

EMERGENCY FLOOD PLAN

Great Eccleston



Version	Summary of Changes	Date
1.0	New document – first iteration.	September 2025
1.1	Updates to add information about testing the ERAL equipment Inclusion information about the ERAL equipment Repagination carried out	September 2025
2.0	Extra elements added, emphasis changed. Summary added. Personal flood plan added	Sept 2025

OCTOBER 12, 2025 GREAT ECCLESTON FLAG Version 2.0

The ownership of the Plan

Plan Owner / Author	David J Astall	
Responsibility withing Great Eccleston	Flood Officer / Chair of GE FLAG	
Date	27 th Sept 2025	
On behalf of FLAG / PC		
Agreed		
Responsility within Great Eccleston		
Date		

Great Eccleston Emergency Plan

This Plan applies to the declaration of an emergency or major incident, or the disruption to critical services within the boundaries of Great Eccleston. It can be activated in full or to standby dependent on the risk assessment at the time.

The main dangers that could affect the village are river flooding, surface water flooding, wildfires and major accidents affecting the village.

This Plan replaces any previous Emergency Plans.

The bulk of this Plan will cover flooding which is possibly the biggest danger affecting the village. The other major risk is a wildfire originating in the Showground area. The Showground has its own safety precautions in place therefore the FLAG will only be able to assist if this was to happen. During heavy rainfall the river could burst its banks and be a danger to life especially in the eastern side of Great Eccleston. There is also the infrastructure from new developments stretching a weakened drainage system to its limit, this water can flow into a swollen river at the water meadows. The Showground appears not to be a threat but the Shows take place in the Summer months when the ground can be bone dry; and the weather very hot and this could lead to wildfires.

The document is in three parts:

Part 1 – this covers flooding from the River Wyre and surface water flooding

Part 2 – this covers wildfires on the farmland and Great Eccleston Showground

Part 3 – this covers other major incidents in the village

Sources of information

Guidance on flood risk and development is set out in the National Planning Policy Framework (NPPF) and the Planning Practice Guidance.

Wyre Flood forum

Making Space for Water

The Great Eccleston FLAG website: https://e-voice.org.uk/geccflag/

DISCLAIMER

Great Eccleston FLAG (GEF), as far as it can ascertain, acknowledges that this Emergency plan is suitable for the purposes set out in the National Planning Policy Framework and the Planning Practice Guidance.

Emergency plans are the sole responsibility of the applicant and GEF cannot accept any responsibility for any omission or error contained in any such plan, or for any loss, damage, or inconvenience, which may result from such plans' implementation.

Any subsequent approval does not impute any approval of those plans from the Environment Agency or any of the emergency services. Emergency plans must be reviewed on a regular basis – at least every three years or when information changes which requires it to be amended

Emergency Plan

Part 1

Introduction, Aim & Objective

The aim of the Plan

The environmental Agency (EA) are the lead authority for the management of flood and coastal risk from the rivers and the sea in England and Wales, and provides flood warnings from all sources, where practical and possible, to protect people and property at risk.

This Plan sets out the FLAG's, which is part of the Parish Council, arrangements and identifies the responsibilities and the actions to be taken, in responding to flood warnings issued by the EA. This also applies to Severe Weather Warnings for surface water flooding issued by the Met Office or to local conditions regardless to whether a warning has been issued or not.

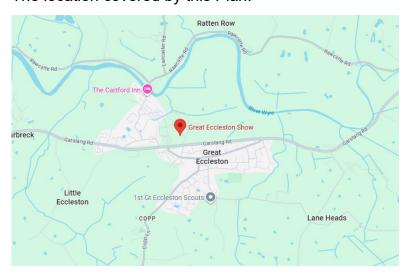
The Plan may operate as a stand-alone plan within the Parish of Great Eccleston or it may form part of the wider multi Agency flood plan.

