

# 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
<b>Environment Agency</b>		
Environment Agency 24h emergency hotline	0800 80 70 60	-
If you are concerned about river flooding or would like help in preparing a personal flood plan	0345 988188	<a href="https://www.gov.uk/prepare-for-flooding/future-flooding">https://www.gov.uk/prepare-for-flooding/future-flooding</a>
Floodline Warnings Direct	0345 988 1188	<a href="http://www.gov.uk/environment-agency/">www.gov.uk/environment-agency/</a>
- Type talk (for the hard of hearing)	0345 602 6340	
Sign up for free flood warnings	0345 988 1188	<a href="https://floodsdestroy.campaign.gov.uk/">https://floodsdestroy.campaign.gov.uk/</a>
River level forecasts	-	<a href="https://flood-warning-information.service.gov.uk/river-and-sea-levels">https://flood-warning-information.service.gov.uk/river-and-sea-levels</a>
<b>Calderdale Council</b>		
If you would like information about evacuation and preparing for emergencies	01422 288001	<a href="mailto:emergencyplanning@calderdale.gov.uk">emergencyplanning@calderdale.gov.uk</a>
To report flooding of highways & streams	01422 288002	<a href="mailto:customer.first@calderdale.gov.uk">customer.first@calderdale.gov.uk</a>
Out of business hours	01422 288000	<a href="mailto:emergencyplanning@calderdale.gov.uk">emergencyplanning@calderdale.gov.uk</a>
Information about school closures or the cancellation of events	-	<a href="https://www.calderdale.gov.uk/v2/emergencies">https://www.calderdale.gov.uk/v2/emergencies</a> <a href="http://twitter.com/calderdale">http://twitter.com/calderdale</a>
Information on flood recovery and resilience in Calderdale	-	<a href="https://www.calderdale.gov.uk/v2/residents/environment-planning-and-building/flooding">https://www.calderdale.gov.uk/v2/residents/environment-planning-and-building/flooding</a>
<b>Community Flood Groups</b>		
Todmorden Flood Group	07368 263273	<a href="mailto:todmordenfloodgroup@gmail.com">todmordenfloodgroup@gmail.com</a> <a href="https://www.facebook.com/groups/1949537811928070/">https://www.facebook.com/groups/1949537811928070/</a>
Hebden Bridge Flood Group	07580 168254	<a href="mailto:hebdenfloodgroup@gmail.com">hebdenfloodgroup@gmail.com</a> <a href="https://www.facebook.com/groups/196401670849838">https://www.facebook.com/groups/196401670849838</a>
Mytholmroyd Flood Group	-	<a href="mailto:roydwardens@gmail.com">roydwardens@gmail.com</a> <a href="https://www.facebook.com/Mytholmroydfloodsupport">https://www.facebook.com/Mytholmroydfloodsupport</a>
Calder Valley Community Support Group (on Facebook)	-	<a href="http://www.facebook.com/groups/cvcs">www.facebook.com/groups/cvcs</a>
<b>Yorkshire Water</b>		
Flooding of sewers or water mains	0345 1 24 24 24	<a href="http://www.yorkshirewater.com">www.yorkshirewater.com</a> <a href="http://www.yorkshirewater.com/flooding">www.yorkshirewater.com/flooding</a> <a href="http://www.yorkshirewater.com/report">www.yorkshirewater.com/report</a>
<b>Canal &amp; River Trust</b>		
Serious flooding from canal	0800 47 999 47	<a href="https://canalrivertrust.org.uk/contact-us/contacting-us-in-an-emergency">https://canalrivertrust.org.uk/contact-us/contacting-us-in-an-emergency</a>
<b>Met Office</b>		
Check on the weather by visiting the Met Office website	-	<a href="http://www.metoffice.gov.uk/">http://www.metoffice.gov.uk/</a>
<b>Highways Agency</b>		
	-	<a href="http://www.highways.gov.uk/traffic-information">http://www.highways.gov.uk/traffic-information</a>
<b>Emotional support</b>		
<b>Calderdale Talking Therapies</b> (Insight Health Care) - A self-referral service offering psychological support for adults registered with a Calderdale GP		
	0300 5550191	<a href="mailto:calderdale@insighthealthcare.org">calderdale@insighthealthcare.org</a>
<b>South West Yorkshire Partnership Trust (APT)</b> - A self-referral service offering psychological therapies for adults registered with a Calderdale GP		
	01484 343700	-
<b>Healthy Minds</b> - Peer-led wellbeing groups		
	01422 345154	-
<b>Samaritans</b>		
	116123	<a href="mailto:jo@samaritans.org">jo@samaritans.org</a>
<b>SANE</b>		
	0300 304 7000 (4.30pm – 10.30pm daily)	-
<b>Mind</b>		
	0300 123 3393 (9am to 6pm Monday – Friday, except Bank Holidays) Text: 86463	<a href="mailto:info@mind.org.uk">info@mind.org.uk</a>
<b>Other Useful Contacts</b>		
<b>The National Flood Forum</b> - A charity to help, support and represent people at risk of flooding. 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	<a href="http://www.nationalfloodforum.org.uk/">www.nationalfloodforum.org.uk /</a> <a href="http://www.bluepages.org.uk">www.bluepages.org.uk</a>
<b>The Association of British Insurers</b>		
	0207 600 3333	<a href="http://www.abi.org.uk">www.abi.org.uk</a>
<b>Flood Re</b> - flood re-insurance scheme providing affordable home and business insurance for properties in flood risk areas.		
