

Councillors' Guide To Flooding



**Produced by Hampshire County Council
Emergency Planning and Resilience**

**Version 3.0
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Background

Following a light touch scrutiny review of flooding in March 2010, Hampshire County Council Emergency Planning Unit was tasked with exploring options to produce a handbook for all County, District /Borough, Parish and Town Councillors - which included information useful in a flood emergency.

Flooding incidents have - in the past, highlighted a gap in information to enable Councillors to support their communities. It is important that when the Local Authority is responding to flooding, that Councillors are regularly updated as to how they can assist and inform residents where necessary. The document produced sets out how the County, District & Borough Councils co-ordinate the response to flooding; what information will be available; how to access it and how all Councillors can assist before, during and after flooding has occurred.

This guide is “specific” to the Hart District Council area and includes specific information on Flood Warning Areas, broadcast information local to the district and individual arrangements such as sandbag policies.

The information in this guide has been compiled with partner agencies (Environment Agency, District Councils) to ensure that it is consistent.

Summary of Duties under the Flood and Water Management Act 2010

The Flood & Water Management Act 2010 places a number of new duties on Hampshire County Council in its role as a Lead Local Flood Authority (LLFA). We are responsible for managing flood risk arising from **groundwater, surface water** and flooding from **ordinary water courses**. The Act places the following duties upon Lead Local Flood Authorities:

- Develop, maintain, apply and monitor a Local Flood Risk Management Strategy (LFRMS)
- Investigate significant flood incidents
- Establish and maintain a register of structures that affect flood risk
- Designate third party assets that affect flood risk and give notice to owners that they have been so designated
- A new role for Lead Local Flood Authorities is the role of SuDS (Sustainable Urban Drainage Systems) Approval Body (SAB) and, along with that, a requirement to approve, adopt and maintain SuDS. This part of the Act has not yet been enabled.
- The Act also provides consenting powers over works to ordinary water courses. Hampshire County Council can additionally undertake scrutiny activity to ensure flood risk management is appropriately exercised throughout the county. In order to co-ordinate the flood risk management activity across Hampshire County Council and other flood risk management authorities, a Strategic Flood & Water Management Group has been established comprising representatives from across the county council and a range of other organisations including the Environment Agency, water companies, district and unitary authorities.

Types of Flooding and Responsible Agency

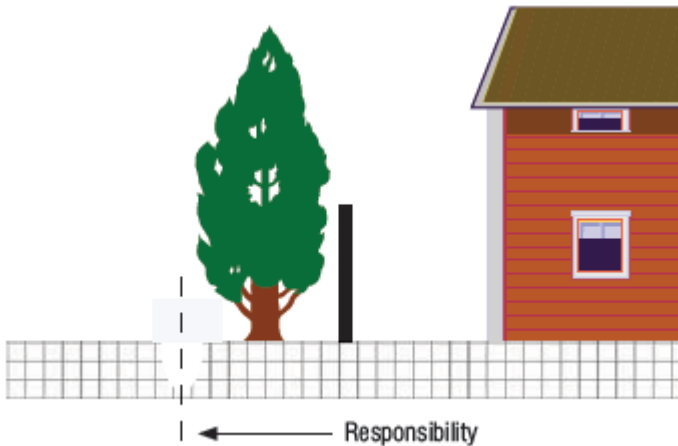
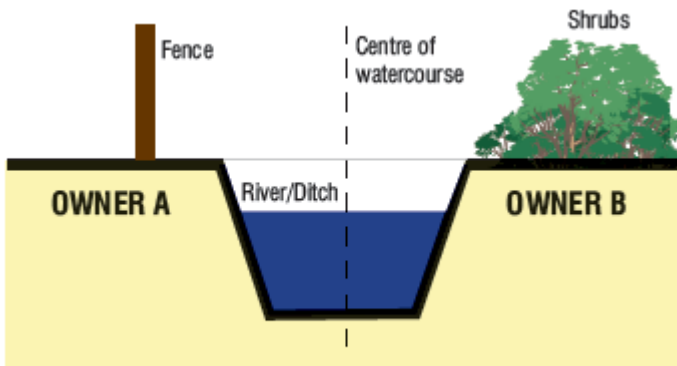
- **River flooding (Fluvial)** River flooding happens when a river or stream cannot cope with the water draining into it from the surrounding land - for example, when heavy rain falls on the ground that is already waterlogged. **The Environment Agency** is responsible for managing the flood risk from main rivers, estuaries and the sea. Main rivers are normally large rivers
- **Coastal flooding (Tidal):** Coastal flooding happens when there are high tides and stormy conditions. If low atmospheric pressure coincides with a high tide, a 'tidal surge' may happen causing higher than normal sea levels that may go over the top of flood defences. **The Environment Agency** is responsible for managing the flood risk from main rivers, estuaries and the sea.
- **Surface water flooding (Pluvial):** Surface water flooding happens, for example, when rainwater does not drain away through the normal drainage systems or soak into the ground, but lies on or flows over the ground instead. This type of flooding can be difficult to predict or pinpoint much more so than river or coastal flooding. **County and unitary** authorities have been given the role as Lead Local Flood Authorities to manage local flood risk including surface water, groundwater, and rivers or streams that are not main rivers. The EA does not currently provide flood warnings for flooding from surface water. The sporadic and intense nature of rainfall that causes surface water flooding makes it very difficult to accurately predict where surface water flooding will occur. A three day forward look of flood risk is available on their website. This provides a county view of flood risk from all sources, including surface water, based on weather forecasts and predicted rainfall

