

Sandbag guide

General information leaflet

Please do not request sandbags

- If there is no immediate danger of your house flooding, or, if only your garage or garden is flooded or under threat.
- If your property is already flooded, sandbags will be of no use and you should concentrate your efforts on protecting yourself, your belongings and moving precious items out of harms way.

Disposal of sandbags

Do not put sandbags in your wheelie bin, they are heavy and your bin will then not be emptied. Contaminated sandbags should be disposed of at a household recycling site.

Please report flooding from sewers and burst water mains to United Utilities

Useful telephone numbers

Environment Agency Floodline	0845 9881188
Wigan Council	01942 404364
or out of hours	01942 404040
United Utilities	0845 746 2200

Requesting sandbags from the council in an emergency

Please ring 01942 404364
or out of hours 01942 404040

Environmental Services Helpline

Opening Hours

8.00 am to 6.00 pm Weekdays

8.00 am to 12.30 pm Saturdays

Phone Number:

01942 404364

Address:

Wigan Council, Civic Buildings,
New Market Street, Wigan, WN1 1RP

We can make this information available in other formats and languages on request.

Contact us at:

Media and Communications Team,
Wigan Council, Chief Executive's Services,
Town Hall, Library Street, Wigan, WN1 1YN.

Phone: 01942 827173

Email: mct@wigan.gov.uk

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www.wigan.gov.uk



General Information Leaflet – Sandbag Guide

As we are all being made more aware of climate change, the council and its partners have been reviewing the help we can provide to our residents should we experience significant rainfall which leads to flooding in the borough.

This leaflet provides advice on how you should prepare for, and deal with, flooding. Further information is available on the Council's website www.wigan.gov.uk under Flooding.

If your house is in immediate danger of flooding;

- Focus on the safety of you and your family
- Put people before property

Environment Agency Flood Warning Service

In some areas, the Environment Agency is able to forecast when high river levels are expected to cause flooding.

If you live or work near Wigan centre around the River Douglas or in the Higher Folds and Lilford areas of Leigh you can receive flood warnings from Floodline Warnings Direct. This is a free service that gives you advance warning of possible flooding in your area via your phone, mobile phone, text, email, pager or fax.

To find out more about flooding risk, what to do during a flood, after a flood, preparing for a flood and if you can receive free flood warnings, contact:

Floodline on **0845 9881188** or visit www.environment-agency.gov.uk

The Environment Agency has also produced an information leaflet.

Protecting your property against flooding

If your property is known to be under threat from flooding you are advised to look at installing purpose made defences. More information is available on the websites of Wigan Council and the Environment Agency.

Emergency self help measures

Sandbags are a useful short term emergency measure in trying to keep floodwater out of properties. As a minimum protection measure, you may wish to consider having your own supply available. There are also bags available now that contain a gel which, when soaked for 3 to 10 minutes, expand and do the same job.

Guidance on placing sandbags

The council has produced a video showing how to place sandbags in the most effective way. Go to www.youtube.com/user/wigancouncil. There is further Sandbag Guidance on the council's flooding web page.

Further information on self help is given by the National Flood Forum under resilience methods at www.floodforum.org.uk and the Environment Agency at www.environment-agency.gov.uk.

Help Wigan Council may be able to provide

Although the council is not obliged to provide sandbags, we will try to help. Our limited resources will initially be targeted to occupied premises where there is a threat to life, and for protecting groups of houses rather than individual properties and will try to assist:

- Homes most at risk of flooding in the Flood Warning Area (River Douglas near Wigan town centre) when an officially declared flood warning has been issued.
- Homes in immediate danger of being flooded, with priority being given to residents who cannot help themselves.

Please note in Leigh, around the Higher Folds and Lilford areas, the Environment Agency supply sand bags that the council helps distribute.

In times of emergency it is unlikely that all requests for sandbags will be met in time, but we will do our best.

If you are unable to lift and move sandbags and don't have anyone who can help you please tell us when making your request. We will do our best to provide assistance.

