

Flood Emergencies Programme



Civil Contingencies Secretariat



Contents:

- [General](#)
- [Safety](#)
- [Impact](#)
- [Local Emergency Plans](#)
- [What to do in an emergency](#)
- [Recovering from an emergency](#)
- [Maps](#)
- [Financial](#)
- [Legislation](#)
- [Where to go for further advice](#)

GENERAL

1. What is a reservoir?

A reservoir is usually an artificial lake where water is kept for use. Some reservoirs supply water for household and industrial use; others serve other purposes, for example, as fishing lakes or leisure facilities.

The work being done on planning for reservoir emergencies, involves only large raised reservoirs, that can hold at least 25,000 cubic metres (approximately 5 million gallons) of water above natural ground level. This is equivalent to a football pitch 14 feet deep. There are over 2,000 of these in England and Wales. These are covered by the Reservoirs Act 1975.

2. What is a reservoir emergency?

Usually a reservoir emergency means that a problem has been identified and the reservoir has to be emptied to enable repairs to be done. In this case, there may be localised flooding but it should be more limited than if a dam fails altogether. It is possible that a reservoir emergency might involve a sudden problem with the dam or reservoir that could lead to the sudden release of some or all of its contents. Reservoirs sometimes hold vast quantities of water; in exceptional circumstances a dam can burst and this could have serious consequences.

3. What does reservoir/dam failure mean?

This can mean a number of things and have a number of causes. All reservoirs are inspected regularly to ensure that if there are any early signs of a problem these are spotted and dealt with long before the reservoir or dam can fail. If a reservoir or dam does fail it will no longer be able safely to hold water and will need to be emptied. In extreme circumstances a failure might involve a dam collapsing and a large volume of water escaping from the reservoir.

4. What is a dam breach?

When water escapes through or over a dam wall in an unplanned way, this is a breach of the dam.

5. Why is this different from other types of flooding?

Flooding from reservoirs will usually be no different to other types of flooding, but it could also be very sudden and unexpected. In most cases, reservoir emergencies are dealt with without any need to empty the reservoir, or water is emptied in a controlled way. In some cases, even a controlled emptying of the reservoir can cause localised flooding. This is likely to be similar to wet weather flooding, in that it will be a rising tide of water. In the unlikely event of a dam collapse, however, such a large volume of water could be released that it could have a great impact. It is important that plans should be in place to deal with that "worst case" scenario, and that anyone who might be affected should know what action they should take.

6. How will I know if my property might be affected by a reservoir/dam failure?

Information about this will be available from a number of sources. The Environment Agency will have a website search facility from the summer of 2010 which will indicate whether locations are at risk of flooding caused by a reservoir failure. Your Environment Agency Area Offices will also have access to information about the areas that might be flooded. If your property is in the inundation or flood zone of a reservoir that has been classed as high priority, in due course you may at some point be contacted by the council, who will give you information about any special arrangements that are in place to deal with an emergency, where you should go in the event of an emergency, and how you should get there. The council will only contact people whose properties are at greatest risk of damage from high priority reservoirs, so you should not worry if you are not contacted.

7. I don't live near a reservoir. Why do I need to be prepared for reservoir flooding?

Although in general those closest to a reservoir are usually most at risk, the extent of the flooding from a reservoir can extend 50 miles or more from the reservoir itself. Additionally the presence of valleys or obstacles that constrict the flow of the water from a reservoir can mean that the water moves more quickly far away from the reservoir than it does for some areas closer to it. This could mean that the areas most at risk from a reservoir are miles away from the actual reservoir.

SAFETY

8. How safe or dangerous are reservoirs/dams?

- There have been no deaths in the UK from flooding caused by dam collapses since 1925.
- Across the country as a whole, the likelihood of a complete dam failure is considered to be very low. The likelihood of flooding from a reservoir is far lower than from other forms of flooding.
- Before 1925 there were a number of extreme failures which led to the introduction and updating of reservoir safety legislation in 1930, 1975 and 2003. There have been no deaths caused by reservoir failure since the introduction of this safety legislation. However, if a reservoir did fail the impact could be significant. See the **Impact** section.

