

Handbook owner: Belper Town Council

Derby and Derbyshire Flood Warden Handbook

November 2020
Version 1.0

Community: Belper Parish

FLOODS
DESTROY
DESTROY
BE PREPARED

The lead Flood Warden / co-ordinator in this community is:

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The Flood Alerts and Warnings available in this community are:

FLOOD ALERTS		
Name	Description	Quick Dial Code
Lower Derwent in Derbyshire	Flooding is possible for: River Derwent and tributaries from Rowsley to the River Trent at Shardlow	206009

FLOOD WARNINGS		
Name	Description	Quick Dial Code
River Derwent at Belper	Flooding is expected for: River Derwent at Belper including riverside farms and works.	306042
River Derwent at Milford	Flood is expected for: River Derwent at Milford including Foundry Lane properties, Riverside Garden Centre and Bowling Green	306063

Before, during and after a flood, call Floodline on 0345 988 11 88 to hear the latest information for your area using the Quick Dial number above.

Please select:

- Option 1 (England)**
- Option 1**
- Option 1**
- Option 1 followed by Quick Dial Code above**

Version Control

Title	Issued	Version	Changes
Flood Warden Handbook	2020	1.0	-

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1. Introduction

As a Flood Warden, you will play an important role in the warning and prevention of flooding within your community, helping and preparing those in the local community that are at risk of flooding. You will be a vital link between the local residents and those responsible for responding to an incident.

This handbook will help you to undertake your role as a Flood Warden by providing advice and information.

Handbook user information

Roles and responsibilities of Flood Wardens will differ in each community, depending on the requirements of that community during flooding. This handbook suggests activities that you could undertake as a Flood Warden.

You should think carefully about how you will operate as a Flood Warden and your specific role in your community, ensuring that your duties are reasonable and will not cause stress or endanger your life.

Flood Wardens are recommended (where possible) to operate in conjunction with established groups that already exist within the community such as a Parish Council, community group or voluntary group. By working together, you will be able to develop a robust network of Flood Wardens who are able to respond to flooding in a coordinated and efficient way.

Types of flooding

Flood Wardens may encounter many different types of flooding. Dependent on the community that you operate in, a number of factors will determine what type of flooding might occur. The main types of flooding are:

Coastal flooding (tidal)

Happens when high tides and stormy conditions occur at the same time. A tidal surge may form which can cause serious flooding.

River flooding (fluvial)

Happens when a watercourse cannot cope with the water draining into it from the surrounding land. This can happen, for example, when heavy rain falls on an already very wet catchment.

Surface water flooding (pluvial)

Happens when heavy rainfall overwhelms the drainage capacity of the local area. It is much more difficult to predict and pinpoint than river or coastal flooding.

Sewer flooding

Happens when sewers are overwhelmed by heavy rainfall or when they become blocked. The likelihood of flooding depends on the capacity of the local sewerage system. Land and property can be flooded with water contaminated with raw sewage as a result. Rivers can also become polluted by sewer overflows.

Groundwater flooding

Happens when water levels in the ground rise above surface levels. Groundwater flooding can last for several weeks.

Reservoir flooding

Some reservoirs hold large volumes of water above ground level, contained by walls or dams. Although the safety record for reservoirs is excellent, it is still possible that a reservoir dam could fail. This would result in a large volume of water being released very quickly.

Sandbags

Sandbags are of limited use during a flood and residents at flood risk should be encouraged to purchase purpose-designed flood protection equipment to help protect their home.

The Environment Agency does not provide sandbags to members of the public to protect individual properties. Instead, they use sandbags to build temporary defences or to strengthen existing defences to reduce the risk of flooding to as many properties and key infrastructure as possible.

Your community may have a Resilience Store, usually managed and maintained by the Town Council. With other flood response equipment, the store should contain a stock of filled sandbags for vulnerable local residents. The County Council, District or Borough Council do not have a duty to provide sandbags, however, they may have limited supplies that they can provide for vulnerable residents, unable to provide their own. When heavy rainfall and flooding is sudden it will be difficult for delivery of sandbags to reach residents in time. Information on the latest sandbag policy can be found on the Derbyshire County Council website. Amber Valley Borough Council offers residents of Amber Valley the option that they may obtain a supply of up to 10 free empty sandbags and guidance literature is available from the Ripley Town centre office.