- **Groundwater** flooding occurs when water levels in the ground rise above surface levels. It is most likely to occur in areas underlain by permeable rocks, called aquifers. These can be extensive, regional aquifers, such as chalk or sandstone, or may be more local sand or river gravels in valley bottoms underlain by less permeable rocks. **The County and unitary authorities** have been given the role as Lead Local Flood Authorities to manage local flood risk including surface water, groundwater, and rivers or streams that are not main rivers. In some areas the Environment Agency provides flood alerts for flooding from groundwater (see page 12)
- **Sewer Flooding:** Sewer flooding happens when sewers are overwhelmed by heavy rainfall or when they become blocked. The chance of flooding depends on the capacity of the local sewerage system and the amount of rain that falls. Land and property can be flooded with water contaminated with raw sewage as a result. Rivers can also be polluted by sewers that overflow. **The water and sewerage companies** are responsible for managing the risks of flooding from their surface water and foul or combined sewer systems. They do this by investing in their sewer systems to minimise the risk to communities. **Highways authorities (Hampshire County Council)** provide and manage highway drainage and roadside ditches.
- **Reservoir flooding.** Some reservoirs hold large volumes of water above ground level, contained by walls, or 'dams'. Although the safety record for reservoirs is excellent, it is still possible that a dam could fail. This would result in a large volume of water being released very quickly. **The Environment Agency** is the enforcement authority for the Reservoirs Act 1975 in England and Wales. All large reservoirs must be inspected and supervised by reservoir panel engineers. We ensure that reservoirs are regularly inspected and essential safety work is carried out. **Local authorities** are responsible for coordinating emergency plans for reservoir flooding and ensuring communities are well prepared.

Riparian Land Owners

If you own land or property next to a river, stream or ditch you are a “riparian landowner”. Councillors may find the following information useful when assisting their local community. This information has been taken from an Environment Agency document “**Living On The Edge**” and Hampshire County Council’s document on flood risk for land owners:

