Dealing with Incidents

During a flooding incident you should focus on the safety of yourself and others and stay out of floodwater as it is often not clean and can lead to infections and illness.

- **Blocked gully** – a gully on the highway should be logged through [FixMyStreet](). Non-highway gullies should be logged via Oxfordshire County Council flood incident email address -

- **Obstruction or flooding from ditch or watercourse** – determine landowner or riparian owner & refer the problem to the landowner. This can be escalated if no action is taken via Oxfordshire County Council flood incident email address - [FloodingIncidents@Oxfordshire.gov.uk](). If flooding is occurring, log the event via report a flood on the [Oxfordshire Flood Toolkit.]()

- **Blocked drainage channel or culvert** – If it's affecting the Highway, log via [FixMyStreet](). If it is on private land, contact the landowner or property owner. This can be escalated if no action is taken via Oxfordshire County Council flood incident email address - [FloodingIncidents@Oxfordshire.gov.uk]().

- **Flooding on the highway** – Non-emergency flooding should be reported via [FixMyStreet](). Emergency flooding on the highway can be logged via the Highways number - 0345 3101111 (road impassable, risk of property flooding).

- **Obstruction in or flooding from main river** – contact The Environment Agency on the flood line (0345 988 1188) or the 24-hour incident hotline (0800 80 70 60).

- **Property flooding** – emergency property flooding or risk to life call Oxfordshire Fire and Rescue on 999. Non-emergency property flooding report via report a flood on the [Oxfordshire Flood Toolkit.]()

- **Sewer flooding** – report to Thames Water or Anglian Water depending on your water utility provider.

- **Flooding emergency or risk to life** – phone Oxfordshire Fire and Rescue on 999.

Who to Contact

- If there is a danger to life contact 999.

- Volunteer Coordination Team - PPE, training: [volunteercoordinationteam@oxfordshire.gov.uk]()

- LLFA Team - general flood risk related queries: [floodmanagement@oxfordshire.gov.uk]()

- Emergency flooding affecting the highway – Highways: 0345 3101111

- Emergency Planning Team - 01865 323765
  - Emergency contact for out of hours flooding incidents that do not affect the highway.