Environment Agency services

Flood Warnings and flood information

The Environment Agency is the principal flood risk management operating authority in England. They have powers to provide measures to reduce the risk of flooding on main rivers and tidal waters. The Environment Agency issue Flood Warnings to the public, businesses, the media and organisations, warning them of the risk of flooding, encouraging action to be taken. Using the latest available technology, the Environment Agency monitor rainfall, river levels and sea conditions 24 hours a day and use this information to forecast the possibility of flooding. If flooding is forecast, messages are issued using a set of three easily recognisable levels which indicates the potential risk: Flood Alert, Flood Warning and Severe Flood Warning. These 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 preceding it.

The Environment Agencies flood warning service is a multimedia messaging system that disseminates warning messages via multiple channels including telephone, mobile phone, email and SMS text messaging. You can sign up to flood warnings by contacting your local Environment Agency office or by registering online at: <https://www.gov.uk/sign-up-for-flood-warnings>. The online platform can only be used if you live in a potential flood risk area. The Town Clerk on receipt of your registration form will contact Derbyshire County Council and register you manually to receive these updates.

A summary of the current warnings in place in England and Wales can be found on the Environment Agency website at: <https://flood-warning-information.service.gov.uk/warnings>. This page is refreshed every 15 minutes.

The Flood Warning codes, what they mean and suggested actions to take can be found on page 12.

Many (but not all) parts of the country are covered by the Environment Agency's Flood Warning Service.

As a Flood Warden, you should be signed up to receive both Flood Alerts and Flood Warnings. We issue Flood Alerts when low-lying land and roads are expected to flood, and Flood Warnings when properties will be affected. The Flood Alert, which is often sent first, will give you more time to prepare your community for flooding.

Find out if your area is covered by Flood Warnings by calling Floodline on 0345 988 1188, or checking on the Environment Agency website at: <https://www.gov.uk/check-flood-risk>

Floodline

Floodline call operatives can provide you with general information on how to prepare for flooding. There is also a recorded message system that Flood Wardens and members of the community can call to find out the latest information within your area using your local Quick Dial number see page 2.

Five Day Flood Forecast

A five day flood forecast can be viewed at: <https://flood-warning-information.service.gov.uk/5-day-flood-risk>.

River Levels on the Internet

Current river levels can be viewed at: <https://flood-warning-information.service.gov.uk/river-and-sea-levels>. River level information is updated twice daily in normal flows, and up to hourly in times of flooding.

Viewing a property's long term flood risk

The long term flood risk of a property can be viewed at: <https://flood-warning-information.service.gov.uk/long-term-flood-risk>.

Practical advice and guidance

Information publications on flooding can be found on the on the gov.uk website (<https://www.gov.uk/browse/environment-countryside/flooding-extreme-weather>). Advice is available on what steps to take before, during and after a flood, protecting your property from flooding and information on riparian ownership.



FLOOD ALERT



FLOOD WARNING



SEVERE FLOOD WARNING

Warning no longer in force

What it means	Flooding is possible. Be prepared	Flooding is expected. Immediate action required	Severe flooding. Danger to life.	No further flooding is currently expected for your area.
When it is issued	Two hours to two days in advance of flooding	Half an hour to one day in advance of flooding	When flooding poses a significant risk to life or significant disruption to communities	When a Flood Warning or Severe Flood Warning is no longer in force
Impacts likely to be seen	Flooding on fields, recreation land and car parks. Flooding of minor roads and farmland	Flooding of homes and businesses Flooding of rail infrastructure Flooding of roads with major impacts Extensive flood plain inundation (including caravan parks or campsites) Flooding of major tourist/recreational attractions	Deep and fast flowing water Debris in the water causing danger. Potential or observed collapse of buildings and structures Communities isolated by flood waters Critical infrastructure for communities disabled Large number of evacuees	No new impacts expected from flooding, however there still may be standing water following flooding Flooded properties Flooding or damaged infrastructure
Recommended actions	Be prepared to act on your flood plan. Prepare a flood kit of essential items. Avoid walking, cycling or driving through floodwater. Farmers should consider moving livestock and equipment away from areas likely to flood.	Protect yourself, your family and help others. Move family, pets and valuables to a safe place. Turn off gas, electricity and water supplies if safe to do so. Put flood protection equipment in place. If you are caught in a flash flood, get to higher ground.	Stay in a safe place with a means of escape. Be ready should you need to evacuate from your home. Cooperate with the emergency services. Call 999 if you are in immediate danger Call Floodline for up to date information.	Be careful. Flood water may still be around for several days and be contaminated. If you have been flooded, ring your insurance company as soon as possible.

