

Flooding Advice, Reporting & Emergency Contacts

If you are concerned about being flooded, you could phone the **Floodline** for current flood warnings that are in force or advice on how to stay safe during a flood on **0345 988 1188**. Resident's first priority should be protection of life, therefore if there is an **imminent risk to life** please contact the emergency services on **999**.

Residents need to do all they can to protect themselves and their property. Simple steps include:

- Preparation of a Household Flood Action Plan
- Protecting valuables and important documents
- Listening and acting on the advice of the emergency services
- Moving upstairs or to higher ground as soon as is possible and keeping warm.

If you need to leave your home due to flooding and need help relocating or you require emergency response or recovery advice the following contacts should be used where relevant.

Cambridge City Council 01223 457000 or **0300 303 8389** in an emergency.

East Cambridgeshire District Council 01353 665555 or **07710 978900** in an emergency.

Fenland District Council **01354 654321**

Huntingdonshire District Council 01480 388388 or **01480 434167** in a civil emergency.

South Cambridgeshire District Council 8am to 5.30pm (Monday to Friday) **03450 450 063** or in an emergency via Cambridge City 0300 303 8389.

Please note that Cambridgeshire County Council's Flood and Water Team is not an emergency response service. The team instead works with other flood risk organisations across the County to try to investigate the causes of flooding post-event and develops projects to reduce the long term risk.

For ponding or flooding to roads and footways please report this to Highways here:

<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/roads-and-pathways/roadworks-and-faults/>

To report that you have already experienced flooding within the living space of your home, or if you wish to make us aware of external flooding to outbuildings, gardens and private paths please use the flood reporting form. It may be possible for the County Council to investigate the cause of flooding and offer advice about reducing future risk.

<https://www.cambridgeshire.gov.uk/business/planning-and-development/flood-and-water/report-a-flood/>

If you are experiencing repeated flooding issues and would like advice please contact the team at floodandwater@cambridgeshire.gov.uk.

Further information is also available from other organisations as follows:

<http://www.floodadvisoryservice.co.uk/>

<https://nationalfloodforum.org.uk/>