

Understanding the rainfall and flood products we provide

Product	Purpose	Audience	Source of flooding	Timings	Delivery method	Boundaries	
Information							
Rainfall radar Met Office	Input into flood forecasts	Met Office, Environment Agency, emergency responders	Rainfall only	Available 24 hours a day, updated every 5 and 15 minutes	Met Office Hazard Manager	United Kingdom	All weather enquiries to: Met Office Customer Centre (24 hours) tel 0870 900 0100 fax 0870 900 505 email enquiries@metoffice.gov.uk www.metoffice.gov.uk
River and Sea Levels Environment Agency	Provide access to river and sea level information	Public, emergency responders, media	Coast, rivers, ground-water	Twice daily. Can be more frequent when levels are high.	Environment Agency website www.environment-agency.gov.uk/flood	England and Wales	
Advice							
Flood Guidance Statement Flood Forecasting Centre	Provides customers with a 5 day overview of flood risk	Environment Agency, emergency responders	Coast, rivers, surface water, ground-water	Up to 5 days	Email Met Office Hazard Manager Text Voicemail	County level in England and Wales	For queries relating to the Flood Warnings, Three-day Flood Risk Forecast and Flood Advisory Service contact: Environment Agency Area Flood Resilience Teams tel 03708 506 506 Or call Floodline 0845 988 1188 email enquiries@environment-agency.gov.uk www.environment-agency.gov.uk
National Severe Weather Warning Service Met Office	Advises customers of severe weather	Public, emergency responders, media	All weather types	Up to 5 days	Met Office website www.metoffice.gov.uk Met Office advisors (Civil Contingencies)	United Kingdom	
Three-day Flood Risk Forecast Environment Agency	Raises early awareness of potential flooding	Public, media	Coast, rivers, surface water ground-water	Up to 3 days	Environment Agency website www.environment-agency.gov.uk/flood	County level in England and Wales	
Flood Advisory Service Environment Agency Met Office Flood Forecasting Centre	Provides early flood information and advice	Emergency responders	Coast, rivers, surface water ground-water	Up to 5 days	FFC lead telephone conference	England and Wales Local resilience fora	
Warning							
National Severe Weather Warning Service — Alerts and Warnings Met Office	Warn customers of severe weather short and long lead-times	Public, emergency responders, media	All weather types	Alerts 2 to 5 days Warnings up to 24 hours	Email, fax, SMS Met Office website www.metoffice.gov.uk	County level in the United Kingdom	
Flood Warnings Environment Agency	Warn the public and partners of flooding	Public, emergency responders, media	Coast, rivers, surface water ground-water	Flood alerts: 2 hours to 2 days Flood warnings: Half an hour to 1 day Severe flood warnings: when flooding poses a threat to life	Telephone, email, SMS, fax, pager, sirens, loudhailers, media broadcasts and Environment Agency website www.environment-agency.gov.uk/flood	Flood alerts: River catchments and coastal stretches Flood warnings: Communities Severe flood warnings: Communities	