

FLOOD WARDEN HANDBOOK



Northamptonshire
County Council
Flood Toolkit

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Introduction



What are Flood Wardens?

Flood Wardens can help a community to be prepared for flooding and can bring the community together during difficult times.

Flood Wardens are members of the local community - they can be individuals, representatives of the Parish Council or existing volunteers, for example Community Resilience Volunteers, Highway Wardens or Police volunteers. Northamptonshire County Council, in partnership with NFRS and the Environment Agency, can support Flood Wardens in their role and provide the necessary training.

Depending on the size of the community, it may be appropriate to have a single flood warden to cover a street or connecting streets or even the whole community. It is useful to have a deputy flood warden in case you are away when a flood incident occurs.

Flood Wardens can help local communities to understand their flood risk and that they all have a responsibility to look after themselves, their family and property before, during and after a flood.

Flood Wardens are the eyes and ears of the community and often called ‘flood watchers’. Whether they are out walking their dog, riding their horse or just walking to the shop they can keep an eye out for blocked drains and culverts¹, tree branches in rivers, and anything else that may cause a flood risk and report them to the appropriate land or property owners.

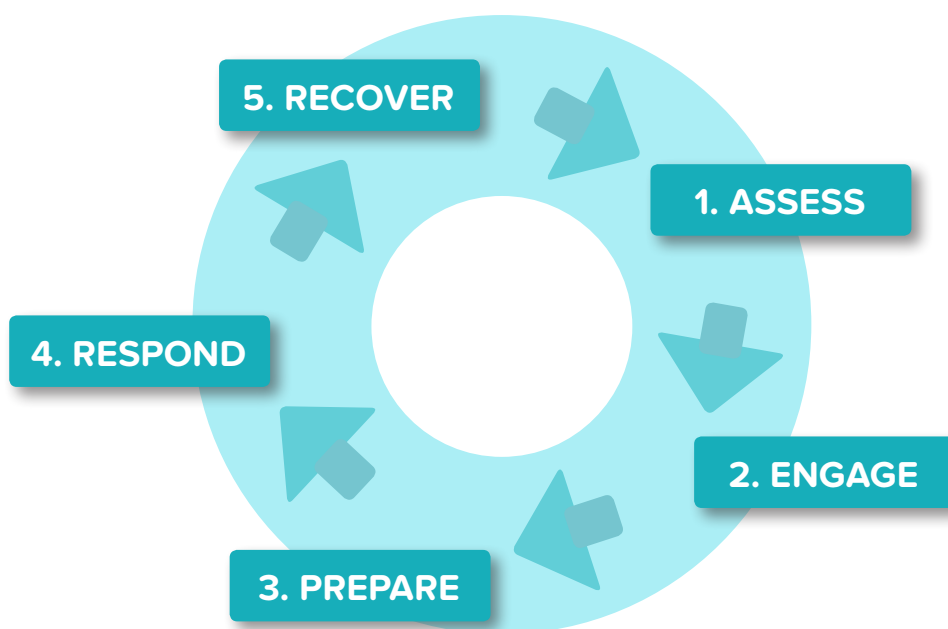
¹ A culvert is a structure or pipe that allows water to flow underground in order to avoid an obstruction, such as a road or railway.



Flood Wardens Handbook

This Flood Wardens Handbook has been produced by the Northamptonshire County Council (NCC) Emergency Planning Team to give Flood Wardens the information they need to undertake their role.

The handbook is laid out into five sections which demonstrate the roles of the flood warden, including:



It is important that appointed flood wardens have the adequate knowledge and expectations and understand the limitations of their role. This handbook will equip flood wardens with knowledge on each aspect of their role so they are prepared to deal with flooding within their community.

This handbook is a reference document to support the flood warden's role and includes checklist and contact details under the [Response Section in Section 4](#).

Assess

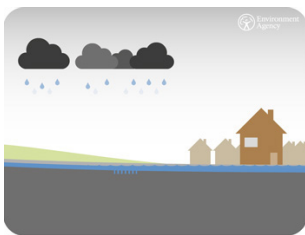
As a Flood Warden you should:

- Learn about flood risk
- Identify the flooding problems associated with your community
- Identify who is responsible for maintenance



What can contribute to flood risk?

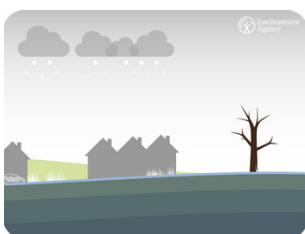
There are different causes of flooding and your community may be at risk from more than one type. Here is a description of different types of flooding and factors that can increase the likelihood of them occurring.



Surface water flooding – Surface water flooding is the main source of flooding in Northamptonshire. It happens when rain water cannot drain away in normal drainage systems or soak in to the ground. Instead the water lies on or flows over the ground. It usually happens during heavy rainfall and is made worse by blocked ditches, drains, very dry soils after periods of drought and compacted or waterlogged soil as these restrict natural drainage.



