



**Floodline**  
0845 988 1188

EA-Southern

# Flood Directory

Kent

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!



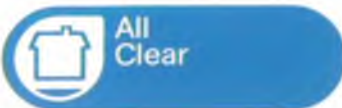
## **Flood Warning**

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



## **Severe Flood Warning**

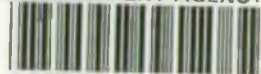
Severe flooding is expected.  
Imminent danger to life and  
property. Act now!



## **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or warnings are no longer in force.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.

ENVIRONMENT AGENCY



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ENVIRONMENT AGENCY

NATIONAL LIBRARY &  
INFORMATION SERVICE

For more pages for information on your local service.

## SOUTHERN REGION

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

## 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.

# 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](http://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](http://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.

## Useful numbers cont.

### **Water**

Folkestone and Dover

Water Services

Tel 08007 311933

**Southern Water Services**

Tel 08452 780845

**Thames Water**

Tel 08459 200800

**South East Water**

Office 08453 010845

Urgent 08456 021724

**Mid Kent Water**

Tel 01634 873111

### **Gas**

Transco

Tel 0800 111999

### **Electricity**

Southern Electric

Tel 08457 708090

Seeboard

Tel 08007 838866

### **Sandbag/Flood**

**Protection**

**Product Suppliers**

**Builder Centre**

Tel 0800 529529

(for purchase only)

**Jerrards Builders**

**Merchants**

Tel 08707 304050

**Hydrosience 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.



# Kent directory – your local service

In the Kent 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 the coast between Folkestone and St Mary's Bay.*

*The sea is expected to overflow sea defences and beaches at Sandgate, Hythe, Dymchurch and St Mary's Bay.*

*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 Quickdial code for this area is 0125112.*

*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**

### **BBC Radio Kent**

96.7 FM/104.2 FM & 774 AM/160 AM

### **Invicta FM**

102.8 FM, 103.1 FM

### **BBC Southern Counties Radio**

104.5 FM, 95.3 FM

### **Greater London Radio (GLR)**

94.9 FM

### **CTFM**

106 FM

### **Neptune Radio**

106.8 FM, 96.4 FM

### **Mercury Radio**

100.4 FM, 107.9 FM

### **20:20 FM**

87.7 FM

## **Meridian**

## **LWT**

## **BBC South East**

## **NATIONAL WEATHER PROVIDERS**

### **ITV Teletext:**

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### **BBC Ceefax:**

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### **BBC Weather Online:**

[www.bbc.co.uk/weather](http://www.bbc.co.uk/weather)

### **Met Office Online:**

[www.metoffice.com](http://www.metoffice.com)




### **Environment Agency Online:**

[www.environment-agency.gov.uk/flood](http://www.environment-agency.gov.uk/flood)



# Flood Map for Kent



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



Based upon Ordnance Survey digital data map with the permission of the Controller of Her Majesty's Stationery Office.  
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# 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)**

<b>Area</b>	<b>Quickdial Number</b>
Coastal areas from Dartford to Higham Marshes	012613
Coastal areas from Higham Marshes to Seasalter, excluding Sheerness and Queenborough	012612
Coastal areas at Sheerness and Queenborough	012611
Coastal areas at Whitstable	012515
Coastal areas from Swalecliffe to Pegwell Bay	012514
Tidal Great Stour from Pegwell Bay to Fordwich	012513
Coastal areas from Pegwell Bay to Folkestone	012512
Coastal areas from Folkestone to St Mary's Bay	0125112
Coastal areas from Littlestone Golf Course to Dungeness	0125111
Coastal areas from Fairlight to Dungeness	012413
The Tidal Rother including Rye and Rye Harbour	012412
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
The Springbrook Sewer (Hamstreet Arm)	012521
The New Romney Sewage Arm	012522
The Whitewater and Ruckinge Dykes	0125321
The Aylesford Stream	0125322
The Great Stour from Lenham to Ashford	0125311
The Great Stour from Ashford to Fordwich	0125312
The River East Stour from Sellindge to Ashford	0125323
The North and South Streams	0125324
The River Cray	012621
The River Shuttle	012622
The River Darent from Westerham to Chipstead	012631
The River Darent from Chipstead to Dartford	012632
The River Darent in Dartford Town Centre	012633
The River Eden and Eden Brook from Crowhurst and Blindley Heath to Penshurst	0126431
The River Medway from Forest Row to Penshurst	0126411
The River Medway from Penshurst to the Leigh Barrier	0126412
The River Medway from the Leigh Barrier to Yalding	0126413
The River Medway from Yalding to Allington	0126421
The tidal River Medway from Allington to Cuxton	0126422
The River Bourne from Hadlow to East Peckham	0126432
The River Teise and Lesser Teise from Lamberhurst to Yalding	012651
The River Beult from Pluckley and Bethersden to Yalding	012652
The Scrapsgate Drain and Warden Bay Drain	012661
The West Brook	012662
The Swalecliffe Brook	012663

# Useful numbers

**County Council/Unitary:-**  
**Kent County Council**  
Tel 01622 671411

**East Sussex County Council**  
Office 01273 481000

**Medway Council**  
Office 01634 306000  
Urgent 01634 304400

**District/Borough Councils:**  
**General Enquiries**  
**Bexley Council**  
Office 02083 037777  
Urgent 02083 037171

**London Borough of Bromley**  
Office 02084 643333  
Urgent 02084 644848

**London Borough of Greenwich**  
Office 02088 548888  
Urgent 02088 564449

**Ashford Borough Council**  
Office 01233 637311  
Urgent 01233 629911

**Canterbury City Council**  
Office 01227 862000  
Urgent 01227 781879

**Dartford Borough Council**  
Tel 01322 343434

**Dover District Council**  
Tel 01304 821199

**Gravesham Borough Council**  
Office 01474 337512  
Urgent 01474 564422  
01634 813479

**Maidstone Borough Council**  
Office 01622 602000  
Urgent 07860 273280

**Rother District Council**  
Office 01424 787878  
Urgent 01424 787868

**Sevenoaks District Council**  
Office 01732 227000  
Urgent 01732 462222

**Shepway District Council**  
Office 01303 850388  
Urgent 01303 221888

**Swale Borough Council**  
Tel 01795 417210

**Tandridge District Council**  
Tel 01883 722000

**Thanet District Council**  
Office 01843 577082  
Urgent 01843 577000

**Tonbridge & Malling Borough Council**  
Tel 01732 844522

**Tunbridge Wells Borough Council**  
Office 01892 526121  
Urgent 01892 515392

**Wealden District Council**  
Office 01892 653311  
Urgent 01435 813311

**Fire Brigade**  
**Kent Fire Brigade**  
Tel 01622 692121

**Police**  
**Kent County Constabulary**  
Tel 01622 690690

**Sussex Police**  
Tel 08456 070999

**Ambulance**  
**Kent Ambulance Service**  
Tel 01622 747010

**Coastguard**  
**Thames – Allington to Reculver Towers**  
Office 01255 675518  
Urgent 01255 673228  
**Dover – Reculver Towers to Sussex Border**  
Tel 01304 210008

# 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](http://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](http://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](http://www.abi.org.uk) and The Construction Industries Research & Information Association (CIRIA) [www.ciria.org.uk/flood](http://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](http://www.environment-agency.gov.uk)  
[www.environment-agency.wales.gov.uk](http://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  
GENERAL ENQUIRY LINE**

**0845 933 3111**

**ENVIRONMENT AGENCY  
FLOODLINE**

**0845 988 1188**

**ENVIRONMENT AGENCY  
EMERGENCY HOTLINE**

**0800 80 70 60**



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