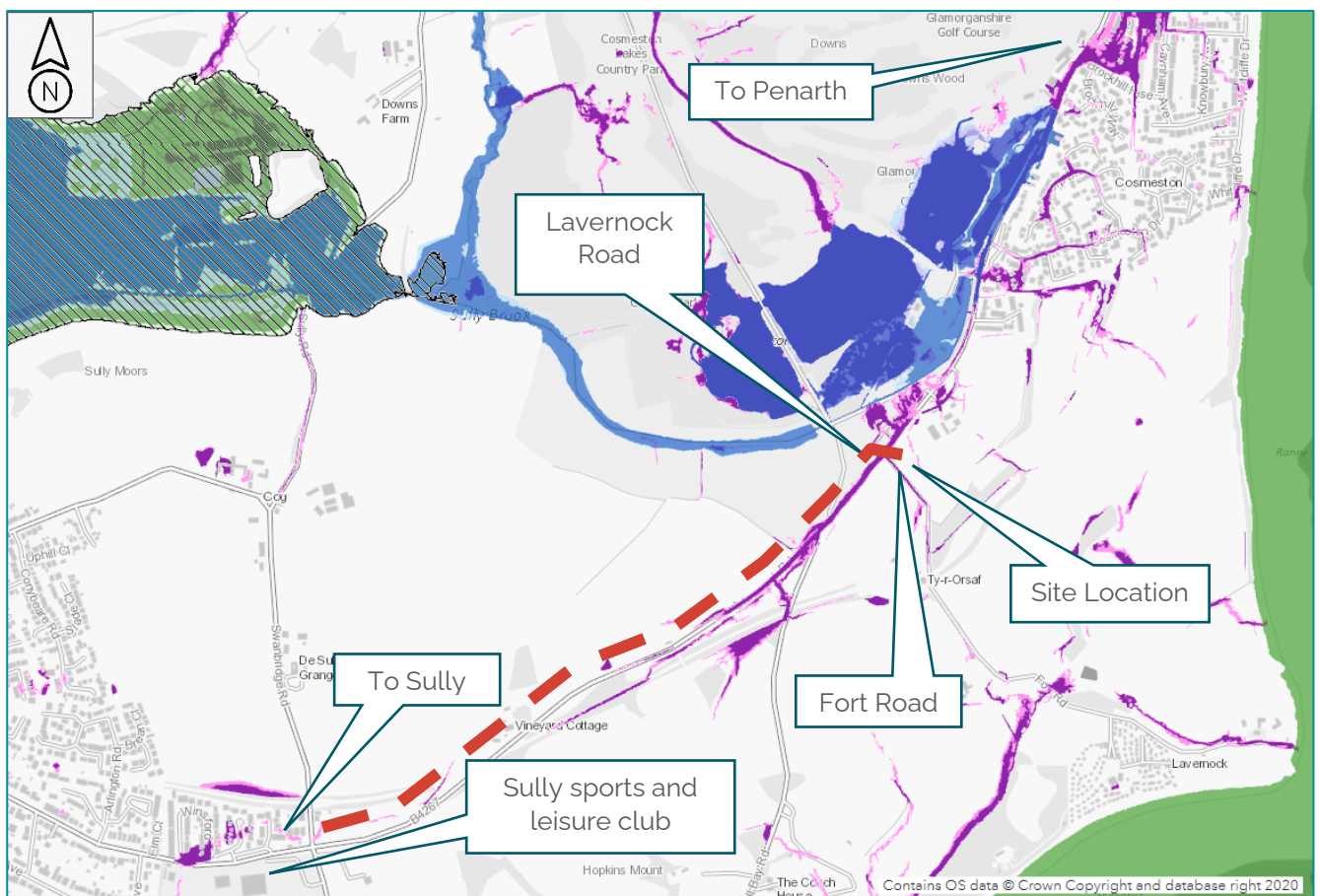


Figure 4 - Flood Evacuation Route

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Figure 5 - Aerial photo, site location

Source: Google Earth

## 6.2 Flood Triggers and Advised Actions

The recommended flood emergency procedure is shown below. It should be acknowledged that a reasonable direct instruction from the emergency services or Council flood wardens during a flood event will outweigh any recommendations given within this document.