<http://www3.hants.gov.uk/landowners-flood-risk-guidance-leaflet.pdf>



Riparian Land Owner - Rights

- If your land boundary is next to a watercourse, it is assumed that you own the land up to the centre of the watercourse, unless it is owned by someone else.
- If a watercourse runs alongside your garden wall or hedge you should check your property deeds to see if the wall or hedge marks your boundary. If the watercourse marks the boundary, it is assumed that you own the land up to the centre of the watercourse.
- If you own land with a watercourse running through or underneath it, it is assumed that you own the stretch of watercourse that runs through your land.
- Occasionally a watercourse - especially an artificial one, will be the responsibility of a third party. This should be noted in someone's deeds.
- Water should flow onto or under someone's land in its natural quantity and quality. This means that water should not be taken out of a watercourse if it could lead to a lack of water for those who need it downstream. It also means that a person cannot carry out activities that could lead to pollution of the water and therefore reduce the water quality within a watercourse.
- You have the right to protect your property from flooding and your land from erosion. However, you must get your plans agreed with the risk management authority before any work is started.
- You have the right to fish in your watercourse using a legal method. Anyone aged 12 or over must have a valid Environment Agency rod licence.

Riparian Land Owner - Responsibilities

- Water must be allowed to flow through someone's land without any obstruction, pollution or diversion which affects the rights of others. Others also have the right to receive water in its natural quantity and quality as explained in the "Rights Section". All riparian land owners have the same rights and responsibilities.
- A riparian land owner must accept flood flows through their land, even if these are caused by inadequate capacity downstream. A landowner has no duty in common law to improve the drainage capacity of a watercourse he/she owns.
- Landowners should keep the banks clear of anything that could cause an obstruction and increase flood risk, either on their land or downstream if it is washed away. They are responsible for maintain the bed and banks of the watercourse and trees and shrubs growing on the banks. They should also clear any litter and animal carcasses from the channel and banks – even if they did not come from their land. Consent from the risk management authority may be needed for this. Their district authority can advise on the removal of animal carcasses.
- Landowners should always leave a development-free edge on the banks next to a watercourse. This allows for easy access to the watercourse in case any maintenance or inspection is required. In some areas local byelaws exist which explain what you can and cannot do within certain distances of a watercourse. The risk management authority should be able to advise on this.
- Any structures such as culverts, trash screens, weirs and mill gates should be kept clear of debris. The maintenance of flood defences such as walls and embankments can be discussed with the risk management authority. They may be vital for flood protection.
- Landowners should not cause obstructions (temporary or permanent) that would stop fish passing through.

- Landowners have a legal obligation to notify the Environment Agency and the relevant risk management authority if they would like to build or alter a structure that acts as an obstruction to a watercourse.
- To help protect water quality, riverbanks should not be used to dispose of garden or household waste, where it could be washed into the river. This includes grass cuttings which pollute the water.
- Landowners are responsible for protecting their property from water that seeps through natural or artificial banks. Where this damages a flood defence, the risk management authority may require them to pay for repairs.
- Landowners must control invasive alien species such as Japanese knotweed. The local risk management authority can advise on how to manage and control these species.
- Any work carried out on a watercourse must fit with the natural river system. Work must not damage wildlife and wherever possible, landowners should try and improve the habitat. The risk management authority can give advice on wildlife and nature conservation.

If anybody is unsure about what they have to do or are new to living near a watercourse, advice can be sought from the risk management authority.

If someone's property includes a watercourse that runs into a culvert, they have the same responsibilities for the upkeep of the culvert as if it was an open watercourse.

If riparian landowners do not carry out their responsibilities, they could face legal action.

If you see any activity that could damage the environment or increase flood risk, please report it to the relevant risk management authority as soon as possible. Water and land pollution blockages which increase the risk of flooding should be reported to:

Environment Agency Incident Hotline: 0800 80 7 060

Flood Warning System



FLOOD ALERT

What it means

Flooding is possible. Be prepared.

When it's used

Two hours to two days in advance of flooding.

What to do

Be prepared to act on your flood plan.
Prepare a flood kit of essential items.
Monitor local water levels and flood forecasts on the Environment Agency website.



FLOOD WARNING

What it means

Flooding is expected.
Immediate action required.

When it's used

Half an hour to one day in advance of flooding.

What to do

Move family, pets and valuables to a safe place.
Turn off gas, electricity and water supplies if safe to do so.
Put flood protection equipment in place.



SEVERE FLOOD WARNING

What it means

Severe flooding. Danger to life.

