

LOCAL FLOODING LCC & DISTRICTS

APPENDIX E – FIRST POINT OF CONTACT PRINCIPLES

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# LINCOLNSHIRE FLOOD RISK AND DRAINAGE MANAGEMENT PARTNERSHIP

## Guiding Principles Note 11

### "First Point of Contact" & Partner Contact Lists

**Purpose of this document:**

To provide clarity on the "first point of contact" details and approach to the public and partner organisations in "peacetime" and in emergency flooding situations.

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## "First Point of Contact" basic principles

Members of the public, businesses and industry (i.e. general public) can be very unclear which organisation to contact about flooding issues both during a flooding event and in non flooding situations. Lincolnshire County Council as Lead Local Flood Authority and partners are currently informing/educating the public, elected representatives, businesses and industries regarding these responsibilities through day job activities, online presence, local events, and contact with customer service teams and reception desks. This is an ongoing process.

When a member of the general public makes first contact with any partner organisation regarding a flood risk and/or drainage issue, they should **identify the correct Risk Management Authority (RMA)** e.g see Appendix A for LCC process flow by way of example; and re-direct the customer to the appropriate contact point.

Initially the partner organisation taking the call should **aim to "hot transfer" the call** to the relevant RMA customer contact number (see Appendix B for current list of contacts). However; if this is not possible the partner organisation should **capture the relevant caller information**, (e.g. in LCC's case this will be by using the Customer Relationship Management system), and then immediately **send an e-mail** to the relevant RMA customer e-mail account (see appendix C for current list of contacts).

**"Sorry but this is not our responsibility and you should contact....."** is not acceptable in any circumstances. Any flooding or drainage problem in Lincolnshire requires a supportive partnership culture and approach.

Where a "first point contact" is needed by one RMA to another RMA (particularly in pre, during and post a flood event, or in "out of hours" situations), they will be able to make direct contact with any partner organisation and **not be treated as a member of the general public**. This will be achieved by using the RMA contact list shown in Appendix D.

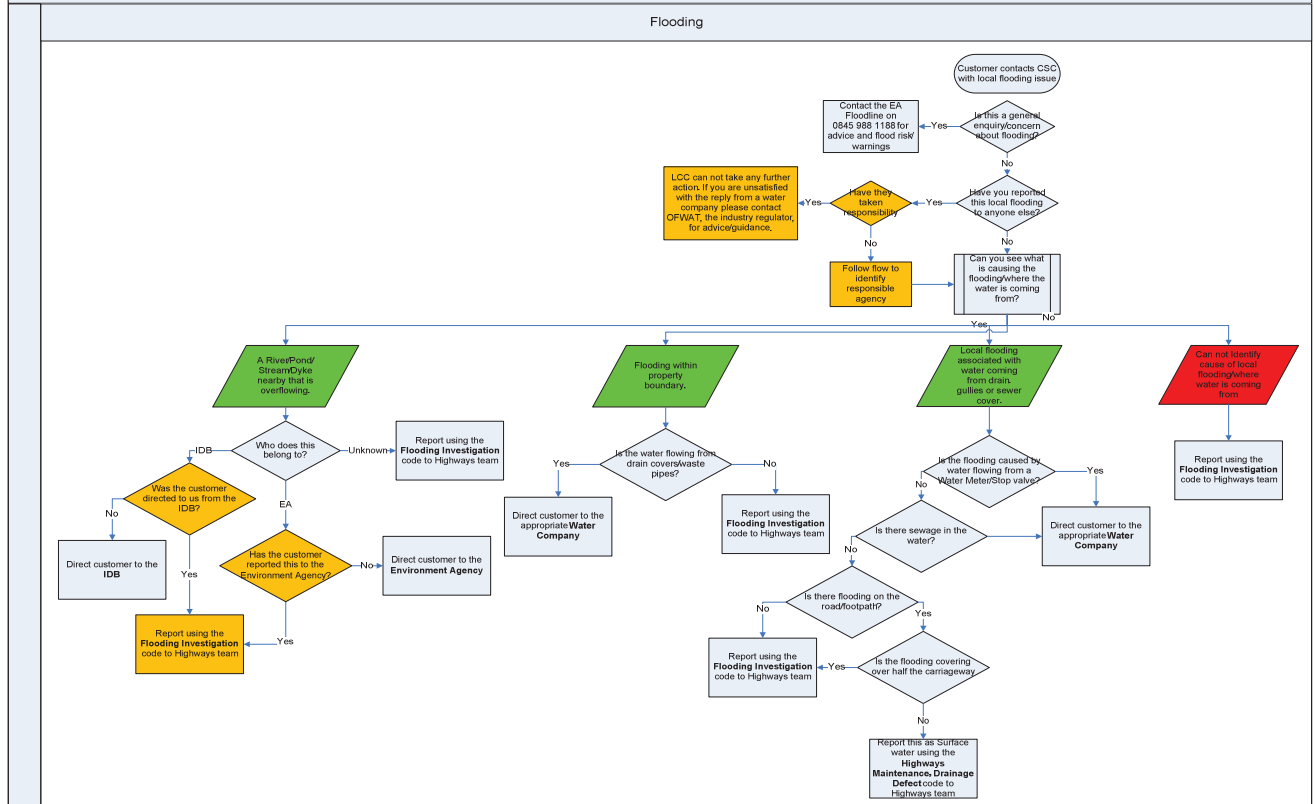
Where a RMA is aware that the **flooding threshold** requiring the LLFA to conduct a formal investigation has been reached, it should immediately notify the LLFA through the county customer services team by tel 01522 782070 and provide the necessary details.