9. Does anybody check reservoirs for signs of problems?

The Environment Agency has a regulatory role for reservoir safety, under the Reservoirs Act 1975. It ensures that they are regularly inspected and essential safety works are implemented. The Environment Agency has the power to prosecute reservoir owners for failure to carry out essential safety works, and where emergency works are required it has the power to carry these works out itself.

- All reservoirs under the Reservoirs Act 1975 must be inspected and supervised by a panel engineer. Panel engineers are a group of specialist civil engineers appointed by the Secretary of State for a period of five years, following which they have to re-apply for appointment.
- Engineers are appointed to supervise the design and construction of a new reservoir or any changes to a reservoir that would increase its size.
- Inspecting engineers are appointed to inspect reservoirs, and to identify any actions that might need to be taken in the interests of safety when appropriate.
- Supervising engineers are appointed to supervise the operation and maintenance of a reservoir at all times, once the construction of the reservoir is complete, and to certify that works recommended in the interest of safety by an inspecting engineer have been carried out to suitable standards.

More information on engineers is available at:

<http://www.environment-agency.gov.uk/business/sectors/64253.aspx>

10. How often are there reservoir emergency situations?

In the five years from 2004-2008, there were fourteen incidents that were deemed to be serious. The definition of serious is that the incident involved one or more of the following: emergency drawdown (emptying of water) or emergency works required or a serious operational failure in an emergency.

11. How does the risk of a dam failing compare with other risks?

The likelihood of a dam failing is extremely small but in some cases the consequences could be severe. Lives could be at risk. Local Resilience Forums maintain a Community Risk Register covering all significant risks in their area, which could include the risk of dam failure. More information is available on DirectGov at:

http://www.direct.gov.uk/en/Governmentcitizensandrights/Dealingwithemergencies/Preparingforemergencies/DG_176587

12. What should I do if I spot any warning signs of a problem with a reservoir?

Members of the public should ring the Environment Agency Incident Helpline (0800 807060).

IMPACT

13. What damage would it do to the surrounding area if a dam collapsed?

- Maps are held by the Environment Agency Area Offices which show the area that might be affected if a dam collapsed. It is difficult to predict accurately the full extent of the damage that a dam collapse might cause because it would depend on a number of things, such as how much water was in the reservoir at the time, whether there had been heavy rain recently, whether the dam had only partially or totally collapsed, etc. Starting in 2010 and continuing over the next few years, local emergency planners will be developing reservoir emergency plans.
- Although a dam collapse is unlikely to happen, because of the high safety standards required for reservoirs in the UK, it is important that people should move out of the area immediately if there are any serious signs of a dam collapse. It is likely that there would be some, possibly major, structural damage to nearby roads, land and buildings if a dam at a reservoir containing a large amount of water collapsed and all the contents were suddenly released. The water could carry with it a large amount of debris, including large items like vehicles. In built up areas, for example, large numbers of properties could be flooded and damaged.
- Water and other utility supplies might well be disrupted and temporary accommodation might need to be provided over a period of time for people whose property was damaged. Risk to health and safety can be reduced dramatically if people living in the affected area are evacuated quickly and effectively.

LOCAL EMERGENCY PLANS

14. Who is responsible for planning for my local reservoir?

The top tier local council for the area where a high priority reservoir is located is responsible for co-ordinating the emergency plan linked to the reservoir, to ensure we are well prepared for reservoir incidents. They will work with the reservoir owners and others locally such as the Environment Agency, the Fire and Rescue Service and other members of your Local Resilience Forum. Local Resilience Forums are the groups of organisations responsible for dealing with, planning for and responding to local emergencies. Local planners will start work on these plans from the spring or summer of 2010, when they will have access to all the information they will need. You should check the Local Resilience Forum website for your area for local emergency planning news

(http://www.direct.gov.uk/en/Governmentcitizensandrights/Dealingwithemergencies/Preparingforemergencies/DG_176587).