When it's used

When flooding poses a significant threat to life.

What to do

Stay in a safe place with a means of escape.
Be ready should you need to evacuate from your home.

Co-operate with the emergency services.
Call 999 if you are in immediate danger

Warnings no longer in force

What it means

No further flooding is currently expected in your area.

When it's used

When river or sea conditions begin to return to normal

What to do

Be careful. Flood water may still be around for several days.
If you've been flooded, ring your insurance company as soon as possible.

Fluvial Flood Warning Areas within the Hart District Council area

Fluvial Flood Warning Areas	Flood Line Quick Dial Number
▪ River Blackwater at Camberley and Sandhurst	173217
▪ River Blackwater at Eversley & Bramshill	173226
▪ River Whitewater at North Warnborough, Hook and Risely.	173222
▪ River Hart at Crookham Village, Hartley Wintney & Risely.	173223

Please note that the Environment Agency is in the process of reviewing the flood warning areas so the above may be subject to change. Please check their website



Floodline 0845 988 1188

To register with the Environment Agency 'Floodline' telephone service to receive automated flood warning messages for **Fluvial** and **coastal** flood warning areas (Minicom users should instead call **0845 602 6340**).

Environment Agency flood warnings are also available online at its website: www.environment-agency.gov.uk

Groundwater Flood Warning Areas within the Hart District Council Area

Groundwater Flood Warning Areas	Flood Line Quick Dial Number
Cron dall	0171908

To obtain up to date information on a specific flood warning area, call Flood Line on 0845 988 1188, select option 1 then enter the quick dial code listed above

Due to the risk of groundwater flooding in Hampshire the Environment Agency has developed a Groundwater Flooding Briefing Note service to share groundwater level information with residents and professional partners. The briefing notes are sent out via email when groundwater levels are high.

To register for this service contact the Environment Agency on:

WTenquiries@environment-agency.gov.uk

How Councillors can support.....

Before Flooding

- Engage with County and District Authority lead Emergency Planning Officer to gain an appreciation of flood risk in the district area of your responsibility
- Support the promotion and production of Community Emergency Plans and Flood Action Groups
- Assist with the identification of vulnerable residents, encouraging them to complete a *Householder's Emergency Action Plan* and sign up to receiving flood warnings.

During Flooding

- Provide reassurance, information and advice to those affected and feedback issues of concern affecting the community as a whole.
- Refer requests for information or advice to the Tactical Emergency Management Teams within the County and District Councils.
- Keep as well informed as possible (check websites, attend briefings if necessary)
- Convene (if necessary) a meeting of the Town / Parish Emergency Team if a plan is in place
- Assist with the identification of any vulnerable individuals
- Assist with distribution of sandbags (if required)
- Attend Rest Centres in the event of an evacuation to support the community
- Give media interviews if required – after a full briefing.

After Flooding

- Assist with community recovery – supporting members of the community who have been affected or displaced in the short or longer term.
- Financial considerations
- If required, contribute towards any investigations carried out (Section 19, Flood Water Management Act 2010)
- Assist with the review of any Community Emergency Plans

Hart District Council - Sandbag Policy

The Council will assist where possible, by making sandbags available to residents of the district, during emergency situations, to help residents defend their homes from flooding where their deployment would be useful.

For sandbags in emergencies, during office hours, please telephone **01252 774210** and out of hours **01252 622122**, for the number of the Council's contractor. The contractor will endeavor to reach all properties requesting sandbags but please be aware this may not be possible, due to the volume of requests received. Sandbags are also available from most builders' merchants to enable early preparation by the home owner. Local merchants include,

Jewson **01252 613555** ,128 Clarence Road, Fleet
Travis Perkins **01252 613681** at Fleet Road, Fleet
Travis Perkins **01252 843366** at Albion Place, Hartley Wintney, can generally supply empty sandbags plus bags of sand.