Stage 1 – Flooding is Possible, be prepared and Observe Local Environment	
<p><b>Trigger</b></p> <p><b>Sources of information report that there is a risk of road flooding outside the school site</b></p>	<p>Advised Actions – Flood Wardens</p> <ul style="list-style-type: none"> <li>» Attend the site if not already present</li> <li>» Gather information from others that have accessed the site so far, or Local Authority and Emergency Services</li> <li>» Monitor local environment, Lavernock and Fort Road, minimum half-hourly. Proceed to Stage 2 if flooding is observed Stage 3 if flood waters reach the site.</li> </ul> <p>Advised Actions – Occupants</p> <ul style="list-style-type: none"> <li>» Do not open the school, or</li> <li>» Organise planned method of pedestrian or vehicular evacuation if flooding progresses, only if it is fully safe to do so during the current flood situation, or</li> <li>» Remain on site if the road is fully blocked by flooding, even for vehicle access.</li> </ul>

Stage 2 – Flooding is Expected, Act Now	
<p><b>Trigger</b></p> <p><b>Flooding observed on Lavernock Road and Fort Road</b></p>	<p>Advised Actions – Flood Wardens</p> <ul style="list-style-type: none"> <li>» Follow advice of the Local Authority and emergency services where available.</li> <li>» Advise site occupants/users of the increase in flood risk status and any observed details of flooding in the local area (through signage, internal email etc.). Directly contact any site occupants/users who require additional assistance to ensure they have received the warning and allow to respond as appropriate (see advised actions below).</li> <li>» Monitor local environment, Lavernock Road and Fort Road, minimum half-hourly. Proceed to Stage 3 if flood waters are observed</li> <li>» Cancel any scheduled visitors until the flood incident warning is removed.</li> </ul> <p>Advised Actions – Residents</p> <ul style="list-style-type: none"> <li>» Monitor the local environment and ensure you are prepared for imminent evacuation.</li> <li>» Evacuate the site via the recommended evacuation route If flood waters are observed close to the site, proceed to the emergency refuge scenario. Under no circumstances should anyone attempt to exit or re-enter the site once flooding has</li> </ul>

	<p>started and it at a point for fully safe vehicle access is not possible. Proceed immediately to Stage 4.</p> <ul style="list-style-type: none"> <li>» Ensure emergency flood kit is readily available (see Section 5.4).</li> <li>» Follow advice of Flood Wardens and Emergency Services.</li> </ul>
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Stage 3 – Evacuation	
<p><b>Trigger</b></p> <p><b>'Severe Flood Warning'</b></p> <p><b><u>Flooding at the site</u> observed or if instructed by emergency services</b></p>	<p>Advised Actions - Flood Wardens</p> <ul style="list-style-type: none"> <li>» Sound the alarm or make announcement and co-ordinate the evacuation of all persons via the recommended evacuation route.</li> <li>» If safe to do so, provide assistance to any occupants who need it.</li> <li>» Continually monitor the site , Lavernock Road and Fort Road for signs of surface water flooding. Evacuate the site immediately if close to flooding.</li> <li>» Call 999 if in immediate danger.</li> </ul> <p>Advised Actions – Occupants/users</p> <ul style="list-style-type: none"> <li>» Evacuate the site via the recommended evacuation route.</li> <li>» If flood waters are observed close to or at the site, proceed to the emergency refuge scenario. Under no circumstances should anyone attempt to exit or re-enter the site once flooding has started. Proceed immediately to Stage 4.</li> <li>» Do not attempt to move any cars/vehicles if it is already in flood water</li> <li>» Follow advice of Flood Wardens and Emergency Services.</li> </ul>

#### Stage 4 - Emergency Refuge Area

If major flooding is observed at or nearby the site the Flood Officers should sound the flood alarm and order immediate emergency refuge on site. This will involve the following actions:

##### Advised Actions - Flood Wardens

Identify any residents who require special assistance and assist with their evacuation to first floor and above.

Proceed to first floor.

Contact the emergency services and follow their advice.

#### Stage 5 - Inspection / clearance of flooded area.

Attempts to access and egress the site should be made only once an 'All Clear' warning has been issued by the Local Authority and/or at the reasonable direction of the Emergency Services and/or person in authority. Initial attendance should be by the appointed 'Flood Warden(s)', to ensure access to the site, and the site itself, is safe.

##### Advised Actions - Flood Wardens

It will be important to consider some of the hazards that may be present, including standing water and transported debris or silt that may be hazardous / slippery.

Enter site only if safe to do so, at great care, and wearing appropriate protective equipment, due to risk of submerged hazards and/or pollution.

Inform all occupants/users of situation, and instruct return to site only when safe to do so.

'Normal' site operations to resume only when the site has been deemed safe by suitably competent person.

Co-ordinate clearance of debris / repair work where necessary.

