

Over this weekend and particularly during last night the county, LCC Highways, the Environment Agency and United Utilities worked closely with emergency services, the emergency planning teams and district/city council staff to respond to reports of flooding in a number of locations around Lancashire.

You may value some quick information, below, that you can share with your residents and local businesses if they have experienced local flooding, or have just come uncomfortably close to it. As well as helping you to help them, I am also keen to gather as much information as possible about the events to assist with the county council's necessary investigations and to inform any future funding bids.

Please encourage people to make their reports as follows:

- If they have had flood water in their homes or business premises, they will get advice from their buildings & contents insurers about what to do next. If they don't have insurance, they are best advised to contact their local district or city council for help with cleaning up.
- The Lead Local Flood Authority – represented by my team – needs to know about all flooding events, especially where it has come into private property, so that we can investigate responsibly and identify whether there may be a case for grant funding to help with long-term improvements to an area. 'Private property' includes, homes, gardens & garages, farms/fields and business premises. Please report to us by telephone on 0300-123-6780 during normal working hours or by email any time to : highways@lancashire.gov.uk with as much detail as possible. If we need to share the information that you give us with other drainage authorities for a full investigation, we will do so under carefully controlled data protection processes. We will not pass the information on to any insurance companies, trades companies, newspapers, private individuals or other people/organisations outside the flood risk management authorities. If you have already reported to another drainage authority (for example the Environment Agency, your district/city council or United Utilities), you don't need to report again to us.
- If anyone has had foul water (dirty water from sewers) coming into their property, they should report it to their local water company (where they pay their water rates), which may be able to help with cleaning and will certainly want to investigate any possible failings in their networks. United Utilities covers most of Lancashire with Yorkshire Water providing services in parts of East Lancashire. Telephone numbers are:
 - United Utilities plc: 0345-672-3723
 - Yorkshire Water plc: 0345-124-2424
- Any long-lasting ponding of water in the road should be reported to LCC Highways for investigation and appropriate repairs. If this is or may be connected to a blocked gully, it can be reported as a highway fault through our website <http://www.lancashire.gov.uk/roads-parking-and-travel-report-it/> If it is anything more complicated, we advise that you either telephone on 0300-123-6780 during normal working hours or send the information in an email

any time to : highways@lancashire.gov.uk including as much detail as possible.

- If anyone wants advice on how to manage their risks of future flooding, they should first contact their local Flood Action Group or Community Resilience Group where there is one. They can also find advice on the North West's dedicated flood advice website: <https://thefloodhub.co.uk/> .

I have issued the same information to the local Flood Action Groups and Community Resilience Groups that my team has had recent contact with. If you find out that other groups would like to register their contact details with me, please give them my email address and encourage them to let me know. Anyone who wants support in setting up a new Flood Action Group is welcome to contact the Flood Risk Management team on telephone on 0300-123-6780 during normal working hours or by email any time to : highways@lancashire.gov.uk with as much detail as possible, so that my team and I can give them appropriate support.

Finally, please let me know of any better/different information that you might find useful to receive after a future flooding event, so that I can improve the support my team and I give you.

Yours sincerely,

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