



ENVIRONMENT
AGENCY

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INTRODUCTION

The Environment Agency is responsible for creating a better environment and making a contribution towards the delivery of sustainable development. This will be achieved by a coherent and integrated approach to pollution prevention and control and to the management and regulation of the water environment.

Kent Area is one of contrasts, renowned as the Garden of England whilst rapidly developing as the Gateway to Europe. It is in this context that the Agency's contribution to sustainable development will be pivotal in balancing the needs of the environment with those of the community. The strength of the Agency derives not only from its comprehensive powers, resources and expertise but also taps the vast reservoir of public opinion, working in partnership with all who are dedicated to environmental stewardship.

We are committed to using these resources to the full to achieve a better environment in England and Wales for present and future generations.



A handwritten signature in black ink that reads "Binny Buckley". The signature is written in a cursive, flowing style.

Dr Binny Buckley, Kent Area Manager

WELCOME TO KENT AREA

The Kent Area of the Environment Agency extends north and eastwards from the High Weald to encompass the river valleys of the Darent and Cray, Medway, Stour and Eastern Rother.

Serving a population of 2 million, the Area includes rapidly developing parts of the south and east of London, the industrial low-lying Thames Estuary, the downlands of Kent and the coastal marshes associated with the River Stour, the Eastern Rother and the Royal Military Canal.

Area Office

The Kent Area Office is located at Orchard House, Endeavour Park, London Road, Addington, near West Malling.

This office is central for Kent Area and is where teams responsible for environment planning and protection, water resource management, flood defence, fisheries, ecology and recreation are based. The newly formed Environment Planning and Environment Protection sections provide integrated regulation of major industrial activities, and regulate movement, treatment and disposal of waste. They also protect the quality of rivers, underground and coastal waters.

The Area Office provides the technical focus for the operational work achieved in conjunction with three District Offices. Policy, strategic and specialist activities for the whole Southern Region are carried out from the Regional Office in Worthing.

District Offices

Local operational activities and field work are undertaken primarily by District staff from offices across the Kent Area at Rye, Tonbridge and Canterbury.

The District Offices provide a strong local presence and are staffed by specialist officers in the fields of water quality, water measurement and flood defence.

Navigational responsibilities associated with the Harbour of Rye are carried out from a Port Office and the operational activities on the Medway Navigation are controlled from the Tonbridge Office.

SUMMARY OF OUR STANDARDS

We will:

- Be polite and sensitive when we deal with your personal questions
- Open our offices 9am to 5pm, Monday to Friday
- Answer telephone calls within 15 seconds
- Acknowledge/answer general enquiries within 10 working days
- Answer complaints within five working days
- Offer a 24-hour emergency response service

We will respond to:

- Open Government requests within 20 working days
- Applications for discharge consent, IPC authorisation, radioactive substance authorisation and waste management licence within four months
- Abstraction and impoundment licence applications within three months
- Flood defence and land drainage consent applications within two months
- Information requests under the Environmental Information Regulations 1992 within two months
- 50 per cent of planning application consultations within 10 working days, 75 per cent within 15 working days and 95 per cent within 20 working days
- Pollution emergencies and reports of fish being killed within two hours (four hours out of working hours)

KENT AREA MANAGEMENT TEAM

Harvey Bradshaw



**Environment
Protection**

Allson Garrett



Flood Defence

Colin Buckle



**Environment
Planning**

Graham Warren



Water Resources

Dr Binny Buckley



Area Manager

John Morgan



**Fisheries, Ecology
& Recreation**

Hugh Wareham



Customer Services

Roger Lynn



Business Services

Carl Bagwell



Harbour Master

Environment Planning

Collin Buckle



**Environment
Planning Manager**

**Andy Rogers
Team Leader**



**Process Industries &
Radioactive Substances
Regulation**

Team

**Joanne Berryman
Team Leader**



Waste Licensing

Team

**Rosie Cansdale
Team Leader**



**Tactical
Planning**

Team

**Miranda Luckwell
Team Leader**



WQ consenting

Team

**Peter Gribbin
Team Leader**



**Scientific
Support**

Team

ENVIRONMENT PLANNING

The Environment Planning group comprises five teams with the following roles:-

Process Industries Regulation/Radioactive Substances Regulation (PIR/RSR)

This team is responsible for Process Industries Regulation (PIR) and Radioactive Substances Regulation (RSR). Under the Environmental Protection Act 1990, we regulate the largest and most complex industrial processes which have significant potential to pollute the environment. The storage, use and disposal of radioactive substances is regulated under the Radioactive Substances Act 1993. The Kent Area PIR/RSR Team fulfils the same role in the Sussex Area on a service provision basis.

