



# Flood Warning Information 2020-21

## Emergency Planning Team, Environment & Planning

Borough Council of King's Lynn & West Norfolk, King's Court, Chapel Street, King's Lynn, Norfolk PE30 1EX  
Tel: (01553) 616200 Email: [emergency.planning@west-norfolk.gov.uk](mailto:emergency.planning@west-norfolk.gov.uk)  
[west-norfolk.gov.uk](http://west-norfolk.gov.uk) [@WestNorfolkBC](https://twitter.com/WestNorfolkBC)

### Introduction

Tidal flooding may occur in some low-lying coastal and river areas when certain bad weather conditions and/or high tides coincide. This is more likely from August through the winter months to April, although it could occur at any time.

Sea defences are in place in West Norfolk but extreme conditions may cause these to be damaged or over topped.

If flooding does occur it may be only for a few hours or it may last a lot longer. In extreme situations you may be asked to leave your property and evacuate to a safe area.

### Flood risks in West Norfolk

The main risk from tidal flooding is to the coast at Hunstanton, Heacham and Snettisham, the town of King's Lynn, West Lynn and the tidal river between Denver and King's Lynn. The risk also extends eastwards along the coastal sea frontage from Hunstanton to Burnham Overy. Other areas are also at risk across the Fens.

In major flood events embankments are put under severe pressure and some overtopping and breaching is possible. If this happens the Environment Agency will issue flood warnings accordingly and a multi-agency emergency response will take place.

In addition to the areas at risk detailed, severe weather may result in localised flood events from surface run-off, in rural and urban areas or blocked culverts, drains and ditches.

### Put together an Emergency Kit

If you need to evacuate your home or the power goes off, it is good to have some



essential items to hand that are useful for you. Items to consider include a first aid kit, torch (wind up is best), radio, details of prescription medication, spare glasses, important documents such as passports & insurance documents, supplies for babies or small children or if you have a special diet. Put it all in a box or bag and leave in secure place but is readily accessible if you need it.

### How can I contact people?

History has shown that the telephone system may be overloaded particularly mobile phone networks. Calls should be kept short, as the emergency services need the lines for communication. If warnings are issued a pre-arranged meeting point may be beneficial. The meeting point may need to be away from home in a safe area, especially where access may have been restricted.

### Bungalows and basements in higher flood risk areas

If you live in either a bungalow, a basement or ground floor flat try to make arrangements in advance to shelter with neighbours who have 'upstairs' accommodation. Leave a message with neighbours or other persons to say where you have gone.

### When you receive a flood warning

- Try to stay calm
- Tell your neighbours, especially the elderly or infirm.
- Fasten your outer doors and position your flood boards, and any other flood protection products.
- Use a radio (battery portable or wind up) and continue to listen in to local news updates.
- Try to move your most valuable objects to a place of safety as quickly as possible, or protect them by tying them into plastic bags.
- Switch off gas and electricity.
- Move upstairs if possible
- Take valuables upstairs, if possible
- Keep food, bottled water, medicines, clothes, blankets, torches and candles with you.
- Fill bath, buckets and other receptacles with

Date	Time (24hr)	Height (m)
<b>2020</b>		
21 Aug	08:39	4.3
22 Aug	09:18	4.4
23 Aug	10:00	4.3
24 Aug	10:44	4.0
18 Sep	07:35	4.3
18 Sep	20:17	4.0
19 Sep	08:15	4.6
19 Sep	20:55	4.1
20 Sep	08:56	4.7
21 Sep	09:38	4.5
22 Sep	10:24	4.0
17 Oct	07:09	4.4
17 Oct	19:49	4.1
18 Oct	07:51	4.7
18 Oct	20:27	4.1
19 Oct	08:34	4.7
20 Oct	09:19	4.3
15 Nov	05:43	4.2
16 Nov	06:30	4.4
17 Nov	07:18	4.3

