



ENVIRONMENT
AGENCY

Floodline
0845 988 1188

EA-Southern

Flood Directory

East Sussex

Keep this safe so you can
find it in an emergency



Know your codes



Flood Watch

Flooding is possible. Be aware!
Be prepared! Watch out!



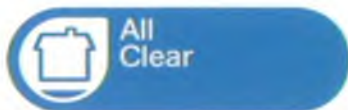
Flood Warning

Flooding of homes, businesses
and main roads is expected.
Act now!



Severe Flood Warning

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



All Clear

All Clear is issued when flood watches
or warnings are no longer in force.
Flood water levels receding. Check
all is safe to return. Seek advice.

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See centre pages for information on your local service.

ENVIRONMENT AGENCY



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Are you prepared for a flood?

In Autumn 2000 floods caused terrible damage to some 10,000 homes and businesses. One of them might have been yours.

Around two million homes and businesses are situated in flood plains in England and Wales and are at risk of flooding from rivers or the sea.

Flooding is a natural process that can happen suddenly. While the Environment Agency aims to provide advance warning and local authorities may provide assistance, the person who can do most to help is you.

You may have a burglar alarm and the chances are you know what to do in the event of a fire, but are you and your family prepared for a flood?

This Flood Directory contains practical information on the Agency's flood warning code system and how to protect yourself, your family and your home in the event of flooding. It also gives a list of useful telephone numbers and a map showing your local flood warning area. Please keep it somewhere safe.

Useful numbers cont.

Sandbag/Flood Protection

Product Suppliers

Builder Centre

Tel 0800 529529

(for purchase only)

Jerrards Builders

Merchants

Tel 08707 304050

Hydroscience Flood Protection

Office 01489 890900

Environment Agency's Floodline

Tel 0845 988 1188

Citizens Advice Bureaux

Refer to phone book

Samaritans

Tel 08457 909090

DSS – Dept. of Social Security

(financial aid/advice)

Refer to phone book

Document Salvage

Tel 07850 345154

**IF THERE IS A DANGER
TO LIFE ALWAYS DIAL
999 AND ASK FOR THE
APPROPRIATE
EMERGENCY SERVICE**

Please note the Phone Book contains details of all local authorities and may give alternative numbers in case of difficulty in obtaining any of the numbers given.

East Sussex directory – your local service

In the East Sussex area warnings are issued via an automated telephone or fax system. If you are not already enrolled in this system, please telephone Floodline 0845 988 1188 for further details. This system issues a direct warning into your home telephone, mobile or fax. An example voice message follows:

"This is a recorded message from the Environment Agency. Severe Flooding is expected in your area. Please listen carefully to the following information.

A Severe Flood Warning has been issued for Coastal Area Beachy Head to Hastings.

The sea is expected to overflow the sea defences and beaches at Eastbourne, Sovereign Harbour, Pevensey Bay, Normans Bay, Cooden and Bulverhythe.

Severe flooding of many homes, businesses, roads and land from the next high tide is expected. There is a serious danger to life and property. Act now to protect yourself, your family and your home.

Co-operate with the emergency services you may be evacuated to safety. Listen to weather and travel bulletins and pass this message on to your neighbours.

Call Floodline on 0845 988 1188 for up to date information. The quick dial code for this area is 0124113.

If you have a touch-tone telephone, please press '1' now to acknowledge this Environment Agency message. Thank you."

Where warnings are issued

Flood warnings are broadcast on many local TV and radio stations during weather and traffic bulletins. Warnings will be issued on:

LOCAL RADIO AND TV STATIONS

Southern FM

102.4 FM/103.5 FM

BBC Southern Counties Radio

95.3 FM/104.0 FM /104.5 FM

South Coast Radio

1323 AM

Mercury FM

102.7 FM

Meridian

LWT

NATIONAL WEATHER PROVIDERS

ITV Teletext:

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BBC Ceefax:

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BBC Weather Online:

www.bbc.co.uk/weather

Met Office Online:




www.metoffice.com

Environment Agency Online:

www.environment-agency.gov.uk/flood

Flood Map for East Sussex



- Key**
-  River stretches with full warning service.
 -  Other River stretches.
 -  Coastal stretches with full warning service.



Floodline Quickdial numbers

**For fast information on flood warnings call
Floodline 0845 988 1188 and when prompted enter
the Quickdial number for your area (see map)**

Area	Quickdial Number
The tidal Rother including Rye and Rye Harbour	012412
Coastal areas from Fairlight to Dungeness	012413
Coastal areas from Western Arm, Shoreham Harbour to Western Arm, Newhaven Harbour	0124111
Coastal areas from Western Arm, Newhaven Harbour to Beachy Head	0124112
Coastal areas from Beachy Head to Hastings	0124113
The Scrasebridge Stream	012421
The River Uck	012424
The River Ouse from Lindfield to Isfield	0124221
The River Ouse from Isfield to Barcombe	0124222
River Ouse from downstream of Barcombe to Lewes	0124223
River Ouse from downstream of Lewes to Newhaven	0124224
The Winterbourne Stream at Lewes	012423
The Cuckmere River at Hellingly	012431
The Cuckmere River from downstream of Hellingly to the A27 at Sherman Bridge	012432
The Cuckmere River from Alfriston to the A259 at Exceat Bridge	012433
Langney Haven	012441
Combe Haven	012442
Crowhurst	012443
The Eastern Rother from Mayfield to Newenden	012451
The River Brede from Sedlescombe to Rye	012452
The River Tillingham from Beckley Furnace to Rye	012453