Waste Licensing

This is the focal point for the receipt of and issue of Waste Management Licences in liaison with colleagues in the Customer Services and Environment Protection sections.

Water Quality Consenting

This team receives and issues Discharge Consents in liaison with the Customer Services and Environment Protection groups. We also maintain public application registers at Kent Area Office and other locations; advertisement and appeals procedures are also handled.

Tactical Planning

The planning of pollution prevention and protection for future years is carried out by this team. It identifies Local Environment Agency planning issues relating to waste, water quality and major industry, for delivery by the Environment Protection group and industry inspectors. It maintains Public Registers and delivers environmental information for customer requests. Data is collated on Producer Responsibility, waste minimisation, waste surveys and environmental monitoring. All strategic planning applications responses on Water Quality, Waste or Integrated Pollution Control matters are reviewed to ensure a fully integrated response. Emergency planning and pollution prevention campaign planning is also provided.

Scientific Support

This team handles groundwater and contaminated land matters including the provision of advice to local authorities and developers. It also provides scientific support on technically complex issues to other groups. Special waste and waste transfrontier shipments procedures are maintained and monitored.

Environment Protection

Harvey Bradshaw



**Environment
Protection Manager**

**Iain Barker
Team Leader**



**Environment
Protection (West)**

Team

**George Rippon
Team Leader**



**Environment
Protection (East)**

Team

**Paul Bennett
Team Leader**



**Environment
Protection (North)**

Team

**Alan Cansdale
Team Leader**



**Programme
Co-ordination**

Team

ENVIRONMENT PROTECTION

The Environment Protection group is a fully integrated service delivery section within the Environment Agency. It regulates and advises on the treatment and disposal of waste and effluent, protects Kent's rivers and land from pollution and responds to environmental incidents. It comprises staff with backgrounds in Water Quality and Waste Regulation with three operational field teams based in Addington (for North Kent), Tonbridge (West Kent) and Canterbury (East Kent). A Programme Co-ordination team also based in Addington undertakes key sampling throughout Kent, ensuring that water, land and air quality is monitored in accordance with national and international requirements. It also supports the Environment Protection Manager by ensuring that the four teams operate in a co-ordinated and efficient way, through the use of common systems with easy access to information.

Pollution Monitoring

The Environment Protection and Environment Planning sections work in close co-operation to ensure that the aquatic environment is protected from pollution. The field teams enforce licence conditions at 175 licenced waste sites, sample and inspect some of the 25,000 movements of Special (hazardous) waste, monitor 2,500 registered carriers of waste and respond to 1,000 environmental incidents each year. The proximity of Kent to Europe and London raises additional environmental issues concerning international waste movements and the export of waste from London. The team ensures that such waste movements comply with legislation and do not endanger land or water quality in Kent.

There is a strong emphasis on pollution prevention delivered through a programme of visits to industry, advice on best practice, robust enforcement of environmental regulations and acquisition of intelligence on potentially polluting activities. Tidal rivers and coastal areas are also regularly monitored with clear environmental targets being achieved in this high profile area of work. Businesslike relationships will be developed with Water Companies, Local Authorities and other major interests in Kent, maximising the potential for partnerships in dealing with complex issues. The Environment Protection Teams will be the first point of call for many of the Agency's customers regarding pollution concerns and will deliver a rapid, flexible and responsive service.

Water Resources

Graham Warren



**Water Resources
Manager**

**Steve Oakes
Team Leader**



Hydrometry

Team

**Bridget Thorn
Team Leader**



**Water Resources
Management**

Team

**Robert Harding
Team Leader**



Licensing

Team

Ian Hogg



Project Engineer

WATER RESOURCES

With rainfall averaging approx 700mm per year, the Area is considerably drier than the rest of Southern Region and England and Wales as a whole, and also lacks the upland gathering grounds of most western and northern regions. Precipitation decreases across the Area from west to east, so that north-eastern Kent, with only 600mm of rain per year, is considerably drier than the Weald.

