

What to do in a flood emergency

Flood Emergency?

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 be able to help with pumping floodwater from your property.

Important Contacts

Anglian Water

To report flooding and flood risk from public sewers and water mains call **03457 145 145**

Bedford Group of Internal Drainage Boards

To report water levels in adopted watercourses within their district including Broughton Brook and Loughton Brook call **01234 767 995**

Environment Agency

To contact the Environment Agency if you are having a flooding issue from a main river or reservoir call Floodline on **0345 988 1188**

Highways

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

Out of hours call: **01908 226699**

Highways England

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

MKC Lead Local Flood Authority

To report internal property flooding from surface water, groundwater or ordinary watercourse flooding call **01908 252353** (office hours) or **01908 226699** (out of hours), or 'Report It' on our website: www.milton-keynes.gov.uk

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