





# your flood warning service

We offer a different flood warning service depending on where you live.

Find out if you can sign up to our free 24 hour **Floodline Warnings Direct** service. You can select to receive warnings by phone, text, email, fax or pager.

## In some areas we also give flood warnings using

- Sirens – usually a wailing sound only activated when a flood is about to happen.
- Loud hailers – a vehicle will drive around repeating the flood warnings.

## Other places to get the latest flood update

- [www.environment-agency.gov.uk/flood](http://www.environment-agency.gov.uk/flood)
- Teletext Page 159, BBC Ceefax Page 419 and Digital Ceefax Page 405.
- Local weather, news and travel bulletins.



Sign up to free 24 hour flood warnings today

# what to do in an emergency

Listen to and act on the advice of the emergency services. Follow these simple steps to stay safe.

1. Gather essential items together either upstairs or in a high place.
2. Fill jugs and saucepans with clean water.
3. Move your family and pets upstairs, or to a high place with a means of escape.
4. Turn off gas, electricity and water supplies when flood water is about to enter your home if safe to do so. DO NOT touch sources of electricity when standing in flood water.
5. Keep listening to local radio for updates or call Floodline 0845 988 1188\*.
6. Flood water can rise quickly, stay calm and reassure those around you. Call 999 if you are in danger.

## Important! Flood water is dangerous

- Avoid walking or driving through it.
- Keep children and vulnerable people away from it.
- Wash your hands thoroughly if you touch it.

\*BT calls cost up to 4p/min plus 6p set-up fee from your home. Other providers and mobiles may vary.

# know or flood warning code

Monitor local news  
and weather forecasts



## What it means

Flooding of low lying land and roads is expected. Be aware, be prepared, watch out.

## What to do

- Monitor local news and weather forecasts.
- Be aware of water levels near you.
- Be prepared to act on your flood plan.
- Check on the safety of pets and livestock.
- Charge your mobile phone.

## What it means

Flooding of homes & businesses is expected. Act now!

## What to do

- Move cars, pets, food, valuables and important documents to safety.
- Get flood protection equipment in place.
- Turn off gas, electricity and water supplies if safe to do so.
- Be prepared to evacuate your home.
- Protect yourself, your family and help others.
- Act on your flood plan.

## What it means

Severe flooding is expected. There is extreme danger to life and property. Act now!

## What to do

- Collect things you need for evacuation.
- Turn off gas, electricity and water supplies if safe to do so.
- Stay in a high place with a means of escape.
- Avoid electricity sources.
- Avoid walking or driving through flood water.
- In danger call 999 immediately.
- Listen to emergency services.
- Act on your flood plan.

## What it means

Flood watches or warnings are no longer in force for this area.

## What to do

- Keep listening to weather reports.
- Only return to evacuated buildings if you are told it is safe.
- Beware sharp objects and pollution in flood water.
- If your property or belongings are damaged, contact your insurance company. Ask their advice before starting to clean up.

**Move important items to safety and put flood protection equipment in place when there is a flood warning. Follow manufacturer instructions carefully to help stop the flood water.**

- Leave your home if the emergency services say so. Refusing to leave on their advice will put you, your family and those trying to help you at risk.
- When you are evacuated you will be taken to an evacuation centre run by your local council. Free food and bedding is provided. Bring spare clothing, essential

Ž

# your flood plan

You need to act quickly when you get a flood warning. Use this list to help you.

## 1. Gather your flood kit of essential items

- Copies of your insurance documents.
- A torch with batteries.
- A wind-up or battery radio.
- Warm, waterproof clothing and blankets.
- A first aid kit and prescription medication.
- Bottled water and non-perishable foods.
- Baby food and baby care items.
- This leaflet including your list of important numbers.

## 2. Know who to contact and how

Agree where you will go and how to stay in contact. Plan for your pets too.

## 3. Turn off your gas, water and electricity supplies if safe to do so

Find out how from your supplier.

## 4. Move essential items to safety

Put items of personal value in a safe place.

## 5. What else can move to safety?

Think about your more expensive items and outside belongings.

# useful numbers

Your important flood telephone numbers.

Fill this out and keep this leaflet with your flood kit.

Environment Agency Floodline	0845 988 1188*
Quickdial number	
Local authority emergency helpline	
Insurance company 24-hour number and policy number	
Local radio station frequency for news alerts and weather updates	
Family and neighbours	
Bank phone number and details	
Work phone numbers	
Doctor's surgery	
Local police station	
Vet/kennel/cattery	
Local hotel or B&B	
Gas supplier and meter number	
Electricity supplier and meter number	
Water supplier and meter number	
Electrician	
Plumber	
Builder	

\*BT calls cost up to 4p/min plus 6p set-up fee from your home. Other providers and mobiles may vary.

Would you like to find out more about us,  
or about the environment?

Then call us on  
08708 506 506!                      5



Environment first: This report is printed on paper made from 100 per cent previously used waste. By-products from making the pulp and paper manufacture are used for composting and fertiliser, for cement making and for heat conversion.