Nearly three quarters of public water supplies are derived from groundwater, a greater proportion than almost any other Area in England and Wales. The principal groundwater sources are the Chalk and Greensand which outcrop across the county. With such reliance on groundwater, its protection from pollution is vital and the Groundwater Protection Policy has been developed and is applied for this purpose.

Most of the remaining drinking water supplies are drawn from the lower reaches of rivers, such as the Stour and Medway where careful planning and good management are needed to maximise resources.

The Area has faced increasing demand for water for public supply and spray irrigation and in response the Agency has been obliged to impose a restriction on the issue of new licences for abstraction from boreholes in the Chalk and Lower Greensand aquifers. This is now part of a general policy for the management of groundwater in Kent which has been in force since January 1993. Its aim is to achieve sustainable management of resources and protect the water environment.

Resources Management Strategy

The Agency also has a Resources Management Strategy, updated in 1994, which provides a framework within which the licensing of water company schemes can be assessed. The strategy will assist the Environment Agency in achieving its statutory objectives to secure the proper use of water resources, for example by giving priority to leakage control and demand management. The Environment Agency will also encourage the water companies to improve their network of water mains and thereby relieve the strain on areas where sources of supply are over stretched.

Within Southern Region, the Regional Office provides specialist services such as numerical modelling and also co-ordinates resource planning and development strategies. Abstraction licensing, low flow remediation and hydrogeological advice is provided from the Area Office, where the Hydrometric team processes and archives hydrometric data from rain gauges, climate stations, observation boreholes and river flow gauges.

Harbour of Rye

Carl Bagwell



Harbour Master



**Deputy
Harbour Master**

HARBOUR OF RYE

The Harbour of Rye enjoys the unique status of being the only harbour owned and operated by the Environment Agency. It provides an important outlet channel through which water from extensive areas of low lying land in West Kent and East Sussex is drained.

The Harbour is also an active and useful port, serving the requirements of both commerce and leisure.

A prosperous fleet of inshore trawlers - the largest fishing fleet on the South East Coast - is moored here. A privately owned wharf handles cargoes of timber, grain, aggregates, rubber and fertilizers as a result of 200 visits a year by small cargo vessels.

Moorings are provided for some 500 pleasure boats with many visiting yachts arriving during the summer months from the continent.

The Agency employs a Harbour Master and Deputy to administer and control shipping, as well as collecting dues from both resident and visiting craft.

An inshore RNLI lifeboat is stationed in the port.

The Agency owns land on the river corridor, most of which is given over to the local nature reserve which is an important site for migratory wading birds.

Navigation

The Agency operates a harbour pilotage service for visiting cargo vessels.

Fisheries, Ecology & Recreation

John Morgan



Fisheries, Ecology & Recreation Manager

**Sarah Chare
Team Leader**



**Fisheries
Management**

Team

**Robert Pilcher
Team Leader**



**Conservation &
Recreation**

Team

John Cave



**Fisheries
Scientist**

Team Leader



Navigation

Team

**Shelagh Wilson
Team Leader**



Biology

Team

FISHERIES, ECOLOGY & RECREATION

Fisheries, Ecology and Recreation (FER) includes the wildlife and amenity teams of Fisheries, Recreation, Conservation and Navigation as well as a Biology team and Laboratory.

The FER Manager is accountable for the activities of the teams based at the Area Office at Addington with Navigation carried out from the District Office at Leigh near Tonbridge.

Fisheries

The county's rivers and streams support the whole range of freshwater fish species. The Eastern Rother and the River Stour have runs of sea trout. Improving water quality in the Medway Estuary has led to greater expectations for this river regaining its own run of migratory fish. Inland, the rivers draining the Weald of Kent are well stocked with a wide variety of coarse fish and many reservoirs and reclaimed gravel workings have been developed into popular fisheries. The chalk stream sections of the rivers Darent and Stour provide suitable water quality for brown trout fisheries.