River flooding – River flooding happens when a stream or river (watercourse) cannot cope with the amount of water that is flowing into it from the surrounding land. A watercourse is any channel through which water flows, it does not have to contain water all year round e.g. ditches. When a watercourse is put into an underground pipe it is called a culvert. Blockages in watercourses, silt build up, collapses in covered watercourses all increase the risk from river flooding.



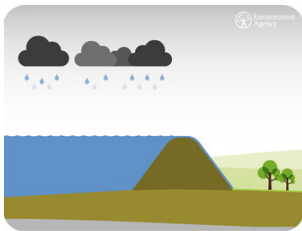
Groundwater flooding – Groundwater flooding happens when water levels in the ground rise above the surface. It is common after long periods of constant heavy rainfall and likely in low lying areas, those with natural springs and where chalk is present under the ground (which acts like a sponge to store water).



Sewer flooding – Sewer flooding happens either when the pipes in the network are blocked or when there is heavy rainfall and the sewers cannot cope with the amount of water.



Reservoir flooding – Reservoir flooding is extremely rare. It happens when there is a failure in the dam holding back the water as a result of erosion, accidental damage or water levels rising above/over-topping the dam.



Snowmelt flooding – Long periods of snowfall can result in a large volume of water being released in a short space of time when the snow melts. When the ground is frozen the water cannot enter the ground so acts like surface water flooding.

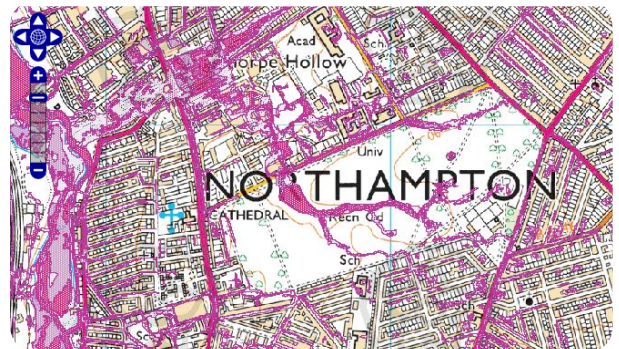
For more information visit: <http://www.floodtoolkit.com/risk/about-flooding/>



Identify your flooding problems

Use the Flood Risk maps on the Flood Toolkit to identify areas at high risk of flooding:
<http://www.floodtoolkit.com/risk/>

Talk to people in your community about any flooding they have experienced. Walk through your area and identify watercourses, ditches, drains and structures that will need to be monitored. Look for where rainfall runs off fields and surface water sewers that often become overwhelmed. It may be helpful to document these on a map or list.



Screen print from flood toolkit's 'Am I at risk?'
www.floodtoolkit.com/risk



Who is responsible?

Riparian Owners² are responsible for maintaining any watercourse, ditch or culvert running through or adjacent to their land as well as the vegetation on the banks, in order to keep these clear and prevent flooding (including main rivers). If the watercourse runs along the boundary between two neighbouring properties, each owner will be responsible for maintenance up to the centre line of the watercourse. Riparian owners can face legal action if the lack of maintenance of their watercourse causes flooding.

The Environment Agency is responsible for flood risk management activities on main rivers³ across Northamptonshire, for regulating reservoir safety, and providing river flood warnings. They have the power to undertake work on main rivers to fix a flooding issue, but would charge this cost to the Riparian Owner.

Highways England is responsible for drainage of motorways and some A-roads (A5, A14, A45, and A43).

Northamptonshire Highways are responsible for flooding issues on other roads, including blocked drains and gullies. However they are not normally responsible for ditches alongside roads, this is the responsibility of the adjacent landowner in most cases.

Northamptonshire County Council is responsible for coordinating the management of flood risk from surface water, groundwater and ordinary watercourses. However this does not mean that they can or will undertake works to fix a flooding issue, but they can investigate to find out who the Riparian Owner is and therefore who is responsible; and advise on potential solutions.

A formal flood investigation will be carried out if one or more of the following occurs:

- Flooding has affected critical infrastructure for a period in excess of three hours from the onset of flooding;
- Internal flooding of a building has been experienced on more than one occasion in the last five years; or
- Internal flooding of five buildings in close proximity has been experienced during one single flood incident.

Flood Investigation Reports are published at: <https://www.floodtoolkit.com/risk/investigations/>

Northamptonshire's district and borough councils are responsible for reviewing flood risk in planning applications. They have the power to carry out works on ordinary watercourses to fix local flooding issues. The cost of these works would be charged back to the responsible person or organisation.

Northamptonshire water and sewerage companies (Anglian Water, Severn Trent Water and Thames Water) are responsible for managing the flooding and flood risk from public sewers and water mains across the county.

