

Further information

Council Information Services

Telephone: 01506 280000

Typetalk: 0800 731118

Fax: 01506 775099

Email: customerservice@westlothian.gov.uk

or in writing to:

Customer Service, West Lothian Council

West Lothian House, Almondvale Boulevard, Livingston, EH54

6QG

Information is available in Braille, tape, large print and community languages.

Please contact the Interpretation and Translation Service on 0131 242 8181.

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.

الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনি ব্রইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষাগুলিতেও পাবেন। অনুগ্রহ করে ইন্টারপ্রেটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলি: 0131 242 8181

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部，電話：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਠੇਕੁਰੀਨ ਦੇ ਪੜ੍ਹਣ ਵਾਲੀ ਲਿਪੀ, ਟੇਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਸਿੱਖਾ ਕਰਕੇ ਇੰਟਰਪ੍ਰੈਟੇਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਟੂ ਇਸ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ : 0131 242 8181

یہ معلومات بریل (اندھوں کے رسم الخط)، ٹیپ، بڑے حروف کی طباعت اور کمیونٹی میں بولی جانے والی زبانوں میں دستیاب ہے۔
برائو مہربانی انٹرپرائزنگ اینڈ ٹرانسلیٹنگ سروس سے ٹیلیفون نمبر 0131 242 8181 پر رابطہ قائم کریں۔

Informacje te mogą być przelozone na jezyk Braille'a, dostepne na tasmie magnetofonowej lub wydane duzym drukiem oraz przetlumaczone na jezyki mniejszosci narodowych. Prosimy o kontakt z Uslugami Tlumaczeniowymi pod numerem 0131 242 8181.

Published by West Lothian Council, West Lothian House, Livingston, EH54 6QG



Flooding

-what you need to know

West Lothian Council delivers

www.westlothian.gov.uk



Like many other parts of the United Kingdom, West Lothian is experiencing the effects of a changing climate and an increased incidence of flooding affecting people's homes and businesses. Research predicts that these trends will continue.

The Council has approved a Flood Action Plan, and as part of its overall strategy has prepared some simple advice.

Are you at risk?

- Flooding can occur from a number of different sources outside the home. Because you have lived in a property for several years and have never been flooded does not mean that your property is not at risk.
- There is currently no definitive source of information to determine which properties may be at risk. The Council does maintain a record of susceptible properties that are brought to its attention.
- A number of properties in West Lothian have been affected in recent years. The Council has been working with the Scottish Executive and SEPA to help build a more comprehensive picture.
- If you think that your home may be at particular risk, it is advisable to set up and maintain a flood kit. This might include the following:
 - Children's essentials – milk, baby food, sterilised bottles, spoons, nappies and wipes, favourite toys etc.
 - Medication for yourself and your family and essentials spectacles, dentures etc.
 - Blankets, coats etc to keep you warm in the event of gas electricity and gas being cut-off.
 - Valuable and sentimental belongings important documents such as household insurance policies, chequebooks, and cash.
 - Torches, portable radio, mobile phone, rubber gloves, Wellington boots, and a first-aid kit.
 - Find out how to switch off gas and electricity at the mains and to isolate oil-fired central heating systems at the tank.
 - Think about where you might move vehicles to for safety.

If a flood does occur

- Switch off gas and electricity at the mains and isolate oil-fired central heating at the tank.
- Move upstairs if you can.
- Listen for information on local radio news bulletins (Forth FM)
- Take pets to safety.
- Move vehicles out of the areas at risk.
- Plug sinks and baths and put a sandbag in downstairs toilets to prevent backflow from the sewer.

There are a number of things you might consider doing if your property is flooding:

- Avoid contact with electrical equipment and appliances. If there is water in the house. Wear rubber boots. If you are in any doubt about the safety of electrical or gas supplies or appliances, do not use them until a qualified electrician has checked the system and has confirmed that it is safe to do so.
- Try to stop floodwater from entering your home. You can place sand or earth into carrier bags or pillowcases and place these at strategic points around your home placing them across airbricks and doors. The Council will provide sand in nylon bags to householders in susceptible areas free of charge and will deliver them to you. If your home has history of flooding it is advisable to request these and to keep them safe in safe storage until you need them. During periods of heavy or prolonged rainfall, the Council's Emergency Teams are unlikely to be able to keep up with demand and cannot guarantee timeous delivery.
- Move upstairs if you can. Take important documents and valuables that may be damaged with you including documentation, chequebooks, and cash.
- Keep a list of useful telephone numbers. A list is provided on the opposite page, which might be of help. Add any other contact details that you think might be useful such as your insurance company.
- Listen to local radio news. (Forth FM). The Council and the Emergency Services will use these stations to keep local people informed.
- If you can, keep an eye on the Council's website for further information.