



Flooding Responsibilities and Contact Details

Sep 2012

This is a short guide to the complex and multi agency responsibilities for flood risk. This is not all encompassing and deals with generalities; in reality things can be much more complicated with multiple parties often involved in one incident or issue and there are always exceptions to the rule.

Major flood incident	Contact
<p>The Police Co-ordinate the emergency services in a major flood incident and help with evacuation of people from their homes where it is necessary.</p>	<p>Dial 999 only in an emergency</p>
<p>The Fire & Rescue Service Is primarily responsible for saving life. They may also pump out floodwater (Contact your local service to ask about this. There may be a charge for this service).</p>	<p>Dial 999 only in an emergency</p>
<p>The Environment Agency (EA) The Environment Agency is responsible for building, maintaining and operating flood defences and for issuing flood warnings to the public, other flood responding organisations and the media. The Environment Agency also provides the Floodline Information service. You can listen to recorded flood warning information for your area or speak to an operator for advice 24 hours a day. You can also subscribe to a notification service.</p>	<p>Incident Hotline on 0800 80 70 60 Floodline 0845 988 1188 service</p>
<p>Cambridge City Council Have an emergency planning officer on call 24/7 working with the police, fire and rescue services and the Environment Agency to co-ordinate responses during severe flooding. Provide local advice to the public about the incident and what to do. Set up rest centres for people evacuated from their homes and arrange temporary shelters or accommodation for those people who have no where else they can go to.</p>	<p>01223 457000 or Out of Hours emergency contact number 01223 457457</p>
<p>Cambridgeshire County Council Work with the police, fire and rescue services and the Environment Agency to co-ordinate responses during severe flooding. Deal with road closures and disruption to social services. Investigate disruption caused by overflowing drains and sewers.</p>	<p>0345 045 5200 or out of hours in an emergency 0345 456 4564</p>

Minor flooding	Normal Contact
<p>Source (Where the water has come from)</p>	<p>Flood Risk Management Authority (This does not mean there is a responsibility to do something, EA and City Council only have permissive powers not responsibilities, unless they are the landowners owners)</p>
<p>The River Cam and Bin Brook</p>	<p>The Environment Agency Floodline 0845 9881188 Incident Hotline 0800 807060</p>
<p>Public Highway drainage (Generally gullies)</p>	<p>Cambridgeshire County Council 0345 045 5212 or out of hours in an emergency 0345 456 4564</p>
<p>Ordinary watercourse (Cherry Hinton Brook, Coldham's Brook, First Public Drain, Hobson's Brook, Vicar's Brook, East and West Cambridge Main Drain etc and other ditches.)</p>	<p>Cambridge City Council will clear blockages on all watercourses in an emergency situation and work with landowners in non-emergency situations. 01223 457000 or out of hours emergency contact number 01223 457457 or 358962</p>
<p>Surface water sewers (Water from roofs and hard standings) if two or more properties are connected or it is in public highway.</p>	<p>Anglian Water Services 08457 145145</p>
<p>Foul water sewers (Water from toilets, sinks, baths, showers washing machines etc) if two or more properties are connected or it is in public highway.</p>	<p>Anglian Water 08457 145145</p>
<p>Water supply pipes</p>	<p>Cambridge Water 01223 706 050 Anglia Water 08457 145145 (some areas)</p>