

Insurance Companies

- All insurance companies operate an emergency 24-hour telephone helpline, which you should call as soon as you are able to do so. A list of help lines of the major insurance companies is available on the web site of the Association of British Insurers at www.abi.org.uk.

- Insurance companies should arrange builders and other repair work and help arrange emergency accommodation and other support.

- It is vital that you consult your insurance company before undertaking repairs on your property. It will be very useful to them if you can take photographs of all parts of the building that are damaged.

Communities and Individuals

- If you live in an area that is at risk of flooding, you should ensure that you and your family are prepared to protect your property.

Ultimately it is your responsibility.

- If your property is at risk from flooding you might consider the many flood protection products on the market or at least, store a supply of sandbags. Details of flood protection and sandbag suppliers are available from NSDC or the Environment Agency Website.

- Households should ensure they have adequate buildings and contents insurance.

- Owners of land have 'riparian rights'. Therefore whoever owns the land is responsible for the free flow of water through it. There should be no obstruction, pollution or diversions affecting the rights of others.

- Fly tipping can cause obstructions to the free flow of water and can affect many others living nearby. If you are aware of any fly tipping in any watercourse within the District then please contact NSDC on 01636 650000.

- Familiarise yourself and your family with preparations for evacuation. Details of which can be found in the NSDC Flood Evacuation Guide, or on the Environment Agency website. NSDC cannot support families who remain in flooded properties.

Contacts		
Agency	Office Hours	24hour/ Emergency Contact
Sewerage and Water Services		
Severn Trent	0800 783 4444	0800 783 4444
Surface Run Off		
Notts County Council Highways Agency	0300 5008080 0300 1235000	
Main Rivers and Flood Warnings		
Environment Agency	03708 506506	Floodline 0845 9881188 Incident Hotline 0800 807060
District Watercourses		
Trent Valley IDB	01636 704371	01636 704371
Multi Agency Emergency Plans		
Notts County Council	0300 5008080	
Rest Centres		
Newark & Sherwood District Council	01636 650000	01636 650000

- Please attend Parish Council Meetings and other forums for updates as contact details may change.
- Tune into local TV and Radio for further information in times of flooding.

Relevant Websites:

Environment Agency www.environment-agency.gov.uk
 Association of British Insurers www.abi.org.uk
 National Flood Forum www.nationalfloodforum.org.uk
 Severn Trent Water www.stwater.co.uk
 Trent Valley IDB www.tvidb.co.uk
 Notts County Council www.nottinghamshire.gov.uk
 Newark & Sherwood District Council www.newark-sherwooddc.gov.uk



Newark & Sherwood District Council, Kelham Hall
 Kelham, Newark on Trent. NG23 5QX
 Tel: 01636 650000 March 2013



Being Prepared

Community Resilience



Responsibilities of Agencies and Contacts for Flash and Fluvial (River) Flooding





- If the flood problem arises in the public sewerage system, it is **Severn Trent's** responsibility to arrange the clean up and remedial work.
- **Severn Trent** are responsible for the continuity of domestic water supply and repair of services disrupted by flooding.



The Environment Agency:

- Has powers to maintain and improve main rivers to ensure the efficient passage of flood flow and to manage water levels.
- Predicts floods and issue flood warnings, (where technically feasible to do so), from the Area Incident Room.
- Monitors river levels and flows.
- Monitors the predicted and actual rainfall.
- Assesses risk and advises the Emergency Services and Local Authorities.
- Provides representatives to various control points.
- Maintains and operates vital flood defences.
- Checks **EA** flood defences for breakages and clears blockages on main rivers and culverts.



- **Trent Valley IDB** is a Statutory Authority operating under the Land Drainage Act 1991. The Board maintains a network of watercourses within the district to provide drainage.
- Other watercourses are the responsibility of the landowner but the **Trent Valley IDB** has powers to ensure that they are satisfactorily maintained.



Nottinghamshire County Council:

- Is the lead local flood authority.
- Is responsible for the preparation and exercise of multi-agency flood plans.
- Is responsible for the maintenance of roads and for any flood from drains or gullies on these roads. Responsibility for major A roads falls to the Highways Agency.
- During a flood event **NCC** will support the district and community through all phases from response to recovery.
- **NCC** will provide social care, identify, locate and assist vulnerable people and manage the rest centres provided by NSDC.
- Provides Management and call out of voluntary agencies.
- Provides 24 hour call out of Nottinghamshire Emergency Agencies.



During a flood Newark and Sherwood District Council will:

- Provide an immediate response in co-ordination with other organisations and volunteers to assist affected people.
- Provide rest centres with emergency refreshments, food, temporary shelter and welfare for those evacuated from their homes.
- Provide public information via the media.
- Offer Environmental Health advice.

In the aftermath of a flood **NSDC** will:

- Manage street cleansing alongside the Highways Agency.
- Advise and assist with longer term housing.
- Offer council tax/business rate relief to those affected.
- In addition, **NSDC** will give advice and carry out investigations into drainage and sewerage problems. Where appropriate **NSDC** will use legal powers to ensure that necessary works are carried out quickly.

- **NSDC** also has power to enforce landowners to maintain free flow of watercourses.

Parish Councils

- **Parish Councils** will complete a Community Emergency Plan and allocate the necessary roles.
- The Environment Agency will work alongside **Parish Councils** to recruit and train flood wardens.
- During a flood event **Parish Councils** will work closely with and assist all agencies involved.

Emergency Services



Police

- Co-ordinate the emergency services.
- Assist with the evacuation of people.
- Oversee criminal investigations.
- Identify and remove the dead.

Fire and Rescue Service

- Rescuing and saving lives.
- Limited capacity for pumping away flood Water.

Ambulance Service

- Preserving and saving life.