Advise occupants/users that drinking water may be contaminated, and food may be contaminated or spoiled due to power failures. Confirm with the water authority whether tap water is safe for use.



*The following sections and emergency information and emergency contacts have been sourced from the [Vale of Glamorgan website](#) at the time of writing.*

## 7. Before Flooding

What you can do to start preparing before a flood happens, find out if you're at risk of flooding and how to plan ahead:

[Guidance for businesses or farms](#)

[Guidance for caravan and campsite owners](#)

You Can Find local Information:

- » Check the latest weather from the [Met Office](#)
- » Get traffic updates from the Traffic Wales website
- » Use Natural Resources Wales website for further information on [Preparing for a flood](#)
- » NRW Flood news
- » You can Check your local council social media
- » Tune into your local radio station for updates

Downloadable Information and Support:

- » [How to prepare for flooding - Leaflet](#)
- » [Dŵr Cymru - Floodcare 2019](#)
- » [NRW - Business Flood Plan](#)
- » [Protecting your Property](#)
- » [NRW Who Can Help? - Poster](#)
- » [NRW - Community Flood Plan](#)
- » [NRW - Personal Flood Plan](#)

Details of organisations who can offer help and support:

- » National Flood Forum Blue Pages for flood protection products
- » For gas and electricity advice [find your supplier](#) and inform them if you need priority services
- » Call Mind Cymru if you need to talk to someone about how flooding is affecting your mental health
- » Shelter Cymru can provide free, independent and housing advice
- » British Red Cross can provide support to people after a crisis.
- » The Financial Ombudsman Service settles individual disputes between consumers and businesses that provide financial services
- » Public Health Wales

## 8. During Flooding

Information and guidance about what to do during a flood

You can use Natural Resources Wales website for further information on [What to do in a flood](#)

### Flood Warnings

- » Flood Warnings cover smaller, community-level areas where we expect to see flooding of properties from rivers or the sea.
- » Move family, pets and valuables to a safe place
- » Turn off gas, electricity and water supplies if it is safe to do so
- » Put flood protection equipment in place

### Severe Flood Warning

- » Severe Flood Warnings are issued when flooding from rivers or the sea may already be happening and there is danger to life.
- » Stay in a safe place with a means of escape
- » Be ready to leave your home if asked by emergency services.
- » Cooperate with the emergency services
- » Call 999 if you are in immediate danger

### Find Local Information

- » Local observations and advice from the Local Authority
- » [Naturalresources.wales](#)
- » [metoffice.gov.uk](#)
- » [Adverse Weather Updates](#)

### If you are evacuated

- » Listen to advice from the emergency services and evacuate when told to do so.
- » You will be taken to an evacuation centre run by your local council. Food and bedding is provided if needed but you will need spare clothing, essential medication and baby care items if you have an infant.
- » Most evacuation centres will let you bring your pets. You should take pet food and remember to put your dog on a lead and cats and small animals in a pet carrier or secure box.

### Report a flood

- » [Complete Flooding Incident Form Online](#)

### Blocked drains and gullies

- » Report flooding caused by blocked drains, gullies or water running off fields to the local authority.

- » 01446 700111
- » [Report Highway Drainage Issue Online](#)

#### Blocked rivers and landslides

- » Report flooding caused by blocked rivers, landslides or flooding from rivers and the sea to Natural Resources Wales
- » [24 hours incident line:](#)
- » 03000 65 3000

#### Burst water mains flood

- » If a flood is caused by a burst water mains, contact Dŵr Cymru Welsh Water on:
- » 0800 085 3968

#### Problems with gas, electricity or sewerage

- » If you are concerned about floodwater affecting your gas, electricity, water or sewerage services, please contact your supplier:
- » [Find your supplier](#)
- » For sewer flooding, or if your toilet or sink is backing up during floods please call Dŵr Cymru Welsh Water on:
- » 0800 085 3968
- » Further information is available on their website [Dŵr Cymru Welsh Water](#)

#### Sandbags

- » The Community Councils and the local authority have a small stock of sandbags ready to deploy at times of flooding, but our main priority is to protect the public at large.
- » Please contact them regarding their process and collection of sandbags, further information is available on our sandbag page.
- » [Sandbags](#)
- » If your local authority doesn't supply sandbags, you can buy your own supply from DIY stores and builder's merchants.
- » The local authority can also advise what to do with sandbags after a flood. They can be contaminated by flood water, sewage, oil or fuel and may need to be treated as contaminated waste.