The fisheries function has a general duty to maintain, improve and develop the freshwater and migratory fisheries of the region. This includes enforcement of the Fisheries Acts and Byelaws, improvement of river habitats, reducing obstructions to migratory fish, providing advice to angling clubs and riparian owners and collecting survey data on fish stocks. A Fisheries Scientist directs the monitoring effort to enable the development of a fisheries strategy for each catchment and to provide a sound basis for the regulation of fisheries activities.

Conservation

In Kent Area conservation has a high profile. There are 116 Sites of Special Scientific Interest of which 98 have direct water related interest, 7 National Nature Reserves and 17 sites with international designations and regulations. The coastal area includes intertidal mudflats, saltmarsh and shingle habitat, whilst there are extensive areas of ditches and dykes along the Thames Estuary, the River Wantsum, and in the floodplain of the Great Stour and on Romney Marsh.

The Conservation team provides advice to all functions of the Agency in respect of wildlife and historic conservation as well as screening many internal and external enquiries and applications to ensure the Agency meets its conservation duties. The team works closely with other organisations such as English Nature and the RSPB to make positive contributions to improving the environment including the sharing of information and participation in practical collaborative projects.

Recreation

Recreation associated with rivers and other waters in Kent Area is part of the responsibility of the Conservation team supported by a Recreation officer in the Regional Office. Opportunities are taken to promote the recreational use of water and associated land often in partnership with others through a number of Countryside Management Projects.

Navigation

In the north of the Kent Area the Agency is the Navigation Authority for the River Medway from Allington to Tonbridge, a distance of 31kms, and in the south it is the Harbour Authority for the Harbour of Rye. The Navigation team is responsible for maintaining the navigation and structures, regulating boat traffic, and providing a service to customers.

Biology

The Biology team provides a monitoring, surveillance and investigation service for all functions. It samples, analyses and reports on freshwater and marine invertebrates and algae, provides a full microbiology service, quality assures and archives the results. Much of the programme is undertaken to meet statutory water quality responsibilities enshrined in national and European legislation.



Flood Defence

Allison Garrett



**Flood Defence
Manager**

**Richard Francis
Team Leader**



**Flood Defence
(NW)**

Team

**Rodney Nickerson
Team Leader**



**Flood Defence
(SE)**

Team

**David Murphy
Team Leader**



**Flood Defence
Planning**

Team

Tom McManus



**Flood Warning
Officer**

FLOOD DEFENCE

Kent Area has an extensive coastline totalling 217km. The sea defences on some 85km are the direct responsibility of the Environment Agency. These responsibilities range from the storm surge dominated environment of the North Kent coast to the Channel coast, buffeted by prevailing south-westerly winds. The sea defences reflect these varied conditions and include major sea walls, 21km long, at Dymchurch, St Mary's Bay, Littlestone, Reculver and Sheerness and the 40km long shingle beaches at Winchelsea Beach, Rye, Broomhill, Denge and Sandwich Bay. There are extensive tidal defences on the Thames Estuary, Medway Estuary and along the Swale.

Along the south coast prevailing westerly winds and the run of the tide up the channel from the Atlantic erode and deposit beach material along the southern coast from west to east. The north Kent coast is vulnerable to surges created in the North Sea which increase as they funnel between the converging coastlines of Britain and Europe.

Maintaining Defences

Each year costly replacement, maintenance and re-instatement is undertaken to preserve a cushion of shingle and to dissipate the energy of the storm waves. This is achieved by renourishing beaches or by recycling shingle from the east of bays back to the west to continue its function as part of the littoral drift along the foreshore.

The majority of the flood defence expenditure in recent years has been on tidal or sea defence schemes. With a continuing need to maintain or renew these defences this emphasis will continue.

There remains however a considerable interest in protection from river flooding and a land drainage interest. Flooding in the valley of the River Medway has been alleviated by the Leigh flood regulating reservoir and there are similar flood storage schemes to alleviate flooding from the Great Stour and East Stour in the Ashford area.

Over the past 30 or so years, many schemes for drainage improvements of villages and agricultural land have been carried out in the area. In low-lying internal drainage districts where gravity flow can give only limited land drainage, pumped drainage schemes have been implemented.

