

Key information and contacts during a flood event	
EMERGENCY NUMBER FOR ANY FLOOD RELATED ISSUE	01905 845676 (WCC Highways & Transport Control Centre)
Policy, Procedures and Single Points of Contact	
Vulnerable Adults requiring social care intervention	<ul style="list-style-type: none"> Emergency Duty Team: 01905 768020
Reporting a flooded property	<ul style="list-style-type: none"> Send/report details to: enquiries@nwwm.org.uk / 01562 732191 engineers@wychavon.gov.uk / 01386 565377
Reporting a flooded road or highways issue	<ul style="list-style-type: none"> Report details to: WCC Highways & Transport Control Centre - 01905 845676 – (24/7)
Issues with watercourses (during normal working hours)	<ul style="list-style-type: none"> Send/report details to: enquiries@nwwm.org.uk / 01562 732191 engineers@wychavon.gov.uk / 01386 565377
Residents Insurance	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Sandbags are normally available from identified designated locations in each district 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	<ul style="list-style-type: none"> Residents own insurer
Website	<ul style="list-style-type: none"> www.worcestershire.gov.uk/flooding

Flood Support	<ul style="list-style-type: none"> • 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
Sewage / foul drains	<ul style="list-style-type: none"> • Severn Trent Water Ltd.: 0800 783 4444
Re-housing	<ul style="list-style-type: none"> • Residents own insurance company
Health & Wellbeing:	<ul style="list-style-type: none"> • For information about: <ul style="list-style-type: none"> - 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 • NHS Wellbeing Hub: http://www.hacw.nhs.uk/our-services/healthy-minds/wellbeinghub/ • Food Hygiene: https://www.food.gov.uk/business-guidance/food-safety-after-a-flood
Council Tax	<ul style="list-style-type: none"> • District Council: Visit your district council website
Business Rates	<ul style="list-style-type: none"> • District Council: Visit your district council website