

Do you live or work in an area at risk of flooding?




Over 5 million people in England and Wales live and work in properties that are at risk of flooding from rivers or the sea.

You can find out if you are at risk of flooding by visiting www.environment-agency.gov.uk/flood or by phoning Floodline on 0845 988 1188.

If you find out you are at risk, **be warned** and **be prepared**.

Be warned

New and improved flood warnings will be used from November 2010. These will be simpler to understand, provide more local information and will give you clearer actions to take.

 FLOOD ALERT	A flood alert will indicate that flooding is possible and that people should make some preparations and remain vigilant
 FLOOD WARNING	A flood warning will indicate that flooding of homes and businesses is expected and people should act to reduce the impact of the flood.
 SEVERE FLOOD WARNING	A severe flood warning will be used in extreme circumstances to tell people that flooding poses a significant risk to life.

You may see or hear these warnings through our Floodline Warnings Direct service and also on television weather broadcasts, local radio stations and the internet. From the end of November, the latest flood information will be added to the Environment Agency's website. This information will give you specific information for your area such as the times when flooding is expected, actual and forecast tide heights, river levels, and an indication of the locations likely to be affected.

Make sure you understand and recognise the new warning codes and know what to do should they be issued for your area.

Be prepared

To make sure you are prepared for flooding, visit our website www.environment-agency.gov.uk/flood or call Floodline to sign up for the FREE Floodline Warnings Direct service. This service will send you warning messages to your telephone, mobile or by e-mail, text message or fax.

It is important that you know how you can prepare for and take the right actions before a flood. It won't take you long to complete a Personal Flood Plan and can save you much anxiety during a flood. Download a template from www.environment-agency.gov.uk/flood or phone Floodline on 0845 988 1188.

You can also prepare for flooding by buying and installing flood products in advance. Visit www.environment-agency.gov.uk/flood for advice on preparing your property for flooding, or www.bluepages.org.uk for an independent directory of flood products. Look for the Kitemark to check that a product meets industry standards.

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 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
- **Email us** – 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
- **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.

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