Home owners who are aware that their homes are at a high risk of flooding, e.g. as a result of the close proximity of a watercourse, are encouraged to protect their properties well in advance of a flood situation, as outlined on pages 24 & 25 of this guide, where flood defence and property damage limitation measures are suggested. Hart DC residents requiring advice on any aspect of flooding or water management should use the contact details below.

Contacts

Drainage Team
drainage@hart.gov.uk
Tel: **01252 774210**

The Local Authority Response



Local authorities may set up an *Emergency Control Centre* in response to a major civil emergency. This will usually be within the district council civic offices and HCC Basement Emergency Centre. This is a “temporary” tactical control set up to coordinate the local authority response to an emergency.

The multi agency response to a major flooding incident is detailed within the ***Hampshire County Multi Agency Flood Response Plan*** – produced by Hampshire County Council Emergency Planning and Resilience.

A Tactical Emergency Management Team will be activated, made up of senior managers from relevant departments within the council. Representatives of other agencies (emergency services or other responding agencies) may also be present.

Whilst the District Emergency Control Centre will be managing the response to flooding in its local area, HCC will co-ordinate the *wider* response across the County. It is essential that all information pertaining to the emergency passes through the Emergency Control Centres to ensure it is correctly recorded and dealt with. The Emergency Control Centres have set procedures in place that are tested regularly by exercise. These control centres are primarily for communicating with partner agencies (such as the Environment Agency, Hampshire Fire and Rescue) and are not accessible to members of the public. Information

from the general public can still be coordinated through the links with HantsDirect and Customer Service Units. If a local authority Emergency Control Centre is established, Councillors then have a direct point of contact. The Co-ordinator of the Emergency Control Centre (usually the Chief Executive, Corporate Director or Head of Service) will contact relevant Councillors and brief them of the situation and advise where they can assist.

Generic Broadcast Information Covering Hampshire

Radio:

“Connecting in a Crisis” is an initiative by the BBC to help ensure that the public has the information it needs and demands during a civil emergency. It sets out to encourage emergency planners to work more closely with broadcasters in the preparation of strategies for communicating essential information. Below is an example of the information that can be broadcast:

- Hourly updates from the Environment Agency on river levels.
- Updates from electricity suppliers on the power cuts.
- Updates on public transport
- Police updates on roads and flooded areas and rescues.
- Business closures, school closures, hospital services status.
- Country Council and District Council emergency messages.
- Health warnings on polluted water.

BBC Radio Surrey ***104.0 and 104.6FM***

Alternatively the following commercial radio stations:

Eagle Radio	96.4 FM
Heart London	106.2FM

TV: BBC 1, ITV local news

Internet: Visit the council's website:

Hart District Council:

www.hart.gov.uk

Hampshire County Council: www.hants.gov.uk

Hampshire County Council Twitter

www.twitter.com/hantsconnect

Advice for after a Flooding Incident

First Tips

Clean taps and run them before use.

Have power and gas supplies checked by a professional electrician or gas plumber before turning them back on.

Throw away food (including freezer items if power has been off) that may be contaminated and restock your supplies.

Insurance companies will arrange for a loss adjustor and other specialists to visit homes and assess the damage. They will project manage much of the clear up, so make sure they are contacted before acting on anything.

The 3 Step Clean up

If possible, don't fully re-occupy your property until after the following:

1 Remove water and mud

Fire and Rescue Services can pump out standing water but will charge for non emergencies. Otherwise, use a pump (from hire / DIY shop), or use buckets followed by a wet/dry vacuum

Shovel out mud (which may be contaminated) then hose out or use a garden sprayer

2 Clean and disinfect

Wear protective clothes, boots and rubber gloves

Use a brush, soapy water and heavy duty cleaner, then rinse

Floodwater may be contaminated so disinfect all areas affected after cleaning up.

Disinfecting also avoids mildew and moulds.

3 Dry

Take furniture, bedding and clothing outside to avoid mould.
Use fans plus industrial heaters and dehumidifiers.
Have the central heating on at 22 deg C or above
Drying out can take weeks or even months. If it's done too quickly, it can cause structural damage and long term damage.
Good ventilation is essential – keep windows and doors open on dry days and remove any air brick covers.

