

CEPG's - Useful links

East Suffolk - 0333 016 2000 / OoH's emergencies 0800 440 2516

<https://www.eastsuffolk.gov.uk/community/emergency-planning-and-business-continuity/>

SCC - 0345 606 6067

Report a flood - <https://www.suffolk.gov.uk/roads-and-transport/flooding-and-drainage/>

Report a Highways issue - **Emergencies 0345 606 6171** <https://www.suffolk.gov.uk/roads-and-transport/roads-pavements-and-verges/report-a-highways-issue/>

Roadworks in Suffolk - <https://www.suffolk.gov.uk/roads-and-transport/roadworks/roadworks-in-suffolk/> or roadworks.org <https://one.network/>

Trading Standards **0808 223 1133** - <https://www.suffolk.gov.uk/community-and-safety/suffolk-trading-standards/>

CYP - Customer First on **0808 800 4005**

<https://www.suffolk.gov.uk/children-families-and-learning/keeping-children-safe/reporting-a-child-at-risk-of-harm-abuse-or-neglect-safeguarding/>

ACS - If you are experiencing a **personal or social care crisis**, 0800 917 1109. <https://contact.suffolk.gov.uk/>

Police – **101** <https://www.suffolk.police.uk/contact-us/report-something>

NHS – **111** <https://www.nhs.uk/>

Suffolk Fire & rescue Service non-emergency issues.

Call **01473 260588**, available Monday to Thursday from 9am to 5pm, and Fridays from 9am to 4pm.

Call **01480 444500** for out of office hours.

Only call **999** if there's an **urgent** Fire Safety issue that puts people in immediate risk.

<https://www.suffolk.gov.uk/suffolk-fire-and-rescue-service/about-suffolk-fire-and-rescue-service/contact-fire-and-rescue-with-non-emergency-queries/>

Fire Safety Guidance

<https://www.gov.uk/workplace-fire-safety-your-responsibilities>

Small & Medium places of assembly

<https://www.gov.uk/government/publications/fire-safety-risk-assessment-small-and-medium-places-of-assembly>

Means of escape for disabled People

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/886446/9446_Means_of_Escape_v2_.pdf

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EA – Floodline 0345 988 1188

Flood mapping (check map under 'Extent of Flooding' options for coastal & rivers or water surface run off options) <https://flood-warning-information.service.gov.uk/long-term-flood-risk/map>

Sign up for Flood Warnings (either as an individual (Postcode and specific address – recommended option for residents / parish 'circulars' / updates / websites) <https://www.gov.uk/sign-up-for-flood-warnings> / 0345 988 1188

IF your address within a postcode area does not qualify for registration, use the '**sign up for an area**' option. This is accessed via the website sign up for flooding as above. Click on the '[Sign up to get warnings in England](https://www.fws.environment-agency.gov.uk/app/olr/register)' (<https://www.fws.environment-agency.gov.uk/app/olr/register>). Select '**home**' & enter your postcode. Your postcode may not qualify for flood warnings so then click on the link '**search the nearby area**', select the river area you need and complete registration details to receive **email** alerts etc.

or as a CEP group, email; targettedfloodwarnings@environment-agency.gov.uk – this enables you to add multiple email addresses / phone or mobile no's so you can specify how you receive alerts etc.

Flood warnings by region <https://riverlevels.uk/flood-warnings#.YA6XE-j7SUK>

Flood Re <https://www.floodre.co.uk/>

Blue Pages (Flood products) <http://bluepages.org.uk/>

To report - <https://www.gov.uk/report-an-environmental-incident> incident hotline 24/7: 0800 80 70 60

- damage or danger to the natural environment
- pollution to water or land
- poaching or illegal fishing
- dead fish or fish gasping for air
- [main rivers](#) blocked by a vehicle or fallen tree causing risk of flooding
- flooding from any river, stream, canal, natural spring or the sea
- incidents at Environment Agency-regulated waste sites
- illegal removals from watercourses
- unusual changes in river flow
- collapsed or badly damaged river or canal banks

Met Office

Sign up to weather warnings <https://service.govdelivery.com/accounts/UKMETOFFICE/subscriber/new>

Weather warnings <https://www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings>

Utilities Priority service registrations / report

UKPN - 105

<https://www.ukpowernetworks.co.uk/power-cut/priority-services-register> &
<https://www.ukpowernetworks.co.uk/power-cut>

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British Gas – 0800 389 8000 (Emergencies 0800 111 999)

<https://cadentgas.com/help-advice/supporting-our-customers/priority-services-register>

Anglian Water - Water / Sewerage / Report 03457 145 145

<https://www.anglianwater.co.uk/help-and-advice/water-care/priority-services/>

<https://www.anglianwater.co.uk/help-and-advice/report-an-issue/>

<https://inyourarea.digdat.co.uk/AnglianWater>

Essex & Suffolk Water – No Water / other issues 0345 782 0999

<https://www.eswater.co.uk/priority>

<https://www.eswater.co.uk/report-a-problem/>

<https://www.eswater.co.uk/check-your-area/>

Not sure who your provider is?

<https://www.ofgem.gov.uk/consumers/household-gas-and-electricity-guide/connections-and-moving-home/who-my-gas-or-electricity-supplier>