15. Why are some reservoirs having special plans written and others aren't?

Reservoirs have a very good safety record in this country. An assessment of all the large reservoirs in England and Wales has shown that some of them would have a bigger impact if water escaped, for example, if they are very large or in a built up area. Based on such factors, some reservoirs have been classed a higher priority than others. Emergency planners will be preparing specific plans over the next few years for those that have been judged to be higher priority reservoirs.

16. Why are you doing this work at all if reservoirs are so safe?

Although the risk of a dam collapsing is low, the release of such a large amount of water if a reservoir did fail could cause a great deal of damage and could be very dangerous. The plans will ensure that people know precisely what to do to reduce the risk of water escaping from a reservoir, how to respond to make sure that if a dam does fail the resulting damage is as limited as possible, and how to move people out of the way of any water.

17. Why have people living in potential dam/reservoir flood zones not been told about the risks before?

Many Local Resilience Forums have published Community Risk Registers which include references to the risk of reservoir/dam failure, although they have not previously published information about specific sites. These risk registers are available from your local council or at

www.direct.gov.uk/en/Governmentcitizensandrights/Dealingwithemergencies/Preparingforemergencies/DG_176587.

If your property is in the flood zone of a reservoir that has been classed as high priority, you may at some point be contacted by local emergency planners, who will give you information about any special arrangements that are in place to deal with an emergency, where you should go in the event of an emergency, and how you should get there. Only people whose properties are at greatest risk of damage from high

priority reservoirs will be contacted, so you should not worry if you are not contacted.

18. What would happen if there were a dam breach now?

There are a number of local incident plans already in place – for example, evacuation, transport and shelter – relating to a variety of emergencies. Agencies like the Police, the Council and the Fire and Rescue Service would activate these plans if there were an emergency.

19. Why has my neighbour received a leaflet and I have not? My property is within the same flood zone.

We have identified properties that are more at risk than others due to their location and they will receive leaflets. Other properties which are within the zone are believed to be less at risk or will have more time to be notified of an incident without the need to be warned in advance of the emergency procedures.

20. How will I know if there is an emergency?

You may be alerted in one or more of the following ways –

- Emergency services in your area may knock on your door or use a loudhailer system. You may be given an evacuation card which will give you specific advice about where you should go.
- Helicopter Skyshout warnings may be given.
- Local television and radio news alerts.

If you know that your property is in an area that might be flooded in a reservoir emergency, and you need to know more, you should check your Local Resilience Forum website for more information on emergency planning

http://www.direct.gov.uk/en/Governmentcitizensandrights/Dealingwithemergencies/Preparingforemergencies/DG_176587).

If you live in an area that may flood as a result of a dam failure or collapse, your Local Resilience Forum members will be working on plans to use in the event of an emergency. You may be contacted if your property is in a priority zone.

You should always follow the advice of the emergency services in the area.

21. There is a school/hospital/nursing home just below the reservoir. What arrangements will be made for them?

Addresses that may need particular help in the event of a reservoir emergency will be identified by the local council and other agencies. Arrangements will be made to provide the help they need.

22. What's going to happen between now and any new legislation? (See

Legislation Section below)

- All reservoirs in England and Wales that are larger than 25,000 cubic metres or 5 million gallons have been mapped. The maps show which way the water would flow if there were an emergency and water was released from the dam.
- The local council and other members of the Local Resilience Forum (the group of organisations responsible for dealing with, planning for and responding to local emergencies) already have wide-ranging emergency response plans which can be used in the event of an emergency. In 2010, they will begin work on plans that can be used if there is a reservoir emergency. There will be general plans that will cover any reservoir emergency and specific plans for reservoirs that merit special treatment because of the impact they would have if they failed.