Date	Time (24hr)	Height (m)
<b>2021</b>		
28 Feb	19:14	4.0
01 Mar	19:52	4.3
02 Mar	20:32	4.3
03 Mar	21:14	4.1
29 Mar	19:50	4.4
30 Mar	20:30	4.5
31 Mar	21:12	4.5
01 Apr	21:56	4.1
26 Apr	18:42	4.1
27 Apr	19:24	4.4
28 Apr	20:09	4.5
29 Apr	20:55	4.3
26 May	19:04	4.1
27 May	19:54	4.1
08 Sep	07:57	4.0
09 Sep	08:33	4.3
10 Sep	09:10	4.4
11 Sep	09:50	4.2
07 Oct	07:29	4.3
08 Oct	08:07	4.5
09 Oct	08:48	4.5
10 Oct	09:31	4.2
05 Nov	06:00	4.3
06 Nov	06:44	4.4
07 Nov	07:30	4.3
05 Dec	06:28	4.0

Note the predicted times and dates of high tides. Be aware that high water may occur at other times, for example, during adverse weather conditions, especially Northerly gales and storms.

Full tide tables may be purchased in stationery outlets.

Note that some tide tables quote height in Chart Datum. This is 2.7m higher than those on here.

water, for washing in case the main supply has to be shut off. Drinking water should be stored in clean bottles or other suitable covered containers for immediate use.

- Remember pets: have a pet carrier, some food and keep pets with you if you have to leave.

### If you are flooded in your accommodation

If flooding occurs before you have had time to leave, get people above the water level and keep as dry as possible. **Stay where you are and wait for the emergency services to come to you.** Hang a large sheet out of a visible window to attract attention.

### Hygiene in case of flooding

Protect your health and that of your household by carefully observing basic personal hygiene rules. Always wash hands in clean water before touching food and if in doubt about any food, throw it out. Keep a supply of fresh water available in case mains supply is affected. Keep drinking water in closed containers or bottles for immediate use.

It is particularly important that you do not use any contaminated foodstuffs. Utensils that have been in flood water should be cleaned and boiled (metal utensils for 2 minutes minimum; wood and pottery utensils for 10 minutes minimum) before use.

### Calling emergency services

You can help by not calling the Police or other emergency services unless it is absolutely vital.

### Insurance cover

If you are advised that you should evacuate, the Borough Council cannot be held responsible for your property and contents during your absence, and although the Police will try to prevent looting, you should secure your home in the best possible manner.

It is important to seek the best possible insurance cover for your home and its contents. Check your existing policies and obtain any extra cover needed - it is too late after a flood. Discuss any claims with authorised assessors only, from recognised insurance companies.

### Emergency rest centres

If you are required to evacuate your premises when a flood warning has been given and you have not been able to make arrangements to go to other accommodation, the Local Authority will organise the opening of emergency rest centres as necessary.

Please do not go to the rest centres unless you are advised to by the emergency services.

### If you are evacuated from your accommodation

#### Medication

If you are taking any medication, please remember to keep it with you at all times. If you are evacuated, it will not be readily available at the reception centre.

#### Pets

Keep pets with you, and have a suitable pet carrier available in case you need to transport them. You may take pets with you to the reception centre but any uncaged animals must be kept in a vehicle, or designated compound. Try to arrange a "pet buddy" to look after your pets outside of the affected area.

#### Bedding and comfort items

If your stay in the rest centre is likely to be prolonged, take a small amount of bedding and food with you, for example a duvet, and crisps, biscuits, chocolate bars. Don't forget nappies for small children.

#### Financial help

Where there is urgent and immediate need, and help is not available from any other source, the Department of Work and Pensions may be able to help you with:

- cash for food and fuel during the first days of an emergency.
- payments to help replace clothing, household utensils and other essentials.
- payments to people unable to attend work as a result of flooding.

N.B. Any such payments may have to be refunded later - ask when applying.

If other sources of financial aid become available, details will be publicised on the radio and in the local media.



# WEST NORFOLK FLOOD WARNING AREAS

Just dial **0345 988 1188** using your Floodline Quick Dial Code on the map below to see if any flooding in your area.

At the prompt select 1 and then you can use your Quick Dial Code to access the information.

## Environment Agency Flood Warning Service

The Environment Agency issues specific warnings for flooding from most major rivers and the sea in West Norfolk.

### How to find out about flood warnings

If there is a risk that your property may be affected by river and/or coastal flooding the Environment Agency will make every effort to provide advance warning. BUT it is your responsibility to take the appropriate steps to protect yourself and your property.