The Objectives of the Plan

The main objective of the Plan is to raise awareness of the risk of flooding, wildfire or major incident in Great Eccleston, to detail the Flood Warnings and estimated lead time available for each of the emergencies and to detail how the Plan is triggered by whom and when, and what actions are required by those people in the area.

The Plan describes the evacuation procedure and need for safe refuge.

The location covered by this Plan:



The Plan covers an area bounded by Moss Side in the east to the boundary with Fylde in the west, the boundary with Elswick in the south and the River Wyre in the north.

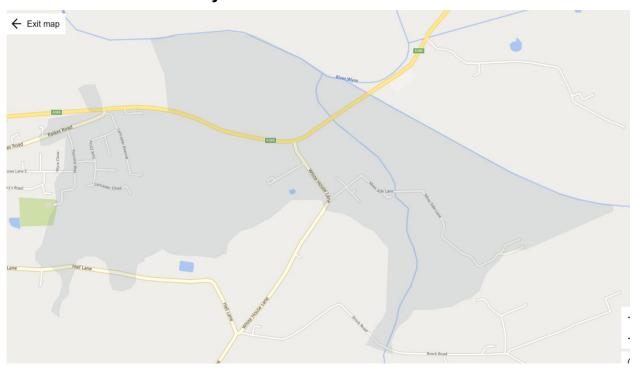
Other objectives:

- Meet the statutory obligations under the Civil Contingency Act;
- Establish a management process that clearly identifies roles and responsibilities;
- Liaise with and engage with the residents of Great Eccleston
- Outline the FLAGs response to severe weather and flooding from the river Wyre and its tributaries, water courses and flash flooding;
- Provide clear lines of communication;
- Support multi-agency objectives;
- Prevent escalation of the incident;
- Enable resources to be mobilised to deal with any predicted or severe weather incident;
- Identify the local critical infrastructure assets, hightlight risks and establish emergency contacts.

The strategic outcome of the Plan is to mitigate theaffects of flooding in order to:

- Save life;
- Minimise damage to property;
- Protect the environment;
- Provide information and warning;
- Assist or lead in the recovery element of a flood related incident.

Part 1
Flooding (both river and surface water)
The River flood area covered by the Plan



Aspects not covered by the Plan

This plan does not cover flooding from foul sewers, burst water mains or private ponds

Flood Risk

The area covered by this Plan is at risk of flooding from the River Wyre. There is also the issue with surface water flooding on the main highways namely Copp Lane. Hall Lane and Raikes Road.

River flooding is covered by the Environment Agency (EA), Flood Warning System and the Great Eccleston FLAG. Surface water flooding is covered by Lancashire Highways, Wyre BC flood group and the Great Eccleston FLAG.

Frequency of floods

River flooding from the River Wyre has occurred in Sept 1927, Jan 1954, Oct 1980. Oct 1983. Jan 1985. Jan 1990. 1995. 2000 and Oct 2017.

Surface water flooding is a regular occurrence and tends to affect Hall Lane, Raikes Road and Copp Lane.

This Plan does not rely on flood warning alone as the only way of managing residual risk, and active planning for response to floods is needed.

Due to the impacts of climate change, it is not possible to say exactly how deep flood water will be, and any flooding may be higher or lower than estimated or experienced before. People on site need to beware of this possibility, and the likely implications on how they can evacuate safely. Flood water depths of a few inches can affect both communication and power hubs.

1980:

A severe flood event in the River Wyre catchment, which included Great Eccleston, led to the construction of flood basins in Garstang and Catterall to reduce future impacts.

1995 and 2000:

Following the construction of the flood basins, these years saw further significant river flooding, though the basins prevented major damage to property.

Recent Surface Water Flooding

• August 10, 2021:

A significant flash flood occurred on Raikes Road, and another on Hall Lane, caused by heavy rain combined with blocked gulleys and run-off from new housing developments. As a result all the drains on Raikes road were flushed and then issues were found.