WHAT TO DO IN ADVANCE OF AN EMERGENCY?

23. Is there anything I should do in advance, to prepare for an emergency?

In some cases there will be very little warning of a reservoir emergency and you may be asked to evacuate immediately. In other cases you may be given more time. In general terms, to prepare for any local emergency, you should find out –

- Where and how to turn off water, gas and electricity supplies in your home.
- The emergency procedures for children at school.
- The emergency procedures at your workplace.
- How your family will stay in contact in the event of an emergency.
- If any elderly or vulnerable neighbours might need your help.
- How to tune in to your local radio station.

You should also plan for the following –

Loss of Mains Electricity or Gas

- If you have children, you may wish to discuss back-up arrangements for childcare with neighbours/friends in the event of schools being closed.
- Storing key contact details separately from your mobile phone.
- Creating a core stock of essential supplies. This could include bottled water, a battery powered radio, torch, tinned food and alternative heating sources.

Disruption to Telecommunications

- Work out how your friends and family can stay in contact in the event of any disruption, perhaps by meeting at an agreed place.
- Consider developing alternative default arrangements (e.g. for meeting people or collecting children from school) which people can follow if you are unable to contact them.

Specific information on how to prepare for general flooding is available on the Environment Agency's website. It includes guidance on creating a personalised flood plan.

Have a look at the Preparing for Emergencies pages on the Directgov website (www.direct.gov.uk/en/Governmentcitizensandrights/Dealingwithemergencies/Preparingforemergencies/index.htm) for further information.

The following websites might also be useful –

Road Traffic

www.highways.gov.uk
www.traffic-wales.com

Rail

www.nationalrail.co.uk

Business

www.bis.gov.uk

Water Supply

www.defra.gov.uk

www.environment-agency.gov.uk

WHAT TO DO IN AN EMERGENCY

24. How much warning would we get of an emergency and how quickly would we need to get out?

Because of the robust inspection and safety regime that covers reservoirs, almost all problems are identified early enough to prevent them becoming serious. If an incident does develop into something more serious, the emergency services will normally have a period of days or, at least, several hours to prepare. However, some reservoir emergencies can be very unpredictable and you may receive very little warning or no warning in those circumstances. You should listen carefully to the advice you are given and follow the instructions of the officials in your area or announcements over the television or radio. There may be little time to respond if you live near a dam – prompt action may save your life. You should also be aware that a reservoir emergency may not be as a result of bad weather. A reservoir may be as likely to fail on a sunny day as it is on a rainy day. Therefore, you should be equally vigilant and prepared for a reservoir failure in good weather as well as in bad.

25. What should I do if I find myself in the path of a reservoir in an emergency?

If you find yourself in the middle of a reservoir emergency, it is important to:

- Call the Environment Agency Incident Helpline on 0800 807060 if you discover an apparent fault at a reservoir.
- Make sure 999 has been called if people are injured or if there is a threat to life.
- Keep yourself and others clear of danger. Move away from the reservoir, keeping to higher ground, if you can do so safely.
- Follow the advice of the emergency services.
- Try to remain calm, think before acting, and try to reassure others.
- Check for injuries – remembering to help yourself before attempting to help others.

It is important to keep roads and other access routes clear for the emergency services and for the evacuation of people who are in the area expected to flood. If you are not involved in the reservoir incident but are close by, unless you hear advice to the contrary from the emergency services:

- Keep away from the reservoir
- Stay away from any flooded area and low ground and get away from buildings that may collapse.
- Tune in to local radio or TV for more information

You should always follow the advice of the emergency services in the area.

26. What should I take with me?

You should prepare a “grab bag” to take with you in the event of any emergency. Think about including any medication you need and important personal documents, insurance policy, emergency contact numbers, a torch, a battery or wind-up radio,

mobile phone, waterproof clothing, first aid kit and blankets. If you have children include items for them, for example, milk, baby food, sterilised bottles and spoons, favourite toys, nappies and wipes.