3. Flood Warden legal responsibilities, insurance and liability advice

Flood Wardens are volunteers and do not receive payment. There is no employment contract between a Flood Warden and Local Authorities, the Environment Agency. The County Council and the Environment Agency provide training, support and guidance to Flood Wardens and suggest how they could carry out their duties.

What if a Flood Warden gets injured?

It is important to check whether you would be indemnified against personal injury within the Town Council insurance policy. If Flood Wardens are deployed by a Local Authority to undertake a specific role (e.g. under the community flood signage scheme), they may be covered by the council's insurance policy. Local Authorities and the Environment Agency will not be liable for Flood Warden injuries unless the injury arose due to their negligence. They will never ask a Flood Warden to carry out any duties that a reasonable, competent person is not able to do safely.

If damage is caused by a Flood Warden, who is liable?

In some communities, Flood Wardens may be acting as agents of their Town Council. If this is the case, it is implied that their Town Council indemnifies them against liability arising from their actions, unless they act negligently. Flood Wardens should check their Town Council insurance policy to ensure they are covered against liability for their actions. All non-parish based Flood Wardens should ensure that their duties are covered via another means of insurance. Your Local Authority or the Environment Agency may be able to offer some advice on this.

Some communities have signed up to Community Flood Signage Schemes and are permitted to close off pre-designated roads on behalf of the Authority. Under these circumstances Flood wardens are covered by the County Council's insurance policy.

The Environment Agency advises that in an emergency situation there is a possibility that Flood Wardens could be under considerable pressure. It is more likely that a Court would give an unpaid volunteer the benefit of the doubt as to whether they acted reasonably in the circumstances than a trained employee did. Local Authorities, the Environment Agency and Belper Town Council advise all Flood Wardens that they should conduct themselves as any reasonable and prudent person would, thereby protecting themselves against claims of negligence.

4. Safety information

This section highlights the possible hazards and dangers that a Flood Warden may encounter while performing their duties. Below is a list of hazards, with an explanation of what they are and how they can be avoided. It is recommended that Flood Wardens/Parish/Town Councils/Community Groups undertake dynamic risk assessments prior to undertaking the Flood Warden role.

Drowning

Common perception is that drowning occurs in deep water such as a main river when in actual fact a person could drown in just an inch (2.5cm) of water. It is also worth bearing in mind that six inches (15cm) of flowing water is all it takes to sweep an adult off their feet. This is particularly relevant when entering flooded fields near to a river where the water could still be flowing. **We advise all Flood Wardens against entering floodwaters of any description.** It is preferred that Flood Wardens carry out their duties without the need to 'get wet'.

Contamination

Flood water can contain contaminants such as sewerage and pollutants. To avoid contamination, it is recommended that Personal Protective Equipment (e.g. hi-vis jackets and wellies) should be washed after use and gloves worn when handling flood equipment (e.g. sandbags and flood boards). Good hand hygiene should be practiced with regular hand washing.

The publication 'Floods: how to clean up safely' also contains useful advice about how to clean up after a flood. You can view this publication here:

<https://www.gov.uk/government/publications/floods-how-to-clean-up-your-home-safely>

Hepatitis A

Hepatitis A is a virus present in faeces and therefore present within a flood environment contaminated by sewage. The virus is contracted via the faecal-oral route.

Gastrointestinal illness

Ingestion of bacteria that can cause gastrointestinal infection is a significant risk to all people who work within the water environment. Raw sewage which can be found in flood water contains a large number of organisms including; Salmonella, Campylobacter, pathogenic Escherichia Coli, Listeria and Cryptosporidium.

Contamination (cont.)

Leptospirosis

Two types of leptospirosis infection can affect people in the UK.

Weil's disease is a serious and sometimes fatal infection that is transmitted to humans by contact with urine from infected rats. The Hardjo form of leptospirosis is transmitted from cattle to humans.

The main people at risk are wardens who are exposed to rats, rat or cattle urine or to fetal fluids from cattle. Wardens in contact with canal and river water are at possible risk and farmers are the main group at risk for both types of the disease. Other people who have contracted leptospirosis in recent years include vets, butchers, and abattoir and sewer workers.