Bedford Group of Internal Drainage Boards carry out consenting works on all ordinary watercourses across the county on behalf of Northamptonshire County Council. For more information visit: www.floodtoolkit.com/contacts

² All landowners and tenants whose property has a watercourse within or adjacent to the boundaries of their land, are riparian owners of that watercourse.

³ Main rivers are a statutory type of watercourse in England and Wales and are usually larger streams and rivers and are defined by the Environment Agency's Main River map. See our Flood Risk Map for a map of all Northamptonshire main rivers <https://www.floodtoolkit.com/risk/>

Engage

As a Flood Warden you should:

- **Support CRRG and help develop a Community Emergency and Flood Plan with your knowledge of local flood risk**
- **Engage with community and distribute information to raise flood awareness**

You are not expected to do this on your own and without support from your community. You will need to actively engage with the following groups.



Town and Parish Councils

Town and Parish Councils as well as Communities both play an important role in managing flood risk at the community level. They can help gather information on areas at risk of flooding by reporting any flood incidents. Furthermore they can be crucial in raising additional funding for local flood defence measures and for undertaking regular maintenance.

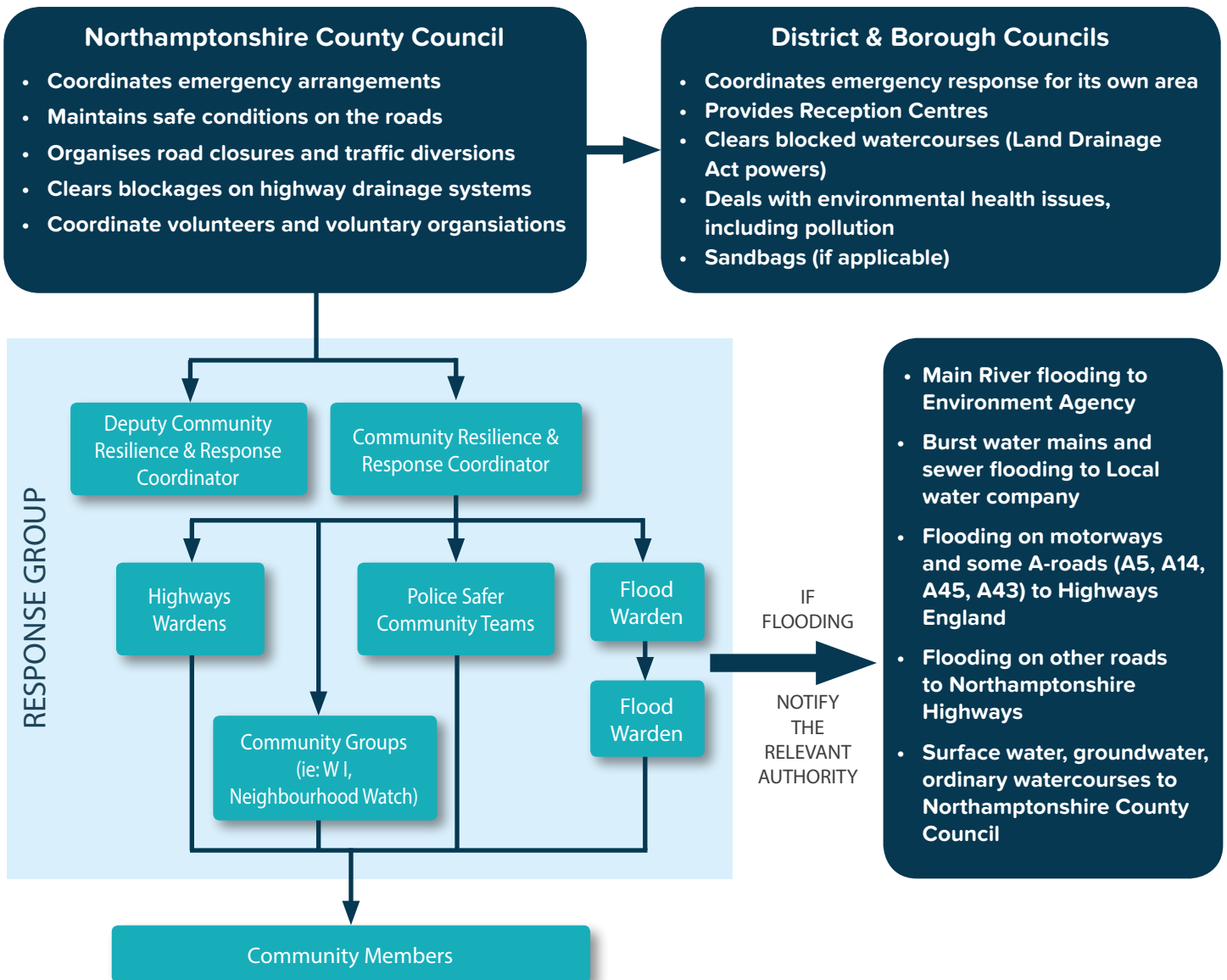


Community Resilience Response Group (CRRG)

The CRRG is a group of people who look at the emergency planning arrangements for your community. You may have been appointed by this group as one of their roles is to complete the Community Emergency and Flood Plan. You will need to engage with this group and other Flood Wardens within the community so that everyone is aware of what is going on and you can get support from your community.

