

GET WISE TO RISING WATER

Flooding can be extremely distressing. To help you cope with associated problems this simple guide confirms the services Worcester City Council and the County Council's Highways Partnership Unit (HPU) will offer in the event of a flood. These services are free to residential properties; a charge is normally made for services to commercial properties.

Keeping watch: We will monitor flood levels along with the Environment Agency which provides regular updates on its Floodline service. We will keep an eye on roads and houses where we anticipate flooding will occur.

Checking traffic: When traffic has to be diverted the HPU will organise closures and alternative routes. The HPU will pass on all traffic news to local radio stations so please tune in.

Bridging the gap: Where we can do so safely we will provide duck boards to help you get in and out of flooded properties.

A place to rest: We will provide emergency rest centre accommodation if you have to evacuate your home and work with the police to help you move. We will help place vulnerable people in temporary accommodation if required. Please think ahead and call the Council for advice.

A helping hand: If you are elderly or disabled we will help you move your belongings to safety.

A safe haven: If toilets in an area cannot be used due to flooding, tell us and we will provide mobile facilities.

Cleaning up: The Council and HPU will work to clean up the highways and get them back into use as soon as the flooding has receded. We can also offer advice on cleaning up your property after a flood.

Drying out: In special circumstances we can provide dehumidifiers.

Contacting us: If you need any of these services – except emergency accommodation – call the Council on 01905 722233, office hours only. For emergency accommodation call Strategic Housing Services on 01905 722494. The out of hours emergency number is 0845 056 8035.

Safety Awareness: Do not under any circumstances be tempted to enter flood water. The flow of a swollen river along with its under-current can be very powerful. Flood water may contain raw sewage which can lead to health problems.

USEFUL NUMBERS:

**Floodline
(The Environment Agency)
08459 881 188**

Enter the quick dial number for the area (i.e. the River Severn) press 052322. For Barbourne area the quick dial number is 0523342. For Blackpole and Perdiswell the quick dial number is 0523341.

**West Mercia Police
0300 333 3000**

**Hereford and Worcester
Fire and Rescue Service
999**

**County Emergency
Planning
01905 766176 or
01905 763763 (out of
hours)**

**Severn Trent Water
0800 783 4444**

In the event of major flooding Worcestershire County Council may set up an Emergency Information Line. Please tune into local radio for more details
**BBC Hereford & Worcester
94.7, 104 or 104.6FM
Wyvern FM 96.7, 97.6 or
102.8FM**

For further information please refer to the Flood Emergency Plan which can be viewed or downloaded from
www.worcester.gov.uk
A hard copy is available by calling **01905 722203**

Please keep this guide in a safe place and have it ready to use when flood warnings are issued.



Worcester
CITY COUNCIL