

Flood Warning System

Community briefing note

April 2017

What's happening?

We are launching a new Flood Warning System (FWS) that will go live on 10 April 2017. This will replace the Floodline Warnings Direct system that we have used for the last ten years. Our new system uses the latest technology which means it's easier to use, and cheaper to run and maintain, saving potentially £1M per year.

The new service will be simpler and more customer focused having been built around your needs, testing and feedback.

What are the benefits of the new Flood Warning System?

You will be able to:

- Self register online and decide what warnings and optional messages you want
- Check and amend your own contact details, warnings and optional messages
- Receive warnings even if you live outside a warning area
- Receive warnings for multiple locations for example, for where an elderly relative lives, or for a work location
- Register for locations online, not just properties
- Receive a specific update for your area as the intelligent telephone service recognises customer location and history

Online registration has been made easier and online navigation has been improved with the flexibility to link to social media in the future.

You will receive an email to confirm their registration instead of a letter.

What's not changing?

The new Flood Warning System will switch directly over from the old system. There will be no period of time where we cannot issue our flood warnings. You do not need to take any action but we encourage you to go online to check your account, review your details and add new features.



There will be no change to our flood warning codes:

FLOOD ALERT

Flooding is possible. Be prepared.



FLOOD WARNING

Flooding is expected. Immediate action required.



SEVERE FLOOD WARNING

Danger to life.



What is changing?

How you receive your warnings

The new flood warning system will send warnings mainly by telephone, SMS text or email, which is how the vast majority of our customers receive warnings currently. It will no longer support messages sent via fax or pager.

Flood warning messages and information

As part of our new system, some of our QuickDial numbers are changing. The creation of these new areas means we have had to create or change some of our QuickDial codes. Entering this code when you call our Floodline number during an incident enables you to quickly access flooding information relevant to your area. Your code will be provided at the end of our Flood Alert and Flood Warning messages as and when they are issued. Alternatively, you can find the QuickDial code on our website when a Flood Alert or Warning is in force. You can still access information to your area without your code by calling Floodline and selecting the options relevant to you.

The attached document provides more information including the new Flood Warning area names and QuickDial codes. You may wish to check your online account and update your details where relevant.

How customers sign up, amend their service, and find flood information online

To sign up for flood warnings visit www.gov.uk/sign-up-for-flood-warnings.

To check or amend your existing registration visit www.gov.uk/environment-agency or call Floodline on 0345 988 1188.

What do I need to do next?

If you are currently registered to receive flood warnings you don't need to do anything, but you might want to take the opportunity to login to your account to check it's all up to date and explore the new features.

If you have any queries, feedback or ideas on the new system, please contact us on ksl_frt.kentslondonandesussex@environment-agency.gov.uk



Flood Warning System

customer service line
03708 506 506

www.gov.uk/environment-agency

incident hotline
0800 80 70 60

floodline
0345 988 1188