27. I have restricted mobility: will arrangements be made to help me?

If you might have special mobility needs in an emergency and your property or workplace may be affected by a reservoir failure, you should let local officials know.

28. Where will I stay if my property is damaged?

Your local council will have arrangements in place to provide accommodation for anyone who needs to be evacuated from their property in the event of a reservoir emergency or any other major local emergency.

29. What will happen to my pets if there is a reservoir flood?

You should take your pets with you to the evacuation centre. Do not leave your pets in your property.

30. What will happen to my livestock if there is a reservoir flood?

You should ensure that livestock are moved to higher ground where it is safe to do so.

31. Will it be safe to drive?

You should seek advice from the emergency services on the best way for you to evacuate the area. In some areas community transport may be provided. It is important to keep traffic flowing so that the emergency services have access to the reservoir and to people who need their assistance.

In some cases, for example in rural or isolated areas, you may need to use your car. If that is the case, remember –

- Do not walk through moving water. Six inches of moving water can knock you off your feet. If you have to walk in water, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you.
- Do not drive into flooded areas. If floodwaters rise around your car, abandon the car and move away from the reservoir, keeping to higher ground, if you can do so safely. You and the vehicle can be quickly swept away.

The following are important points to remember when driving in flood conditions:

- Six inches of water will reach the bottom of most passenger cars causing loss of control and possible stalling.
- A foot of water will float many vehicles.
- Two feet of rushing water can carry away most vehicles including large 4x4 vehicles and vans.

32. How will I know which way to go?

You should follow instructions from the local emergency services. If there is nobody in the vicinity, you should move away from the reservoir, keeping to higher ground as soon as possible if you can do so safely. Do not approach flood water.

33. Who will protect my business/property from flood damage?

It is unlikely that the emergency services will be able to protect individual properties from flooding as they will be involved in other emergency activity. You should make every effort to ensure that you are prepared to deal with an emergency of any sort by making sure your property/business is properly insured and following the advice below.

34. How can I protect my property?

If you have been advised that you have time, you should try to move valuable items upstairs. Consider permanently storing paperwork, computer files and precious photographs on high shelves or upstairs.

For more detailed advice on protecting your property, check the Environment Agency website at www.environment-agency.gov.uk/homeandleisure/floods/105963.aspx.

This includes advice on changes you can make to your property to protect it from all types of flooding. If you think your property is particularly vulnerable you should think about whether there is anywhere else you could stay in the longer term if your property is damaged.

35. Will sandbags be issued?

This will depend on how much advance notice the emergency services have of a reservoir emergency. It will also depend on the resources available and an assessment of whether sandbags are likely to be helpful at your property.

RECOVERING FROM AN EMERGENCY

36. Who will clean up the mess?

The council will take the lead in recovery work and will coordinate activity by the various agencies and organisations that might be involved. The whole community will need to be involved to ensure that recovery from the emergency works well. The council will provide support

37. How quickly would we be allowed back into our property?

Although people will be keen to return to their properties, it is important that they do not do so until all the necessary repair work has been undertaken and relevant health and safety concerns have been met. It is important that the all clear is given on the safety of, for example, drinking water, electricity supplies, building structures, before people are allowed back. This can take some time.

MAPS

38. How will I know if my property is at risk?

The Environment Agency is developing a website search tool which will be available from summer 2010 to identify whether or not a property is downstream of a reservoir and may be subject to flooding.

39. Where should people go to find out more information?

General information about reservoir safety can be found on the Environment Agency's website:

<http://www.environment-agency.gov.uk/reservoirsafety>.

You can find details of local emergency plans on your Local Resilience Forum website:

http://www.direct.gov.uk/en/Governmentcitizensandrights/Dealingwithemergencies/Preparingforemergencies/DG_176587

40. Where can I see copies of the reservoir maps?

Anyone whose property might be affected by flooding from a reservoir can approach their Environment Agency Area Offices to ask for information and to see a copy of the map showing the area that might be affected.

