

# Flood Warden Information

A quick guide for flood wardens



Photo: E Doherty

# Who are Flood Wardens?

Flood Wardens are volunteers who help ensure our flood warning messages reach the local community and are then acted upon. They act as our “eyes and ears” by updating us about the situation on the ground – wardens have a direct line through to the Environment Agency Area Incident Room.

## What do they do?

### During an event

- Keep Tewkesbury Borough Council / Environment Agency staff informed of the river levels
- Make sure local people are aware of the situation and encourage them to take action
- Help identify and support the most vulnerable people in their community
- Co-operate with the emergency services
- Help to coordinate the actions in the Community Flood Plan/ Emergency Plan (if available)
- Keep a log of events and actions taken
- Take photographs of flooding if safe to do so
- Report flooding or issues such as blockages likely to lead to flooding

### At other times

- Help to raise awareness of flooding issues within the local community
- Report issues such as blockages of bridges or damage to flood defences
- Encourage local people to register for a free flood warning service (if available)
- Ensure people are aware of Floodline and know their quickdial code
- Promote self help within the community
- Some wardens attend parish council and other local meetings to ensure flooding issues retain a high profile
- Some groups hold meetings to discuss flooding issues and to try to influence relevant organisations
- Some groups put together a flood action plan to help to reduce the effects of flooding
- Act as an interface between the community, Environment Agency, Local Authorities and other organisations with a role to play in managing floods.

## Flood Wardens DO NOT

- Place themselves at risk or undertake any activity that places them in danger
- Undertake any activity they are not comfortable with
- Take responsibility for protecting anyone's property
- Help the Environment Agency or Local authority staff operate or repair flood defences,
- Absolve riparian owners of their responsibility to clear and maintain watercourses.
- Go on private property to monitor watercourses, although you could ask local people to keep you informed of any problems with watercourses running through their property

## Flood Warning Information



FLOOD ALERT

A **Flood Alert** is used to warn of the possibility of flooding and encourage people to be alert, stay vigilant and make early preparations for flooding.

**What to do:** Be prepared to act on your flood plan; monitor local water levels and the flood forecast on the Environment Agency web site.



FLOOD WARNING

A **Flood Warning** is used to warn of expected flooding and to encourage people to take action to protect themselves and their property.

**What to do:** Move family, pets and valuables to a safe place; turn off gas and electricity and water supplies if it is safe to do so and put flood protection equipment in place.



SEVERE FLOOD  
WARNING

A **Severe Flood Warning** is used when there is significant risk to life or significant disruption to communities.

**What to do:** Stay in a safe place with a means of escape; be ready should you need to evacuate your home; co-operate with the emergency services. Call 999 if you are in immediate danger.

## Who to contact

### **If you have a concern about a watercourse:**

- If it needs repair, cleaning or maintenance
- If you are concerned about changes to it

Contact Tewkesbury Borough Council at 01684 295010

### **For more information on flood wardens:**

Tewkesbury Borough Council 01684 295010

<http://www.tewkesbury.gov.uk/index.aspx?articleid=2680>

### **To report flooding, pollution or major blockages:**

Call the Environment Agency Incident Hotline (24 hour): 0800 80 70 60

### **For general advice on preparing for flooding:**

Visit: <https://www.gov.uk/prepare-for-a-flood>

### **To register for free flood warnings:**

Call: Floodline on 0345 88 11 88

Or visit: <https://www.gov.uk/sign-up-for-flood-warnings>.