Flood Warning

The Environment Agency also operates a flood warning service for the collation and dissemination of flood risk information when defences are at risk of over-topping or channels are unable to contain flows. Flood warnings are broadcast on local radio, ITV Teletext (page 105) and on the Agency's Floodcall 'dial and listen' service on 0645 88 11 8

Flood Defence Organisation

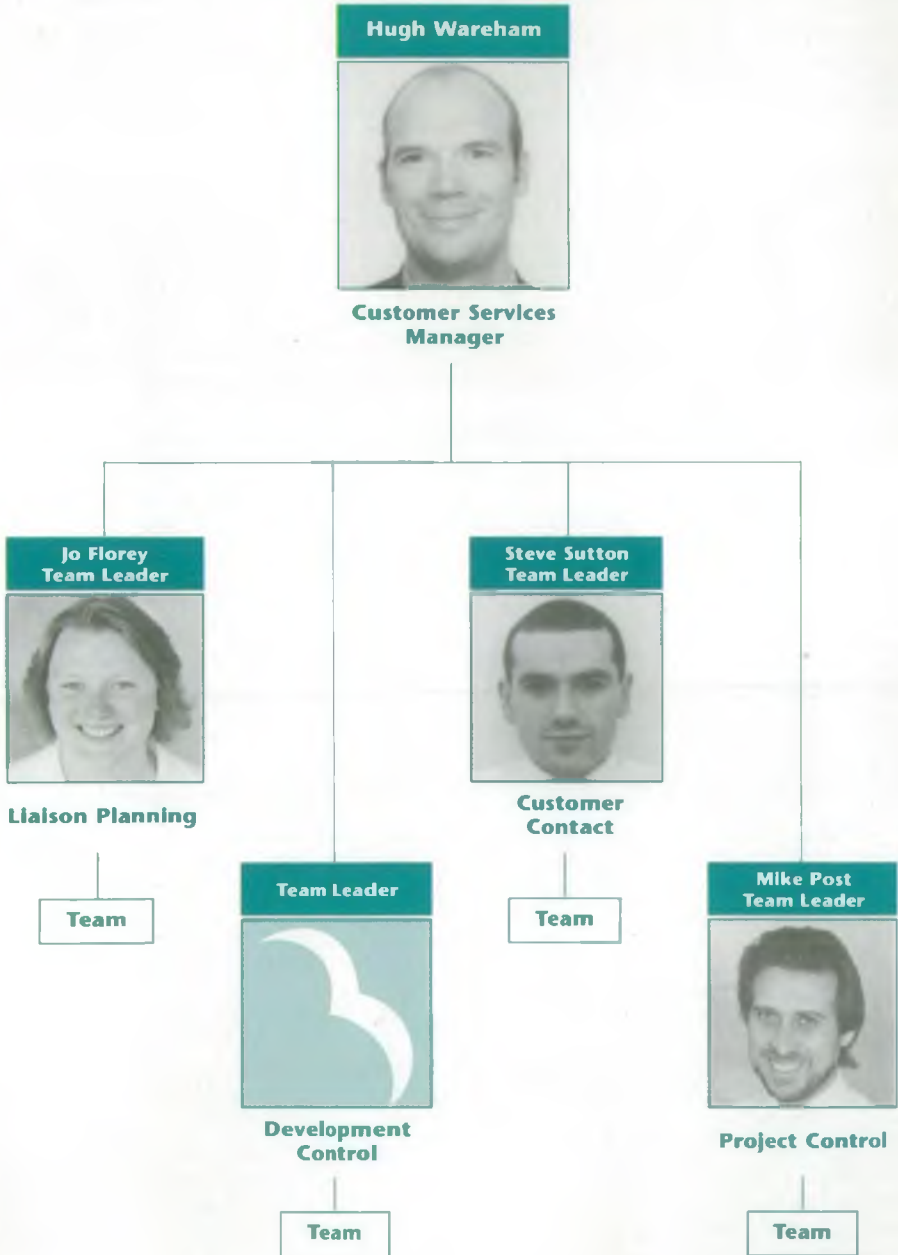
The Area Flood Defence Manager is supported by a Strategic Planning Engineer responsible for forward planning and two Flood Defence Engineers, overseeing the operational and maintenance activities carried out by a Direct Works unit.