41. How accurate are the maps?

The maps have been produced for emergency planning purposes and display a realistic worst case scenario. This is useful for planning purposes; however an actual reservoir flood is unlikely to be as extensive as the worst case scenario shown on the map. There is a small possibility that areas other than those indicated on the maps could be affected in a real flooding situation. The maps are very useful for emergency planning as they allow emergency services to plan where to evacuate from and to. They are *not a prediction* of what *will* happen.

FINANCIAL

42. What impact will this have on insurance for people who find out their property is within an inundation zone?

There have been no deaths caused by dam inundation since the 1930s when safety legislation was first introduced and the likelihood of dam inundation is very small. The insurance industry has not historically applied higher premiums to properties that are close to reservoirs, but insurance companies are free to determine risk and make assessments for themselves. They then set premiums within the scope of the regulations governing the industry. The Environment Agency works closely with the ABI (Association of British Insurers) and has been working with them on reservoir flooding as it has for other forms of flood risk.

Inundation mapping may reveal that areas previously thought to be free from flood risk are actually at risk of flooding should a reservoir fail. Defra and the Environment Agency have discussed this with the insurance industry to try to assess any impact on insurance policies.

Defra and the ABI have agreed that flood insurance will be widely available for low flood risk properties.

Further information on the Statement of Principles is available on Defra's website at: www.defra.gov.uk/environment/flooding/policy/insurance/.

43. I didn't know I lived in an area that could be flooded if a dam failed. Will this affect property values?

The risk of flooding is very low, as safety levels are high. There should be no impact on property prices. The dam has probably been there for many years before the property was built. The risks have not changed. Current work is aimed at lowering the risk even further.

If reservoirs are properly maintained and monitored for signs of problems then, in comparison to other forms of flooding, the likelihood of an individual reservoir flooding a property is extremely low. The maps available to the public show the extent of the area that would receive any flood water in the worst case scenario, and it is not possible to tell from these maps how severe the impact on any particular property might be.

LEGISLATION

44. Why is this work happening now?

- Following the summer floods of 2007, Sir Michael Pitt was asked by ministers to carry out a review of the flood-related emergencies which had occurred that year. He made a number of recommendations aimed at improving the UK's ability to withstand flooding. The Government agreed all of his recommendations about reservoir safety; and agreed to fund the preparation of flood maps for large raised reservoirs (covered by the Reservoirs Act 1975), and to ensure that these maps were issued to local emergency planners before the end of 2009. Planners could then draw up more detailed emergency response plans that will improve their ability to protect life and property.
- Defra, the Government department which has responsibility for reservoirs, is introducing a number of changes to the legislation that covers reservoirs; one of the aims of this legislation is to increase reservoir safety even further by ensuring that plans are developed and held by reservoir owners and managers that will enable local emergency responders, like the Police and the Fire and Rescue Service, to respond quickly and effectively to any reservoir emergency.

45. What legal responsibilities do reservoir owners have?

- Reservoir operators, managers and owners have ultimate responsibility for the safety of reservoirs. All the reservoirs covered by the Reservoirs Act (that is, reservoirs capable of holding over 25,000 cubic metres or 5 million gallons of water) must be kept under supervision by qualified engineers and must be regularly inspected. Under the Water Act 2003, the Environment Agency has the role of enforcement authority with responsibility for reservoir safety. If necessary the Environment Agency can serve an enforcement notice on reservoir owners or managers to carry out required works, with prosecution an option if they fail to do so.
- Dam and reservoir owners have a common law responsibility for the safety of their assets, regardless of whether they come within the scope of the Reservoirs Act.
- Defra will be consulting the public on a proposal to introduce a legal requirement for reservoir owners and operators to prepare flood emergency and communication plans so that, in the event of an emergency the owner knows what action to take and who to contact.
- The proposed requirement would also mean that all reservoir owners and operators would have to discuss the implications of any dam emergency at their sites with local council emergency planning officers. This will bring us into line with EU legislation.

