



FLOODING IN CHARNWOOD

RESPONSIBILITIES OF EACH ORGANISATION

When flooding occurs, many different organisations are involved in the response and they each have different responsibilities.

Property owners - including homes, businesses or other organisations - are also responsible for taking necessary measures to protect their property as much as they can from the risk of flooding. Some key elements include having insurance for your property.

We urge those living within areas identified as being at risk from flooding to follow the advice of the Environment Agency to protect their homes.

In a flood situation, organisations including councils, emergency services and others work together to co-ordinate the response through the Leicester, Leicestershire and Rutland Resilience Forum.

If you or anyone else is in danger as a result of a flood, call 999.

For more information on flooding, visit
www.charnwood.gov.uk/flooding



Responsibilities of Charnwood Borough Council

If flooding occurs and you are forced to leave your home as you can no longer live there safely, the Council can offer advice and even arrange short-term temporary accommodation. Our housing needs team are available 24/7.

When flood waters have cleared, the Council is likely to do additional street cleaning in affected areas. We do not clear drains in roads. We will also support residents to clear extra waste related to flooding if possible. Business owners need to liaise with their own commercial waste collectors.

We keep a limited number of sandbags and they will only be issued to:

- protect life, critical infrastructure and buildings, e.g hospitals and substations
- protect elderly, disabled and vulnerable residents
- support the emergency services

Flooding on roads and clearing drains

Leicestershire County Council is the highways authority and therefore maintains road gullies and ensures drains are clear. You can report this via their website. The County Council will also close roads blocked by flooding.

Maintenance and management of rivers and canals

The Environment Agency is responsible for the maintenance of rivers and streams such as Sibley Brook, Barkby Brook and Wood Brook in Loughborough.

For canals, the Canal & River Trust may also be involved. The borough council does not get involved in the maintenance of main rivers and canals.

Flooding from sewers

Contact Severn Trent Water online or call 0800 783 4444. Please have your postcode ready and record the incident number given to you for future reference. If you are with Anglian Water, please call 0800 771881.

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