What happens if a resident has to be evacuated / moved out of their home?

If someone's home has been damaged by flooding and they need help in finding somewhere to stay, contact your local district council who will assist with sheltering in the short term (Rest Centres) and if required, re –housing.

Insurance

Advise residents in affected properties to contact their insurance company immediately. The majority of household policies provide insurance for flooding. If they are tenants in rented properties and have building and contents insurance, fixtures and fittings should be covered. It is normally the responsibility of the landlord to provide buildings insurance. However – they are advised to check their policy. If residents are uninsured, they will most likely be responsible for covering all costs of flood damage. Advise them to keep records of flood damage (photos etc)

Health & Safety Advice

Floodwater may be contaminated by silt, sewage, oil or chemicals. Try to avoid coming into contact with it.

Wear protective gear and wash your hands after any contact. Cover cuts with waterproof plasters.

- Don't use damp electrical items – get them checked by a professional.
- Seek medical advice if diarrhoea, fever or abdominal pain affects anybody.
- Mould can be a health hazard for babies, people with allergies and the elderly (they should stay away during the clean up)

!! Beware of fumes from petrol or diesel generators or gas heaters – they can kill. Do not use indoors. Electric pumps should only run through a circuit breaker.

If residents have children.....

- Don't let them play in floodwater – they risk drowning and infections
- Contaminated toys will need disinfecting

If gardens are flooded.....

- Don't let children or pets onto affected grass or paved areas until cleaned.
- Remove any toilet waste from affected areas by shovelling it into black bags and sealing them. After the grass has grown and been cut once there should be no further risk as sunlight and soil usually destroy harmful bacteria within a week.

Water Advice...

- Follow the advice of your local water company regarding the safety of water supply .If in doubt, boil all water intended for drinking, brushing teeth, washing food and cooking.
- Take precautions for formula-fed infants. The preferred option is to use bowser or bottled water brought to a “rolling boil” and cooled. Un-boiled water should not be used.

Financial Advice...

- **Council Tax Relief and Benefits** - If you are unable to live or work in your property, you may be able to get a discount on paying council tax or business rates. Contact your district council.
- **Citizens Advice Bureau** – CAB provides free, confidential and independent advice from offices across the County. If someone is having problems because of the flooding, an experienced advisor should be able to answer all of their questions. Advice is available face to face and by telephone.

Distraction burglaries and cold callers.....

After a flood, beware of doorstep callers who may try to trick or steal. They may try to gain entry by asking to turn off your water or check the electricity.

- Always put the chain on when answering the door and make sure windows and other doors are locked.
- Check a caller's ID and phone the company to check if they are genuine if you have any doubts.
- Call a neighbour or 999 for assistance if you are worried.

Rogue Traders...

If callers offer to do work, the Association of British Insurers recommend that you should:

- Beware of Tradesmen who can start the next day....reputable ones are usually busy
- Ask to be put in touch with past clients to see samples of work
- Beware of someone who only gives a mobile phone number and no business address
- Do not pay in advance; pay in stages and do not make the final payment until you are happy with the work.

Useful Contacts: Hampshire County Council Trading Standards:

<http://www3.hants.gov.uk/tradingstandards>

<http://www.buywithconfidence.gov.uk/>

Waste Disposal.....

What should you do with ruined furniture or building waste if a flood has affected your home?

- Some flood waste may be taken away by the normal refuse collection, but normally it will need to be loaded into skips. District councils may sometimes provide these. Otherwise, you can contact a skip hire company (you will need a licence to put a skip on a public highway).
- Waste taken to local tips will be classified as controlled waste and must be handled properly. Waste management firms can be found in the Yellow Pages or on **Yell.com website**. Don't throw anything away without checking with your insurer first, if you are planning to claim for it - it is evidence.

Flood Defences

If residents are carrying out renovations or improvements, or repairing flood damage, please bear in mind the advice listed in this section. Many of the measures will pay for themselves after a single flood.