	-	<a href="http://www.floodre.co.uk">http://www.floodre.co.uk</a>
<b>PCAFlood Protection Group</b> - PCA is the trade association representing property specialists		
	0844 375 4301	<a href="http://www.property-care.org/homeowners/flood-protection/flood-protection-and-your-property/">http://www.property-care.org/homeowners/flood-protection/flood-protection-and-your-property/</a>
<b>Royal Institute of Chartered Surveyors</b> - help finding a surveyor		
	-	<a href="http://www.ricsfirms.com">www.ricsfirms.com</a>
<b>British Damage Management Association</b> - advise on flood recovery, and restoration practitioners		
	01858 414278	<a href="http://www.bdma.org.uk">www.bdma.org.uk</a>
<b>British Standards Institution</b> - maintains a list of all manufacturers of flood protection products that have been tested and achieved Kitemark accreditation		
	-	<a href="http://www.kitemark.com">www.kitemark.com</a>
<b>Citizens Advice Bureau</b>		
	08444 111444	<a href="http://www.adviceguide.org.uk/england.htm">www.adviceguide.org.uk/england.htm</a>
<b>Food safety</b>		
	-	<a href="http://www.food.gov.uk/science/microbiology/flood">www.food.gov.uk/science/microbiology/flood</a>
<b>Electrical safety</b>		
	-	<a href="mailto:enquiries@electricalsafetyfirst.org.uk">enquiries@electricalsafetyfirst.org.uk</a> <a href="http://www.electricalsafetyfirst.org.uk">www.electricalsafetyfirst.org.uk</a>
<b>Report a power cut</b>		
	105	-
<b>Northern Powergrid</b>		
	0800 375675	<a href="http://www.northernpowergrid.com">www.northernpowergrid.com</a>
<b>Watermark Fund</b> - community-led fund to protect from future flooding		
	-	<a href="http://watermarkfund.org/calderdale/">http://watermarkfund.org/calderdale/</a>
<b>FloodSave</b> - match funded savings scheme for those at risk of flooding		
	-	<a href="http://www.cfc.co.uk/floodsave/">http://www.cfc.co.uk/floodsave/</a>
<b>Local Radio Stations</b>		
<b>Radio Leeds:</b> 92.4 FM and 103.9 FM (also 95.3 FM and 102.7 FM) 774 AM.		
		<a href="http://www.bbc.co.uk/radioleeds/">http://www.bbc.co.uk/radioleeds/</a> / available via DAB Radio.
<b>Heart:</b> 106.2 FM		
		<a href="http://www.heart.co.uk/on-air/how-to-listen/listen-online/">http://www.heart.co.uk/on-air/how-to-listen/listen-online/</a> / available via DAB Radio.
<b>Pulse:</b> 102.5 FM and 96.9 FM		
		<a href="http://www.pulse102.com/">http://www.pulse102.com/</a> / available via DAB Radio
<b>Phoenix:</b> 96.7 FM		
		<a href="http://www.phoenixfm.co.uk">http://www.phoenixfm.co.uk</a>