

ORGANISATION	ROLE	CONTACT No.
Local Authorities		
Ryedale District Council	Manage recovery process- helping return the community back to normality following an incident. Services include:	Switchboard: 01653 600666 Out of hours:
North Yorkshire County Council	Manage recovery process- helping return the community back to normality following an incident.	Switchboard: 08458 72 73 74 EPU 01609 532246

Governmental Departments		
Environment Agency	<ul style="list-style-type: none"> • Flooding issues • Deals with emergency repairs and blockages on main rivers and own structures; • Responds to pollution incidents and advises on waste disposal issues. 	<p>Report an incident on 0800 80 70 60 (Freephone, 24 hour service)</p> <p>General enquiries Mon to Fri 8am – 6pm 03708 506 506</p> <p>***(PARTNERS USE ONLY. DO NOT GIVE TO PUBLIC)*** Incident Room (when activated) 01904 479465 Or 0845 8503518 and ask for York Flood Duty Officer</p>

Utilities		
Gas	Maintain and ensure safe control of gas supplies.	Service Calls: 0870 606 4750 Emergency: 0800 111 999
Electricity	Maintain and ensure safe electricity supply. Disconnect cables that constitute a danger to life and property.	Northern Power Grid Yorkshire 0800 375 675 or from a mobile 0330 123 0675
Yorkshire Water	Maintenance of water supplies and sewage disposal arrangements. Repair water mains, and availability of emergency water supply.	Enquiries: 08451 24 24 24 Leakages: 0800 573 553 Emergencies: 08451 24 24 29
Telephones (British Telecom)	Maintenance and operation of National Telecommunications systems. Provision of increased facilities to meet emergency requirements.	Faults and Emergencies: 0800 800 151

Voluntary Organisations		
WRVS	Trained in emergency service provision such as emergency feeding and other welfare services.	(9am-5pm): 029 2073 9000 (5pm-9pm): 07714 898 526
St John Ambulance	Provide first aid, ambulances and additional medical supplies.	08700 10 49 50
British Red Cross	Provide first aid, ambulances and	0844 871 8000

	additional medical supplies.	
RSPCA	Help protect animals and prevent cruelty.	General Advice Line: 0300 1234 555
Age Concern	Provision of care for the elderly and specific elderly care at rest centres.	0800 00 99 66
The Samaritans	Experienced, listening/support service for people suffering emotional stress.	08457 90 90 90
<i>Other useful number</i>		