Getting rid of rats and not touching them with unprotected hands can prevent infection. It is important to cover all cuts and broken skin with waterproof plasters before and during your duties. Wash your hands after handling any animal and always before eating and drinking. Leptospirosis is much less severe if treated promptly.

Hypothermia

Hypothermia is caused by getting too cold. It is a condition in which your normal body temperature of 37°C (98.6°F) drops below 35° (95°F). This is most common in cold environments, and the risk is increased if you are not wearing enough layers to keep warm, or do not have your head covered (the largest proportion of body heat is lost through the head). Hypothermia is also possible in mild weather, for example, if you get soaked in a rain shower and do not dry off properly soon afterwards, particularly if there is also a cool wind. The water evaporating from your skin brings down your body temperature.

If the weather is cold, make sure you're dressed appropriately before you go outside. Most body heat is lost through the head, so wear a warm hat. Layers of clothing trap air, which helps to keep you warm – tightly woven, waterproof clothes are best. Drink plenty of fluids and hot drinks (not alcohol) and eat regular, balanced meals to give you energy.

A Flood Warden should cease their duties and return home immediately if they start to show signs of Hypothermia. Remember to listen to the advice of others, as they may see you showing signs of hypothermia before you realise the onset of it.

Hostile people/residents

When under stress, such as that from flooding, people can become irrational and aggressive. Always approach people in a civil, polite manner, clearly explaining what role you hold and how/if you can help. If they become aggressive in any way, leave them alone and do not attempt to help unless approached and asked specifically.

Manual handling

While attending to your responsibilities as a Flood Warden, people might expect you to help move items with them. Make it clear to people that this is not your responsibility and you have other duties to attend to. If helping is unavoidable, be very careful not to lift anything too large, awkward or heavy and refuse to do so should you think it so. A Flood Warden needs to remember that they are there to provide advice and co-ordinate the response effort, not to get physically involved.

Other hazards

Try not to walk on uneven or slippery ground and always wear sturdy, appropriate foot wear.

Hidden hazards

Flood Wardens and members of the public should not enter flood water. Often there are hidden hazards such as raised manhole covers, hidden drains, ditches and debris.

Livestock

Livestock are unpredictable in behavior and can be very dangerous, especially if under stress. Only enter an area inhabited by livestock with trained personnel, such as a farmer, and then only if you feel it is safe to do so.

Traffic

During flooding, people will want to remove people and property away from the affected area as quickly as possible, and will not always be concentrating on their driving and the road ahead. Poor driving conditions and decreased visibility in bad weather can exacerbate this problem. A Flood Warden should always wear a high visibility jacket and take extra care when on public highways and thoroughfares.

It is also possible that a road might be severely flooded and will need to be closed to traffic. This falls under the responsibility of the Unitary / County Council Highways Team. Where a Flood Signage Scheme is in place, Flood Wardens may be permitted to close of a road to enable it to be done quickly.

5. The Flood Warden role

Before a flood

The role of a Flood Warden depends on the specific requirements of each community and the flooding issues found within your area.

A Flood Warden should be able to give advice and information to those at risk, explaining the risk to people in the community and encouraging them to be prepared for flooding. Flood Wardens should also raise any flood risk concerns to their local Environment Agency office or Local Authority, dependent on the responsibility of the authority involved.

Depending on the requirements of the community, Flood Wardens may be involved in the following activities:

Monitor watercourses

Monitoring the condition of watercourses within the community can be an important part of your role. By reporting blockages and maintenance requirements early, unnecessary floods may be avoided. Please call the Environment Agency's 24hour Incident Hotline on **0800807060** to report a blockage or flooding.

Flood Warnings sign-up

Encourage residents to sign up to flood warnings and distribute information to raise awareness within the community. The Environment Agency can provide material for you to display on notice boards, via leaflet drops or to distribute at community meetings.

You should also raise the awareness of Floodline among residents so they can access up to date flooding information upon receipt of a flood warning. The Floodline telephone number (0345 988 11 88) and local quick dial code is possibly the most important piece of information that you can pass on to local residents.

Advertising in a local magazine or on a community website would be a great way to inform the community of registering to receive Flood Warnings.

