# Key information and contacts during a flood event

<table>
<thead>
<tr>
<th>EMERGENCY NUMBER FOR ANY FLOOD RELATED ISSUE</th>
<th>01905 845676 (WCC Highways &amp; Transport Control Centre)</th>
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## Policy, Procedures and Single Points of Contact

### Vulnerable Adults requiring social care intervention
- Emergency Duty Team: 01905 768020

### Reporting a flooded property
- Send/report details to: enquiries@nwwm.org.uk / 01562 732191  
  engineers@wychavon.gov.uk / 01386 565377

### Reporting a flooded road or highways issue
- Report details to: WCC Highways & Transport Control Centre - 01905 845676 – (24/7)

### Issues with watercourses (during normal working hours)
- Send/report details to: enquiries@nwwm.org.uk / 01562 732191  
  engineers@wychavon.gov.uk / 01386 565377

### Residents Insurance
- Residents own insurer  
- The Association of British Insurers helpline direct on info@abi.org.uk for support.  
- National Flood Forum for independent advice: 01299 403055 / info@floodforum.org.uk

### Sand Bags
- Sandbags are normally available from identified designated locations in each district [http://www.worcestershire.gov.uk/floodadvice](http://www.worcestershire.gov.uk/floodadvice)  
- Information about sandbag availability will be released during an event  
- The Council does not collect used sandbags - we recommend the sand is emptied into the garden and the sack disposed of with household refuse

### Disposal of damaged goods
- Residents own insurer

### Website
- [www.worcestershire.gov.uk/flooding](http://www.worcestershire.gov.uk/flooding)
**Flood Support**  
- For insurance advice and general flood recovery support/advice:  
  National Flood Forum -  
  Tel: 01299 403055  
  Email: info@floodforum.org.uk  
  Website: [https://nationalfloodforum.org.uk](https://nationalfloodforum.org.uk)

**Sewage / foul drains**  
- Severn Trent Water Ltd.: 0800 783 4444

**Re-housing**  
- Residents own insurance company

**Health & Wellbeing:**  
- For information about:  
  - PH Information - Mental Health following a flood  
  - PH Frequently - Asked Questions following a flood  
  - PH Flooding - Advice leaflet for the Public  
  - PH Floods - How to clean up your home safely  
  Visit WCC website: [http://www.worcestershire.gov.uk/floodadvice](http://www.worcestershire.gov.uk/floodadvice)

- NHS Wellbeing Hub:  

- Food Hygiene:  

**Council Tax**  
- District Council: Visit your district council website

**Business Rates**  
- District Council: Visit your district council website