

Make a family flood plan which can be activated quickly in response to a flood warning - details can be obtained from Floodline or on the Environment Agency website:

www.environment-agency.gov.uk

Make up a flood kit that includes insurance documents and emergency contact numbers, any medication you may need, a torch, battery powered or wind up radio, mobile phone, rubber gloves, waterproof clothing, and blankets.

Consider purchasing flood protection products or obtain sandbags which you can use to try and prevent the floodwater from entering your home through doors, ground floor WC's and airbricks.

Report any blockages such as trees or rubbish in watercourses which could result in flooding. You can report blocked watercourses to your District Council or the Environment Agency.

Report any flooding to Floodline on 0845 988 1188

Information regarding flooding can be found in the following booklets:

- * During a Flood: practical advice on what to do to stay safe in a flood
- * After a Flood: practical advice on recovering from a flood
- * Flood preparation: a guide to householders

These booklets are available from Floodline on 0845 988 1188. Information is also available on the Environment Agency's website: Online flood library

www.environment-agency.gov.uk

Advice and information is also available from the National Flood Forum

The Blue Book: Directory of Flood Protection Products

Tel: 01299 403055

e-mail: mail@floodforum.org.uk

website: www.floodforum.org.uk

The Flood Warning Codes

When a flood is forecast, the Environment Agency will either issue a Flood Alert, a Flood Warning, or a Severe Flood Warning. The flood warning codes are based on expected danger levels.



Flood Alert.
Flooding possible
Be prepared



Flood Warning.
Flooding is expected
Immediate action required



Severe Flood Warning.
Act Now. Severe flooding is expected
Danger to life and property

Warning no longer in force

No further flooding is expected. Water levels will start to go down.

Telephone Contacts & Information

Environment Agency

Flood line(24 hours).....0845 988 1188

General Enquires(Daytime).....08708 506 506

www.environment-agency.gov.uk

Ribble Valley Borough Council

Daytime.....01200 425111

Out of Hours.....01200 444448

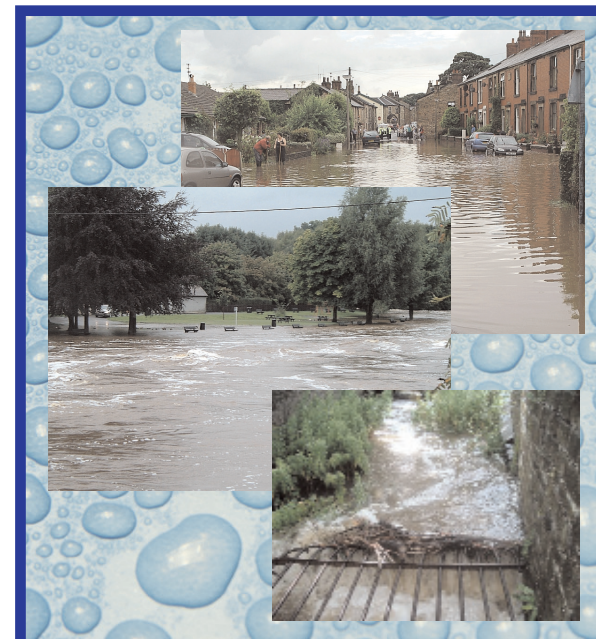
Further guidance:
www.ribblevalley.gov.uk

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BOROUGH COUNCIL

Flooding Information for the Ribble Valley



If you live in a Flood Warning Area register for Floodline on: 0845 988 1188



Flooding Information for Ribble Valley

The historic town of Clitheroe and the villages, Whalley and Ribchester are situated on the River Ribble/Calder system.

From time to time localised flooding has occurred within Ribble Valley and the likelihood is, that events may become more frequent and possibly more severe.

The aim of this leaflet is to provide information on the flood risk for Ribble Valley, the responsibilities of those who respond to flood incidents and the steps people can take to prepare for flooding before it happens.

Areas Affected by River Flooding

In Ribble Valley, the Environment Agency has undertaken flood risk modelling and has identified 4 Flood Warning Areas which are at a higher risk of flooding from the River Ribble system. The areas are:

Clitheroe (Low Moor: Map Ref L9)

Ribchester (Map Ref L5)

Whalley (Map Ref: L21)

Clitheroe (Mearley Brook: Ref L9)

The Environment Agency

The Environment Agency is the lead authority for flood risk management in England and Wales. The Environment Agency's role in a flood event is

to issue flood warnings to the public, local authorities, emergency services and the media.

Once properties are identified as being located within a Flood Warning Area it is strongly recommended that occupiers register to receive flood warning information. Flood warnings can be issued by telephone, fax, pager, SMS text message or email directly to any residential property or business within the flood warning area. **You can sign up to receive free flood warnings by contacting Floodline on 0845 988 1188.**

Ribble Valley Borough Council

Ribble Valley Borough Council provide an immediate response in order to help to care for people affected by flooding. The precise nature and extent of this response will depend on the resources available. Ribble Valley Borough Council works closely with Lancashire County Council Emergency Planning, who, on request from the Police or Ribble Valley Borough Council will open a local reception centre for those evacuated from their homes.

Ribble Valley Borough Council is also involved in helping with the recovery phase after a flood, co-ordinating operations involving clean-up and advice on environmental health problems caused by flooding.

It is not normal for Ribble Valley Borough Council to issue sandbags, unless it is possible to do so on a very limited basis in the event of a localised emergency. Sandbags can be sourced locally from most builders' merchants.

Emergency Services

The Police co-ordinate the emergency response to a flood incident. They assist in the saving of life and protection of property, working with other emergency services in the protection and care of the public. The Police can be contacted on 01254 51212 unless it is an emergency - in which case call 999. The Police do not issue sandbags.

The Fire Service undertake life-saving through search and rescue. The Fire and Rescue Service will carry out pumping operations in certain

circumstances to help alleviate damage and in the protection of vital services. A charge may apply to pumping carried out in commercial premises.

The Ambulance Service provide treatment and care of those injured. They work with other medical personnel and emergency services, attending to and advising on the medical needs of those affected by flooding.

Road/Drainage Flooding

Rainwater on roads will not be able to drain away if the watercourses next to them are flooding. Flooding of the highways is the responsibility of Lancashire County Council Highways Division, Whalley Area Office, who can be contacted on 0845 0530011.

Flooding from sewers is the responsibility of United Utilities and their contact number is 0845 746 2200.

Help Yourself

Flooding cannot be prevented but it can be prepared for. There are simple steps that can be taken to prepare for flooding and help reduce the damage it can result in. These include:

If you live in a Flood Warning Area please register on Floodline Warnings Direct so that you can receive an early warning of flooding.

Keep the Floodline 0845 988 1188 number in a visible place.

Floodline is available 24 hours a day 7 days a week. Ring to hear the latest flooding information and if any warnings have been issued for your area by using your Quickdial number to access up-to-date information. Quickdial numbers are available from Floodline.