You can sign up to Flood Warnings online at [gov.uk/flood](http://gov.uk/flood) or by dialling 0345 988 1188. Messages can be sent to you via telephone, mobile phone, text or email.

Flood warnings will be broadcast on many local radio stations. The warnings will identify the specific areas affected. If you are concerned that weather conditions may cause flooding, you should listen to:

- BBC Radio Norfolk 104.4 FM 855 & 873 MW
- KLFM 96.7 FM

During major flood events, regional television will also broadcast flood warning information.

### Public Safety

People are advised to listen to local radio stations at times of heightened flood risk for more information and not to contact the emergency services for non emergency matters.

If a decision is made that people need to evacuate their homes or premises and go to a safer location eg to relatives or friends out of the affected area, information will be provided via local radio as to the best routes to take and any transport arrangements in place. The locations and opening times of any rest centres in use and any other public safety messages will also be broadcast.

### What can I do to be prepared for flooding?

Flood protection products can be fitted to your home or business in advance of any flood event. They can help to minimise the damage caused by flood water. Many can be fitted by a competent DIY person or local trades person.

Further information about suitable products can be found on the National Flood Forum website at [nationalfloodforum.org.uk](http://nationalfloodforum.org.uk).

The borough council does not issue sandbags, as sandbags on their own are not effective against stopping the ingress of floodwater to properties.

Keep sentimental or important items upstairs (photographs, insurance documents).

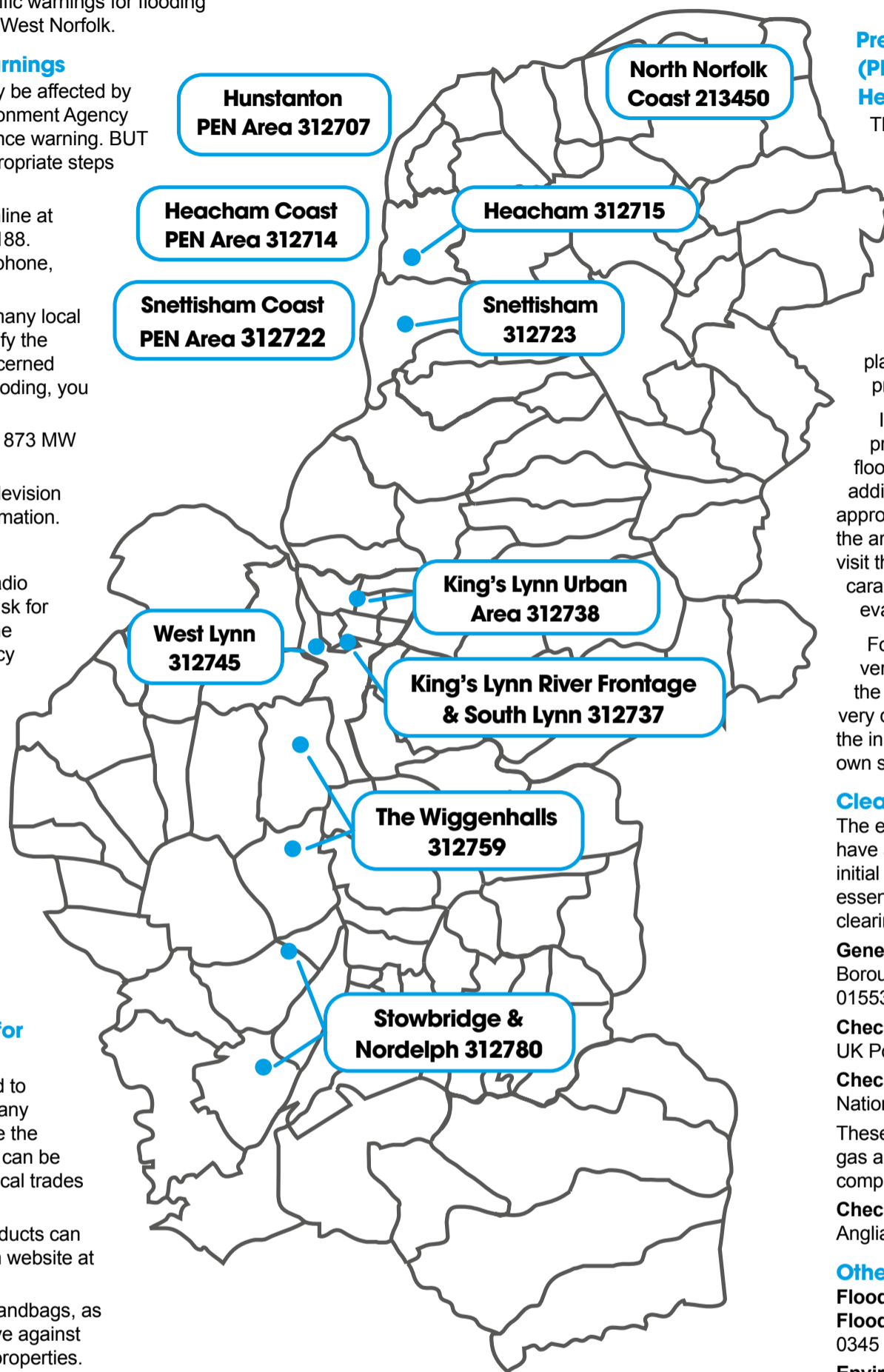
Be aware of the flood risk and high tide information for your area.

