

## Who Does What During a Flood & Important Telephone Numbers for Brixham

- This lists the principal actions of each organisation and their contact details during an emergency.
- It may not always be possible for all actions to be carried out during a flood event.
- Responding organisations have limited resources so may not be able to provide assistance in all circumstances. In such cases, property owners and occupiers need to be aware that they should make their own arrangements to protect their property from flooding.

Organisation	Principle Activities During a Flood	Telephone (office hours)	Telephone (out of hours)
<b>Householders / business owners</b>	<ul style="list-style-type: none"> <li>• moves to a safe area if life at risk;</li> <li>• prevents water from entering property if possible;</li> <li>• switches off electricity and gas supplies at mains;</li> <li>• moves valuable possessions above areas liable to be flooded.</li> </ul>		
<b>Floodline</b>	<ul style="list-style-type: none"> <li>• information and advice regarding coastal flood warnings.</li> </ul>	<ul style="list-style-type: none"> <li>• 0345 988 1188</li> </ul>	<ul style="list-style-type: none"> <li>• 0345 988 1188</li> </ul>
<b>Environment Agency</b>	<ul style="list-style-type: none"> <li>• issues coastal flood warnings</li> <li>• receives and records details of flooding incidents; this information helps to predict future flood risk</li> <li>• monitors the situation and advises other organisations;</li> <li>• responds to flooding, or the threat of flooding, caused by main rivers and the sea (tidal or coastal flooding). Environment Agency inspects and clears debris from the trash screens on Higher Brixham Watercourse (which is designated as a main river)</li> <li>• works with partners, including the local authorities, on other types of flooding, such as non-main river, groundwater and surface water.</li> <li>• Works with other emergency services, such as the police, fire and ambulance services, to respond to flooding</li> <li>• responds to pollution incidents;</li> <li>• advises on waste disposal issues.</li> </ul>	<ul style="list-style-type: none"> <li>• 0345 988 1188 (for information and advice regarding flood warnings)</li> <li>• 0800 807060 (to report a flood or pollution incident)</li> <li>• 03708 506 506* (General Enquiries, Mon-Fri, 8am - 6pm)</li> </ul>	<ul style="list-style-type: none"> <li>• 0345 988 1188 (for information and advice regarding flood warnings)</li> <li>• 0800 807060 (to report a flood or pollution incident)</li> </ul>
<b>Torbay Council</b>	<ul style="list-style-type: none"> <li>• leads the coordination of flood risk management in its area</li> <li>• co-ordinates the council's emergency response and recovery activities within Torbay;</li> <li>• maintains safe conditions on the roads</li> <li>• puts flood warning signs on the highway</li> <li>• organises road closures and traffic diversions</li> <li>• clears blockages on highway drainage system</li> <li>• provides emergency assistance including providing sandbags to domestic properties at risk of internal flooding;</li> <li>• supports the emergency services with the evacuation of people at risk from flooding and arranges transport and shelter for those that are unable to make their own arrangements to stay with family and friends etc</li> <li>• provides emergency accommodation for those made homeless by flooding</li> <li>• only clears watercourse if on Council property (all other Torbay Council enforce);</li> <li>• operates and maintains their flood defences, taking emergency action if needed</li> <li>• deals with environmental / public health issues, including pollution</li> <li>• investigates flooding incidents in its area (post flooding)</li> <li>• supports the process of rebuilding, restoring and rehabilitating the community following a major flood event</li> <li>• assists residents with the removal of damaged furniture and household goods</li> <li>• carries out street cleansing activities to remove flood debris from roads and footpaths</li> </ul>	<ul style="list-style-type: none"> <li>• 01803 550405 (to report flooding)</li> <li>• If an emergency occurs or there is severe weather which has an impact on Torbay, information and updates will be published on this page: <a href="http://www.torbay.gov.uk/index/yourbusiness/emergencies.htm">http://www.torbay.gov.uk/index/yourbusiness/emergencies.htm</a></li> </ul> <p><i>Members of the public can help reduce the risk of flooding by telling us if they see blocked road gullies or obstructions in watercourses. Members of the public should also inform us of inspection covers lifting, or water ponding in roads during periods of heavy rain.</i></p>	<ul style="list-style-type: none"> <li>• 01803 550405 (to report flooding)</li> <li>• If an emergency occurs or there is severe weather which has an impact on Torbay, information and updates will be published on this page: <a href="http://www.torbay.gov.uk/index/yourbusiness/emergencies.htm">http://www.torbay.gov.uk/index/yourbusiness/emergencies.htm</a></li> </ul> <p><i>Members of the public can help reduce the risk of flooding by telling us if they see blocked road gullies or obstructions in watercourses. Members of the public should also inform us of inspection covers lifting, or water ponding in roads during periods of heavy rain.</i></p>
<b>Fire &amp; Rescue Service</b>	<ul style="list-style-type: none"> <li>• responds to all emergency incidents as required;</li> <li>• assists the public where a need is identified and the use of Fire Service personnel and equipment is required.</li> <li>• may have the resources to pump out property for small flood events but for a major flood event their priority will be search and rescue</li> </ul>	<ul style="list-style-type: none"> <li>• 999 (or 101 for non-emergency enquiries)</li> </ul>	<ul style="list-style-type: none"> <li>• 999 (or 101 for non-emergency enquiries)</li> </ul>
<b>Police</b>	<ul style="list-style-type: none"> <li>• takes an overall co-ordination role during an incident.</li> <li>• will coordinate evacuation if there is a danger to the public, but does not have powers to enforce evacuation</li> </ul>	<ul style="list-style-type: none"> <li>• 999 (or 101 for non-emergency enquiries)</li> </ul>	<ul style="list-style-type: none"> <li>• 999 (or 101 for non-emergency enquiries)</li> </ul>
<b>South Western Ambulance</b>	<ul style="list-style-type: none"> <li>• responds to all emergency incidents as required;</li> </ul>	<ul style="list-style-type: none"> <li>• 999 (or 101 for non-emergency enquiries)</li> <li>• 0845 604 7093 (for general</li> </ul>	<ul style="list-style-type: none"> <li>• 999 (or 101 for non-emergency enquiries)</li> </ul>

