



# Flooding: Who to contact

In the event of a flood, flood management authorities are often dealing with a large number of calls and it can be difficult to get through to the right authority or department to deal with your issue. Below is a list of appropriate contacts for Derbyshire.

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## **Environment Agency – Floodline 0345 988 1188**

or general enquiries 03708 506 506 or to report an incident  
0800 80 70 60

[www.gov.uk/check-flood-risk](http://www.gov.uk/check-flood-risk) or [www.gov.uk/sign-up-for-flood-warnings](http://www.gov.uk/sign-up-for-flood-warnings)

The Environment Agency should be contacted where flooding has occurred from:

- A main river
- A reservoir

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## **Severn Trent Water or Yorkshire Water (NE of the county) or United Utilities (NW of the county)**

Tel: 0800 783 4444 (STW) or 0345 1242424 (YW) or  
0345 672 2888 (UU)

Contact your water company regarding flooding from:

- Public foul and surface water sewers
- A water main

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## **Emergency Services**

Non-emergency Tel: 101, Emergency only Tel: 999

[www.derbys-fire.gov.uk](http://www.derbys-fire.gov.uk) or [www.derbyshire.police.uk](http://www.derbyshire.police.uk)  
or [www.emas.nhs.uk/](http://www.emas.nhs.uk/)

- The main role of the emergency services in the event of flooding will be to respond to health and life threatening issues

# Derbyshire County Council

## Lead local flood authority and highways authority

Tel: 01629 533190 or email [flood.team@derbyshire.gov.uk](mailto:flood.team@derbyshire.gov.uk)

As the lead local flood authority they co-ordinate the management of flood risk from local sources such as:

- Surface water
- Ordinary watercourses (smaller watercourses, ditches and streams etc.)
- Groundwater

Report online at [www.derbyshire.gov.uk/reportit](http://www.derbyshire.gov.uk/reportit)

Contact the highways authority to report flooding relating to:

- Roadside drains (gullies) & standing water on the highway

## Derbyshire County Council

### Emergency planning team

Tel: 01629 538364 or email [emergency.planning@derbyshire.gov.uk](mailto:emergency.planning@derbyshire.gov.uk)

The emergency planning team can provide advice and assistance on:

- Flood planning/resilience
- Flood recovery
- Evacuation and shelter
- Co-ordinating multi-agency partnerships and response
- Community flood plans

For further advice see [www.derbyshireprepared.org.uk](http://www.derbyshireprepared.org.uk)

## District and borough councils

Work with the county council on flood risk management issues.

Contact your district or borough council for the:

- Provision of sandbags (where available)
- Emergency housing and shelter
- Flood recovery

Amber Valley	01773 570222
Bolsover	01246 242424
Chesterfield	01246 345345
Derbyshire Dales	01629 761100
Erewash	01159 072244
High Peak	01298 28400
North East Derbyshire	01246 231111
South Derbyshire	01283 221000