The Community and Household Emergency and Flood Plans can be found at:

<https://www.floodtoolkit.com/pdf-library/>



Your Community

Along with the CRRG you will be expected to engage with your community members. This may be to:

- Pass on community resilience information.
- Talk to the community on flood related issues.
- Get support for other community members to support their community resilience.
- Check on vulnerable members of your community, especially during an emergency.
- Talk to the community about the community emergency and flood plan and encourage them to complete household emergency plans.

For more ways to engage with your community look at the Community Resilience Volunteer handbook which is also available at:

<https://www.floodtoolkit.com/pdf-library/>

Prepare

As a Flood Warden you should:

- Monitor the state of the watercourses and problem areas within your community
- Ensure regular maintenance is being carried out
- Identify properties of potentially vulnerable residents
- Sign up for warnings



Monitor your watercourses and problem areas

Any problem areas identified need to be monitored. Look for blocked drains and ditches, debris in watercourses, heavy rainfall running off farmland, blockages in grates, collapses in culverts and any changes in the flow of water in watercourses. It is especially important to do this when heavy rain is forecast. Get others involved in the monitoring, for example dog walkers who regularly walk past the watercourses and other important areas. Prioritise safety at all times and observe the watercourse from a safe distance.

When flooding on the highway is noticed (or flooding caused by highway assets) report them to Street Doctor:

www.northamptonshire.gov.uk/en/councilservices/Transport/roads/streetdoctor/Pages/Step1.aspx

For urgent reports call them on:

0300 126 1000

07000 782 112 (out of hours)

Blockages in main rivers can be reported to the Environment Agency by calling their 24 hour incident hotline on 0800 80 70 60.



Maintenance

There follows a guide for those whose responsibility it is to do ditch maintenance. The Flood Toolkit has letter templates that can be sent to landowners to request them to clear overgrown and blocked ditches and watercourses where there is a risk of flooding: www.floodtoolkit.com/how-to-guides/community-project/ > [How to work with landowners in your community](#)

- ⊗ Do not put yourself or others at risk while carrying out maintenance.
- ⊗ Do not enter the water.
- ⊗ Do not use any equipment you have not been trained and authorised to use.
- ⊗ Wear protective clothing when carrying out works and wash thoroughly as soon as possible after.
- ⊗ Clean any scratches obtained and visit a doctor if you start to feel unwell.

For ditches and watercourses:

Prepare a maintenance programme and try to carry out works when the water level is low i.e. after a period of little rainfall. If you are unable to carry out maintenance safely then you could hire a specialist company.

1. Keep growth of vegetation under control.

It is important to avoid any damage to biodiversity so mowing of banks should be minimised during the animal breeding season of March-mid-July. It is recommended to cut only up to just above the water level on one side of the watercourse, leaving the other bank uncut. This protects habitat and enables a free flow of water. You don't always need to remove all vegetation, keeping some can be beneficial for wildlife and preventing erosion.

2. Remove loose debris, litter, grass cuttings, rubble, fallen trees, etc.

This allows water to flow freely and make inspections easier. Ensure no disturbed debris flows downstream as this may cause further problems.

3. Remove excess silt

Restore the original size and shape of the ditch or watercourse. Give particular attention to this near structures such as a pipe or culvert to allow unobstructed flow of water into the structure. Silt should be removed to 150 mm below the bottom of pipes.

Deposit non-hazardous material on the bank of the watercourse temporarily to allow organisms to move back to the watercourse, then remove it. Use hand tools where possible as these are less damaging to habitats.

For grills and screens:

1. All year monitoring

Monitor and remove debris all year round but especially when high flow is expected.

For culverted watercourses:

1. Identify blockages

Do this before a total blockage occurs if possible. Look for signs of blockage or collapse such as reduced flow through the culvert. You may need to employ a company with specialist inspection and blockage clearing equipment.

2. Concrete or cobble next to a headwall

This will reduce the amount of vegetation growing around an entrance to a culvert and in turn allow easier inspection and maintenance.



Legal Aspects

To avoid harming protected species carry out heavy works in October to February. If you wish to alter a ditch or build within 9 metres of any watercourse you will need permission from the relevant authority: <https://www.floodtoolkit.com/planning/consenting/>

Many farmers take part in Countryside Stewardship Schemes with rules for maintenance of watercourses. If they do not follow the rules they may be penalised.