Prepare a Community Flood Plan

A Community Flood Plan is an important document. It will help to define actions required within your community before, during and after a flood. It should contain all the necessary information needed to prepare your community for flooding and help to ensure a smooth, well prepared community response to flooding, identifying trigger based actions to take before, during and after a flood. The hierarchy of your Flood Warden scheme, contacts and Flood Warden areas of responsibility should be included in the Flood Plan Appendix. It should also detail how information from the Environment Agency is disseminated through Flood Wardens and when.

Belper Town Council are working on a Community Flood Plan.

Identify vulnerable residents

Identifying properties with disabled, elderly or infirm residents will help you to prioritise those in need of help. It is recommended that Flood Wardens are aware of any vulnerable residents within their community and have a way of contacting them during a flood. This information should be held within the Community Flood Plan and should be stored adhering with Data Protection Guidelines.

Pet owners may need special consideration, as the whereabouts and wellbeing of their pets will cause them additional concern. Encourage them to plan in advance how to keep their animals safe.

New residents moving into the area, or temporary residents like tourists, are very vulnerable to flooding due to their lack of local knowledge of local flood risk. For new residents, you could contact them reasonably soon after moving in, explaining your role and encouraging them to sign up to receive free Flood Warnings. However, for temporary visitors (who are staying at a holiday cottage for example) it is not recommended that you approach them to explain the Flood Warden role. However, it may be appropriate to note these properties for attention during times of flooding.

Property Flood Resilience and home insurance

Encourage flood risk residents to purchase flood resilience equipment to protect their property. Further information on equipment available can be found in the Blue Pages:
<http://bluepages.org.uk/>

Similarly, help encourage residents to insure their home if they haven't already. The FloodRe insurance scheme helps keep home insurance for flood risk residents affordable. Further information can be found at: <https://www.floodre.co.uk/>

Establish a Community Flood Signage Scheme

It is recognised that communities / Flood Wardens are sometimes able to close off flooded roads quickly, where the highways authority (County or City Council) may be delayed due to weather conditions / widespread flooding.

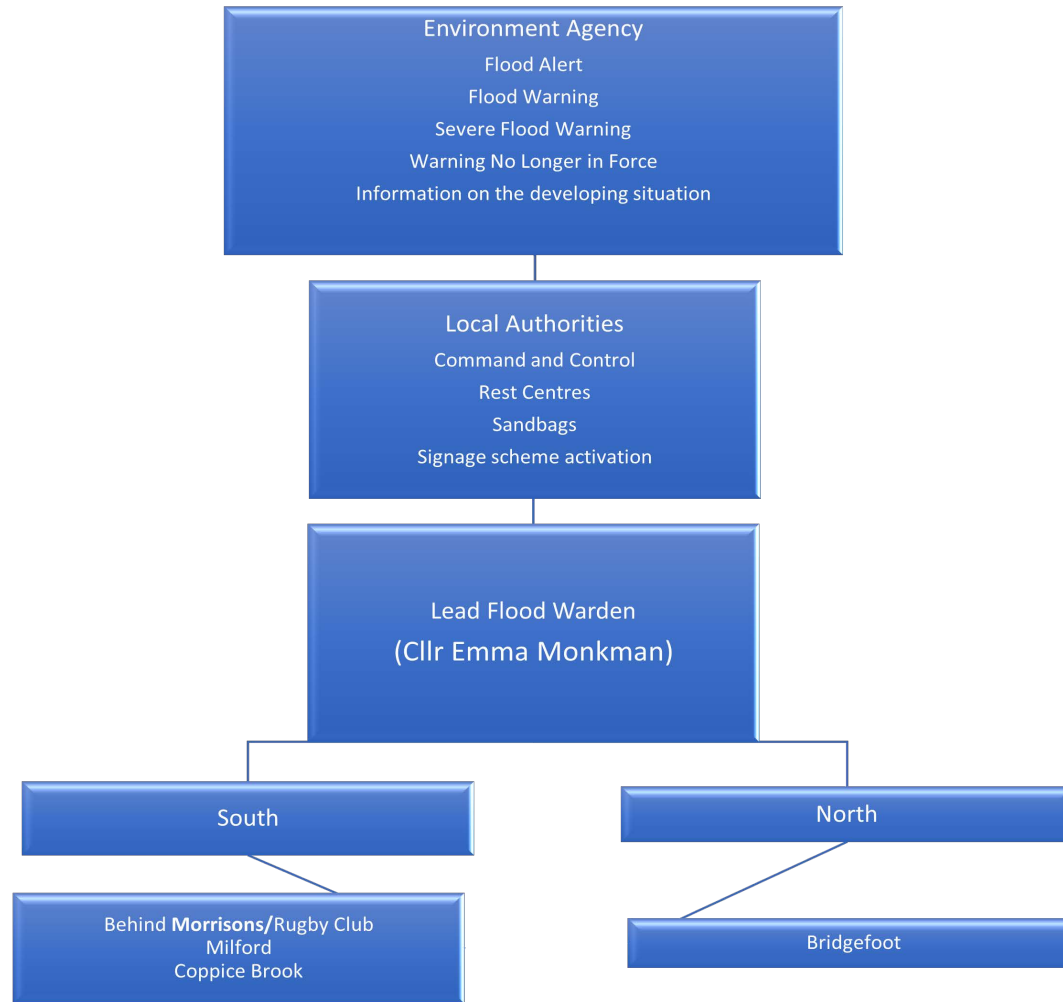
Please get in contact with your local County Council to find out whether they offer a Community Flood Signage Scheme.