August, 2024:

Flash flooding occurred on Raikes Road, affecting properties and reaching higher levels than usual due to a combination of heavy rain and water runoff from a new housing development.

Sept 2025

Flash flooding on Raikes Road resulted in traffic diversions.

Ongoing Concerns:

There are continued concerns about drainage and surface water issues in Great Eccleston, particularly in areas of Copp Lane although the only officially reported incidents were in 2021 and 2024.

Contributing Factors to Flooding

River Wyre water Levels:

River levels can rise significantly due to heavy rainfall and tidal influences affecting areas in Great Eccleston and surrounding communities.

Drainage System Issues:

Blocked gulleys, blocked drains, debris from new developments, and drainage systems unable to handle large volumes of water are major contributors to surface water flooding.

New Developments:

The run-off from new housing developments can overwhelm existing drainage systems, increasing the risk of flash floods.

The Great Eccleston FLAG has also documented instances of surface water flash flooding, caused by heavy rainfall overwhelming drainage systems. This is

worsened in built-up areas and the new developments where surfaces prevent water from draining away naturally.

Flood Warnings

Both the Great Eccleston FLAG, through its website¹ and the EA operate a flood forecasting and warning service in areas at risk of flooding from the River Wyre. This relies on direct measurements of rainfall, river levels, tide levels, tide times, in-house predictive models, resident's observations, rainfall radar data and information from the Met Office. These services operate 24 hours a day, 365 days a year.

If flooding is forecast, warnings are issued using a set of easily recognisable codes. A description of the codes is shown in appendix 1.

Residents and PC members are regularly asked to report flooding.

Floodline Register

The Floodline Warning is a free service operated by the EA that provides flood warnings direct to you by phone, email or text message. Sign up for Flood Warnings by calling Floodline on 0345 988 1188 or online by following the link included in appendix 2.

The GEF are responsible for activating this Plan and are registered with the EA Flood Warnings Service and receive a warning through this system as well as the weekly SUDs report. Information from the EA and the SUDs are posted on the GEF website. The GEF also regularly monitor the rain and river gauges.

Within GEF the warning(s) is cascaded from:

The Flood Officer to

The emergency services via ERAL

The clerk to the council

The FLAG members / GEPC

Wyre / Lancashire flood systems

¹ https://e-voice.org.uk/geccflag/

Probabilities of flooding

Using the data collected over the past 20 years it is possible with the Zeus supercomputer to calculate the possibility of flooding in the village on a yearly prediction and a long term prediction.

River flooding:

Yearly prediction: Very High Long term prediction: Very High

Surface water flooding, the village as a whole:

Yearly prediction: Very Low

Long term prediction: Very Low

Copp Lane: Very Low and Very Low

Hall Lane: Low and Very Low Raikes Rd: Medium and Low

Estimated Flood Warning Time

For Great Eccleston the estimated lead time provided by the EA is 30 mins, a more accurate estimation will be provided when the warning is made. This lead time is dependant on the cause / type of flooding and the estimated duration of the flood.

The Floodline system only gives warnings for the flooding on the River Wyre, surface water flooding will be co-ordinated by members of the FLAG in communication with the Flood Officer.

Low lying Areas designed to Flood

Certain fields that surround the River Wyre and its tributaries have been designed to deliberately flood, this is to protect areas of the village. These flood fields are situated in the Eastern side of the village. In this area there is situated the flood pump to pump water in the tributaries of the River Wyre during flood periods.

Command & Control

Once a Flood Warning has been received the Flood Officer will discuss with Wyre Flood Officer and Lancashire Flood Officer the warning, recent weather activity, estimated impact time, and will decide what actions are activated.

If a severe flood warning is given and the opportunity to safely evacuate has gone, pre-emptive flood protection tasks must be implemented (if time allows) and the order given for moving to the area of safe refuge.

The Flood Officer will co-ordinate with members of the FLAG with an evacuation procedure. This may be pre-empted by the Wyre Flood Officer.

