

Useful Contacts

This list includes details of all the organisations and services you might need in the event of a flood. We recommend that you save it on your computer then print copies to keep near your landline telephone and in your emergency flood pack.

If you believe there is real and imminent risk to your life ring 999 immediately.

	Telephone Number	Email or website
Environment Agency -		
Environment Agency emergency hotline	0800 80 70 60	-
If you are concerned about river flooding or would like help in preparing a personal flood plan	03708 506 506	www.gov.uk/environment-agency/
Floodline Warnings Direct - Type talk (for the hard of hearing)	0345 988 1188 0345 602 6340	www.gov.uk/environment-agency/
Sign up for free flood warnings	0345 988 1188	https://www.gov.uk/sign-up-for-flood-warnings
River level forecasts	-	https://flood-warning-information.service.gov.uk/river-and-sea-levels
Calderdale Council -		
If you would like information about evacuation and preparing for emergencies	01422 288001	emergencyplanning@calderdale.gov.uk
To report flooding of highways & streams	01422 288002	customer.first@calderdale.gov.uk
Out of business hours	01422 288000	emergencyplanning@calderdale.gov.uk https://www.calderdale.gov.uk/v2/emergencies
Information about school closures or the cancellation of events	-	http://twitter.com/calderdale
Information on flood recovery and resilience in Calderdale	-	https://www.calderdale.gov.uk/v2/residents/environment-planning-and-building/flooding
Community Flood Groups -		
Todmorden Flood Group	07368 263273	todmordenfloodgroup@gmail.com https://www.facebook.com/groups/1949537811928070/
Hebden Bridge Flood Group	07580 168254	hebdenfloodgroup@gmail.com https://www.facebook.com/groups/196401670849838
Mytholmroyd Flood Group	-	roydwardens@gmail.com https://www.facebook.com/Mytholmroydfloodsupport
Calder Valley Community Support Group (on Facebook)	-	www.facebook.com/groups/cvcs
Yorkshire Water -		
Flooding of sewers or water mains	0800 573553	https://www.yorkshirewater.com/household/help-advice/in-an-emergency
Canal & River Trust -		
Serious flooding from canal	0800 47 999 47	https://canalrivertrust.org.uk/contact-us/contacting-us-in-an-emergency
Met office -		
Highways Agency -	-	http://www.metoffice.gov.uk/ http://www.highways.gov.uk/traffic-information
Other Useful Contacts -		
The National Flood Forum - Their 'Blue Pages' guide is a directory of flood protection products and services that advise on how to protect your property against flooding.	01299 403055	www.nationalfloodforum.org.uk / www.bluepages.org.uk
The Association of British Insurers	0207 600 3333	www.abi.org.uk
Flood Re - flood re-insurance scheme	-	http://www.floodre.co.uk
PCA Flood Protection Group - PCA is the trade association representing property specialists	0844 375 4301	http://www.property-care.org/homeowners/flood-protection/flood-protection-and-your-property/
Royal Institute of Chartered Surveyors - help finding a surveyor	-	www.ricsfirms.com
British Damage Management Association - advise on flood recovery, and restoration practitioners	01858 414278	www.bdma.org.uk
British Standards Institution - maintains a list of all manufacturers of flood protection products that have been tested and achieved Kitemark accreditation	-	www.kitemark.com
Citizens Advice Bureau	08444 111444	www.adviceguide.org.uk/england.htm
Food Safety	-	www.food.gov.uk/science/microbiology/flood
Electrical safety	-	enquiries@electricalsafetyfirst.org.uk www.electricalsafetyfirst.org.uk
Report a Power Cut	105	-
Northern Powergrid	0800 375675	www.northernpowergrid.com
Watermark Fund - community-led fund to protect from future flooding	-	http://watermarkfund.org/calderdale/
Flood Save - match funded savings scheme for those at risk of flooding	-	http://www.cffc.co.uk/floodsave/
Local Radio Stations –		
Radio Leeds: 92.4 FM and 103.9 FM (also 95.3 FM and 102.7 FM) 774 AM.		http://www.bbc.co.uk/radioleeds / available via DAB Radio.
Heart: 106.2 FM		http://www.heart.co.uk/on-air/how-to-listen/listen-online / available via DAB Radio.
Pulse: 102.5 FM and 96.9 FM		http://www.pulse102.com / available via DAB Radio
Phoenix: 96.7 FM		http://www.phoenixfm.co.uk

