

# Storm Christoph – Flood risk preparations

## 20 January 2021



Please see below for important information from Cheshire East Council Communications team. This may also be of relevance to councils elsewhere.

Cheshire Police have declared a Major Incident Standby in respect of possible flooding risk, over the next two to three days, related to the incoming weather system 'Storm Christoph'. Cheshire East Council officers are working alongside colleagues from Cheshire Resilience Forum (CRF) partner agencies, including Cheshire Police, Cheshire Fire and Rescue Service, United Utilities and the Environment Agency to plan and prepare for possible flooding in Cheshire East.

At this stage a Major Incident has not been declared, but CRF partners are meeting daily to prepare and assess and review the incident status as the situation develops.

See below for a Cheshire Police press release regarding the situation.

In the meantime, it is important that local communities, residents, businesses and Town and Parish councils understand their local flood risk and what to do in case of a flood emergency.

Firstly, please visit the [Environment Agency Flood information service webpage](#) to understand the current local flood risk in your area. Look at both the fluvial (river) flood risk and surface water flood risk. Information on long-term flood risk can be found here: <https://flood-warning-information.service.gov.uk/long-term-flood-risk/map> Please also follow the links on these pages to sign up to the Environment Agency flood warnings in your area.

Secondly, familiarise yourself with the Cheshire Resilience Forum Multi – Agency Emergency Response Manual. This sets out the co-ordinated response of agencies across Cheshire East it is found at: <https://cheshireresilience.org.uk/how-to-prepare-for-an-emergency> this includes Cheshire East Multi-Agency Emergency Response Manual.

Thirdly, consider setting up a flood action community group: contact the FloodHub with help establishing this: <https://thefloodhub.co.uk>

**Remember - In case of an emergency where there is a risk to life always dial 999 and ask for assistance.**

### Key Flooding Contact Details:

The following gives guidance on whom to contact about various types of flooding.

**Always contact the emergency services first (999) if you or a family member is in immediate danger.**

### Flooding from a Public Sewer

**United Utilities**

Report sewer flooding 0345 6723 723  
[www.unitedutilities.com](http://www.unitedutilities.com)

### Flooding from a Burst Water Mains

**United Utilities**

Report a leak 0800 330033  
[www.unitedutilities.com](http://www.unitedutilities.com)

**Flooding from the Public Highway, drains or ordinary watercourses (non-main river)**

**Cheshire East Council** To report an incident 0300 123 5020  
To report an incident out of working hours 0300 123 5025 (for use after 5pm and before 9am, including weekends.)

### **Flooding from a Main River**

**Environment Agency** General enquiries: 03708 506 506 (Mon-Fri, 8am – 6pm)  
Incident hotline: 0800 80 70 60 (24-hour service)  
Floodline: 0345 988 1188 (24 hour service)  
General enquiries email [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)

### **Following a flood event**

Please contact the following for advice after a flood event:

<https://www.cheshireeast.gov.uk/planning/flooding/flooding.aspx>

**Council tax:** [https://www.cheshireeast.gov.uk/council\\_tax/reductions/special-circumstances-council-tax-reductions-section-13a.aspx](https://www.cheshireeast.gov.uk/council_tax/reductions/special-circumstances-council-tax-reductions-section-13a.aspx)

**Business rates:** [https://www.cheshireeast.gov.uk/business/business\\_rates/business-rates-relief/hardship-rate-relief.aspx](https://www.cheshireeast.gov.uk/business/business_rates/business-rates-relief/hardship-rate-relief.aspx)

### **Emergency**

**housing:** [https://www.cheshireeast.gov.uk/housing/housing\\_options/homelessness/homelessness.aspx](https://www.cheshireeast.gov.uk/housing/housing_options/homelessness/homelessness.aspx)

**Flood resilience and property level protection:** <https://thefloodhub.co.uk>

**Insurance advice:** <https://thefloodhub.co.uk>

**Clean up advice:** <https://thefloodhub.co.uk>

**Sign up to flood warnings:** <https://www.gov.uk/sign-up-for-flood-warnings>

**Remember** to report your flooding to the appropriate organisation to ensure it is correctly investigated. If in doubt of who to call, please report it to a number of organisations.

Cheshire Police press release:

### **Storm Christoph set to bring heavy rain to Cheshire**

Residents across Cheshire are being urged to be prepared following the arrival of Storm Christoph, which is set to bring heavy rain across the county this week.

A number of weather warnings are now active and Cheshire Constabulary is working closely with a number of other agencies to deal with any incidents and to reduce any disruption for the local community.

Due to significant heavy rain forecast over the next few days there is the potential for flooding across the county.

There are also a number of flood warnings in place, including the river Weaver in Northwich and Winsford.

At this stage there is no requirement to evacuate any residents. However, plans are in place should this change and anyone affected by the flood warnings are urged to keep up-to-date with the latest news on the Environment Agency website.

Superintendent Simon Parsonage from Cheshire Constabulary said: "We are working closely with other agencies in the community to monitor the situation and collectively we will do all we can to minimise any disruption across the county and keep people safety.

"All agencies continue to monitor the situation for potential for any flooding and I would encourage residents in the affected areas to monitor the alerts from the Environment Agency and take action if flooding has been forecast in your area.

“With heavy rain forecast, road closures are a possibility and anyone making an essential journey should allow extra time in case of any issues.

“We will continue to monitor the situation closely over the next 48 hours and issue regular updates through our social media accounts.”

Residents are reminded not to walk or drive through any flood water – this is often deeper than it looks, it may be moving fast and there could be hidden hazards underneath such as raised manhole covers, which can pose a danger.

Anyone concerned about potential flooding should sign up for free flood warnings on the Environment Agency's website, follow them on Twitter @EnvAgencyNW for the latest information or you can call the Flood Line on 0345 988 1188.

Ends