46. What about smaller reservoirs?

Defra is drafting new legislation so that reservoirs as small as 10,000 m³ (over 2.2

million gallons) in volume will have safety requirements similar to those required at present for reservoirs above 25,000 m³ (5 million gallons). Any reservoirs above the 10,000 m³ threshold that pose a risk to the public will require supervision and inspection by qualified civil engineers and owners of these reservoirs may be required to carry out work to ensure that their reservoirs are safe.

Further information on the draft legislation (the Flood and Water Management Bill) can be found on Defra's website at www.defra.gov.uk/environment/flooding.

47. What legal responsibilities does the council have?

Under the Civil Contingencies Act (CCA) local authorities and other members of the Local Resilience Forum, including the Environment Agency, are required to assess all local risks and hazards; to develop and maintain a Community Risk Register (which lists the main risks and hazards in the area: these can be seen at www.direct.gov.uk/en/Governmentcitizensandrights/Dealingwithemergencies/Preparingforemergencies/DG_176587). They also put in place emergency plans to respond to and recover from incidents and to publish this information where that would be helpful.

As part of local emergency planning, Local Resilience Forum members are expected to put in place arrangements to warn and inform the public about risks – without raising undue public alarm or concern.

48. Will I be legally required to disclose that my property is in an area that might be flooded by a reservoir failure if I try to sell it?

There is no such legal requirement at present. However, potential buyers will be able to use the Environment Agency website which will be available from summer 2010 to identify whether or not a property is downstream of a reservoir.

49. Reservoirs have been around for a long time, why have people been allowed to build around them?

Inundation analysis is a relatively new discipline and in the past it wasn't feasible to assess the likely impact of a reservoir failure and the areas at risk.

Planning Policy Statement 25 (PPS25), which sets out Government policy on development and flood risk in England, makes specific reference to the risk of dam failure in guiding land use planning applications and local authorities will be provided with guidance on how to apply this.

In Wales, Technical Advice Note (TAN) 15 sets out the policy in for land and property development in Wales.

Where to go for further Advice

The following paragraphs outline the different organisational responsibilities in relation to reservoirs, and where questions might be directed.

The responsibilities detailed below indicate a first point of contact. These organisations may need to redirect you elsewhere, if they are unable to answer your question. The contacts given are for non-emergency situations. In the event of an emergency, the emergency services and the Environment Agency's Emergency Hotline: 0800 80 70 60 should be contacted.

DEFRA – FLOOD MANAGEMENT DIVISION (for reservoirs in England)

Defra is the lead government department for flooding in England, including reservoir inundation. Defra will be responsible for answering questions about overall national policy, legislation, and legislative changes.

Questions for Defra FM should be directed to the Flood Management Helpdesk: 020 7238 6239, or fmpso@defra.gsi.gov.uk.

Flood Management
Department for Environment, Food and Rural Affairs
Area 2D, Ergon House
Horseferry Road
London
SW1P 2AL

Website: www.defra.gov.uk/environment/flooding/

WELSH ASSEMBLY GOVERNMENT – DEPARTMENT OF ENVIRONMENT, SUSTAINABILITY AND HOUSING (for reservoirs in Wales)

The Department of Environment, Sustainability and Housing of the Welsh Assembly Government is responsible for managing flooding in Wales, including reservoir inundation. They will be responsible for answering questions in relation to Welsh policy, legislation, and legislative changes.

Questions should be directed in the first instance to the Flood and Coastal Erosion Risk Management Branch: 029 20825412 or via wag-en@mailuk.custhelp.com.

Flood and Coastal Erosion Risk Management Branch
Climate Change and Water Division
Department of Environment, Sustainability and Housing
Welsh Assembly Government
Cathays Park
Cardiff
CF10 3NQ

Website: www.wales.gov.uk.