The main area for flooding is Moss Side and the Lancaster Avenue area. In the Lancaster Avenue area there is situated the Flood pump and the telemetric

system. For Moss side, Wyre will take the lead on the flooding as the river floods the road and normal transport can be affected.

For the Lancaster Avenue area the Flood Officer will ask a member of the FLAG, prior to the flood warning, to take the 'Great Eccleston 2' mobile comms unit home; power it up and set it to local comms. This member of the FLAG will liaise with 'Great Eccleston 1' and the 'base station' to help evacuate the residents in the eastern end of the village. For evacuation routes see Appendix 1.

There needs to be regular publicity to tell people about Floodline and what to do if the warning is given, the Flood Officer will take the lead on this.

The warning and subsequent decision are communicated to the people in Great Eccleston by knocking on doors and the use the Floodline warnings.

Any pre-emptive actions that need to be carried out by specific individual(s) are communicated directly to the Flood Officer; confirmation of instruction is required.

The FLAG website includes all the necessary information regarding flooding in the village. It also includes data from:

The EA regarding flood warnings that may be in place

River level checks from:

St Michae's, Catterall, Kirkland Bridge, Garstang, Bilsbarrow, Roe Bridge and Myerscough

Rainfall gauge from:

Pilling, Fleetwood and Great Eccleston

The ERAL system

The Lancashire Resilience Forum (LRF) Emergency Radio Area Link (ERAL) is a resilient radio network which provides wide area coverage across Lancashire and partial cross-border coverage into Cheshire, Cumbria, North Yorkshire, Greater Manchester and Merseyside. ERAL has the capability to provide encrypted secure communication over voice and text and enables all Lancashire Category 1 and 2 responders (and their authorised partners) to communicate with each other during an emergency on a common radio network.

The ERAL network is the preferred backup mode of communication, as detailed within the **LRF Resilient Telecommunications Plan**. It allows responders to maintain interoperability during events where normal communication modes are disrupted e.g., during the loss of power.

The use of the ERAL system) is the main way of contacting the village and contacting the emergency services. There are two mobile units and one base station at the Village Centre. All units must be powered up prior to any warning being given.

Great Eccleston 1 (GE1) will be permanently situated in the flood area with the base unit and GE2 in the village Centre (VC). If flooding is imminent GE2 will be moved from the VC and used as the mobile unit to help liaise with base and GE1. The radios will be set to local setting. GE1 will liaise with the emergency services with backup communication from the base unit.

Radio checks

The radios will be tested once a month by the Flood Officer to ensure the equipment is in good working order and to provide opportunities for radio users to become familiar with the equipment and ERAL Network.

There is a regular monthly check-in session using **COUNTY Zone** which provides us with the opportunity to check that the radios are working. This takes place on the last Thursday of each month from 09:30 until 10:00.

During events/incidents/monthly check-ins, the network will be managed by a Control Station and you will be required to call/book in then listen and respond then when called.

REMEMBER

Check the radio:

Make sure that the radio is switched on, the volume control is initially set 'midway' and that the correct zone and channel has been selected. You must be in range of the repeater to be able to hear it and transmit to it. Buildings etc may block access to the repeater, particularly on handheld radios.

Think 'off air':

Think about what you wish to say before you start to transmit and keep your transmission as brief as possible and 'to the point.' While you are transmitting nobody else can use the channel. If in doubt, write your message down before you transmit it.

Listen first

Listen for several seconds before you transmit to make sure the channel is not already in use. Do not interrupt other users unless your message is extremely urgent.

Transmitting

To transmit, press and hold the PTT (Press To Talk) button, which on a handheld radio is on the side, and on a mobile or base station is located on the microphone. Speak in a normal tone across the front of the microphone with it held about 2 inches (5cm) to the side of your mouth. Try to avoid shouting or whispering. Release the PTT when you finish speaking.

