

**Hollywood Flood Event
Update for Residents
28-06-18**

KEY CONTACTS

<ul style="list-style-type: none"> - EMERGENCIES - FLOODING - HIGHWAY DRAINAGE 	<p align="center">01905 845676 (Worcestershire County Council)</p>
<ul style="list-style-type: none"> - INSURANCE ADVICE - GEN FLOOD RECOVERY SUPPORT / ADVICE 	<p align="center">01299 403055 (National Flood Forum)</p>
<p>Initial flood event assessment</p>	<ul style="list-style-type: none"> • Massive, local, unprecedented rain storm • Approx 130 mm in 2 hours (exceeding 2007) • Impossible for watercourses and drainage / sewer infrastructure to cope
<p>Properties impacted</p>	<ul style="list-style-type: none"> • 237 confirmed as flooded internally • 52 flooded externally • Nearly all impacted properties have been visited and provided directly with advice / info • Surveys have been delivered to 200 additional properties in the area
<p>Businesses impacted</p>	<ul style="list-style-type: none"> • 1 business property internally flooded
<p>Roads impacted</p>	<ul style="list-style-type: none"> • All roads were re-opened shortly after the flood event • Some minor repairs have been completed • All gulleys, culverts etc have been checked and cleaned • It is normal for highway gulleys to have some water in the bottom, This does not mean they are blocked • Any remaining concerns are being followed up, investigated and dealt with • If you have any concerns please contact us
<p>Utilities impacted</p>	<ul style="list-style-type: none"> • None outstanding
<p>Ongoing recovery support</p>	<ul style="list-style-type: none"> • The partnership of local authorities and agencies is continuing to work to support you • Websites are being regularly updated • Updates, like this one, are being produced and circulated • Updates will also be provided via the media and social media • Information is being put into the Wythall Hub • The National Flood Forum will be invited back soon to give

	<p>personal advice and support</p> <ul style="list-style-type: none"> • The partnership of authorities and agencies is meeting regularly to ensure its work is thorough and co-ordinated • Please let us know if there is anything you need
Security	<ul style="list-style-type: none"> • The Police are providing extra patrols in light of some properties being vacant
Investigation	<ul style="list-style-type: none"> • All aspects of the flood event and response to it are being thoroughly investigated by the agencies and local authorities • Your input to the investigation is extremely welcome and important and it will be sought / encouraged in a number of ways • Many thanks for the photos and videos you've already sent to us. Please send any more to: https://tinyurl.com/wythallfloods • WCC, as Lead Local Flood Authority, is carrying out a formal investigation under s19 of the Flood & Water Management Act. The summary report will be published • The investigation will also begin the process of identifying possible measures which might reduce future flood risk and impact • The investigation will take time to complete
Specific Points of Contact	
Vulnerable Adults requiring Social Care Intervention	<ul style="list-style-type: none"> • Rapid Response Social Work Service Tel: 01905 768053
Wythall Community Hub	<ul style="list-style-type: none"> • An information point for you to drop in for information
Reporting a flooded Property	<ul style="list-style-type: none"> • Please report any information about flooded properties to: the North Worcestershire Water Management Team (district council land drainage partnership) at: enquiries@nwwm.org.uk • Please send any photos and videos to: https://tinyurl.com/wythallfloods
Reporting a flooded road or highway issue	<ul style="list-style-type: none"> • Worcestershire County Council • 01905 845676 • www.worcestershire.gov.uk/homepage/98/report_it
Issues with	<ul style="list-style-type: none"> • North Worcestershire Water Management

watercourses	<ul style="list-style-type: none"> • enquiries@nwwm.org.uk • 01562 732191
Insurance	<ul style="list-style-type: none"> • Your own insurer • If problems with your insurer Association of British Insurers info@abi.org.uk • General insurance advice from National Flood Forum tel: 01299 403055 info@floodforum.org.uk https://nationalfloodforum.org.uk
Disposal of damaged goods	<ul style="list-style-type: none"> • Your own insurer • If not possible via your insurer Bromsgrove District Council tel: 01527 881288
General flood recovery advice & support	<ul style="list-style-type: none"> • National Flood Forum tel: 01299 403055 info@floodforum.org.uk https://nationalfloodforum.org.uk
Sewage / foul drains	<ul style="list-style-type: none"> • Severn Trent Water Ltd tel: 0800 783 4444
Re-housing	<ul style="list-style-type: none"> • Your own insurance company • If you've got an outstanding housins issue call Bromsgrove District Council tel: 01527 881288
Sand Bags	<ul style="list-style-type: none"> • If severe weather forecast sandbags made available at Bromsgrove, Redditch and possibly the Wythall Hub again • For potential delivery to vulnerable people tel: 01527 881288 (out of office hours: 01527 597402) • Advice on sandbags from the NWWM Team available at https://tinyurl.com/nwwm-sandbags
Bromsgrove District Council	<ul style="list-style-type: none"> • In office hours: 01527 881288 • Out of office hours: 01527 597402
Worcestershire County Council	<ul style="list-style-type: none"> • 01905 845676
Health & Wellbeing	<ul style="list-style-type: none"> • NHS Wellbeing Hub (Link) tel: 01905 766124 • http://www.hacw.nhs.uk/our-services/healthy-

	<ul style="list-style-type: none"> • minds/wellbeinghub/ • To talk to someone who understands what you're going through speak to the National Flood Forum tel: 01299 403055 info@floodforum.org.uk https://nationalfloodforum.org.uk • Food Hygiene: • https://www.food.gov.uk/business-guidance/food-safety-after-a-flood
Council Tax	<ul style="list-style-type: none"> • Bromsgrove District Council: 01527 881288 revenues@bromsgrove.gov.uk. • 100% relief possible for flooded properties not habitable
Business Rates	<ul style="list-style-type: none"> • Bromsgrove District Council: 01527 881288 revenues@bromsgrove.gov.uk