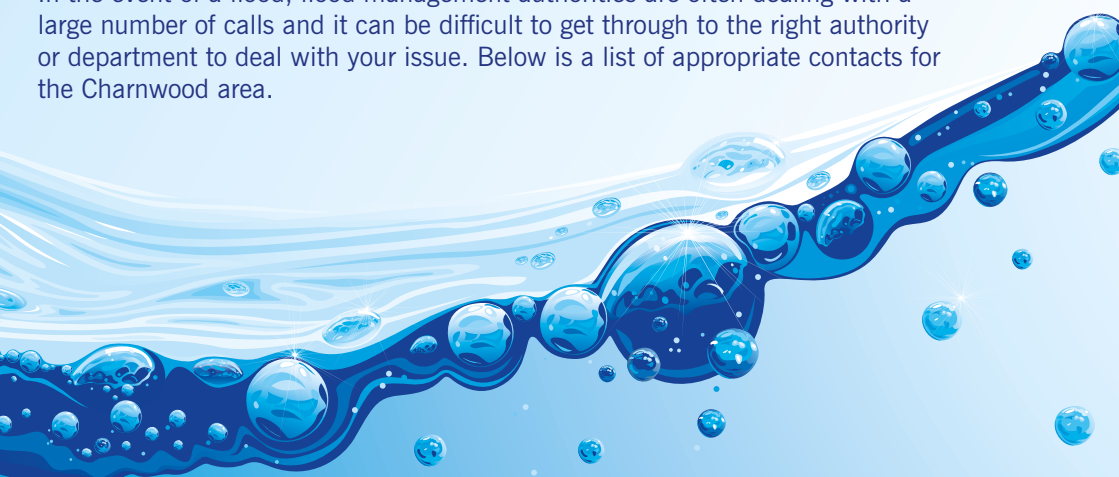


Flood: Who to contact?

In the event of a flood, flood management authorities are often dealing with a large number of calls and it can be difficult to get through to the right authority or department to deal with your issue. Below is a list of appropriate contacts for the Charnwood area.



Environment Agency - Floodline: 0345 988 1188

The Environment Agency should be contacted where flooding has occurred from:

- A main river
- A reservoir
- Coastal water

Lead Local Flood Authority (Leicestershire County Council)

Tel: 0116 305 0001 or Email: Flooding@leics.gov.uk

The Lead Local Flood Authority should be contacted where flooding has occurred:

- From surface water
- From an ordinary watercourse (smaller watercourses, ditches and streams etc.)

Highways Authority (Leicestershire County Council)

Tel: 0116 305 0001 or

Email: highwayscustomerservices@leics.gov.uk

Contact the Highways Authority if you have been flooded from:

- Roadside drains (gullies)



Charnwood Borough Council

Tel: 01509 634 565

Contact your district council for the:

- Provision of sandbags
 - For assistance with housing and shelter
-

Severn Trent

Tel: 0800 783 4444

Contact your water company regarding flooding from:

- Public foul and surface water sewers
 - A water main
-

Emergency Services

Non-Emergency 101, Emergency Only 999

www.leicestershire-fire.gov.uk/ or www.leics.police.uk/contact-us

Contact the emergency services in the event of a:

- Flood emergency - immediate risk to life or health, or
 - To assist with the protection of properties (non-emergency)
-

Health Services

Emergency Only – 999 or local GP

The health services should be contacted to deal with:

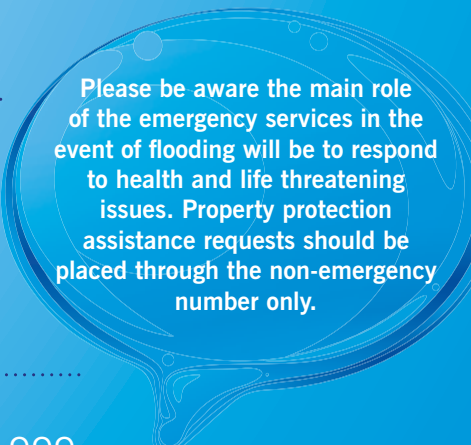
- Health emergencies (999), or
 - On-going medical conditions as a result of a flood (local GP)
-

Local Resilience Forum

info@localresilienceforum.org.uk

The Leicestershire local Resilience Forum can provide advice for flood victims:

- Provide advice for flood planning
- Provide advice for flood victims
- Help coordinate multi agency partnerships



Please be aware the main role of the emergency services in the event of flooding will be to respond to health and life threatening issues. Property protection assistance requests should be placed through the non-emergency number only.