Vulnerable Neighbours and Data Protection

Identifying properties with disabled, elderly or infirm residents will help you to prioritise those in need of help. It is recommended that the CRRG and the Flood Wardens are aware of any vulnerable residents within their community and have a way of contacting them during a flood. This information is held in the Community Emergency and 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. Northamptonshire County Council have useful information on their website on how to look after your animals in an emergency: <https://www3.northamptonshire.gov.uk/councilservices/fire-safety-and-emergencies/emergencies/emergency-prevention-and-advice/Pages/animals.aspx>

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 (where available). However, for temporary visitors (who are staying at a holiday cottage/static caravan 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.



Warnings and Alerts

Sign up for flood and weather warnings and be prepared to take action if necessary. Current weather and flood warnings in Northamptonshire are summarised at:

<https://www.floodtoolkit.com/warnings/>

Environment Agency's Floodline Warnings Direct sends free warnings by phone, email, text message or fax when flooding from rivers is expected. The table on the next page explains the level of Flood Alert and Warnings and what action should be taken in each case. To see if Floodline Warnings Direct is available in your community visit:

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

The Environment Agency does not currently provide warnings for surface water flooding. However the Met Office issues severe weather warnings when heavy rainfall is expected as this can cause surface water problems and flooding of minor watercourses.

To sign up visit:

<https://public.govdelivery.com/accounts/UKMETOFFICE/subscriber/new>

Prepare



FLOOD ALERT

WHAT IT MEANS

Flooding is possible. Be prepared!

WHEN IS IT ISSUED

Two days to two hours in advance of flooding

IMPACTS LIKELY TO BE SEEN

Flooding on fields, recreation land and car parks
Flooding of minor roads and farmland

RECOMMENDED ACTIONS

Be prepared to act on your flood plan.
Check you Grab Bag and charge up mobile phones.
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.
Keep an eye on local water levels. You can monitor the current levels of many rivers here:
<http://www.gaugemap.co.uk/>



FLOOD WARNING

WHAT IT MEANS

Flooding is expected. Immediate action required.

WHEN IS IT ISSUED

Half an hour to one day in advance of flooding

IMPACTS LIKELY TO BE SEEN

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

RECOMMENDED ACTIONS

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 products (e.g. air brick covers, flood gates) in place.
Prepare pumps, if you have them.
If you are caught in a flash flood, get to higher ground.



SEVERE FLOOD WARNING

WHAT IT MEANS

Severe flooding. Danger to life.

WHEN IS IT ISSUED

When flooding poses a significant risk to life or significant disruption to communities

IMPACTS LIKELY TO BE SEEN

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

RECOMMENDED ACTIONS

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.

**WARNING
NO LONGER
IN FORCE**

WHAT IT MEANS

No further flooding is currently expected for your area.

WHEN IS IT ISSUED

When a Flood Warning or Severe Flood Warning is no longer in force

IMPACTS LIKELY TO BE SEEN

No new impacts expected from flooding, however there still may be standing water following flooding
Flooded properties
Flooding or damaged infrastructure

RECOMMENDED ACTIONS

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.

Respond

As a Flood Warden you should:

- Heed emergency services advice at all times.
- Prioritise your own safety at all times.
- Follow your community's agreed plan covering flood events.
- Report flooding when it is safe to do so.
- Collect flood event information provided you can do so safely.
- ⊗ **Do not use equipment that you have not been trained and authorised to operate.**
- ⊗ **Do not try to deal with argumentative or aggressive people yourself.**



Report flooding

IN AN EMERGENCY WHEN THERE IS DANGER TO LIFE CALL 999 OR 112

For non-emergencies the nature of the flooding depends who you report the flood to (see contact details on [page 22](#)):

Main River flooding	Environment Agency
Burst water mains and sewer flooding	Local water company
Flooding on motorways and some A-roads (A5, A14, A45, A43)	Highways England
Flooding on other roads	Northamptonshire Highways
Surface water, groundwater, ordinary watercourses	Northamptonshire County Council

After a flood, regardless of who you initially reported it to, report it to the county council at www.floodtoolkit.com/emergency/report-flood/



Be a point of contact

Your local knowledge will be extremely helpful for the emergency services. For example, you may be able to tell them of access routes through the village which are not flooded or the location of people who may need assistance. This is when your Community and Emergency Flood Plan will be needed, find the templates at:

www.floodtoolkit.com/pdf-library/



Collect information on the flood

If it is safe to do so document the flooding event by taking photos (but asking for permission if people are in the shot) and recording affected properties and levels of the flood water. Always keep at least three metres away from flood water.

Road closures



Only Northamptonshire Police and Northamptonshire County Council Highways Authority have the legal authority to close public roads. If Flood Wardens become concerned about the safety of road users due to flooding call the emergency 'Street Doctor' number and assistance will be provided.

Flood Wardens should NOT place themselves or others at risk by attempting to stop traffic directly.

Recover

As a Flood Warden you should:

- Provide guidance in the post flood clear up.
- Attend the relevant training courses.
- Keep NCC informed of wardens' contact details.