Do help any of your neighbours who are elderly or infirm to prepare and respond.

### Local Sea Defence Funding

In the Heacham, Snettisham & South Hunstanton areas local contributions are required to maintain the existing sea defences.

If you want to find out more about contributing please visit [west-norfolk.gov.uk/seadefencesfunding](http://west-norfolk.gov.uk/seadefencesfunding).



## Precautionary Evacuation NOTICE (PEN) - Coast at Snettisham, Heacham and Hunstanton

There are a large number of caravans and properties that lie between the flood embankments on the north west Norfolk coast at Snettisham, Heacham and Hunstanton. If evacuation is required then a great deal of time is needed to complete this task safely. Because of this emergency responders have worked together to put in place specific flood warning evacuation procedures in the area.

If the Environment Agency issue a precautionary evacuation notice (PEN) flood warning for these areas, then additional warning signs will be displayed approaching the area and roads leading to the area that will be closed. Responders will visit the affected properties in the area and caravan sites will carry out their own site evacuations.

Forecasting along this part of the coast is very complex and because of the nature of the defences in the area flooding can occur very quickly. It is important that you follow the instructions given and take action for your own safety.

### Clearing up

The emergency services will obviously have a lot to do, so it will help if you keep initial requests to those that are absolutely essential. Requests for assistance when clearing up should be made as follows:-

#### General Information

Borough Council - Tel No. 01553 616200 or 01553 616601 out of hours

**Checking electrical wiring / power cuts:**  
UK Power Networks - Tel No. 105

**Checking suspect gas supplies:**  
National Grid - Tel No. 0800 111999

These numbers should be used even when gas and electricity are supplied by different companies

**Checking suspect water supplies:**  
Anglian Water - Tel No. 03457 145 145

### Other useful telephone numbers

**Flood Warnings - Environment Agency Floodline**

0345 988 11 88

**Environment Agency Incident Line eg pollution**

0800 80 70 60

**Blocked road gullies and surface water flooding**

Norfolk County Council - 0344 800 8020

#### Welfare Services

Norfolk County Council, Adult and Children Social Services - 0344 800 8020

#### Financial Aid

Department for Work and Pensions Under 60 - 0800 055 6688

Over 60 - 0800 991 234

#### Sewage problems

Anglian Water Services 08457 145 145

#### Help with evacuation

Police 101 or if an emergency 999

#### Help with flooded property

Norfolk Fire & Rescue Service if an emergency 999



**FLOOD ALERT**

FLOODING IS POSSIBLE. BE PREPARED.



**FLOOD WARNING**

FLOODING IS EXPECTED. IMMEDIATE ACTION REQUIRED.



**SEVERE FLOOD WARNING**

SEVERE FLOODING. DANGER TO LIFE.

If you are in any doubt as to whether you are in a flood risk area, contact the Environment Agency on 0345 988 1188 or visit [gov.uk/flood](http://gov.uk/flood).

Details about how to be prepared for flooding & other emergencies can be found at [norfolkprepared.gov.uk](http://norfolkprepared.gov.uk)

