



THE IMPORTANCE OF REPORTING FLOODING

Why should you report a flood?

RESPONSE



If agencies are aware of the problem, they can respond to unblock gullies, close roads, and co-ordinate and prioritise recovery efforts.

SUPPORT



At times of a flood, local authorities can provide skips, council tax relief and business rates rebates, as well as record eligibility for any recovery or resilience grants which may be available.

INVESTIGATION



Early reporting helps agencies to deploy staff as soon as possible to document and record events, which can be greatly beneficial to any subsequent investigation.

MAINTENANCE



Proactive reporting of floods and flood risk issues by communities can help to identify recurring issues and can influence maintenance schedules.

DEFENCE WORKS



The greater the impact of a flood event, the easier it is for agencies to make a business case for alleviation works and flood defence schemes. Reporting incidents helps to capture the true economic cost of a flood and help attract funding.

Who should you report flooding to?

Main River & Coastal Flooding



The Environment Agency

Incident Hotline Line (24hr) **0800 80 70 60**

Surface Water flooding



Your local Highways Department

Unitary Authority or County Council

Ordinary Watercourses



Your Lead Local Flood Authority (LLFA)

Unitary Authority or County Council

Sewer flooding



Your Water Company

United Utilities (North West) - **0345 672 3723**

**Report flooding to the correct agency as soon as possible and via the correct channel.
Encourage others who are affected to do the same.**



FLOOD RISK ASSETS - REPORTING ISSUES

WHAT ARE FLOOD RISK ASSETS?

Flood risk assets are any structure or landscape feature which has a flood risk management function. They require maintenance to ensure they can continue to function effectively and may not necessarily be located close to a watercourse.

Flood risk assets can take many forms, including...



Culverts



Flood Gates



Monitoring Station



Flood Defence Wall



Embankment



Trash Screen

Issues which may need reporting can include...

- **Blocked or broken trash screens on culverts**
- **Vehicle strikes to flood walls and flood gates**
- **Vandalism to water level monitoring stations**
- **Fly-tipping within water courses**
- **Blocked or collapsed drains**
- **Animal burrows within embankments can weaken the structure and lead to collapse**
- **Grass cuttings should not be deposited with ditches, dykes and other watercourses. Cuttings should always be raked out and removed from site.**

If a damaged or failing flood risk asset is owned by a Risk Management Authority and accompanied by a plaque with contact details, you should report any defects directly to them. Alternatively, you can report issues with any flood risk asset through to your Lead Local Flood Authority.