

What to do in a flood emergency

Reporting a flood?

In a flooding emergency you should focus on the safety of yourself and your family. Dial **999** or **112** if it is an emergency and you or someone else is in danger. Buck's Fire and Rescue main duty is saving lives, they may help with pumping floodwater from your property depending on how busy they

If there is flooding to your property, make sure you stay safe and follow the five steps.

Contacts

Highways

To report flooding relating to a highway such as blocked gully's and drains or flooding on a road call **01908 252353**, or 'Report It' on our website: www.milton-keynes.gov.uk

Flooding Team

Contact the flooding team to report internal property flooding from surface water, groundwater or ordinary watercourse flooding. call **01908 252353**, or 'Report It' on our website: www.milton-keynes.gov.uk

Highways England

Contact Highways England to report flooding on the M1, A5, (M1, between Junction 13 and 15) call **0300 123 5000** (say "Report")

Environment Agency

Contact the Environment Agency if you are having a flooding issue from a main river or reservoir.

Floodline: 0345 988 1188

Anglian Water

Anglian Water manage flooding and flood risk from public sewers and water mains.

Tel: 03457 145 145

Bedford Group of Internal Drainage Boards

Responsible for managing water levels in adopted watercourses within their district; this includes Broughton Brook and Loughton Brook call **01234 767 995**

What should I do?



Five steps

Step 1:

Before flood water enters your home, close and lock downstairs windows and doors. Keep the keys safely to hand and move upstairs.

Step 2: Continue to listen to situation updates from your local radio station and via Floodline on: 0345 988 1188.

Step 3: Stay in your property if safe to do so or until either the emergency services tell you otherwise or the floodwater has gone.

Step 4: Do not walk through floodwater. If it is necessary to walk through shallow water, take care for hidden holes, obstacles and other hazards.

Step 5: If you come into contact with floodwater, wash any exposed body parts with bottled or cool boiled water before handling food or looking after wounds.



milton keynes council