If encrypted messages are passed over the radio, ensure you keep these private so that these are not compromised. Try to remain out of earshot of unauthorised individuals. The point at which the transmissions are de-crypted are in open speech; if overheard there is little point in having a high grade of encryption on the radio system.

Short and clear

You should speak as clearly and as precisely as possible keeping your transmission as short as is practicable and release the PTT button at the end of your transmission. Do not waffle

Using the correct callsign, call the station you wish to talk to, e.g. **Ribble Two** to **Ribble Base**. In many cases, a Control Station will be in use, in which case all messages MUST be passed via that control station. If you wish to talk to another station directly you must first call the Control Station to obtain permission.

No Reply?

If you do not get a reply, do NOT immediately call again. Be patient, wait a while before trying again (the station that you are calling may be otherwise occupied e.g. talking on another channel, answering a telephone, etc).

Deploying Flood Barriers / Flood Protection

Flood protection to be set in place by the EA. Sand bags can be requested from WBC, the village should have a lockable cabinet of river protection.

Safe Refuge

For surface water flooding

Raikes Road – the safe refuge is the WI Hall and the VC.

Copp Lane – Safe refuge is the VC via the car park.

River flooding – all households should make their way to either the WI Hall or the VC and register that they are safe.

During any flood emergency the Flood officer and possibly members of the FLAG will need to remain in the area during the emergency or until the EA or WBC officers arrive. A risk assessment will need to be assigned for these personnel so they can remain safe.

The risk assessment should note that personnel should not enter flood waters unless absolutely necessary, should include details of how many official people are in the area and the resources / equipment available to sustain them and for how long.

Depending on the cause of flooding, people may need to stay in their homes for a period of time and flood personnel may need to stay in the area for a length of time. Communication using the ERAL system will last up to 8 hours.

We must not assume that the emergency services will rescue people from flooded areas. The focus of any emergency response will be to those who are immediately vulnerable.

Reoccupation of the area

There may well be environmental hazards, loss of utilities and other such issues, which may have to be rectified before people are allowed in the area.

The issues are utilities and power systems that are at ground level with no protection.

Training & Exercising

All members of the FLAG should be made aware of this plan and trained accordingly. Exercising of this plan / personnel capabilities is essential.

Health & Safety records should be kept of which personnel have been trained and exercised.

Testing of radios

No.	Test date	Type of test	Test location	Facilitated
1	25 th Sept	Standard monthly check	Flood zone	DAS

Document Control

This Plan is owned, maintained, and updated by Great Eccleston FLAG. All users are asked to advise the secretary to the FLAG of any changes in circumstances that may materially affect the Plan in any way.

Details of changes should be sent to: Secretary of the FLAG

The plan will be reviewed at least every three years, as a result of lessons identified after an activation event or exercise, following major changes of personnel or policy, or following any change to the flood risk or warning process.

Parts 2 and 3 are untried and untested. The main help the FLAG can be is through the use of the community radios to help to direct traffic away from the incident and to act as liaison with the emergency services.

Part 2

Wildfires

Wildfires have not been an issue in the past but they are now becoming a concern. A wildfire on farmland could possibly be dealt with by the farm itself but if it gets out of hand then roads may need to be closed. The FLAG using the radios should be able to help with this.

The Showground is a massive issue especially as the summers get warmer, meaning that the car parks become bone dry. All it takes is a leaking petrol tank and a spark or a piece of glass to cause a wildfire. The FLAG to work with the Showground committee to plan for such an issue and to plan evacuation routes.

The use of the radios will allow us all to co-ordinate evacuation and a resolving of the issue.

Part 3

Major incident

A major accident within the village will certainly close roads therefore as we have the radios no they can be used to help direct traffic and to contact the emergency services.

Appendix 1 - Evacuation Procedures & Routes

If a flood warning or severe warning are given, then residents in the flood area (Zone 2) need to evacuate to a safe refuge. Driving through flood water is unadvisable.

River flooding

Moss side area:

Leave the property by the back of the houses and move to higher ground. The river floods the front of the property first. WBC will co-ordinate flooding procedure.