Useful numbers

County

Council/Unitary:-

Brighton & Hove City Council

Office 01273 290000

Urgent 01273 292229

East Sussex County Council

Tel 01273 481000

Kent County Council

Tel 01622 671411

West Sussex County Council

Tel 01243 777917

District/Borough Councils:

General Enquiries Eastbourne Borough Council

Tel 01323 410051

Hastings Borough Council

Office 01424 781066

Urgent 01424 781999

Lewes District Council

Tel 01273 471600

Rother District Council

Tel 01424 787878

Wealden District Council

Office 01892 653311

Urgent 01435 813311

Fire Brigade

East Sussex Fire Brigade

Tel 01273 406000

Police

Sussex Police

Tel 08456 070999

Ambulance

Sussex Ambulance Service

Tel 01273 489444

Coastguard

Tel 02392 552100

Water

Southern Water Services

Tel 08452 780845

Thames Water

Tel 08459 200800

South East Water

Office 08453 010845

08000 283399

Urgent 08456 021724

08456 02724

Gas

Transco

Tel 0800 111999

Electricity

Southern Electric

Tel 08457 708090

Seaboard

Tel 08007 838866

Who can help?

Environment Agency

- responsible for flood defence and flood warning in England and Wales and issuing flood warnings to the public
- provides the **Floodline 0845 988 1188** service. You can listen to recorded flood warning information or speak to an operator for general information and advice 24 hours a day

Local authorities

- work with the police, fire and rescue services and the Environment Agency in the response to severe flooding
- set up rest centres for people evacuated from their homes and arrange temporary accommodation
- deal with road closures caused by overflowing drains and sewers
- may be able to provide sandbags in some parts of the country, or check the Environment Agency website www.environment-agency.gov.uk for flood protection product retailers

Police

- co-ordinate the emergency services in a major flood incident and help with evacuation of people from their homes where necessary

Fire Service

- responsible primarily for saving life, rescue and recovery
- may also pump out floodwater (there may be a charge to householders for this service)

Citizens Advice Bureaux

- may be able to offer advice on how to obtain money in an emergency and deal with insurance queries
- details of your local Bureau can be found in the phone book or on the CAB website www.nacab.org.uk

The Flood Warning Service

– know your codes

In England and Wales the Environment Agency operates a flood warning service in areas at risk of flooding from rivers or the sea, and maintains and operates flood defences.

Using the latest available technology, Agency staff monitor rainfall, river levels and sea conditions 24 hours a day. We use this information to forecast the possibility of flooding from rivers and the sea using a set of four easily recognisable codes (*please see inside front cover*).

Each of the four codes indicate the level of danger associated with the warning. They are not always used in sequence; for example in the case of a flash flood a Severe Flood Warning may be issued immediately, with no other warning code before it.

The four codes show the risk of flooding from rivers or the sea. See map for areas where a full flood warning service operates. You may have seen them on TV weather bulletins together with the Floodline telephone number.

How warnings are issued

When there is a risk of flooding the Agency issues warnings through the media on TV and radio weather bulletins.

In areas of particular risk the Agency can send a warning message direct to people at home or at work by telephone, fax or pager using our Automatic Voice Messaging (AVM) system. We can program the system to send warning messages automatically to a list of contact numbers and we can send several hundred messages simultaneously.

All types of telephone can receive these messages, including mobile phones. If the call isn't answered the system will try twice more. The AVM system can give advance warning of flooding, day and night; we aim to give two hours notice of flooding to enable people to take the necessary action to protect themselves and their properties. Sirens and flood warden schemes may also operate in some areas. *(See centre pages for details of the service in your area.)*

More information is contained in Local Flood Warning Plans which you can view at Environment Agency and local authority offices.

Our **Floodline 0845 988 1188** service also carries recorded information on flood warnings in force anywhere in England and Wales. The information is regularly updated and is available 24 hours a day. Using a quickdial number gives you faster access to information in your area.

What to do before, during and after a flood

Be prepared

In a flood, you may find you're without lighting, heating or a telephone line.

