

Key contacts during a flood

If there's an urgent risk to people or property from flood water	Emergency services	999
Emergency Planning	Herefordshire Council	The Emergency Planning Duty Officer can be contacted on 01432 260850 or by phoning the council switchboard on 01432 260000 and asking to speak to the Emergency Planning Duty Officer resilienceteam@herefordshire.gov.uk
Flooding to your property from main rivers (Rivers Arrow, Dore, Frome, Leadon, Lugg, Teme, Wye and the Pinsley and Worm Brooks)	Environment Agency	0345 988 1188
Flooding to your property from other rivers, brooks, streams or groundwater	Herefordshire Council	01432 261800 www.herefordshire.gov.uk/reportaflood
Flooding from a burst water main or sewer flooding	Welsh Water Severn Trent Water	0800 085 3968 0800 783 4444
Flooding on a road or footpath	Herefordshire Council	01432 261800 www.herefordshire.gov.uk/reportdrainage
Independent advice	National Flood Forum	01299 403055 https://nationalfloodforum.org.uk/
Your insurance	Your own insurer The Association of British Insurers	 www.abi.org.uk/
If your property has flooded or near flooded in the past, you may want to consider investing in property flood resilience measures	National Flood Forum Blue Pages	Independent directory of flood protection products and services http://bluepages.org.uk/
Disposal of damaged goods	Your own insurer	
Rehousing	Your own insurer	
Vulnerable adults requiring social care intervention	Herefordshire Council	01432 260101 www.herefordshire.gov.uk/social-care-support/contact-adult-social-care
Council Tax	Herefordshire Council	01432 260360 counciltax@herefordshire.gov.uk www.herefordshire.gov.uk/council-tax-1

Business Rates	Herefordshire Council	01432 260373 businessrates@herefordshire.gov.uk www.herefordshire.gov.uk/business-1/pay-business-rates
General website advice about before, during and after a flood	Herefordshire Council	www.herefordshire.gov.uk/floods https://twitter.com/HfdsCouncil
River levels	Environment Agency	https://check-for-flooding.service.gov.uk/river-and-sea-levels https://twitter.com/EnvAgencyMids
Sign up for flood warnings	Environment Agency	www.gov.uk/sign-up-for-flood-warnings 0345 988 1188
Weather forecast	Met Office	www.metoffice.gov.uk/
Sign up for weather warnings	Met Office	https://public.govdelivery.com/accounts/UKMETOFFICE/subscriber/new
Travel updates	Herefordshire Council	When a flooding incident is expected or experienced, information will be highlighted on the council's homepage, in latest news and on our social media channels www.herefordshire.gov.uk https://twitter.com/HfdsCouncil https://twitter.com/HfdsStreets
Emotional support	NHS Herefordshire and Worcestershire Talking Therapies	www.talkingtherapies.hwhct.nhs.uk/ 0808 196 9127
Adult mental health and wellbeing	Local organisations that can offer support	www.talkcommunitydirectory.org/keeping-well-staying-healthy/mental-health-and-emotional-wellbeing/mental-health-and-wellbeing/
Future insurance	Flood Re explained Flood Re Eligibility Criteria	www.abi.org.uk/products-and-issues/topics-and-issues/flood-re/flood-re-explained/ www.floodre.co.uk/find-an-insurer/eligibility-criteria/
Following a flooding event, any available help or assistance will be highlighted on the council's homepage and on its social media channels	Herefordshire Council	www.herefordshire.gov.uk/after-flooding https://twitter.com/HfdsCouncil
Guidance and information on Property Flood Resilience (PFR)	BeFloodReady	www.befloodready.uk/herefordshire