ENVIRONMENT AGENCY (EA) – RESERVOIR SAFETY TEAM

The Environment Agency is the “enforcement authority” under the Reservoirs Act 1975. The EA Reservoir Safety Team will answer questions in relation to its role, as well as procedural questions in relation to the existing regulatory regime. EA Reservoir Safety Team should be contacted in relation to:

- General issues relating to reservoir safety
- Issues relating to safety and compliance with the Reservoirs Act for individual reservoirs
- The role and duties of reservoir undertakers
- The role and duties of supervising and inspecting engineers
- Technical questions in relation to the reservoir inundation maps
- Requests from undertakers or panel engineers for permission to view detailed inundation maps (in accordance with the National Protocol).

Questions for EA Reservoir Safety Team should be directed in the first instance to:
reservoirs@environment-agency.gov.uk

or to the Reservoir Safety Helpdesk: 08708 506 506

Reservoir Safety
Environment Agency
Manley House
Kestrel Way
Exeter
EX2 7LQ

Website: www.environment-agency.gov.uk/business/sectors/32427.aspx

ENVIRONMENT AGENCY – LOCAL AREA OFFICE

The Environment Agency has offices across England and Wales. These are divided into eight regions and each region has a number of areas within it. Each area office is responsible for the day to day enforcement of the Reservoirs Act in its area. The Environment Agency also owns or manages approximately 170 reservoirs under the Act. These are managed by the area office in which they are located. The relevant EA area office should be contacted in relation to:

- Issues relating to the Environment Agency's role as owner/manager of reservoirs in its area
- Requests to view outline inundation maps for reservoirs located in its area

Contact details for EA area offices can be found on the Environment Agency's website at www.environment-agency.gov.uk/contactus/36324.aspx.

CIVIL CONTINGENCIES SECRETARIAT (CCS)

The Civil Contingencies Secretariat is part of the Cabinet Office and will answer questions relating to the Civil Contingencies Act. CCS should be contacted in relation to:

- Interpretation of the Civil Contingencies Act
- The role of the Local Resilience Forum
- National policy on local emergency planning.

Questions for CCS should be directed in the first instance to CCS.Reservoirs@cabinet-office.x.gsi.gov.uk or 020 7276 5623.

Reservoir Inundation Preparedness
Civil Contingencies Secretariat
Cabinet Office
22 Whitehall
London
SW1A 2WH

Website: www.cabinetoffice.gov.uk/secretariats/civil_contingencies.aspx

LOCAL AUTHORITY

Upper tier or single tier local authorities (councils) are responsible for the co-ordination of specific off-site emergency plans for any high priority reservoirs in their area. Regardless of the predicted flood zone from a reservoir, the council in which

the reservoir is located will take the lead in relation to emergency planning for that reservoir, if it is considered to be of high priority nationally. They should be contacted in relation to:

- Issues relating to local emergency planning arrangements for reservoirs located within its boundaries

You should note that the council will not begin any specific planning until summer 2010, and it may be some time before all plans are complete (see FAQs for further details).

Contact details for local authorities can be found on the DirectGov website at www.direct.gov.uk/en/DI1/Directorries/Localcouncils/index.htm.

Details of Local Resilience Forums can be found at http://www.direct.gov.uk/en/Governmentcitizensandrights/Dealingwithemergencies/Preparingforemergencies/DG_176587.

OTHER BODIES WITH RESPONSIBILITY IN RELATED AREAS

The following organisations may also have some responsibility in this area, and may be able to answer some queries:

- Department for Communities and Local Government (CLG): CLG is responsible for spatial planning policy, including planning for new developments in the vicinity of a reservoir or in reservoir flood zones.
- The Institution of Civil Engineers (ICE): The ICE is the leading professional body for civil engineers in the UK and is consulted by the Secretary of State for Environment, Food and Rural Affairs in relation to the appointment of engineers to the reservoirs panels.