

During a flood

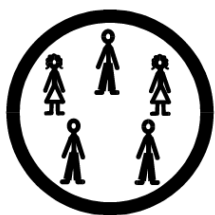


This easy read document tells you about what you should do during a flood.

During a flood



It is just as important to know what to do if a flood happens as it is to know how to prepare for a flood.

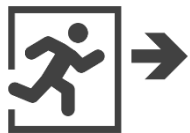


If there is a flood you should focus on your safety and the safety of people you live with.



If life is in danger
dial 999
immediately

You must:



- do what emergency services tell you
- evacuate (leave your home) if emergency services tell you to
- be ready to act quickly and get yourself to safety.

Take action and stay safe



Make sure people and pets are safe and away from flood water and do what it says in your personal flood plan.



Get together things that you need and move things that are important to you higher up than the flood water is expected to go.



If you have vulnerable friends, family or neighbours, check that they are okay.



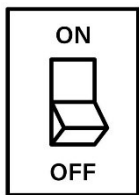
Listen to instructions from emergency services and do what they tell you to do.



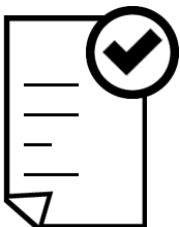
Emergency services might tell you that you need to leave your home quickly so make sure that you have an emergency kit ready with things in it you might need.



Prepare your home with any flood protection that you have.



Turn off water, gas and electricity before water comes into your home.



Make sure important documents are safe and will stay dry, including details of your home insurance.



Don't walk or drive through flood waters because there might be dangers that you can't see.



Move vehicles to higher ground.



Wash your hands frequently and stay clean because flood water is likely to have lots of germs in it.



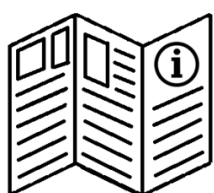
Get in touch with your insurer if your home and belongings have been damaged.



If you live in a rented home, contact your landlord or property owner.



If you need information about getting and using sandbags you can read our [separate easy read document about preparing for a flood](#).



[For more information see the Environment Agency leaflet](#) about what to do before, during and after a flood. This information is not available in easy read format.

Stay informed



The Environment Agency's Floodline gives information, advice and flood warnings for your area.



You can contact the Environment Agency Floodline by phone: 0345 988 1188.



You can [register to the Environment Agency flood warning service](#) to be told about floods in your area.



It is good to know what the different levels of flood warnings mean and what you need to do. There are three levels:



Flood Alert

Flood Alert means

- flooding is possible
- be prepared



Flood Warning means

- flooding is expected
- immediate action required



Severe Flood Warning means

- severe flooding
- danger to life



Flood and weather forecasts, and school closure information will be on local radio and TV.



Follow Nottinghamshire County Council on social media:

- [X](#)
- [Facebook](#)



[Subscribe to our free “emailme” flood bulletins.](#)

Flooded roads – Motorists and pedestrians



Do not travel along roads that are closed.



Drive slowly through water to avoid the risk of aquaplaning.



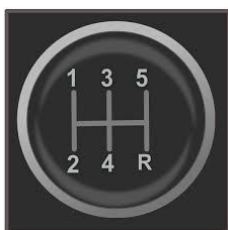
Only drive through water if you know that it is not too deep.



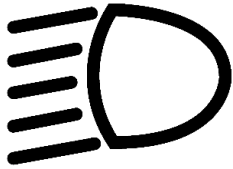
Let oncoming traffic pass you first.



Test your brakes as soon as possible after you are out of the water.



If you are driving through deep water, go slowly and use a low gear so you don't make waves or get water in your engine.



Use headlights if you can't see well because of the flood or the weather.



Double the normal distance between your car and the car in front of you because when the roads are wet it takes longer to stop.



Do not drive through moving water because your car could easily be swept away.



Remember that driving fast through standing water is unfair on people who are walking and cycling as it can cause water to be thrown on to pavements, soaking them.



If the police think you are driving without being careful of other people you can get a big fine.



Do not walk in flood water – there might be hidden dangers that you can't see.

Reporting a flood



You can [tell us about a flooded road or a drainage problem online using our online form.](#)



You can call the Environment Agency Floodline 24 hours a day on 0345 988 1188.



If there is flooding from sewers you should contact your water company.



Customers of Severn Trent can call:
0800 783 4444



Customers of Anglian Water can call:
0345 7145 145

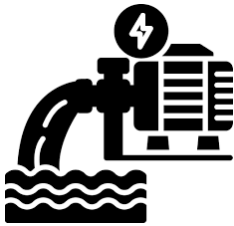


Flooded roads and blocked highway drains or gullies can also be reported to our Customer Service Centre by phone:
0300 500 80 80.

Pumping water from properties



We can't help with pumping water out of individual properties.



Our pumps are to decrease flooding and protecting infrastructure to help many buildings instead of individual buildings.



If you need help to pump water out of an individual property you should contact your home insurer.



You can also contact the Environment Agency for advice on 0345 988 1188.



You may be able to hire pumps from local tool hire companies.



It is important to be careful about where you will pump the water to so you do not make the problem worse.



The fire service might use their high volume pumps to help a community, but they probably won't use them on individual buildings.

Can we help?



You can look at [our flooding frequently asked questions \(FAQs\)](#) for more advice and information on how Nottinghamshire County Council and other organisations can help you.

Links in this document

Preparing for a flood: easy read

nottinghamshire.gov.uk/global-content/easy-read-library/preparing-for-a-flood-easy-read

Environment Agency Leaflet [PDF]

nottinghamshire.gov.uk/media/1723/ea_leaflet_whattodo.pdf

Register for Environment Agency Flood Warnings

gov.uk/get-flood-warnings

Nottinghamshire County Council – social media – X

x.com/NottsCC

Nottinghamshire County Council – social media – Facebook

facebook.com/nottinghamshire

Register for free “emailme” flood bulletins

nottinghamshire.gov.uk/council-and-democracy/news-and-media/emailme

Tell us about a flooded road or drainage problem

nottinghamshire.gov.uk/highwaysrequestform

Flooding Frequently Asked Questions

nottinghamshire.gov.uk/planning-and-environment/flooding-help-and-advice/during-a-flood/flooding-before-during-and-after-frequently-asked-questions

For plain English web page version of this information, go to:

[During a flood \(Nottinghamshire County Council\)](#)

nottinghamshire.gov.uk/planning-and-environment/flooding-help-and-advice/during-a-flood

This easy read was first published 2 November 2025

This information was last updated 2 November 2025