

# WHO DOES WHAT?

## HOW TO REPORT FLOODING



**CHELTENHAM**  
BOROUGH COUNCIL



### EVACUATION

If an area needs evacuating call 999 and ask for the fire service. They will contact Cheltenham Borough Council's emergency response team if required.



**IN AN EMERGENCY DIAL 999**

### LEAD LOCAL FLOOD AUTHORITY

Gloucestershire County Council are responsible for investigating and reporting flooding incidents, managing flood risk from surface water, groundwater and ordinary watercourses. They also produce the local flood risk management strategy and provide local co-ordination.

**01452 425 000**

**FLOODRISKMANAGEMENT@GLOUCESTERSHIRE.GOV.UK**

### SEWAGE & WATER COMPANIES

Mains water leaks and flooding from public sewers are the responsibility of the local water company. In Cheltenham this is generally Severn Trent Water.

They can be contacted 24/7 on

**0800 783 4444**

Private sewers & drains are the responsibility of the homeowner.



### RIPARIAN OWNERS

Land owners are responsible for watercourses within or adjacent to the boundaries of their land. A watercourse includes a river, stream, culvert or ditch.

It is important to carry out regular maintenance and checks.



Contact CBC about ordinary watercourses and the EA about main rivers. <https://bit.ly/3s9G40p>

### RIVER FLOODING

The Environment Agency (EA) are responsible for responding to flooding from main rivers. River and property flooding can be reported on their



Flooding Incident Line 24/7

**0800 80 70 60**

**ENQUIRIES@ENVIRONMENT-AGENCY.GOV.UK**

### GLOUCESTERSHIRE HIGHWAYS

Highway flooding is the responsibility of the Highway Authority Gloucestershire County Council (GCC)

They can be contacted on

**0800 514 514**

**HIGHWAYS@GLOUCESTERSHIRE.GOV.UK**

### CHELTENHAM BOROUGH COUNCIL

CBC have delegated authority for consenting (land drainage consent) and enforcing (resolving riparian issues) for ordinary watercourses and are the local planning authority. We support community resilience & collaborative projects to reduce flood risk. We also maintain watercourses & flood alleviation assets on CBC owned land.

**01242 26 26 26**

**FLOODING@CHELTENHAM.GOV.UK**

### PROPERTY OWNERS

Property owners are responsible for protecting their property from flooding. Demand for flood products increases during a flood so it's better to be prepared.

Cheltenham Borough Council is not able to supply sand bags to individual properties.

Sandbags can be purchased from most builders' merchants or alternatives via [bluepages.org.uk](http://bluepages.org.uk)



# USEFUL WEBSITES



**WWW.GOV.UK/SIGN-UP-FOR-FLOOD-WARNINGS**

Call Floodline 24/7 for flood warnings:

**0345 988 1188**

**IF SOMEONE IS MADE HOMELESS THROUGH FLOODING**

**0800 408 0000** Call Cheltenham Borough Homes

**GRANT SCHEMES**

Details of any available grants will be published on our website.

**CHELTENHAM BOROUGH COUNCIL**

Visit our website for flood advice

**WWW.CHELTENHAM.GOV.UK/FLOODING**

**ARE YOU READY?**

How to prepare for an emergency

<https://glosprepared.co.uk/>

**CHECK YOUR FLOOD RISK**

<https://flood-warning-information.service.gov.uk/long-term-flood-risk>

**MAIN RIVER MAP**

Shows rivers covered by the Environment Agency. <https://bit.ly/3s9G40p>

**FLOOD ONLINE REPORTING TOOL**

Report flooding to local authorities using FORT <https://swim.geowessex.com/glos>

**GLOUCESTERSHIRE FLOOD GUIDE**

[www.goucestershire.gov.uk/flood-guide](http://www.goucestershire.gov.uk/flood-guide)

**BLUE PAGES**

Independent flood directory  
<https://bluepages.org.uk/>

**NATIONAL FLOOD FORUM**

Charity for those at risk of flooding  
<https://nationalfloodforum.org.uk>

**FLOOD RE INSURANCE SCHEME**

Affordable, government backed flood insurance scheme [www.floodre.co.uk](http://www.floodre.co.uk)

**TROLLEYS & FLYTIPPING**

Download the Trolleywise app or report via [www.fixmystreet.com](http://www.fixmystreet.com)

- If there is a flooding emergency please dial 999
- Do not put yourself in danger
- Do not try and enter flood water



**FLOODING@CHELTENHAM.GOV.UK**

Please email us for non-emergency enquiries & reports