

Don't wait for flooding to call Floodline

– there's a new Floodline service for people living in Devon.

The Environment Agency's Floodline telephone service has been improved to provide the public throughout Devon with additional flood information.

Floodline has built a reputation for providing reliable Environment Agency information on flooding from rivers and sea, along with practical help and advice to people who are at risk of flooding.

The new Floodline service project in Devon seeks to provide the public with a 'one stop shop' service for flooding information by providing additional flood advice and information to the public that is held by organisations other than the Environment Agency.

A partnership has been forged with Devon County Council and the district and unitary authorities in Devon. The Floodline Call Centre is now able to give local authority policy information, including sandbag availability and if necessary, can transfer callers straight to their local authority.

A number of local authorities, including Devon County Council, can also record up-to-date information on the Floodline service, including details of local flooding situations and information on road closures and highway conditions.

"The partnership is a real improvement for people in Devon. This is a pilot scheme, so it is up to all of us to make it a success. Please remember, there is now only one telephone number to ring for flood information in Devon – Floodline on **0845 988 1188**" said Mark Russell, from the Environment Agency Flood Warning team.

A free information leaflet is available which explains more about the improved Floodline service and how to access local authority policy and recorded information.

To obtain this leaflet or to find out whether your property is at risk of flooding and how you can prepare for flooding, call Floodline on **0845 988 1188** and hold to connect to an operator.

Floodline
0845 988 1188
ENVIRONMENT AGENCY