The New Works Section at the Regional Office in Worthing is responsible for the compilation and monitoring of the Environment Agency Capital Programme, minor capital designs, flood investigations and analyses, aerial surveys for beach monitoring, preparation of design briefs and design contracts, negotiations with MAFF, supervision of contracts and monitoring of Environment Agency levels of service. Design and construction of capital works is put out to contract.

Flood Defence Functions in the Districts

The two Flood Defence Engineers lead teams for North West and South East Kent and are responsible for controlling the contracts under which the Direct Works Organisation performs the land drainage and flood defence operations. Flood Defence Engineers are also responsible for those Internal Drainage Boards which are either administered by, or receive engineering advice from, the Environment Agency.

Customer Services



CUSTOMER SERVICES

The Customer Service Centre is a multifunctional point of contact for the Agency's wide range of external customers. Requests and enquiries come from industry, local government, developers, consultants, farmers, landowners, utilities, schools, universities, environmental groups and members of the public. The Customer Service Centre seeks to ensure an effective and integrated response to meet our Customer Charter standards.

Divided into four teams, the Customer Service Centre encompasses Planning Liaison, Development Control, Project Control and Customer Contact.

Planning Liaison

Liaison with local planning authorities, developers and consultants is essential to ensure effective protection of the environment from development. The Planning Liaison team works in a proactive way with local planning authorities to ensure measures are in place to minimise environmental impacts as well as seeking to influence Structure, Local and Mineral Plans.

Development Control

The Development Control team determines Land Drainage and Flood Defence consents. It ensures that developments will have a minimal impact on flooding and the flood plain and that the Agency influences local planning authorities to understand the risks to people and property that may be associated with such developments. The team also deals with legal and flooding enquiries and flood defence enforcement. Records of land liable to river and tidal flooding are also held by the Agency.

Customer Contact

The Customer Contact team provides information services to customers. The section is the focus for local education and PR initiatives in Kent.

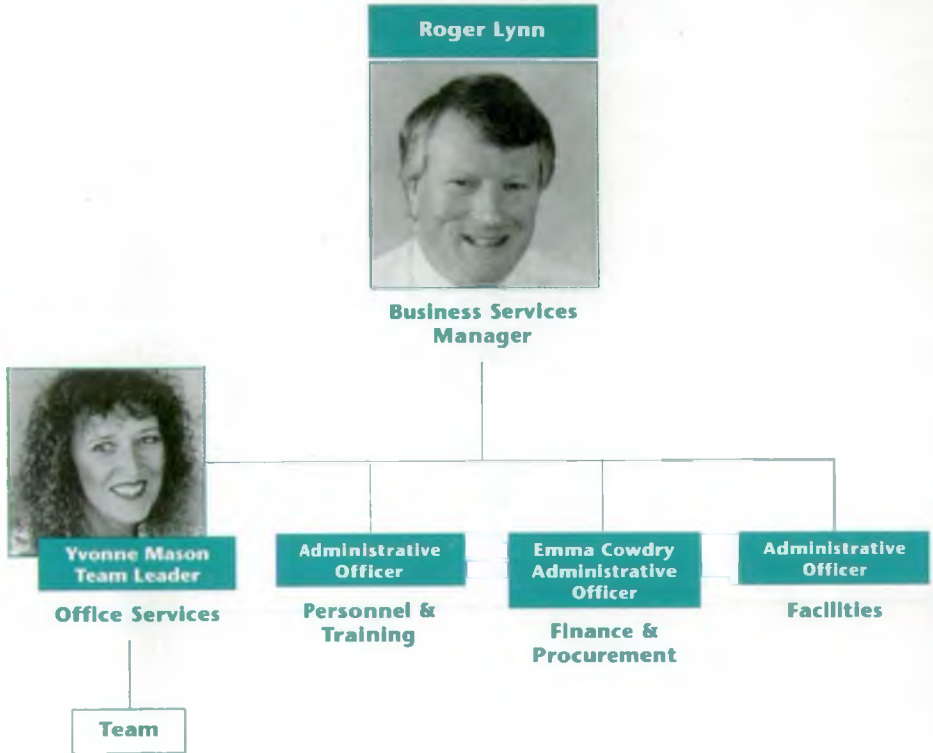
The Environment Agency cannot act alone in effectively protecting the environment and this team also provides the focus for collaborative partnerships, Local Agenda 21 and for Local Environment Agency Plans (LEAPS).

