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www.environment-agency.gov.uk

KENT FLOOD WARDEN

Handbook

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NAME



Address

ENVIRONMENT AGENCY

NATIONAL LIBRARY &
INFORMATION SERVICE

HEAD OFFICE

Rio House, Waterside Drive,
Aztec West, Almondsbury,
Bristol BS32 4UD

Floodline
0845 988 1188
ENVIRONMENT AGENCY



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HOW FLOOD WARDENS CAN HELP THEIR LOCAL COMMUNITY DURING A FLOOD EVENT

During a flood event the authorities welcome the support they receive from the communities involved. Every community can do a great deal to help itself. One way of giving local support is by the use of the Flood Wardens.

Flood wardens are unpaid volunteers. They aim to help and protect others in their community as well as themselves. The wardens know their local area and the people who live there and act as a contact between the Environment Agency and their neighbours. They pass on flood warnings, flood information, literature and are enthusiastic about helping to protect their neighbours and their community.

The wardens can help promote awareness of flood risk in their local community, encourage their neighbours to make preparations for flood events and can offer help to vulnerable neighbours, as long as this can be carried out without creating further risk to the wardens or their families.

Any literature, letterbox notes etc, that might be needed by the wardens to carry out their role can be obtained by contacting the Agency's Flood Warning Team at:

Flood Warning Team
Environment Agency
Orchard House
Endeavour Park
London Road
Addington
West Malling
Kent ME19 5SH

Tel No: 01732 223256, Fax No: 01732 875057.

e-mail: kentfloodwarning@environment-agency.gov.uk

THE FLOOD WARDEN'S ROLE

Wardens act as a contact between their neighbours and the Environment Agency. They decide which properties they will notify in the event of the Agency issuing a flood warning.

The maximum recommended number of properties for a flood warden group is ten. However if the properties are spread out over a large area the Agency would then suggest a maximum of five properties. It is important that wardens have time to protect their own properties as well as warning others.

Flood wardens will not be expected to have specialist expertise. They should be good communicators, reasonably fit and living in or close to a flood risk area.

SUGGESTED ACTIONS

Each individual warden should decide what will work best for them and their neighbours. However, the Agency does have a few suggestions:

* Register with the AVM

The Agency has a free Automated Voice Messaging (AVM) System which issues flood warnings by phone and fax. You may already be on the system if you have received this handbook however we would suggest you ring the Agency's Floodline on 0845 988 1188 to check that you are on the System or to ask to be registered as a flood warden if necessary.

* Prepare a flood kit

A flood kit should consist of essential items to ensure you have them easily to hand in the event of flooding. Suggested contents should include:

- * Warm & waterproof clothing
- * Wellington boots
- * Torch
- * Battery or wind up radio
- * First Aid kit
- * Blankets
- * Necessary medication
- * Rubber Gloves

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Know where you can turn off electricity, gas and water in your own home. If your own home is at risk from flooding you should do this before helping others.

*** Promote flood risk awareness in your neighbourhood**

Let your neighbours know about the Flood Warning Service and seek agreement with them for you to act as their flood warden. Tell them about the Floodline number 0845 988 1188 and ask them to keep it next to their phone.

Encourage your neighbours to keep in a safe place a copy of the Environment Agency's Flood Directory. This gives essential advice on home flood plans, flood kits, staying safe and clearing up after a flood. Copies of this directory are available free from the Agency's Flood Warning Team at the Kent Area Office telephone: 01732 223256 or from Floodline on 0845 988 1188

Know how and where to contact your neighbours during a flood event. Draw up a list of home and work contact phone numbers from those you have agreed to notify.

Keep in a safe place a list of useful telephone numbers of the local authorities and any other organisations that may be able to help during an emergency (a list of suggestions can be found on pages 9 & 10)

Keep a list of vulnerable members of the community such as the elderly or the disabled who may need special help during an emergency.

Note any special resources in your area that may help during a flood event for example neighbours with special skills or equipment.

*** Draw up a contingency plan for flooding in your neighbourhood.**

Learn about the likely effects of flooding in your neighbourhood.

Consider designing a flood event action plan for your neighbourhood.

Think about establishing a local store for sandbags and other useful equipment. Your local district or borough council can give you advice about sandbags and the creation of a local sandbag store.

IMPORTANT

- * Know your limitations. Do not put yourself at risk
- * Keep calm and reassure others.
- * Always follow the directions of the Police and other emergency services.

For the latest information on flood warnings

- * Ring Floodline on 0845 988 1188 (and add when prompted, the Quickdial No. for your area).

