Working together to build a more flood-resilient future

16 Oct 2026

We cover more than two million homes in the UK and see the devastating impact flooding can have on our customers' lives.

This Flood Action Week, we have collaborated with government, the industry and flood experts to discuss how we can continue to help people understand their flood risk and encourage them to better protect their homes from unexpected weather events.

Our UK Household Director, Noel Summerfield, attended an insurance roundtable with the Floods Minister, Emma Hardy, MP and shared the positive role we believe that Flood Performance Certificates could have in helping people to understand their flood risk. We also highlighted what we're doing to drive awareness of Build Back Better, an initiative that allows homeowners to install property flood resilience (PFR) and resistance measures, such as flood doors, smart air bricks and water-resistant flooring.

David Fowkes, the UK Head of Household Underwriting, attended a Parliamentary reception organised by Flood Re, a joint initiative between the Government and insurers which aims to make flood cover more widely available and affordable, and hosted by Robbie Moore, the MP for Keighley and Ilkley and Shadow Floods Minister. At the reception the Floods Minister, Emma Hardy MP, shared her view on how government and the industry can partner to make homes and communities more resilient to flooding.

In addition to supporting customers who have had their properties flooded we're investing in natural flood management solutions to strengthen flood resilience through our partnership with The National Trust. We're committed to raising awareness of flood risk and the practical steps people can take to help protect their homes as part of our ambition to help more people look after their future.