If floodwater is more than 1 metre high, you may cause more harm than good by keeping the water out. The force of the water may cause structural damage to your home.

To prevent water entering a property.....

- Do regular maintenance checks outside – ensure mortar between bricks is in good condition.
- Don't just build it back – build it better.
- Always seek help before making changes. Get advice from a specialist flood surveyor from RICS (Royal Institute of Chartered Surveyors)
- Flood protection products may give you more time to move your possessions off the ground floor to safety; often water is "cleaner" because mud and silt stays outside.
- Consider the impact on any outdoor works on your neighbours eg hard landscaping will increase levels of water runoff
- Look for Environment Agency kite marked products – tested and fit for purpose.

For more information on self help flood products, visit the "Blue Pages" directory available from the National Flood Forum.

www.floodforum.org.uk

To reduce the cost and repair time after any future flood.....

- Fit plug sockets, boilers, service meters higher on walls
- Choose water-resistant door and window frames (and use silicone sealant)
- Get a chemical damp-proof course below joist level; and install airbricks with removable covers
- Replace mineral insulation within walls with closed cell insulation
- Have non-return valves in drainage pipes to prevent sewage backing up into the house
- Check access points for pipes (eg washing machines) for gaps and fill. Use waterproof sealant on external walls; waterproof paint on internal walls.

And if there's a choice, you can.....

- Go for solid wood flooring (concrete covered with treated timber or sealed tiles) – more resistant than floor boards or chip board
- Have wood or plastic kitchen / bathroom units rather than MDF / chipboard
- Pick lime or cement render – more water resistant than normal plaster
- Replace ovens with raised, built under types
- Choose rugs rather than fitted carpets.

Useful Flood Support

Environment Agency

0845 988 1188

Or visit www.environment-agency.gov.uk

National Flood Forum

01299 403055

Or visit www.floodforum.org.uk

EMERGENCY GUIDE

Simple steps to prepare for:

Flooding / Loss of power / Loss of water

- **Make sure you have the correct insurance cover**
- **Find out how to turn off your gas, electricity and water supplies**
- **Keep a list of useful numbers (including insurance telephone number and policy number)**
- **Make an emergency kit**
- **Think about the needs of children, babies, elderly and the disabled at home – ensure they know what to do in an emergency**

If floods are forecast.....

- Listen out for flood warnings on radio and television and phone Floodline on **0845 988 1188** for river floods
- Move pets, vehicles, valuables and other sentimental items and important documents to safety.
- Prepare your supply of sandbags. Some district councils will assist with this if they can – otherwise you can purchase them from a builders' merchant. In an emergency, a sandbag can be created by filling a pillowcase or carrier bag with sand or soil.
- Prepare food that can be eaten without cooking; clean bottled water and warm clothes.
- Charge your mobile phone

If Floods are imminent...

- Alert vulnerable neighbours
- Switch off gas, electricity and water at the mains
- Ensure sandbags or flood boards and airbrick covers are in place
- Plug sinks/baths or low level shower trays and weigh them down to prevent backflow
- Store smaller electrical appliances and furniture as high as possible
- Do as much as you can in daylight. It will be much harder at night
- In the case of flash flooding, evacuate basement flats immediately and seek higher ground.

Useful Contacts

Emergency services (if life is at risk)	999
Environment Agency Floodline	0845 988 1188
National Flood Forum (For flood defence advice)	01299 403 055
Hampshire Constabulary (non emergency)	101
Hampshire Fire and Rescue (non emergency)	02380 644 000
Hampshire County Council Hants Direct Mon- Fri: 8am- 8pm Sat: 9 am – 4 pm Emergency Planning (Will direct to an emergency pager if necessary)	0845 603 5638 01962 846846
NHS Direct	111
Gas leaks	0800 111 999
Electricity	08457 331 331
Hart District Council Mon- Thurs: 8.30am – 17.00pm Fri: 8.30am – 16:30 pm	 01252 622122
Thames Water	0845 9200 800

Flood Action Group / Community Plan Contacts

Name	Tel No:	Email