My Quickdial Number is:




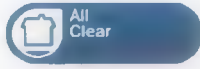
- * Visit the Environment Agency website at www.environment-agency.gov.uk/flood

Floodline
0845 988 1188
ENVIRONMENT AGENCY

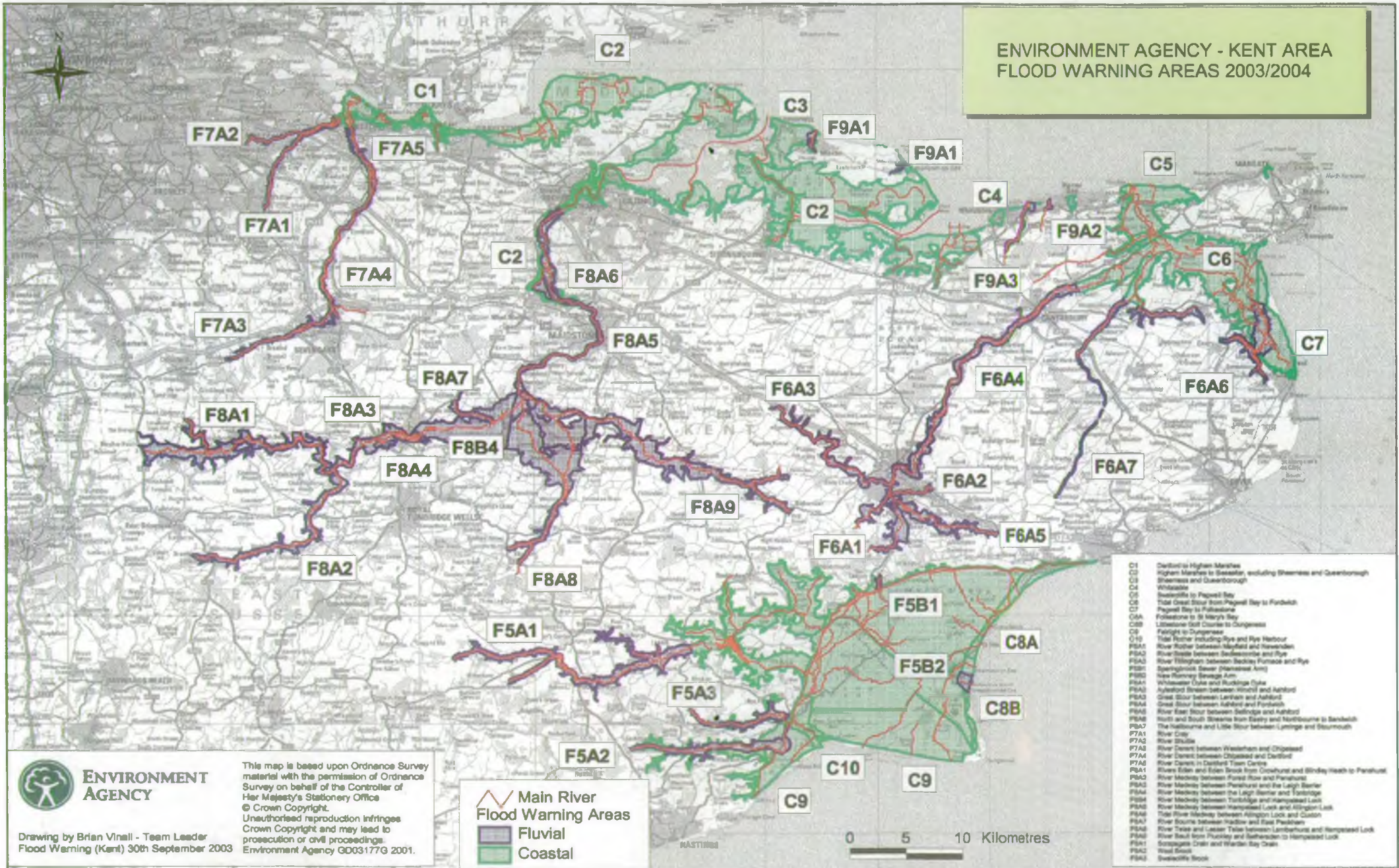
THE ENVIRONMENT AGENCY'S FLOOD CODES

The Environment Agency operates a flood warning service in areas at risk of flood from rivers or the sea. Agency staff monitor the weather, river and sea levels 24 hours a day. This information is used to forecast the possibility of flooding using a national coding system, as set out below.

