

Flooding Responsibilities for Cambridgeshire

This is a short guide to the complex and multi-agency responsibilities for flood risk. This is not all encompassing and deals with generalities; in reality things can be much more complicated with multiple parties often involved in one incident or issue and there are always exceptions to the rule.

Organisation	Contact
<p>The Police</p> <p>(co-ordinating help and helping with evacuations)</p> <p>The Police co-ordinate the emergency services in a major flood incident. They also help evacuate people from their homes if necessary.</p>	<p>You should only dial 999 in an emergency.</p>
<p>The Fire & Rescue Service</p> <p>(evacuation and pumping out floodwater)</p> <p>The Fire & Rescue service respond to emergency incidents as required. If necessary, they help the public with personnel and equipment and can pump out floodwater. (Depending on where you live, there may be a charge for this service.)</p>	<p>You should only dial 999 in an emergency.</p>
<p>The Environment Agency</p> <p>(flood warnings and flood defences)</p> <p>The Environment Agency issue flood warnings for flooding from rivers, the sea and ground water. They deal with emergency repairs and blockages on main rivers, and are responsible for building, maintaining and operating flood defences.</p>	<p>To get flood warning information or advice, call Floodline on 0345 988 1188 or the Incident Hotline on 0800 80 70 60</p>
<p>Cambridge County Council</p> <p>Highways (roads, diversions and drains)</p> <p>The Highways team place flood warning signs on roads, organise road closures and diversions and clear blockages on road drainage systems. They also investigate disruption caused by overflowing drains from surface water on the roads.</p> <p>The Highways team work closely with the Police, Fire & Rescue services and the Environment Agency to co-ordinate responses during severe flooding.</p>	<p>Call 0345 045 5200 and select Option 3. In an out-of-hours emergency, contact the Police.</p>
<p>East Cambridgeshire District Council</p> <p>The Council works with the emergency services to provide temporary evacuation centres if large numbers of people have been evacuated from their property because of severe flooding.</p>	<p>Call 01353 665555</p>
<p>Anglian Water</p> <p>Surface, foul water sewers and water supply pipes</p> <p>If two or more properties are connected or it is on public highway</p>	<p>0845 7145145</p>