



Contact Information

Please see pages 2 & 3 for a list of useful contacts and websites.

Useful Information

- **Gloucestershire Flood Guide**
[Flood guide | Gloucestershire County Council](#)
Information on how to prepare for, respond to and recover from flooding. Includes a downloadable list of flooding contacts.
- **Gloucestershire Local Resilience Forum 'Are you Ready' Booklet**
[Are-you-ready-booklet-Web-version.pdf](#)
Practical advice to help prepare for and respond to various emergencies. Please note some of the contact information in the booklet may not be up to date, so please refer to the contacts on pages 2 and 3 of this document instead.

Useful Contacts & Websites for Emergencies

Organisation	Telephone	Website
Emergency Services	999	
Police (non-emergency)	101	www.gloucestershire.police.uk
Fire & Rescue Service (non-emergency)	01452 888777	https://www.gloucestershire.gov.uk/glosfire/ Social media X @Glosfire
Health and Social Care		
GCC Emergency Duty Team- Out of Hours	01452 614194 (4.45pm- 8.45am every day)	NB only for social care emergencies out of hours
NHS 111 Service When medical help required but not 999 emergency	111 (24hr)	https://111.nhs.uk/
Highways		
GCC Highways Team	08000 514 514 (24hr)	Current road closures Highways Social media X @GlosRoads
National Highways A40, A417/A419 & motorways	0300 123 5000	http://www.trafficengland.com/?evtID=2621626 Social media @HighwaysSWEST
Environment Agency		
Incident Hotline	0800 80 70 60 (24hr)	Flood Warnings Flood alerts and warnings - GOV.UK
Floodline	0345 988 1188 (24hr)	River Levels Find river, sea, groundwater and rainfall levels - GOV.UK
Water / Sewerage Companies		
Thames Water	0800 316 9800 (24hr)	View and report problems Thames Water - Report a problem - View and report problems
Severn Trent Water	0800 783 4444 (24hr)	Incident information Incidents In My Area Severn Trent Water
Bristol Water (NB Water supplier only- contact Wessex Water for sewerage issues).	0345 702 3797 (24hr)	Service status information www.bristolwater.co.uk/service-status/
Wessex Water (sewerage issues)	0345 600 4 600 (24hr)	www.wessexwater.co.uk
Dŵr Cymru (Welsh Water)	0800 052 0130 (24hr) water 0800 085 3968 (24hr) sewer	Interactive map of latest incident info www.dwrcymru.com/en/In-Your-Area.aspx

Gas Leaks	0800 111 999 (24hr)	
Gas Distributor		
Wales and West Utilities	0800 912 2999 (general enquiries)	www.wvutilities.co.uk
Electricity Distributors		
Power Cut any supplier	105	
National Grid (used to be called Western Power Distribution)	0800 6783 105 (24hr) or 105	https://www.nationalgrid.co.uk Loss of supply interactive map National Grid - Power Cut Map
Scottish and Southern Electricity Network	105 (24hr) for power cuts or any other emergencies e.g. fallen power line etc.	https://www.ssen.co.uk/home Loss of supply interactive map Power Track
School Closures		
GCC School Closures		https://closures.gloucestershire.gov.uk/
Weather		
Met Office		https://www.metoffice.gov.uk/
Animal Welfare		
RSPCA	0300 123 8960	To report cruelty, neglect or animal in distress
Crime		
Crimestoppers	0800 555 111	https://crimestoppers-uk.org/
Anti-Terrorist Hotline	0800 789 321 (24hr)	
Location		
What3Words	System dividing world into 3 mere square and assigning a unique combination of 3 words. Designed to provide accurate location.	https://what3words.com/ Also available as a Free App
Local Authorities & Local Resilience Forum Websites		
Cheltenham Borough Council	Cheltenham Borough Council Emergency Planning	
Cotswold District Council	Emergency planning - Cotswold District Council	
Forest of Dean District Council	Emergency planning - Forest of Dean District Council	
Gloucester City Council	Emergency Planning Gloucester City Council	
Gloucestershire County Council	Emergency planning Gloucestershire County Council	
Stroud District Council	Stroud District Council Emergency planning	
Tewkesbury Borough Council	Emergency planning and response - Tewkesbury Borough Council	
Gloucestershire Local Resilience Forum (LRF)	Home - Gloucestershire Prepared	