LEAPS are a major initiative for the Agency to produce local integrated environmental management plans that seek to make a real difference through environmentally beneficial actions which the Agency and its partners will deliver.

Project Control

The Channel Tunnel Rail Link is a major civil engineering project linking London to the Kent coast. The Project Control team has been established to respond to Channel Tunnel Rail Link consultations and ensure that the Agency's input into this major project is both timely and effective.

Business Services



BUSINESS SERVICES

The administrative support to all professional staff in the Kent Area is provided by the Business Services function.

There are over 150 staff based in 4 sites. Each site is serviced by local Business Services staff who are responsible for co-ordinating and delivering facilities to core functions.

The main services delivered at area levels are:

1 Personnel and Training

Maintenance of all personnel records, recruitment of Area staff and provision of agency services, control of local training budgets and arranging providers and course administration.

2 Facilities Management

Co-ordination of building services and maintenance together with space allocation and the purchase of furniture and office equipment.

3 Information Systems and Communication

The co-ordination of the Agency's IS and telephony strategy is administered through the section to ensure system compatibility.

4 Procurement

All Kent orders are processed through the Area Office using a computer based procurement system.

5 Health and Safety

Advice to managers on the Agency's Health and Safety policy is co-ordinated by the section to ensure full compliance.

6 Committee Servicing

The Kent Flood Defence, Kent Area Environment Group and Harbour of Rye Committees meet throughout the year and are serviced within the section.

Direct Works



DIRECT WORKS

As well as its traditional role as the Flood Defence emergency workforce the Direct Works unit offers a service to all the functions within the Agency. There is a multi-skilled and versatile workforce, based in depots across Kent, which carries out a wide range of tasks. These include specific environmental construction work, pollution clean up, out-of-hours emergency response, grounds maintenance, landscaping, aquatic weed control, tree felling and pruning, and carpentry. The workforce also assists with preparing plans and drawings for minor construction works and carrying out surveying work.

The range of construction work undertaken by Direct Works includes fish passes, sluices, bank reforming using a wide variety of materials, piling work and concrete work. The workforce also undertakes the routine maintenance of structures and pumping stations. The unit has access to a wide range of equipment including 3-20 tonne excavators, tractors, weedboats, 4 wheel drive vehicles and specialist equipment for working in confined spaces.

Staff are trained in water safety, basic first aid and a range of skills such as boat handling, pesticide spraying, working in confined spaces and most hold certificates for chainsaws and brushcutters. All plant drivers are trained to Certificate in Training Achievement standard and the pollution clean up teams are trained to British Oil Spill Control Association standards. The entire workforce is fully trained to the current safety standards set by the Construction Industry. Qualified trainers offer manual handling and water safety training.

The combination of technical skills and extensive local knowledge of river systems along with close liaison with conservation staff ensures the protection of wildlife and habitats during any work. The quality of the service is underlined by the introduction of an National Vocational Qualification for staff which is specifically designed for people who carry out maintenance work on rivers and waterways.

WHEN TO CONTACT THE ENVIRONMENT AGENCY

The Agency has a duty to protect and improve the environment as a whole, not only through its operational and regulatory roles, but also in the general advice the organisation gives to the public.

The following table describes in detail proposals for development, works and usage where prior consultation with the Agency is necessary.

Proposal	Environmental Implications
1 Works within or adjacent to any watercourse including outfalls, weirs, piping, ponds, diversions, infilling, bridges and planting.	Flooding, access, conservation, recreation and fisheries.
2 Works in areas at risk to flooding from rivers and the sea , including development and land raising/infilling.	Flooding, access, conservation and recreation.
3 Works on, under or adjacent to any floodbank, sea defence or other flood control structure.	Concerns regarding integrity of flood defences and flood risk.
4 Works on aquatic/wetland sites.	Conservation.
5 Works on contaminated or potentially contaminated land , eg former landfill, gas works, industrial use, fuel/chemical storage or production or close to a landfill site or major industrial process.	Pollution, waste disposal and gas permeation.
6 Development involving the disposal of foul sewage other than to public foul sewer including the use of septic tanks, cesspits, private sewers and private sewage treatment plants.	Pollution.
7 Development greater than half a hectare in area.	Flooding.
8 Use, storage, transfer or disposal of radioactive material.	Control and monitoring of radioactive material.