Clean up

As a Flood Warden your role may include helping in the clean up after a flood. Be careful of anyone offering repair work after a flood as they could be 'rogue traders'. Always obtain independent advice and ask for references. Check they are registered with the Government Buy with Confidence scheme:

www.buywithconfidence.gov.uk

When returning to properties decontaminate everything and check the safety of electricity and gas appliances before use. A qualified electrician needs to check any electrical equipment that came into contact with floodwater. Wear protective clothing when dealing with items that have been exposed to floodwater and dispose of contaminated foods (including tinned). Ventilate your property but keep security in mind.

Boil water for drinking and washing until your water company tells you the water supply is safe again. Go to the doctors if any health issues appear, especially flu-like symptoms.

More information is available on the flood toolkit:

www.floodtoolkit.com/emergency/flood-recovery/



Insurance Claims

Insurers should be contacted as soon as possible after a flood. Residents who will be making insurance claims may need to leave damaged belongings in place until the insurance company has authorised their removal otherwise their claim may be affected. The insurance company may need to send loss adjusters to visit the property and evaluate the damage. Take photographs of all damaged areas and goods.

More information is available on the Flood Toolkit:

www.floodtoolkit.com/guides/13-insurance-flood-risk/



Training

Northamptonshire County Council organises various training courses which will be useful to attend. You will need to attend the annual flood warden training to refresh your knowledge. You will be notified of other training courses applicable to your role (such as first aid, etc.).



Keep NCC updated

Make sure that any changes to the emergency and flood plan, or changes to the contacts are communicated to Northamptonshire County Council Emergency Planning Team.

Ensure the flooding has been reported on the flood toolkit:

www.floodtoolkit.com/emergency/report-flood/

Health & Safety



Hazards

Below is a list of hazards associated with flooding and/or floodwater, with an explanation of what they are and how they can be avoided. This may be of assistance to the community members in the warden's local area, so could be considered for inclusion in the community's emergency plan.

Drowning

People often believe that drowning occurs in deep water, but a person can drown in just an inch (2 cm) of water. It is also worth bearing in mind that 6 inches (15 cm) of flowing water is enough to sweep an adult off their feet.

Flood Wardens should NOT enter floodwaters of any description.

Contamination

After a flood there is a high probability that equipment used, such as sandbags, will be contaminated with sewage and pollutants. Disposal of these items needs careful consideration. If you think that the items used have been contaminated then you are advised to contact the local council for information on disposal. The Floodline booklet 'Before, during and after a flood' also contains useful advice:

<https://www.gov.uk/government/publications/flooding-what-to-do-before-during-and-after-a-flood>

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°C (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. 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 are dressed appropriately before you go outside. 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.

Weil's disease (Leptospirosis)

Weil's disease is a serious and sometimes fatal infection that is transmitted to humans by contact with urine from animals such as infected rats. People who come into contact with flood water are also potentially at risk.

The symptoms of leptospirosis usually develop abruptly 7-14 days after exposure to the bacteria. They can include a fever, chills, sudden headaches, nausea and vomiting, loss of appetite, muscle pain, conjunctivitis, cough and rashes. In most cases these are mild and usually are resolved within 5-7 days, however 10% of people go on to experience more serious symptoms.

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 or coming into contact with flood water and always before eating, drinking or smoking. Leptospirosis is much less severe if treated promptly.



Other Hazards

Manual Handling - While attending to your responsibilities as a Flood Warden, people might expect you to help move property with them. Make it clear to people you must attend to your main responsibilities first. If you are then able and willing to assist, be very careful not to lift anything too large, awkward or heavy. You need to remember that you are primarily there to provide advice and co-ordinate the response effort, not to get physically involved. As part of your plan it is a good idea to identify a group of willing volunteers who are trained and familiar with manual lifting techniques.

Slips, trips and falls – Try not to walk on uneven or slippery ground and always wear sturdy, appropriate footwear.

Traffic – During flooding people will want to move away from the affected area as quickly as possible, and will not always be concentrating on their driving and the road ahead. You should always wear a high visibility jacket and take extra care when crossing roads and thoroughfares. Watch out for manhole covers that have been ‘blown’ off and do not enter the flood waters even if they seem shallow.

Conflict - When under stress, such as that from flooding, people can become irrational and aggressive. Always approach people in a civil, polite manner, clearly explaining your role and how you can help. If they become aggressive in any way, leave them alone and do not attempt to help unless approached and asked specifically. If they require emergency assistance, contact the emergency services.

Livestock - Livestock are unpredictable in behaviour 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.



Personal Protection Equipment

If your community is part of a Pathfinder project then you will be provided with personal protection equipment (PPE) so you are adequately equipped to undertake the role.

