

## Appendix 7 - Advice to the public

### In an Emergency:

If you are in immediate danger, contact the emergency services by dialling 999.

Only call for emergency assistance if there is a risk to life or a risk of serious property/environmental damage. During a flood, the emergency services may be very busy.

The latest information on flooding will be available from the Environment Agency's Floodline service: **0345 988 1188** or [here](#)

### Flooding from highway drainage, surface water, groundwater or watercourses that are not main rivers (see below)

Contact [Wolverhampton Council](#) on **01902 551155**.

Main rivers are usually larger rivers and streams. The Environment Agency carries out maintenance, improvement or construction work on main rivers to manage flood risk.

Wolverhampton City Council as Lead Local Flood Authority oversee flood risk management activities on ordinary watercourses. (More detail of our duties at the bottom of this email)

### Main River Flooding

Call [Environment Agency](#) – **03708 506506**. This can also be used to report blocked watercourses before flooding has occurred.

### Flooding from sewers or burst water mains

Contact the appropriate company for your area (note: South Staffs Water does not operate sewers; only water supply)

- [Severn Trent Water](#): **0800 783 4444**
- [South Staffs Water](#): **0800 389 1011**

### In your home:

- Clear drains to allow surface water to escape and prevent it reaching your home
- Turn off the gas, water and electricity supply to your home before flooding. This should make the services easier to reinstate once floodwater has dropped.
- Put plugs into sinks and baths and weigh them down to prevent water coming up drains and into your property. If you have other flood protection equipment such as a seal for use in toilets, install this.
- If safe to do so move valuables upstairs. If you are sheltering in your property, ensure there is a means of escape.
- Do not let children play in flood water. The water can be unsafe, and it can also become contaminated with raw sewage and chemicals.

## Outside

- Monitor weather reports on local television or radio news channels or via the [Met Office](#) to ensure you have the latest information.
- Do not use towpaths as you may be unable to see where the main channel and towpath meet.
- Do not attempt to walk through flooded areas. Even shallow water can sweep you off your feet.
- Floodwater may lead to be hidden dangers such as open drains, damaged road surfaces, submerged debris or deep channels - these can cause serious injuries or even death.
- Do not travel in heavy rain storms unless absolutely necessary.

## Motorists

Eighty per cent of flood deaths occur in vehicles. Motorists should not attempt to drive through flooded roads or fords. The water is often deeper than it looks and may be moving quite fast. Your vehicle may be swept away, or you may become stranded.

With water utility companies around the country advising that flood water may contain sewage, there is also the chance that driving through it you will spread this sewage onto your car and further into flooded streets.

## More advice On Flooding and Insurance

Further information for advice on what to do before, during or after can be found on the Environment Agency's [website](#)

[The National Flood Forum](#) are a Registered Charity to help, support and represent people at risk of flooding and can provide specific flood advice including insurance related enquiries. They can be contacted at 01299 403 055.

## Role of the Lead Local Flood Authority

Under the [Flood and Water Management Act 2010](#), Wolverhampton City Council as a Unitary Authority is a Lead Local Flood Authority and the Strategic leader for flood risk matters in Wolverhampton to include:

- Developing and implementing a [Local Flood Risk Management Strategy](#) .
- Ensuring that all organisations involved in flood risk management are aware of their responsibilities.
- Monitoring progress and activity by all parties involved in flood risk management.
- Coordinating communication, both with the public and between organisations.
- Preparing reports and plans to meet the requirements of the [Flood Risk Regulations 2009](#).
- Carrying out flood investigations where appropriate and publishing reports.
- Keeping an asset register of structures and features which may have a significant effect on local flood risk.

- Designation of Third-Party Assets where appropriate.
- Regulation of Ordinary Watercourses, including permissive powers to require landowners to maintain ordinary watercourses on their land / property.
- Providing technical advice to Local Planning Authorities on surface water drainage strategies for major developments.

We also have permissive powers which allow us to carry out works to manage flood risk from surface water and groundwater.