

Telephone Contact Protocol

1. Reports of surface water flooding should be directed to the County Council Lead Local Flood Authority (LLFA) Customer Service Centre (CSC) on 01522 782082. All calls should be dealt with in accordance with the agreed partnership "First Point of Contact Principles," (i.e. customer details are taken by the organisation receiving the call and those details forwarded to the LLFA CSC, but the customer is not passed on). The customer should be told that their telephone call has been registered and due to resource constraint, a return call will not normally be made unless further information is required to instigate a response. However, if the customer specifically requests a callback, this should be carried out by the LLFA CSC once investigations have been carried out by the LLFA and an appropriate response determined. The customer's specific request for a callback should be provided to the LLFA CSC for subsequent action. The customer should be advised that if the flood risk situation worsens, a further call from them to provide updated information would be very much appreciated.
2. Out of office hours, all callers (e.g. public, RMAs and partner organisations) should contact the County Council LLFA Customer Service Centre (CSC) on 01522 782082 where they will be able to speak directly to a CSC operator.
3. In summary, CSC action will comprise:
 - for emergency or urgent situations - make contact the current LCC Highways OoH Duty Officers for them to action the call as Business As Usual (BAU), or make contact with the respective partner organisation having responsibility for the flood risk source etc; and
 - for non emergency or non urgent situations - log the caller information and provide it to the relevant LCC officer as part of BAU the following day, or contact partner organisations as above.

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