If any further clarification or information is needed please contact:

Mark Fisher  
07875 348701

APPENDIX A

Customer Service Centre



## APPENDIX B

## Partner contact telephone numbers for public and partner use

<b>Organisation</b>	<b>Contact Number</b>
Ancholme IDB	<b>01302 342055</b>
Anglian Water	<b>0845 7 145 145</b>
Black Sluice IDB	<b>01205 821440</b>
Boston Borough Council	<b>01205 314 200</b>
City of Lincoln Council	<b>01522 881188</b>
East Lindsey District Council	<b>01507 601111</b>
Environment Agency	<b>03708 506 506 or 0845 988 1188</b>
King's Lynn IDB	<b>01553 819600</b>
Lincolnshire County Council CSC (Highways & LLFA)	<b>01522 782070 or 01522 782189</b> (LCC Non Emergency tel no when in use)
Lincolnshire County Council Joint Emergency Planning Service (JEMS)	<b>01522 582220</b>
Lindsey Marsh DB	<b>01507 328095</b>
North East Lindsey DB	<b>01469 588991</b>
North Kesteven District Council	<b>01529 414 155</b>
North Level IDB	<b>01733 270333</b>
Scunthorpe and Gainsborough Water Management Board	<b>01302 342055</b> (Clerks) <b>01427 872715</b> (Engineers)
Severn Trent Water	<b>0800 783 4444</b>
South Holland District Council	<b>01775 761161</b>
South Holland IDB	<b>01553 819600</b>
South Kesteven District Council	<b>01476 406 080</b>
Trent Valley Internal Drainage Board	<b>01636 704371</b>
Upper Witham IDB	<b>01522 697123</b>
Welland and Deepings IDB	<b>01775 725861</b>
West Lindsey District Council	<b>01427 676 676</b>
Witham First District IDB	<b>01522 697123</b>
Witham Fourth District IDB	<b>01205 310099</b>
Witham Third IDB	<b>01522 697123</b>

