



Cyfoeth Naturiol Cymru  
Natural Resources Wales

Resource cards



## Organisations that can help with flooding



**Met Office**



The Met Office provides a range of services that help authorities prepare for and respond to emergencies that are caused or influenced by the weather. They provide weather, storm surge and wave forecasts which help support Natural Resources Wales and other organisations to forecast and respond to flooding in Wales.





They manage flooding from watercourses, surface water and groundwater. They provide advice and guidance to those affected by flooding and help set up rest centres for those evacuated from their homes, arranging temporary shelters or accommodation for people who have nowhere else to go. They deal with environmental health issues, such as contamination and pollution.



In flooding situations, they are responsible for keeping the roads and road drainage clear and issue traffic alerts for road restrictions, closures and diversions.





**Cyfoeth  
Naturiol  
Cymru  
Natural  
Resources  
Wales**



This organisation forecasts floods and issues flood warnings, giving those who may be effected time to prepare. They are responsible for building, maintaining and operating flood defences. Their focus goes beyond just raising awareness of flood risk to helping to enable people to take effective action to mitigate the impact of flooding on their homes and communities.



**HEDDLU  
GOGLEDD CYMRU  
NORTH WALES  
POLICE**



**Heddlu Police  
DYFED  
POWYS**



Their main role is to save lives. They are responsible for co-ordinating the emergency services during a major flood event and support the evacuation of people from their homes.





Gwasanaeth Tân ac Achub  
Fire and Rescue Service



Gwasanaeth Tân ac Achub  
Canolbarth a Gorllewin Cymru  
Mid and West Wales  
Fire and Rescue Service



Gwasanaeth Tân ac Achub  
De Cymru  
South Wales  
Fire and Rescue Service



They have a role to save lives rescuing people and animals from their homes. Where appropriate, they may, assist people to pump out floodwater from their homes using fire service personnel and equipment.



Their main role is to save lives, providing treatment, stabilisation and care at the scene of a flood incident.



## Social Services



Departments within local authorities; they are responsible for looking after elderly, infirm and vulnerable people of all ages. They help those in need that have been effected by flooding to receive the resources they need and provide long-term support helping victims to recover after a flood incident.



**HAFREN**

**DYFRDWY**

severn dee

When unusually heavy rainfall occurs, drainage systems can become overwhelmed, resulting in flooding. In these circumstances untreated sewage can spill out onto streets and gardens. Water companies will assist where possible to reduce the amount of water escaping from the system and once the flooding has receded, will help tidy up areas where sewage has been deposited.