This equipment includes:

- 1 anti-bacterial hand sanitizer
- 1 first aid kit
- 1 hard hat
- 1 high visibility waist coat
- 1 emergency whistle
- 1 waterproof gloves
- 1 waterproof document wallet
- 1 waterproof torch
- 1 wind-up radio
- Portable megaphone
- 2 emergency foil blankets
- 5 waterproof light sticks - safe light in all conditions
- Hazard tape

Flood Wardens are expected to provide:

- warm/waterproof clothing
- appropriate footwear
- notebook

General Contacts

Emergency services

999 (emergency)

www.northants.police.uk

101 (non-emergency police)

@NorthantsPolice

111 (non-emergency medical advice)

@NorthantsFire

www3.northamptonshire.gov.uk/councilservices/northamptonshire-fire-and-rescue-service/Pages/default.aspx

Environment Agency

Floodline: 0345 988 1188

www.environment-agency.gov.uk

0800 80 70 60 (24 hours incident hotline)

@EnvAgencyMids

Floodline Warnings Direct www.gov.uk/flood

Northamptonshire County Council Flood and Water Team

Flood library:

floodandwater@northamptonshire.gov.uk

www.floodtoolkit.com/pdf-library/

www.floodtoolkit.com

Report a Flood: www.floodtoolkit.com/emergency/report-flood/

Northamptonshire County Council Emergency Planning Team

01604 361357

@NorthantsEPTeam

07885 292851 (out of hours)

emergencyplanning1@northamptonshire.gov.uk

Report a Flood: www.floodtoolkit.com/emergency/report-flood/

Northamptonshire Highways

0300 126 1000

@NNHighways

07000 782 112 (out of hours)

www3.northamptonshire.gov.uk/councilservices/northamptonshire-highways/Pages/default.aspx

Street Doctor reporting system:

www.northamptonshire.gov.uk/en/councilservices/Transport/roads/streetdoctor/Pages/Step1.aspx

Highways England

03001 235000

@HighwaysEngland

<http://www.highways.gov.uk/>

Anglian Water

03457 145 145

@AnglianWater

www.anglianwater.co.uk

Severn Trent Water

0800 783 4444

@stwater

www.stwater.co.uk

Thames Water

08003 169800

@thameswater

www.thameswater.co.uk

Met Office

www.metoffice.co.uk

@MetOffice

Bedford Group of Internal Drainage

01234 767995

contact@idbs.org.uk

www.idbs.org.uk

National Flood Forum

(Independent Flood Advice)
01299 403055

@NatFloodForum

www.nationalfloodforum.org.uk

Further Guidance

Flood Guides

Agricultural Runoff	www.floodtoolkit.com/guides/1-agricultural-runoff/
Ditch Clearance	www.floodtoolkit.com/guides/2-ditch-clearance/
Flood Investigations	www.floodtoolkit.com/guides/3-flood-investigations/
Watercourse Management	www.floodtoolkit.com/guides/4-watercourse-management/
Flood Related Benefits of the Water Framework Directive	www.floodtoolkit.com/guides/5-flood-related-benefits-water-framework-directive/
Reservoirs and Flooding	www.floodtoolkit.com/guides/6-reservoirs-flooding/
Funding for Flood Alleviation	www.floodtoolkit.com/guides/7-funding-flood-alleviation/
Sewer Flooding: Roles and Responsibility	www.floodtoolkit.com/guides/8-roles-responsibilities-sewers/
Highway Flooding: Roles and Responsibilities	www.floodtoolkit.com/guides/9-roles-responsibilities-highways/
Groundwater Flooding	www.floodtoolkit.com/guides/10-groundwater-flooding/
What to do in a Flood Emergency	www.floodtoolkit.com/guides/11-flood-emergency/
How to Protect your Home	www.floodtoolkit.com/guides/12-protect-home/
Insurance and Flood Risk	www.floodtoolkit.com/guides/13-insurance-flood-risk/
Using Experts for Flood Risk Assessment	www.floodtoolkit.com/guides/14-using-experts-flood-risk-assessment/
Riparian Ownership and Flood Risk	www.floodtoolkit.com/guides/15-riparian-ownership-flood-risk/
Flood Defence Consenting	www.floodtoolkit.com/guides/16-flood-defence-consenting/
Using Agricultural Land for Attenuation	www.floodtoolkit.com/guides/17-using-agricultural-land-attenuation/
Enforcing Flood Risk Management	www.floodtoolkit.com/guides/18-enforcing-flood-risk-management/

Flood Guides

Flood Related Roles of Parish Councils and Communities	www.floodtoolkit.com/guides/19-flood-related-roles-parish-councils-communities/
Buying a House: Is there a Flood Risk?	www.floodtoolkit.com/guides/20-buying-house-flood-risk/
Flood Warnings	www.floodtoolkit.com/guides/21-flood-warnings/
Neighbourhood Planning and Flood Risk	www.floodtoolkit.com/guides/22-neighbourhood-planning-flood-risk/
New Development and Emergency Flood Plans	www.floodtoolkit.com/guides/23-new-development-emergency-flood-plans/
Fisheries and Flooding	www.floodtoolkit.com/guides/24-fisheries-flooding/
Flood Advice for Businesses	www.floodtoolkit.com/guides/25-flood-advice-businesses/
Impacts of Flooding	www.floodtoolkit.com/guides/26-impacts-flooding/
Together we can Reduce Flood Risk	www.floodtoolkit.com/guides/27-together-can-reduce-flood-risk/