Suggested actions for Flood Wardens to consider are indicated beside each code.

| | | |
|--|---|--|
|  | <p>Flood Watch Flooding is possible Be aware! Be prepared! Watch out!</p> | <p>Actions for Wardens to Consider</p> <ul style="list-style-type: none"> * Think about who may need help if things get worse * Check your kit * Inform your neighbours * Keep alert for more warnings * Check any local sandbag store |
|  | <p>Flood Warning Flooding of homes, business & main roads is expected. Act now!</p> | <ul style="list-style-type: none"> * Move valuables upstairs * Check who is home & away * Get people prepared to move * Consider need for more sandbags |
|  | <p>Severe Flood Warning Severe flooding is expected. Imminent danger to life & property. Act now!</p> | <ul style="list-style-type: none"> * Warn people * Follow directions given by emergency services in any area of evacuation |
|  | <p>All Clear All clear issued when flood watches or warnings are no longer in force. Flood water levels receding. Check all is safe to return. Seek advice</p> | <ul style="list-style-type: none"> * Inform neighbours * If there has been a flood, think about the needs of your neighbours and yourself in the immediate recovery phase. |

ENVIRONMENT AGENCY - KENT AREA
FLOOD WARNING AREAS 2003/2004



- C1 Dartford to Higham Marshes
- C2 Higham Marshes to Sheerness, including Sheerness and Queenborough
- C3 Sheerness and Queenborough
- C4 Whitstable
- C5 Swalecliffe to Pegwell Bay
- C6 Total Great Ouse from Pegwell Bay to Faversham
- C7 Pegwell Bay to Faversham
- C8A Faversham to St Mary's Bay
- C8B Littlestone Golf Course to Cingreast
- C9 Faversham to Cingreast
- C10 Total River including Rye and Rye Harbour
- PSA1 River Rother between Mayfield and Rowland
- PSA2 River Rother between Sandersons and Rye
- PSA3 River Tilghman between Backley Furnace and Rye
- PSB1 Springbrook Sewer (Hatched Area)
- PSB2 New Romney Sewage Aft
- PSA4 Whitewater Lake and Ruckinge Cyle
- PSA5 Aylesford Stream between Windmill and Ashford
- PSA6 Great Ouse between Larkish and Ashford
- PSA7 Great Ouse between Ashford and Faversham
- PSA8 River East Ouse between Sellops and Ashford
- PSA9 North and South Stretches from Sairy and Northbourne to Sandwich
- PSA7 The Hollerne and Little Ouse between Lymington and Stourmouth
- PTA1 River Crib
- PTA2 River Shulde
- PTA3 River Tornt between Wadhurst and Chiswell
- PTA4 River Tornt between Chiswell and Dartford
- PTA5 River Dart in Dartford Town Centre
- PSA1 Rivers Eden and Eden Brook from Copthurst and Windy Heath to Faversham
- PSA2 River Medway between Farning Row and Farningham
- PSA3 River Medway between Penhurst and The Leigh Barrier
- PSA4 River Medway between The Leigh Barrier and Tonbridge
- PSA5 River Medway between Tonbridge and Harpenden Lock
- PSA6 River Medway between Harpenden Lock and Allington Lock
- PSA7 The River Medway between Allington Lock and Cuxton
- PSA8 River Source between Inceville and East Peabham
- PSA9 River Teise and Lesser Teise between Lambhurst and Harpenden Lock
- PSA7 River Teise from Puckley and Saffron to Harpenden Lock
- PSA1 Sospagna Drain and Warden Bay Drain
- PSA2 Wood Brook
- PSA3 Swalecliffe Brook

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Drawing by Brian Vihall - Team Leader
Flood Warning (Kent) 30th September 2003

Main River Flood Warning Areas

- Fluvial
- Coastal

0 5 10 Kilometres

CONTACT DETAILS

Use this section to keep an up-to-date list of the contact phone numbers for the neighbours you will be contacting when a Flood Warning is issued.

| Name & Address | Home Phone No. | Work Phone No. | Mobile No. |
|----------------|----------------|----------------|------------|
| | | | |

USEFUL CONTACTS

| Name | Services | Phone Number |
|--------------------|---|--|
| Police | Co-ordination of emergency services | In emergency 999, ask for 'Police'. Otherwise 0845 60 70 999 |
| Fire Brigade | Rescue & recovery - pumping out floodwater | In emergency 999, ask for 'Fire'. Otherwise 0845 130 88 55 |
| Ambulance | Paramedic care | In emergency 999, ask for 'Ambulance' Otherwise 01273 489444 |
| Environment Agency | Floodline Kent Area Office (General Enquiries) | 0845 988 1188 01732 875587 |