Lancaster Avenue:

Flooding in this area has been from the area by the river pump therefore it is possible that this is a weak area and flooding will occur again this way. Lancaster avenue is a cul de sac therefore to exit by vehicle would be through the flood water, this is unadvisable. The newer houses are built above the 1980 flood level and therefore should be less likely to flood or at least give more time to exit.

The green area tends not to flood although it does get muddy. The older houses in Lancaster Avenue will need sand bags.

Houses in surrounding streets are less likely to be affected directly from any river flood but the water does seep into the land drains and then up through the floors of these properties. Evacuation is therefore essential. Houses at the bottom of Raikes Road will need sand bags and tey may be affected by river flooding and surface water flooding.

Flood signs should be placed at the junction of York Drive and Lancaster Avenue and off the A586 to stop cars driving through the junction of Raikes and Lancaster Avenue.

Flood signs are needed at the end of Lancaster Avenue to stop drivers driving down Lancaster Avenue.

Evacuation routes:

From Lancaster Avenue onto York Drive, St Annes Road then Pennine Way.

The area from No 36 Lancaster Avenue tends not to flood as the ground is slightly higher.

Evacuation from Lancaster Avenue, York Drive, and Chester Place

Up to No 18 Lancaster Avenue residents need to evacuate via York Drive (if it is safe to do so). Residents of York Drive and Chester Place need to evacuate via St Annes Road and Pennine Way either by Barrows Lane East or Raikes Road.

Evacuation from Lancaster Avenue and Lancaster Close

From No 20 Lancaster Avenue residents need to evacuate by the ginnel on Lancaster Avenue onto Lancaster Close and then make their way up the village. This is for pedestrians only. Exit by vehicle will mean driving through flood water.

Safe refuge

The safe refuge points are the WI Hall and the Village Centre. When a flood warning or severe flood warning is sent residents should make their way to the VC to register they are safe.

Surface water flooding

Raikes Road

The flooding occurs at the bottom of Raikes Road therefore if flooding occurs the diversion will be via the A586 to the West End then enter the village from the other side. Those walking or driving down Raikes Road should use the diversion via Pennine Way, St Annes Road, York Drive. Flood signs should be placed on the junction with Pennine way and Raikes road as well as on the A586.

Copp lane

If surface water flooding occurs in this area then drivers and pedestrians should not use Copp Lane or Hall Lane. The safe refuge for Copp Lane is the Council Car Park. This will allow pedestrians to exit into Thorne Meadows or into the village. Exit is also possible for pedestrians from the back of Thorne Meadows onto the cricket ground. Flood signs should be placed at each side of Copp Lane.

Hall Lane

Flood signs should be placed at each side of the flood to alert drivers. There are no safe evacuation routes from Hall Lane.

Evacuation rules

Evacuation should only take place if surface water flooding endangers lives and property or a Flood warning or a Severe Flood Warning has been issued.

The evacuation procedures should include options for the evacuation of ALL residents although some may not want to be evacuated. This should include those with restricted mobility. A list of the vulnerable should be kept at the VC. It should be assumed that visitors will not have local knowledge and will need to be guided to a safe route / location.

Appendix 2 - Environment Agency Warning Codes

Flood Alert

Key Message: Flooding is possible. Be prepared

Timing: 2 hours to 2 days in advance of flooding

Actions: Be prepared for flooding

Prepare a flood kit of essential items

Monitor local water levels and flood forecasts

Flood Alerts are to warn people of the possibility of flooding and encourage them to be alert, stay vigilant and to make early preparations for flooding.

Flood Warning

Key Message: Flooding is expected. Immediate Action Required

Timing: Half an hour to 1 day in advance of flooding

Actions: Act now to protect your property

Block doors with flood boards or sandbags and cover airbricks and

other ventilation holes

Move family, pets and valuables to a safe place

Turn off gas, electricity and water supplies if safe to do so

Keep a flood kit ready

Move cars, pets, food, valuables and important documents to safety

Flood Warnings are to warn people flooding is expected and encourage them to take immediate action to protect themselves and their property.

