

## How can you prepare for flooding?

- Find out if you live or work in an area at risk of flooding.
- Sign up for our FREE Floodline Warnings Direct service.
- Download and complete a personal flood plan from our website.
- Buy and install flood products in advance. Visit [www.bluepages.org.uk](http://www.bluepages.org.uk) for an independent directory of flood products. Look for the Kitemark to check that a product meets industry standards

## Where to find out more:

- **Call us** – Floodline **0845 988 1188**
- **Visit our website** – [www.environment-agency.gov.uk/flood](http://www.environment-agency.gov.uk/flood)
- **Email us** – [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)

# Your flood warning service




The Environment Agency provides a flood warning service throughout England and Wales in areas at risk of flooding from rivers or the sea. Using the latest available technology, our staff monitor rainfall, river levels and sea conditions 24 hours a day and use this information to forecast the possibility of flooding. If flooding is forecast, we issue warnings using three different warning types.

### How are warnings issued?

- **Direct to you** – receive warnings by phone, text, email or fax. Find out if you can sign up for our FREE Floodline Warnings Direct service by calling Floodline or visiting our website.
- **On our website** – view up-to-date flood warning information, monitor the river or sea levels in your area and check out the latest flood risk forecast for your county by visiting our website [www.environment-agency.gov.uk/flood](http://www.environment-agency.gov.uk/flood)
- **By calling Floodline on 0845 988 1188** – listen to recorded information on the latest warnings and predictions or speak to an operator for more general information 24 hours a day. Our operators can also provide a quickdial number which gives you faster access to information for your area.
- **Through the media** – you may see or hear our warnings on television and in radio broadcasts. You can also view the latest warnings on BBC Ceefax page 419 and Digital Ceefax page 405.
- **Flood Wardens** – in some areas Flood Wardens are there to alert and support their local community when a flood warning is issued. Call Floodline to find out if this service is available where you live.
- **Sirens/loudhailers** – in some areas we use loudhailer or siren systems to warn people that a flood warning has been issued. Call Floodline to find out if this type of service operates where you live.

## Know your flood warning service

Our new warning service has three types of warnings - Flood Alert, Flood Warning and Severe Flood Warning - that will help you prepare for flooding and take necessary actions.

<h1>Online flood risk forecast</h1>	 <p><b>FLOOD ALERT</b></p>	 <p><b>FLOOD WARNING</b></p>	 <p><b>SEVERE FLOOD WARNING</b></p>	<h1>Warning no longer in force</h1>
<p><b>What it means</b> Be aware. Keep an eye on the weather situation.</p>	<p><b>What it means</b> Flooding is possible. Be prepared.</p>	<p><b>What it means</b> Flooding is expected. Immediate action required.</p>	<p><b>What it means</b> Severe flooding. Danger to life.</p>	<p><b>What it means</b> No further flooding is currently expected in your area.</p>
<p><b>When it's used</b> Forecasts of flooding on our website are updated at least once a day.</p>	<p><b>When it's used</b> Two hours to two days in advance of flooding.</p>	<p><b>When it's used</b> Half an hour to one day in advance of flooding.</p>	<p><b>When it's used</b> When flooding poses a significant threat to life.</p>	<p><b>When it's used</b> When river or sea conditions begin to return to normal.</p>
<p><b>What to do</b></p> <ul style="list-style-type: none"> <li>• Check weather conditions.</li> <li>• Check for updated flood forecasts on our website.</li> </ul>	<p><b>What to do</b></p> <ul style="list-style-type: none"> <li>• Be prepared to act on your flood plan.</li> <li>• Prepare a flood kit of essential items.</li> <li>• Monitor local water levels and the flood forecast on our website.</li> </ul>	<p><b>What to do</b></p> <ul style="list-style-type: none"> <li>• Move family, pets and valuables to a safe place.</li> <li>• Turn off gas, electricity and water supplies if safe to do so.</li> <li>• Put flood protection equipment in place.</li> </ul>	<p><b>What to do</b></p> <ul style="list-style-type: none"> <li>• Stay in a safe place with a means of escape.</li> <li>• Be ready should you need to evacuate from your home.</li> <li>• Co-operate with the emergency services.</li> <li>• Call 999 if you are in immediate danger.</li> </ul>	<p><b>What to do</b></p> <ul style="list-style-type: none"> <li>• Be careful. Flood water may still be around for several days.</li> <li>• If you've been flooded, ring your insurance company as soon as possible.</li> </ul>

We use our Floodline Warnings Direct (FWD) system to send messages to our customers to warn them about flooding from rivers and the sea.

In late Autumn this year (weather dependant) we will be changing our flood codes to make them clearer to understand and more visible. The messages will provide more relevant and local information, will be simpler to understand, and clearer about what actions to take.

We will have three types of warning - Flood Alert, Flood Warning and Severe Flood Warning as shown below.



A Flood Alert will be used to warn people of the possibility of flooding and encourage them to be alert, stay vigilant and make early preparations for flooding. This will replace the previously issued Flood Watches, and will have a new definition, icon and accompanying advice. A Flood Alert will be issued earlier than a Flood Warning, to give customers advance notice that flooding is possible.

A Flood Warning will be used to warn people of expected flooding and encourage them to take action to protect themselves and their property.

A Severe Flood Warning will be used when there is a significant risk to life or significant disruption to communities and we need to encourage customers to take action to protect themselves and follow the advice of the emergency services.

To check if you are at risk from flooding or to register for our free Floodline Warnings Direct service, please call Floodline on 0845 988 1188 or visit our website: <http://www.environment-agency.gov.uk/floodmidlands> You can also request or download a personal flood plan template, find general advice and information about flooding.

The Environment Agency's new public flood warning service will go live in late autumn 2010.