Templates

Parish/Town Council Flood Template 1	www.floodtoolkit.com/wp-content/uploads/2016/05/First-letter-of-request.doc
Parish/Town Council Flood Template 2	www.floodtoolkit.com/wp-content/uploads/2016/05/Second-letter-of-request.doc
Community Emergency and Flood Plan Template	www.floodtoolkit.com/pdf-library/ > Community and Landowner Guidance
Household Emergency and Flood Plan Template	www.floodtoolkit.com/pdf-library/ > Community and Landowner Guidance
Community Resilience Volunteer Handbook	www.floodtoolkit.com/pdf-library/ > Community and Landowner Guidance

Pathfinder I Rain Gauge System

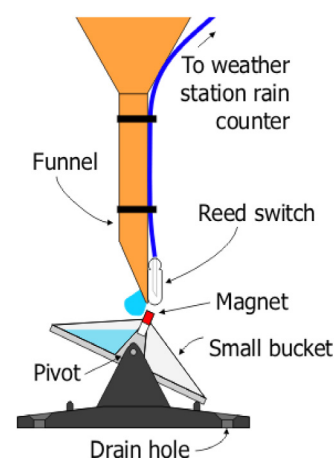
Pathfinder I communities each had a rain gauge installed to provide locally appropriate warnings of excessive rainfall. A rain gauge is a device for collecting water and recording every time a given amount of rain is collected. The type being used in these communities is known as a ‘tipping bucket rain gauge’ and can provide information on the amount of rain reaching the ground with a high degree of accuracy.

When a pre-set ‘trigger’ is reached, indicating the amount of rainfall is likely to cause flooding problems in the local area, the device automatically sends warning messages by text, or email.

Following installation, the appropriate trigger-point will need to be tailored to for each local area, to avoid false alarms happening. This will be done by the local communities themselves, by reviewing historic flooding and rainfall information. The trigger levels can be input via computer by the Flood and Water Management Team at the County Council.

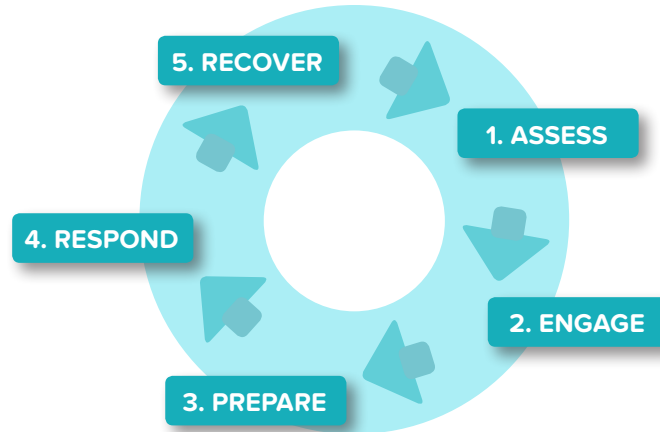


A ‘Storm Guardian’ rain gauge being installed
(image courtesy Casella Solutions)



The Flood Warden for the area, and any deputies (where relevant) will receive the warnings by text or email warnings direct from the devices. The agreed community emergency and flood plan for the area will then specify how the warden(s) should pass these warnings on to the people at risk.

Recap



1. ASSESS

- Identify the flooding problems associated with your community.

2. ENGAGE

- Support CRRG with Community Emergency and Flood Plan.
- Distribute information to raise flood awareness within the community.

3. PREPARE

- Monitor the state of the watercourses and problem areas within your community.
- Ensure regular maintenance is being carried out.
- Identify properties of potentially vulnerable residents.
- Sign up for warnings.

4. RESPOND

- Heed emergency services advice at all times.
- Prioritise your own safety at all times.
- Follow your community's agreed plan covering flood events.
- Report flooding when it is safe to do so.
- Collect flood event information provided you can do so safely.
- ⊗ **Do not use equipment that you have not been trained and authorised to operate.**
- ⊗ **Do not try to deal with argumentative or aggressive people yourself.**

5. RECOVER

- Provide guidance in the post flood clear up.
- Attend the relevant training courses.
- Keep NCC informed of wardens' contact details.

[illegible]

[illegible]

REMEMBER!

In Case of Emergency... Steps to Safety

If the emergency is happening now:

If the danger is outside:

GO IN, STAY IN, TUNE IN

If the danger is inside:

GET OUT, STAY OUT and call the Emergency Services 999

Always follow instructions from the Emergency Services

DISCLAIMER:

This Flood Warden Handbook has been produced by Northamptonshire County Council. The County Council will not be held responsible for any damage, loss or injury to persons or property as a result of using this document.



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@NorthantsEPTeam



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County Council