



# WHO DOES WHAT?



## 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.**

## RIVER FLOODING

The Environment Agency (EA) are responsible for responding to flooding from main rivers. River flooding can be reported on their flood Incident Line 24/7. Main river map below. Severn Trent are also responsible for Severn Estuary & Reservoirs

**ENQUIRIES@ENVIRONMENT-AGENCY.GOV.UK**  
**0800 80 70 60**



## LEAD LOCAL FLOOD AUTHORITY (LLFA)

Gloucestershire County Council Flood Risk management team are the LLFA. Some of their duties include: investigating and reporting flooding incidents, managing flood risk from surface water, groundwater and ordinary watercourses. They also produce the local flood risk management strategy.

**FLOODRISKMANAGEMENT@GLOUCESTERSHIRE.GOV.UK**  
**01452 425 000 (switchboard number)**

## HIGHWAY FLOODING

Highway flooding is the responsibility of the Highway Authority Gloucestershire County Council (GCC). Report an issue via <https://fixmystreet.gloucestershire.gov.uk/>.

**HIGHWAYS@GLOUCESTERSHIRE.GOV.UK**  
**08000 514 514 (24/7)**



## SEWAGE AND WATER COMPANIES

Flooding from public sewers is the responsibility of the water company. Locally this will generally be Severn Trent Water. They can be contacted 24/7.

**0800 783 4444**

Private sewers & drains are the responsibility of the homeowner.



## CHELTENHAM BOROUGH COUNCIL

We have delegated responsibility for land drainage consents and enforcing (resolving riparian issues) for ordinary watercourses and are the local planning authority. We support community resilience, and maintain watercourses on CBC land.

**FLOODING@CHELTENHAM.GOV.UK**  
**01242 26 26 26 (non emergency number)**

## RIPARIAN OWNERS

Riparian 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.

[www.gov.uk/guidance/owning-a-watercourse](http://www.gov.uk/guidance/owning-a-watercourse)

Ask CBC about riparian issues on ordinary watercourses and the EA for main rivers (see main river map link).



## PROPERTY FLOOD RESILIENCE (PFR)

Property owners are responsible for protecting their property from flooding. Cheltenham Borough Council does not supply flood protection products to individual properties.

Flood protection products can be purchased from most builders' merchants (see web links for flood advice).



# USEFUL WEBSITES

Call Floodline 24/7 for flood warnings:

0345 988 1188

[WWW.GOV.UK/SIGN-UP-FOR-FLOOD-WARNINGS](http://WWW.GOV.UK/SIGN-UP-FOR-FLOOD-WARNINGS)



## IF SOMEONE IS MADE HOMELESS THROUGH FLOODING

Call Cheltenham Borough Homes.  
0800 408 0000 (24/7)

## GRANT SCHEMES

Details of any schemes for flooded properties will be published on CBC and GCC website.

<https://gloucestershire.gov.uk/flood-guide>

## CHELTENHAM BOROUGH COUNCIL

Visit our website for flood information:  
<https://www.cheltenham.gov.uk/flooding>

## ARE YOU READY?

Information on how to prepare for an emergency <https://glosprepared.co.uk/>.

## CHECK YOUR FLOOD RISK

<https://www.gov.uk/check-long-term-flood-risk>.

## MAIN RIVER MAP

<https://www.arcgis.com/apps/webappviewer/index.html?id=17cd53dfc524433980cc333726a56386>

## FLOOD ONLINE REPORTING TOOL

Report flooding to local authorities. (non emergency reporting)  
<https://fort-gloucestershire.dorsetcouncil.gov.uk/>

## GLOUCESTERSHIRE FLOOD GUIDE

<https://gloucestershire.gov.uk/flood-guide>

## THE BLUE PAGES

The UK's leading independent flood directory for property level flood resilience  
<https://bluepages.org.uk/>.

## NATIONAL FLOOD FORUM

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

## FLOOD RE INSURANCE SCHEME

Insurance advice and information for those at risk of flooding. [www.floodre.co.uk](http://www.floodre.co.uk).

## TROLLEYS AND FLYTIPPING

Download the Trolleywise app, contact CBC 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**