Hollywood Flood Event Update for Residents 21 December 2018

Key General Contacts

Emergencies, flooding highway drainage - 01905 845676 (Worcestershire County Council)

Insurance advice, general flood recovery support and advice - 01299 403055 (National Flood Forum)

Website for latest information **www.worcestershire.gov.uk/floodadvice/hollywoodflood**

Update

Item	Update
Flood Investigation Report	• The flood investigation report is now published on the Worcestershire County Council website: www.worcestershire.gov.uk/floodadvice/hollywoodflood • The report includes: - background - recognition of the devastating impact on residents - an update on all the work which has been done so far - recommendations about further work which is needed - next steps - conclusion that the flooding was caused by the severity of the rain storm • Key recommendations & next steps include: - Talking to you about the report - Establishment of a Hollywood multi-agency flood risk management group to produce and implement a detailed action plan for reducing the likelihood and impact of future flooding - Establishment of a local community flood action group to represent residents and help shape and drive forward the emerging action plan
Local Flood Action Group	• The local councils have asked the National Flood Forum to work with the local community to establish a local flood action group • The independent group will comprise local residents and it will help to shape and drive forward future mitigation actions and help make the community more resilient • Please consider being part of the group
Ongoing recovery, investigation and mitigation	• The recovery partnership is continuing to work to support you • Survey of drainage infrastructure (highway and sewer) and watercourses is complete. It's all in good order but improvements at some locations are being looked at and developed • A highway drainage improvement scheme has been completed on the Alcester Road • Please let us know if there is anything you need

Other contacts

Contact name	Contact details
Vulnerable Adults requiring Social Care Intervention	• Rapid Response Social Work Service Tel: 01905 768053
Reporting a flooded property	• Please report any information about flooded properties to: the North Worcestershire Water Management Team (district council land drainage partnership) at: enquiries@nwwm.org.uk • Please send any photos and videos to: https://tinyurl.com/wythallfloods
Reporting a flooded road or highway issue including a blocked gully	• Worcestershire County Council • 01905 845676 • www.worcestershire.gov.uk/homepage/98/report_it
Issues with watercourses	• North Worcestershire Water Management • enquiries@nwwm.org.uk • 01562 732191
Insurance	• Your own insurer • If problems with your insurer contact the Association of British Insurers info@abi.org.uk • General insurance advice from National Flood Forum tel: 01299 403055 info@floodforum.org.uk https://nationalfloodforum.org.uk
Disposal of damaged goods	• Your own insurer • If not possible via your insurer Bromsgrove District Council tel: 01527 881288
General flood recovery advice & support	• National Flood Forum tel: 01299 403055 info@floodforum.org.uk https://nationalfloodforum.org.uk • The British Disaster Management Association BDMA has excellent information on flood recovery http://www.bdma.org.uk/publication/flooddocs/
Sewage / foul drains	• Severn Trent Water Ltd tel: 0800 783 4444
Re-housing	• Your own insurance company • If you've got an outstanding housing issue call Bromsgrove District Council tel: 01527 881288

Sand Bags	• If severe weather is forecast sandbags made available at Bromsgrove, Redditch and possibly the Wythall Hub again • For potential delivery to vulnerable people tel: 01527 881288 (out of office hours: 01527 597402) • Advice on sandbags from the NWWM Team available at https://tinyurl.com/nwwm-sandbags • The Council does not collect used sandbags - we recommend the sand is emptied into the garden and the sack disposed of with household refuse
Bromsgrove District Council	• In office hours: 01527 881288 • Out of office hours: 01527 597402
Health & Wellbeing	• NHS Wellbeing Hub (Link) tel: 01905 766124 • http://www.hacw.nhs.uk/our-services/healthy-minds/wellbeinghub/ • To talk to someone who understands what you're going through speak to the National Flood Forum tel: 01299 403055 info@floodforum.org.uk https://nationalfloodforum.org.uk • Food Hygiene: https://www.food.gov.uk/business-guidance/food-safety-after-a-flood
Council Tax	• Bromsgrove District Council: 01527 881288 revenues@bromsgrove.gov.uk. 100% relief possible for flooded properties not habitable
Business Rates	• Bromsgrove District Council: 01527 881288 revenues@bromsgrove.gov.uk