Appoint Deputy Flood Wardens

If the community you serve is quite large, then performing the suggested activities above could be too much for one individual. This is also important if during a flood, you are providing information on the situation to a large community. **We recommend a Flood Warden doesn't attempt to support more than 25 properties at risk of flooding.** This will depend on factors such as the amount of time given between a Flood Warning and the onset of flooding.

It is recommended that 'Head' Flood Wardens recruit Deputy Flood Wardens who can carry out similar duties to them in an allocated area if required. The Deputy's primary role in the flood response effort is activated by the 'Head' Flood Warden who should contact their Deputies on receiving a Flood Alert / Flood Warning. However, they may have to stand in for the 'Head' Flood Warden if they are on holiday or need to cover them during a prolonged incident. A suggested structure and the flow of information from the Environment Agency.

Flood Warden Structure



It is advisable that standby Flood Wardens are recruited, should the Head Flood Warden and Deputy Flood Warden be unable undertake their role, for example if they are on holiday.

During a flood

Flood Wardens are a key communication channel during times of flooding between the community and those whose job it is to provide support. Residents may look to their Flood Warden(s) to provide information and guidance.

The main role of a Flood Warden is to pass information from the Environment Agency, Local Authorities and Emergency Services to local residents, and vice-versa. The information provided by the Flood Wardens will help the responding agencies allocate resources appropriately. Contact details of the agencies that you should pass information to should be contained within your Community Flood Plan. For ease, there is a section to contain these details within this handbook in Section 6.

A Flood Warden should make themselves known to emergency services on scene (where it is safe to do so and without entering a cordon). Local information that can be provided to aid the emergency response will be invaluable. For example:

- location of known vulnerable residents who may not be able to self-evacuate
- details of properties where owners are away
- buildings that can be used as a place of safety for evacuated residents
- hazards that maybe hidden by flood water e.g. manholes, drains and ditches

Tell them what they need to know and what your role is, and let them proceed unhindered.

Community Flood Plan

The information for what action to take before and during a flood should be in a Community Flood Plan, and ideally as part of a wider Community Emergency Plan. During a flood event the Flood Warden may be the instigator of this plan. This will include the duties highlighted above as well as practical issues like arranging the storage and placement of sandbags, flood boards and warning signs.

We recommend that Flood Wardens should not live in a property that is vulnerable to flooding. This is because a Flood Warden cannot easily pass information to local residents and assist the community with their response if they are trying to prevent their own property from flooding.

If you are at risk of flooding, and are keen to be a Flood Warden, it is recommended that you ensure you are personally well prepared, so that you can quickly implement you own flood plan before helping others. The Environment Agency is able to provide you and members of your community with a personal flood plan template.

The personal safety of a Flood Warden is of paramount importance. Please remember that Flood Wardens are not part of the paid emergency services and are urged not to place themselves in danger in any way. They should observe the instructions of the emergency services and not undertake evacuations.

Flood Wardens should not walk or drive in flood water. It takes only 15cm (six inches) of fast flowing water to knock an adult over and only 60cm (two feet) of water to lift and sweep away a 4x4 or small lorry. There may also be hidden dangers in the water such as rubble and sewage.

