

Floodline

SEPA'S FLOOD WARNING SERVICE FOR SCOTLAND

Floodline provides live flooding information and advice on how to prepare for, or cope with, the impacts of flooding 24 hours a day, 7 days a week.

Our telephone service and website are available for everyone to use, but if you sign up to Floodline you'll receive free flood messages for your area of interest direct to your phone.

WHY SHOULD I SIGN UP?

In Scotland, many thousands of properties are at risk of flooding. Roads, transport networks and community facilities can be affected too, meaning you may have to change your plans at short notice. Be prepared, use Floodline.

Having advance notice of flooding will give you time to take steps towards:

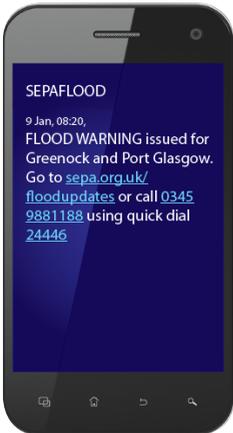
- protecting your family, property, pets and livestock;
- making alternative travel arrangements;
- alerting staff, customers and suppliers of possible disruption;
- moving valuables and stock to a safe area;
- limiting the overall cost of damage.

WHO SHOULD SIGN UP TO FLOODLINE?

Many people could benefit from using the Floodline service, in particular:

- home owners and occupiers;
- businesses;
- commuters, road and transport users;
- farmers and land owners/tenants.

WHAT HAPPENS WHEN I SIGN UP?



When you sign up to Floodline, we will check if your property is in a local Flood Warning Area.

- If it is, you will receive local Flood Warnings specific to your area.
- If it is not, you will receive regional Flood Alerts; these are more general messages for a wider area.

When flooding is forecast in your area, messages will be sent by phone as an SMS or voice message and will tell you where to find more information.

You can register up to 6 phone numbers and for additional Flood Warning Areas.



GET INVOLVED

If you are involved in a local neighbourhood group, work in a community hub like a leisure centre or library or have a role in education, you can help other people to prepare for flooding by sharing our website or printing and distributing some of the posters and leaflets available.

WHAT TYPE OF MESSAGE(S) COULD I RECEIVE?



FLOOD ALERT
FLOODING IS POSSIBLE. BE PREPARED.

Flood Alert (regional):

- means flooding is possible;
- provides an early indication of potential flooding from coasts, rivers or surface water;
- raises awareness of flood risk;
- enables you and the emergency response services to prepare for possible flooding;
- issued as early as possible (up to a maximum of 36 hours ahead of potential flooding) and usually between 8am and 6pm.



FLOOD WARNING
FLOODING IS EXPECTED. IMMEDIATE ACTION REQUIRED.

Flood Warning (local):

- issued when flooding is expected for a defined local area;
- issued 3 to 6 hours in advance of expected flooding (in some areas, rivers respond very quickly to rainfall so this time may be shorter);
- only available for some communities and stretches of coastline.

If you receive a Flood Warning:

- take action immediately to protect yourself and your property;
- avoid making unnecessary journeys and where travel is required check local information.



SEVERE FLOOD WARNING
SEVERE FLOODING. DANGER TO LIFE.

Severe Flood Warning (local):

- elevated status of a flood warning;
- issued when there is a risk to life and significant disruption to essential services, such as water and electricity supplies;
- will generally be issued when flooding is creating potential impacts that require further action, such as evacuation.



15cm of flowing flood water could knock over an adult



SIGN UP NOW TO RECEIVE FREE FLOOD MESSAGES

Fill in this form and post to Floodline Registration, Strathallan House, Castle Business Park, Stirling, FK9 4TZ. Alternatively, you can complete the form online:

floodline.sepa.org.uk/floodingsignup
or by calling Floodline on
0345 988 1188

You can also register for additional Flood Warning Areas by calling Floodline.

YOUR DETAILS

Title: _____ First name: _____ Last name: _____

ADDRESS DETAILS

Type of address (tick one)

Home: Organisation:

Name of organisation: _____

Job title: _____

Address for flood messages to be issued for

House number/name: _____

Line 2: _____

Line 3: _____

Line 4: _____

Town/City: _____

Postcode: _____

If the property is not within a local Flood Warning Area, it will be registered for regional Flood Alerts. Please phone Floodline to register additional addresses or locations.



30cm of flowing water could move the average family car

CONTACT NUMBERS

We will contact the number you have listed as priority 1 first. If it's unanswered, we will try your priority 2 number and so forth. You can register 3 landline and 3 mobile numbers for each address. If you would prefer that both a landline and mobile are priority 1, please phone Floodline.

Number (including area code for landlines):

1.	SMS <input type="checkbox"/> Voice <input type="checkbox"/>	4.	SMS <input type="checkbox"/> Voice <input type="checkbox"/>
2.	SMS <input type="checkbox"/> Voice <input type="checkbox"/>	5.	SMS <input type="checkbox"/> Voice <input type="checkbox"/>
3.	SMS <input type="checkbox"/> Voice <input type="checkbox"/>	6.	SMS <input type="checkbox"/> Voice <input type="checkbox"/>

EMAIL ADDRESS

If you supply an email address, we will contact you by email. You may be able to manage your account online and you can subscribe to our newsletter, Flooding Gateway, for updates on Floodline improvements and other flooding news. Flood Alerts and Flood Warnings are not issued by email.

Tick this box if you **do** wish to receive our newsletter

Email address:

TERMS AND CONDITIONS

Full terms and conditions are available from floodlinescotland.org.uk

HOW WE WILL USE YOUR INFORMATION

For information on how SEPA handles personal information, please read our privacy notice which is available at <https://www.sepa.org.uk/help/privacy-policy/privacy-notices/>.

This explains how we collect and use personal information for the purposes of providing our flood warning service: Floodline. The legal basis for processing this information is that we obtained your consent when you registered for Floodline. You can withdraw your consent at any time.

I confirm I have read and accept the terms and conditions of signing up to Floodline.

Signature: Date:

Be prepared for flooding: visit Floodline
floodlinescotland.org.uk