## APPENDIX C

### Partner contact email addresses for public and partner use

<b>Organisation</b>	<b>E-mail</b>
Ancholme IDB	<a href="mailto:info@shiregroup-idbs.gov.uk">info@shiregroup-idbs.gov.uk</a>
Anglian Water	Use on-line email form at <a href="#">Anglian Water</a>
Black Sluice IDB	<a href="mailto:duty.officer@blacksluiceidb.gov.uk">duty.officer@blacksluiceidb.gov.uk</a>
Boston Borough Council	<a href="mailto:info@boston.gov.uk">info@boston.gov.uk</a>
City of Lincoln Council	<a href="mailto:customer.services@lincoln.gov.uk">customer.services@lincoln.gov.uk</a>
East Lindsey District Council	<a href="mailto:customerservices@e-lindsey.gov.uk">customerservices@e-lindsey.gov.uk</a>
Environment Agency	<a href="mailto:enquiries@environment-agency.gov.uk">enquiries@environment-agency.gov.uk</a>
King's Lynn IDB	<a href="mailto:info@wlma.org.uk">info@wlma.org.uk</a>
Lincolnshire County Council	<a href="mailto:Customer_Services@lincolnshire.gov.uk">Customer_Services@lincolnshire.gov.uk</a>
Lincolnshire County Council Joint Emergency Planning Service (JEMS)	<a href="mailto:Jems@lincoln.fire-uk.org">Jems@lincoln.fire-uk.org</a>
Lindsey Marsh DB	<a href="mailto:dutyofficer@lmdb.co.uk">dutyofficer@lmdb.co.uk</a>
North East Lindsey DB	<a href="mailto:trevor@northeastlindsey-idb.org.uk">trevor@northeastlindsey-idb.org.uk</a>
North Kesteven District Council	<a href="mailto:customer_services@n-kesteven.gov.uk">customer_services@n-kesteven.gov.uk</a>
North Level IDB	<a href="mailto:dutyofficer@northlevelidb.org">dutyofficer@northlevelidb.org</a>
Scunthorpe and Gainsborough Water Management Board	<a href="mailto:info@shiregroup-idbs.gov.uk">info@shiregroup-idbs.gov.uk</a> / <a href="mailto:dutyofficer@lmdb.co.uk">dutyofficer@lmdb.co.uk</a>
Severn Trent Water	Use on-line email form at <a href="#">Severn Trent</a>
South Holland District Council	<a href="mailto:info@sholland.gov.uk">info@sholland.gov.uk</a>
South Holland IDB	<a href="mailto:info@wlma.org.uk">info@wlma.org.uk</a>
South Kesteven District Council	<a href="mailto:ditches@southkesteven.gov.uk">ditches@southkesteven.gov.uk</a>
Trent Valley IDB	<a href="mailto:dutyofficer@lmdb.co.uk">dutyofficer@lmdb.co.uk</a>
Upper Witham IDB	<a href="mailto:admin@upperwitham-idb.gov.uk">admin@upperwitham-idb.gov.uk</a>
Welland and Deepings IDB	<a href="mailto:info@wellandidb.org.uk">info@wellandidb.org.uk</a>
West Lindsey District Council	<a href="mailto:customer.services@west-lindsey.gov.uk">customer.services@west-lindsey.gov.uk</a>
Witham First District IDB	<a href="mailto:janefroggatt@witham-1st-idb.gov.uk">janefroggatt@witham-1st-idb.gov.uk</a>
Witham Fourth District IDB	<a href="mailto:drainage@w4idb.co.uk">drainage@w4idb.co.uk</a>
Witham Third IDB	<a href="mailto:janefroggatt@witham-3rd-idb.gov.uk">janefroggatt@witham-3rd-idb.gov.uk</a>

## APPENDIX D

**Partner contact telephone numbers for PARTNER USE ONLY**

<b>Organisation</b>	<b>Office Hours Contact Number</b>	<b>Out of Hours Contact Number</b>
Ancholme IDB	01302 342055	07885 890220
Anglian Water	0845 7 145 145	0845 7 145 145
Black Sluice IDB	01205 821440	01205 821440
Boston Borough Council	01205 314 200	01205 360330
City of Lincoln Council	01522 873300	01522 790974 / 07799 470185
East Lindsey District Council	01507 601111	01507 601111
Environment Agency	0845 988 1188 Gen Enq & Info 07796 237303 Emergencies Only	07796 237303 FW Duty Officer 24/7 01522 512677 Incident Room Open
King's Lynn IDB	01553 819600	07881 581521
Lincolnshire County Council CSC	01522 782070	01522 553020 Highways & LLFA Duty Officer
Lincolnshire County Council Joint Emergency Planning Service (JEMS)	01522 582220	<b>01522 888111</b> via FRS Control – ask for EP Duty Officer.
Lindsey Marsh DB	01507 328095	01507 328095
North East Lindsey DB	01469 588991	01652 653490 / 07764 462246
North Kesteven District Council	01529 414 155	01529 308308 / 01522 699650
North Level IDB	01733 270333	01775 766458 / 07730 309872 / 07894 684274
Scunthorpe and Gainsborough Water Management Board	01302 342055 (Clerks) 01427 872715 (Engineers)	07885 890220 (Clerks) 01427 872715 (Engineers)
Severn Trent Water	0800 783 4444	0800 783 4444
South Holland District Council	01775 761161	01775 761161
South Holland IDB	01553 819600	07881 581521
South Kesteven District Council	01476 406 080	01476 590044
Trent Valley Internal Drainage Board	01636 704371	01636 704371
Upper Witham IDB	01522 697123	01529 410900 / 07711 458056
Welland and Deepings IDB	01775 725861	07944 883577 / 07950 035678
West Lindsey District Council	01427 676 676	01427 613960

<b>Organisation</b>	<b>Office Hours Contact Number</b>	<b>Out of Hours Contact Number</b>
Witham First District IDB	<b>01522 697123</b>	<b>07545 786500</b>
Witham Fourth District IDB	<b>01205 310099</b>	<b>01205 310099</b>
Witham Third IDB	<b>01522 697123</b>	<b>07545 786500</b>