Do not attempt to deal with any potentially difficult situations. This applies to dealing with someone who, in some way, hinders the flood response efforts. This could be through not moving a car when asked to do so or generally being aggressive and uncooperative during the flood relief effort. You should not try to deal with this situation but contact the relevant authorities that will take the appropriate action.

Remember that your role is to inform the community of the developing situation and undertake any actions identified in your Community Flood Plan. It is not to carry out the job of the emergency services.

After a flood

Following a flood event it is important that you should stay in a state of readiness until the all clear has been received from the emergency services and Environment Agency (this may be a 'Warning No Longer in Force' message). This is because flooding could reoccur quite quickly, especially if the flooding is due to bad weather and the catchment is already saturated.

Clearing up

Once the all clear has been received, the community can then begin to clear up the damage sustained during the flood event. You may be expected to provide guidance in the clear up effort, but this should be clearly stated in your Community Flood Plan. Your Local Authority can help with information and advice. Where insurance claims are to be made it may be necessary for loss adjusters to visit prior to removal of damaged belongings so make sure those who have been flooded know this.

Post event information collection

It is important to try and collect as much information as possible about the flooding that occurred. This could be in the form of writing down notes throughout the incident of where and when the water levels rose, taking photographs detailing the location and time or speaking with members of the community about their experiences. This should be completed as soon after the flood event as possible while details are still fresh in the memory.

The information Flood Wardens and members of the community provide will enable the Environment Agency to map the flood event to develop their flood maps, informing their decisions about how they manage flood risk in the future and improve the Flood Warning Service.

Information gathered by the Flood Wardens can also help the community review the response to the flood event and highlight any improvements for the future. The following page shows a post event record sheet template that you could use.

Date	Time	Location	Weather conditions	Flooding description (including levels type, local response and warnings received)	Lessons learnt	Personnel involved
04/05/06	16:30	High Street	Heavy rain and wind	River has overtopped its banks by the bridge and low lying farmland has flooded as a result	Possible weak point of river bank identified	Parish Council, Flood Warden, Environment Agency, Police, Fire Service

Flood Warden role in brief

	Should	Should not
BEFORE	<ul style="list-style-type: none"> ✓ Identify the flooding problems associated with their community ✓ Make a Community Flood Plan in conjunction with the local authority ✓ Monitor the state of the watercourses within their community ✓ Encourage residents to sign up to receive free Flood Warnings ✓ Distribute information to raise flood awareness within the community ✓ Encourage residents to protect their properties in advance of a flood ✓ Recruit deputy wardens if necessary 	<ul style="list-style-type: none"> ✗ Have property vulnerable to flooding themselves if possible.
DURING	<ul style="list-style-type: none"> ✓ Heed emergency services advice at all times ✓ Consider their safety as paramount at all times ✓ Provide a way of sharing information from the Environment Agency, Local Authority and emergency services to local residents ✓ Collect flood event information, including photographs, maps and levels. 	<ul style="list-style-type: none"> ✗ Operate or repair flood defence structures or equipment unless trained to do so ✗ Enter flood waters at any time ✗ Evacuate members of the community ✗ Use any equipment that you have not been trained or authorised to use. ✗ Try to deal with argumentative or aggressive people themselves.
AFTER	<ul style="list-style-type: none"> ✓ Provide guidance in the post flood clear up ✓ Collect post flood data and share it with the Environment Agency or Local authority 	

Contact Directory

This section is for Flood Wardens to list useful telephone numbers that could be used to find out information during flooding or to report problems.

Floodline: 0345 988 11 88

(for up to date flooding information)

Environment Agency 24 hour flooding incident hotline: 0800 80 70 60

(to report flooding or other issues)

Local Environment Agency office number during a flood incident (not to be shared publicly): 0300 200 3176

(to speak to a duty officer before or during flooding)

Authority	Telephone	Emergency
County / City Council	01629 53319	Serious Flooding Contact Environment Agency
County / City Council Highways	101	Emergency Planning 01629 538364
District / Borough Council	01773 841414	
Fire and Rescue	01332 777850	999
Police	101	999
Ambulance	0115 884 5000	999
Water Provider Severn Trent	0800 783 4444	
Power Provider Western Power	0800 678 3105	
Gas Leaks British Gas	0800 111999	
Other		
Other		