



Key information and contacts during a flood event	
EMERGENCY RESPONSE	999
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: engineers@wychavon.gov.uk Office hours contact 01386 565377. Out of hours contact 01562 733175
Reporting a flooded road or highways issue	WCC Highways & Transport Control Centre - 01905 845676 – (24/7)
Issues with rivers (eg Severn, Avon, Teme, Stour)	Environment Agency hotline 0800 807060
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 available in the following locations: <ul style="list-style-type: none"> • MHDC Depot, Pendragon Close, Malvern WR14 1GR https://www.malvern hills.gov.uk/flooding-and-land-drainage • Chapel Street car park, Evesham • Lido car park, Worcester Road, Droitwich Spa • Pershore Civic Centre https://www.wychavon.gov.uk/emergency-flooding-advice The District Councils do 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 general information	www.worcestershire.gov.uk/flooding
Independent flood advice	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	Severn Trent Water Ltd.: 0800 783 4444
Re-housing	For private housing: residents own insurance company For social housing: residents to contact social housing provider
Health & Wellbeing:	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/ Business Rates	https://www.malvernhills.gov.uk/home https://www.wychavon.gov.uk/