

# 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](http://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](http://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