

Buckinghamshire

Who to contact in the event of flooding

Is the flooding causing a danger to life or limb?

Yes

Contact the fire & rescue service on 999
www.bucksfire.gov.uk

No

Is the cause of flooding a Main River* or reservoir?

Yes

Contact the Environment Agency Floodline:
0845 988 1188

No

Is the cause of flooding a sewer, a burst water main or a household stormwater drain?

Yes

Contact the water utility companies:
Anglian Water: 08457 145 145
Thames Water: 08459 200 800
Affinity Water: 08457 823 333

No

Is the flooding from any other source - surface water, groundwater or Ordinary Watercourse*)?

Yes

Contact Transport for Buckinghamshire:
if it is urgent
tel. 08452 302 882 or go to:
www.buckscc.gov.uk/transport

Is the flooding on a road, or does it seem like it might be caused by a blocked drain or road gully?

Yes

Contact your District Council:
Wycombe DC: 01494 461000
South Bucks DC: 01895 837333
Chiltern DC: 01494 732059
Aylesbury Vale DC: 01296 585858

No

Is it urgent?

Yes

No

Property owners are responsible for protecting their property against flood risk; sometimes, weather conditions are such that natural drainage must be left to act. However, the BCC strategic flood management team has responsibility for investigating flood incidents that meet certain thresholds (as set out within the Buckinghamshire Local Flood Risk Management Strategy). Contact the team on FloodManagement@buckscc.gov.uk

*Responsibility for watercourses is split: the Environment Agency is responsible for watercourses that have been designated as 'Main River', Buckinghamshire County Council is responsible for all other watercourses, which are known as 'Ordinary Watercourses', except for those that are located in the Buckingham and River Ouzel Internal Drainage Board area. To find out if a watercourse is Main River or Ordinary, enter a postcode in the map that can be found at: www.transportforbucks.net/Flooding/Ordinary-Watercourse-Land-Drainage-Consent.aspx

Buckinghamshire

Roles and responsibilities in the event of flooding

Below are the main roles and responsibilities of individuals and agencies within Buckinghamshire in terms of flooding. More information is available on the BCC website (www.transportforbucks.net/Flooding1.aspx) and a complete overview can be found in the Buckinghamshire Flood Risk Management Strategy, which can be downloaded here: www.transportforbucks.net/Flooding/Flood-Risk-Strategy.aspx

Individual responsibility

The responsibility for the protection of property lies with the property owner. Useful information on how to protect your property can be found in the following leaflet: <http://nationalfloodforum.org.uk/wp-content/uploads/Ready-for-flooding.pdf>

Environment Agency

The Environment Agency is responsible for managing flooding from reservoirs and 'Main Rivers'. To find where main rivers are in Bucks, go to the following page and select "main river" on the map: www.transportforbucks.net/Flooding/Ordinary-Watercourse-Land-Drainage-Consent.aspx

Buckinghamshire County Council as Lead Local Flood Authority

Responsible for managing local sources of flood risk, i.e. flood risk from groundwater, surface runoff and ordinary watercourses (watercourses that are not classified as "main river").

Buckinghamshire County Council – Transport for Buckinghamshire

- Routine highway gully emptying and emergency clearance of highway gullies and drainage when flooding occurs.
- Emergency road closures and diversions.
- Provision of sandbags and pumping facilities for highway purposes.

Buckinghamshire County Council – Resilience team

- Coordinating BCC's multi-service response in the event of a major incident or emergency in Buckinghamshire, in partnership with other responding agencies and organisations, as part of an integrated emergency response.
- Maintaining a duty Resilience Officer to act as a single point of contact for professional partners in response to emergencies.
- Representing BCC at multi-agency command, control and communication centres (if activated) in the event of an emergency.

Buckinghamshire County Council – Strategic Flood Management Team

- Manage local flood risk through implementing a Bucks-wide Strategy and by leading the flood-related work of local risk management authorities.
- Investigate and publish reports on flooding incidents, if they meet the thresholds set out in the Strategy.
- Perform a number of other functions: consulting on County-level planning applications; maintaining a register of structures or features that have a significant effect on flood risk; using discretionary enforcement powers to reduce flood risk; deciding on whether works to ordinary watercourses are allowed or not.

District Councils

Support communities by helping displaced people to find emergency accommodation. They also provide warning information locally and liaison to identify ongoing threats to public health. Contact details and the services available from your own District Council are available through their individual websites. Alternatively, you can also contact your Town or Parish Council who have a role to provide support to residents. Please remember that all services are limited during a widespread emergency and it is your own responsibility to protect your property by checking that you have access to flood defences – including sandbags – in advance of any incident.