#### Floodwater is Dangerous

- » It can be contaminated with sewage, chemicals and animal waste so always wash your hands thoroughly.
- » Never walk, drive through, or let children play in floodwater - six inches of fast flowing water can knock you over and two feet of water will float your car.
- » Flood water can rise very quickly - never walk on sea defences or river banks and be aware that bridges may be dangerous to walk or drive over.

- » Be careful of fallen trees and power lines. The flood water can also cause manhole covers to come off and flood culverts.
- » Do not drive through or pass Road Closed signs, roads are closed to avoid danger to the public or to those working on or next to roads.

## 9. After Flooding

Information and guidance on what to do after a flood

- » Make sure it's safe to return to your property:
- » Take care as there may be hidden dangers in floodwater, such as sharp objects, raised manhole covers and pollution
- » Flood water might have caused structural damage to your property
- » You can refer to Natural Resources Wales website for further information on [What to do after a flood](#).
- » If your electricity supply has not been switched off at the mains, get a qualified person to do this. DO NOT touch sources of electricity when standing in flood water.

Making an Insurance Claim

- » In almost all cases, the insurance company will send a loss adjuster to look at your property. They will confirm what repairs and replacements are needed and which elements are covered by your policy.
- » Ask the insurance company:
- » How long it will be before the loss adjuster visits
- » If you are to clean your property or if they will get a company to do it for you
- » If they will help pay for repairs that will reduce potential flood damage and therefore reduce costs if it happens again
- » If they will provide you with temporary accommodation - this can be a nearby B&B, static caravan or rented house. You don't have to accept the first place you are offered.
- » Always make your own record of flood damage:
- » Use a permanent in pen to mark on the wall the height the flood water got to. Do this in every room affected by flooding.
- » Photograph or video your damaged property and list the damage to your property and belongings.
- » If your insurance company covers you for loss of perishable good, make a list of all the foods you throw away. Include any food touched by flood water and anything in your fridge or freezer ruined by loss of power.

Top tips:

- » Confirm the insurance company will pay for any services or equipment you need
- » Make a note of all telephone calls. Record the date, name and what was agreed
- » Keep copies of letters, emails and faxes you send and receive
- » Keep receipts
- » don't throw anything away until told (except ruined food)

- » If you rent your property, contact your landlord and your contents insurance company as soon as possible.
- » If you do not have insurance, your local council should be able to provide information on hardship grants or charities that may be able to help you.
- » If you need more help and support contact:
- » [Flood Re](#) - they make flood cover more widely available and affordable as part of your home insurance
- » [British Insurance Broker's Association](#)
- » [Association of British Insurers](#)

#### Financial Support

- » You may be eligible for an [Emergency Assistance Payment grant from the Welsh Government](#).
- » [Turn2us is a national charity providing practical help to people who are struggling financially](#).
- » Farmers and farm workers may be eligible to apply for an emergency fund from the [Royal Agricultural Benevolent Institution \(RABI\)](#). To find out more, call their freephone helpline 0808 281 9490.
- » Your Local Authority can advise you on:
- » Community Flood Recovery Grants
- » Emergency/alternative accommodation
- » Council Tax exemptions

#### Cleaning Your Property

- » Pump water out of your property using a generator: Keep the generator outside as they produce carbon monoxide fumes which can kill. Only pump out water when flood levels outside your property start to be lower than inside - this reduces the risk of structural damage.
- » Shovel mud evenly from both sides of a wall to stop pressure building up on one side.
- » Clean and disinfect your property.
- » A garden hose is useful but don't use high-pressure hoses because they blast contaminated matter into the air.
- » Keep doors and windows open to dry out your property or use a dehumidifier with the windows and doors closed.
- » Make sure your gas and central heating has been checked by an engineer before turning it on.
- » Local councils usually provide extra rubbish collections or allow additional visits to your local recycling centre for items you need to throw away due to flooding.

## Beware of Scams

- » It is important to be aware of rogue traders. If you require specific advice your local authority's trading standards department and local police force will be able to help you.
- » You can also contact Citizens Advice. Their Consumer Helpline number is 0808 223 1133 and their Welsh Speaking service is 0808 223 1144.
- » Here are some general pieces of advice:
- » Speak to your insurance company first
- » Always check identification - legitimate callers will be happy to wait outside your property while you call their organisation to verify their identification
- » [Use sites like Trustmark to find registered tradespeople](#)
- » Get several quotes for any work
- » Check trade body approval or certification
- » Don't not feel pressured to commit on the day
- » If you believe you have been scammed, you can report it to Action Fraud. Report online to Action Fraud or call on 0300 123 2040.