| | | | |
|------------------|--------------------------------------|--------------|---------------|
| Local Authority: | For: Sandbags | Ashford B C | 01233 637311 |
| | Information | Bexley | 0208 303 7777 |
| | Public Health | Bromley | 0208 464 3333 |
| | Dangerous structures | Canterbury | 01277 862000 |
| | Rest centres for evacuated residents | Dartford | 01322 343434 |
| | Temporary Housing | Dover | 01304 821199 |
| | Removal of debris/ | Gillingham | 01634 281414 |
| | Flood damaged goods | Gravesham | 01474 574422 |
| | | Greenwich | 0208 854 8888 |
| | | Hastings | 01424 781066 |
| | | Maidstone | 01622 602000 |
| | | Medway | 01634 306000 |
| | | Mid Sussex | 01444 458166 |
| | | Rother | 01424 787878 |
| | | Sevenoaks | 01732 741222 |
| | | Shepway | 01303 850388 |
| | | Swale | 01795 424341 |
| | Tandridge | 01883 722000 | |
| | Thanet | 01843 577000 | |
| County Council | For: Social Services | Kent | 01622 671411 |
| | Highways | East Sussex | 01273 481000 |
| | Education | West Sussex | 01243 777100 |
| | Animal Health | Hampshire | 01962 841841 |

(For information on school closures during a flood emergency, contact schools direct or listen to local radio).

Rural Community Wardens - Link between KCC, Police and the Community:
Office Telephone No: 01622 696368 / 696341

| Name: | Area: | Name: | Area: |
|------------------------------|----------------------|-----------------|----------------|
| Elaine Barrier | West Kingsdown | David Grieveson | Chartham |
| Martyn Bould | Darenth | Julie Cronin | Sturry |
| Steve Enright | Higham | Paul Crofts | Hawkhurst |
| Sarah Port | Borough Green | Don Covus | Minster/Thanet |
| Jan Milgate | Minster, Sheppy | Bob Priestley | Eastry |
| Dave Davey | Warden Bay/Leysdown | Christopher | Staplehurst |
| David Bish | Elvington/ Eyethorne | Ian Norman | Hawkinge/Elham |
| Nigel Freeman | Tenterden | Neil Howlett | Barham |
| Lisa Judd | Harrietsham/Lenham | Paula James | Capel le Feme |
| Richard Sinden | Charing | Steve Poile | Meopham |
| Shuna Body & Keith Carter | Lydd | Spencer Goddard | Cranbrook |

UTILITIES

| | | |
|--------------------------------------|--------------|--|
| London Electricity Plc | Electricity | 0800 783 8838 (24hrs) (power failure & emergencies) |
| Seaboard Plc | Electricity | 0800 783 8866 (24hrs) (power failure & emergencies) |
| Transco | Gas | 0800 111 999 (gas leaks & emergencies) |
| Southern Water | Water Supply | 0845 278 0845 (24hrs) Sewage Disposal |
| South East Water | Water Supply | 0845 301 0845 (Potable water emergencies) |
| Thames Water | Water Supply | 08459 200800 |
| Folkestone & Dover Water Services | Water Supply | 08007 311933 |

HEALTH

| | | |
|------------|----------------------------|-----------|
| NHS Direct | 24 hr advice & Information | 0845 4647 |
|------------|----------------------------|-----------|

VOLUNTEER SECTOR

| | | |
|------------|--------|----------------------|
| Samaritans | Advice | 08457 909090 anytime |
|------------|--------|----------------------|

LOCAL RADIO

| | | | |
|-----------------------|------------|-----------------|----------|
| BBC Radio Kent | Frequency: | Maidstone | FM 96.7 |
| | | Dover | FM 104.6 |
| | | Canterbury | AM 774 |
| | | Tunbridge Wells | AM 1602 |
| Invicta FM | Frequency: | Canterbury | FM 102.8 |
| | | Maidstone | FM 103.1 |
| | | Ashford | FM 96.1 |
| | | Dover | FM 97.0 |
| | | Thanet | FM 95.9 |

HEALTH & SAFETY FOR FLOOD WARDENS

POTENTIAL HAZARDS IN FLOODS

- * Fast moving flood water
- * Unseen hazards beneath flood water (e.g manhole covers)
- * Polluted water
- * Weakened walls, river banks or bridges
- * Moving heavy objects
- * Slippery mud and sediment
- * Electricity and gas supplies

HEALTH AND SAFETY ADVICE

- * Don't try to walk or drive through flood water
- * Be aware of unseen hazards
- * Avoid contacts with flood water
- * Wear protective clothing
- * Sturdy boots
- * Waterproof gloves
- * Keep your hands away from your face whilst cleaning and always wash your hands if you make contact with flood water or silt
- * Keep away from riverbanks during floods
- * Do not attempt to move heavy objects, particularly those that are unstable.
- * Always move slowly and carefully through any mud or standing water left after floods
- * Switch off gas and electricity supplies at the first sign of flooding.