Proposal

9 **Waste Management operations,** including movement of waste, landfill, waste transfer stations, incinerators, scrapyards, recycling plants.

10 **Commercial and industrial development.**

11 **Agricultural operations** including livestock and poultry units, chemical and fertilizer storage, silage manufacture/ storage and disposal of manure.

12 **Works involving fisheries** including fishing licences, fish stocking, fish farming and fish transport.

13 **Ponds, lakes and reservoirs.**

14 **Works within areas of environmental and archaeological designation.**

15 **Abstraction of water from surface water or groundwater sources.**

16 **Works incorporating any infill or excavation operation.**

Environmental Implications

Waste disposal and pollution.

Pollution, waste disposal and flooding.

Pollution and waste disposal.

Health of fish and pollution from farming.

Flooding, water resources, conservation and fisheries.

Protection of species and habitats.

Protection of water resources, natural environment and existing water users.

Pollution and waste disposal.

KENT AREA CONTACTS

GENERAL ENQUIRIES (Monday - Friday 0900 - 1700)
0645 333 111

ENVIRONMENTAL INCIDENTS AND EMERGENCIES (24 hour)
0800 80 70 60

FLOOD WARNING INFORMATION (24 hour)
0645 88 11 88

KENT AREA OFFICE

Orchard House
Endeavour Park
London Road
Addington
West Malling
Kent ME19 5SH

Tel: 01732 875587
Fax: 01732 875057

DISTRICT OFFICES

TONBRIDGE

Medway House
Powdermill Lane
Leigh
Tonbridge
Kent

Tel: 01732 838858
Fax: 01732 838868

RYE

Scots Float Depot
Military Road
Playden
Rye
East Sussex TN31 7PH

Tel: 01797 223256
Fax: 01797 226711

CANTERBURY

Rivers House
Sturry Road
Canterbury
Kent CT2 0AA

Tel: 01227 765061
Fax: 01227 762981

HARBOUR OF RYE

Harbour Office
Old Lydd Road
Camber
Rye
East Sussex TN31 7QS

Tel: 01797 225225
Fax: 01797 227429

SOUTHERN REGION ADDRESSES

REGIONAL OFFICE

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

SUSSEX AREA

Environment Agency
Ridgeworth House
5 Liverpool Gardens
Worthing
West Sussex BN11 1YH
Tel: 01903 215 835
Fax: 01903 215 884

KENT AREA

Environment Agency
Orchard House
Endeavour Park
London Road
Addington
West Malling
Kent ME19 5SH
Tel: 01732 875 587
Fax: 01732 875 057

HAMPSHIRE & ISLE OF WIGHT AREA

Environment Agency
Sarum Court
Sarum Road
Winchester
Hampshire SO22 5DP
Tel: 01962 713 267
Fax: 01962 841 573

ISLE OF WIGHT

Tel: 01983 822 986
Fax: 01983 822 985



— Area Administrative Boundaries

- - - Regional Boundary

● Area Office



ENVIRONMENT AGENCY

If you think flood warnings are in force in your area, call our 24-hour 'dial and listen' information line.

**ENVIRONMENT AGENCY
F L O O D C A L L
0645 88 11 88**

For general enquiries please call your local Environment Agency office. If you are unsure who to contact, or which is your local office, please call our general enquiry line.

**ENVIRONMENT AGENCY
GENERAL ENQUIRY LINE
0645 333 111**

For 24-hour emergency hotline number for reporting all environmental incidents relating to air, land and water.

**ENVIRONMENT AGENCY
EMERGENCY HOTLINE
0800 80 70 60**

**NATIONAL LIBRARY &
INFORMATION SERVICE**

SOUTHERN REGION

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



ENVIRONMENT
Agency

ENVIRONMENT AGENCY



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