Severe Flood Warning **Key Message:** Severe flooding. Danger to life

Timing: When flooding poses a significant threat to life and different actions

are required

Actions: Stay in a safe place with a means of escape

Be ready should you need to evacuate from your home

Co-operate with the emergency services Call 999 if you are in immediate danger



Severe Flood Warnings are to warn people of a significant risk to life or significant disruption to communities caused by widespread or prolonged flooding, and encourage them to take immediate action to protect themselves and follow the advice of the emergency services.

Warnings no longer in force

(no icon)

Key Message: No further flooding is currently expected for your area

Timing: When river or sea conditions begin to return to normal

Actions: Be Careful. Flood water may still be around for several days and

could be contaminated

If you've been flooded, ring your insurance company as soon as

possible

Warnings are removed to inform people that the threat has now passed.

Appendix 3 - Useful Sources of Information

National Planning Policy Framework and the Planning Practice Guidance.

https://www.gov.uk/government/collections/planning-practice-guidance

Environment Agency Flood Warnings

https://www.gov.uk/sign-up-for-flood-warnings

Improving the flood performance of new buildings: flood resilient construction.

https://www.gov.uk/government/publications/flood-resilient-construction-of-new-buildings

Useful Links

Environment Agency

Incident hotline (freephone 24 hours) 0800 80 70 60

Visit Site

National Gas Emergency Services

Gas Emergency 0800 111 999

Visit Site

United Utilities

0345 6723 723

Visit Site

Floodline (24 hour)

Advice and information on floods 0845 988 1188

Electricity North West

Emergency and loss of power 105

Summary

Taking simple steps can go a long way to help protect your community from flooding. Preparing in advance will make it easier to respond to and recover from a flood.

Before a flood

Actions to protect Great Eccleston include to:

- think how information will be communicated to residents and emergency services during a flood
- describe or map emergency routes and evacuation points
- list contact information and locations of residents who need help and who could provide help
- list volunteers and their contact information
- think about how to scale up your response if a flood gets worse
 Make sure you comply with GDPR regulations when gathering personal information from people

Think what a flood would look like in Great Eccleston, so you know what signs to look out for.

These could include:

- water level trigger points on a Whites's Bridge or lampposts
- the condition of any local flood defences
- the direction a flood could come from
- the latest river, sea, groundwater and rainfall levels

Think how to help people in Great Eccleston.

Volunteers could help:

- with communication and administration
- to move furniture and other possessions
- to check on vulnerable neighbours

Test the flood plan

Regularly check if the flood plan will work, and the information is up to date.

Regularly check the ERAL radios are fully powered and are working correctly

Ask the EA and WBC to help carry out a simulated flooding event.

Publish the flood plan on the FLAG website

Great Eccleston flood plan checklist

Contained in the Plan are:

- the flood warnings that you are registered for
- local flood triggers
- · a list of locations at risk of flooding
- BT cabinets and Electricity sub-stations at risk
- trigger level and actions to take
- · any equipment you might need
- what timescale you might need to do your plan
- emergency contact information
- location and contact details of vulnerable people

Make sure you comply with GDPR regulations gathering personal information from people.

Make a list of important contacts, including:

- building services
- utility suppliers
- volunteers/flood wardens

Make a list of information about people who can help and how. For example, people who can help with:

- installing flood protection products
- moving people to safe locations
- · emergency storage
- emergency supplies
- medical support

Immediately before a flood

The emergency services are responsible for making sure the public are safe and co-ordinating the incident response.

Do not put yourself or others at risk.

When a flood happens

Follow your flood plan. You can also follow advice in:

- personal flood plan
- what to do before or during a flood

After a flood

Follow your flood plan. You can also follow advice in:

- personal flood plan
- what to do after a flood