- the following simple actions will help you to be prepared. The time to think about it is now – don't wait until it happens. The better prepared you are, the better you'll cope if it happens to you and your family
- make sure you have adequate insurance. Flood damage is included in most buildings insurance policies, but do check your home and contents are covered
- make up a flood kit – including key personal documents, torch, battery or wind-up radio, rubber gloves, wellingtons, waterproof clothing, first aid kit and blankets
- keep details of your insurance policy and the emergency contact number somewhere safe – preferably as part of your flood kit
- get into the habit of storing valuable or sentimental items upstairs or in a high place
- buy some sandbags or floodboards to block doorways and airbricks. Tips on how to lay sandbags effectively are included in the Agency's new flood proofing guide available on our website www.environment-agency.gov.uk or from **Floodline 0845 988 1188**

- make sure you know where to turn off your gas and electricity
- keep this Flood Directory to hand - it contains a list of the numbers you may need – your local council, the emergency services and your Floodline Quickdial number

What to do when you hear a warning

- listen out for warnings on radio and TV, and phone **Floodline 0845 988 1188** for more information
- move pets, vehicles, valuables, and other items to safety
- alert your neighbours, particularly the elderly
- put sandbags or flood boards in place – but make sure your property is ventilated
- be ready to turn off gas and electricity (get help if needed)
- co-operate with emergency services and local authorities – you may be evacuated to rest centres
- do as much as you can in daylight. Doing anything in the dark will be a lot harder, especially if the electricity fails

Stay safe in a flood

Beware of flood hazards

- floods can kill. Don't try to walk or drive through floodwater – six inches of fast flowing water can knock you over and two feet of water will float your car
- manhole covers may have come off and there may be other hazards you can't see
- never try to swim through fast flowing water – you may get swept away or be struck by an object in the water
- don't walk on sea defences, riverbanks or cross river bridges – they may collapse in extreme situations or you may be swept off by large waves. Beware of stones and pebbles being thrown up by waves
- avoid contact with floodwater – it may be contaminated with sewage
- move your family and pets upstairs or to higher ground. If the flooding is severe the authorities may move you to temporary accommodation
- switch off water, gas and electricity supplies at the first sign of flooding to your property

Cleaning up

If you've been flooded

- call your insurance company's (24 hour) Emergency Helpline as soon as possible. They will be able to provide information on dealing with your claim, and assistance in getting things back to normal
- find out where you can get help to clear up. Check with your local authority or health authority in the first instance, or look under 'Flood Damage' in Yellow Pages for suppliers of cleaning materials or equipment to dry out your property
- open doors and windows to ventilate the house, but take care to ensure your house and valuables are secure. It takes a house brick about an inch per month to dry out
- contact your gas, electricity and water company. Have your power supplies checked before you turn them back on. Wash taps and run them for a few minutes before use
- throw away food which may have been in contact with floodwater – it could be contaminated. Contact your local authority Environmental Health department for advice
- beware of bogus traders. Always check references and if possible get recommendations. Contact your local authority Trading Standards department for advice

A guide to repairing and restoring flood damaged property is available on the Agency's web site www.environment-agency.gov.uk or from **Floodline 0845 988 1188**. Other useful websites include The Association of British Insurers (ABI) www.abi.org.uk and The Construction Industries Research & Information Association (CIRIA) www.ciria.org.uk/flood

In recent years the UK has witnessed several major flood events and scientists predict that climate change could lead to more frequent flooding in future.

So it's important to be aware and prepared.

Taking the simple advice contained in your Flood Directory can help you and your family cope with a flood - and could save your life.

Flooding. You can't prevent it. You can prepare for it.

Contacts

The Environment Agency Head Office

Rio House, Waterside Drive, Aztec West, Almondsbury, Bristol BS32 4UD.

Tel: 01454 624 400 Fax: 01454 624 409

www.environment-agency.gov.uk

www.environment-agency.wales.gov.uk

Environment Agency Regional Offices

ANGLIAN

Kingfisher House
Goldhay Way
Orton Goldhay
Peterborough PE2 5ZR
Tel: 01733 371 811
Fax: 01733 231 840

MIDLANDS

Sapphire East
550 Streetsbrook Road
Solihull B91 1QT
Tel: 0121 711 2324
Fax: 0121 711 5824

NORTH EAST

Rivers House
21 Park Square South
Leeds LS1 2QG
Tel: 0113 244 0191
Fax: 0113 246 1889

NORTH WEST

Richard Fairclough House
Knutsford Road
Warrington WA4 1HG
Tel: 01925 653 999
Fax: 01925 415 961

SOUTHERN

Guildbourne House
Chatsworth Road
Worthing
West Sussex BN11 1LD
Tel: 01903 832 000
Fax: 01903 821 832

SOUTH WEST

Manley House
Kestrel Way
Exeter EX2 7LQ
Tel: 01392 444 000
Fax: 01392 444 238

THAMES

Kings Meadow House
Kings Meadow Road
Reading RG1 8DQ
Tel: 0118 953 5000
Fax: 0118 950 0388

WALES

Rivers House/Plas-yr-Afon
St Mellons Business Park
St Mellons
Cardiff CF3 0EY
Tel: 029 2077 0088
Fax: 029 2079 8555



ENVIRONMENT AGENCY

ENVIRONMENT AGENCY
GENERAL ENQUIRY LINE

0845 933 3111

ENVIRONMENT AGENCY
FLOODLINE

0845 988 1188

ENVIRONMENT AGENCY
EMERGENCY HOTLINE

0800 80 70 60

NATIONAL LIBRARY &
INFORMATION SERVICE

SOUTHERN REGION

Guildbourne House, Chatsworth Road,
Worthing, West Sussex BN11 1LD



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