Organisation	Principle Activities During a Flood	Telephone (office hours)	Telephone (out of hours)
<b>Service</b>		enquiries)	
<b>Water Company (South West Water)</b>	<ul style="list-style-type: none"> <li>clears blockages in public sewers;</li> <li>may take action to protect property from flooding by water from the public water mains or discharges from the public sewerage systems.</li> </ul>	<ul style="list-style-type: none"> <li>0800 169 1144 or 0344 346 2020 (to report flooding from public sewers)</li> </ul>	<ul style="list-style-type: none"> <li>0800 169 1144 or 0344 346 2020 (to report flooding from public sewers)</li> </ul>
<b>Electricity (Western Power Distribution)</b>	<ul style="list-style-type: none"> <li>attends to emergencies relating to their service at properties where life is at risk as a result of flooding;</li> <li>attends to flooding emergencies at their own serviced installations.</li> </ul>	<ul style="list-style-type: none"> <li>0800 365 900 (for reporting power cuts)</li> </ul>	<ul style="list-style-type: none"> <li>0800 365 900 (for reporting power cuts)</li> </ul>
<b>Gas Company</b>	<ul style="list-style-type: none"> <li>attends to emergencies relating to their service at properties where life is at risk as a result of flooding;</li> <li>attends to flooding emergencies at their own serviced installations.</li> </ul>	<ul style="list-style-type: none"> <li>0800 111 999 (for reporting all gas leaks)</li> </ul>	<ul style="list-style-type: none"> <li>0800 111 999 (for reporting all gas leaks)</li> </ul>
<b>Maritime &amp; Coastguard Agency</b>	<ul style="list-style-type: none"> <li>Maritime rescue co-ordination (e.g. for landslides or issues on the coast).</li> </ul>	<ul style="list-style-type: none"> <li>Dial 999 and ask for the coastguard</li> </ul>	<ul style="list-style-type: none"> <li>Dial 999 and ask for the coastguard</li> </ul>