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Community:

**FLOODS
DESTROY
DESTROY
BE PREPARED**

This Flood Warden Handbook belongs to:

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The Head Flood Warden in this community is:

	Tel:
--	-------------

Deputy Flood Wardens in this community are:

Name:	Tel:
Name:	Tel:
Name:	Tel:
Name:	Tel:
Name:	Tel:

The Flood Alerts and Warnings available in this community are:

Flood Alerts

Flood Alert Area Name	Quick Dial Code

Flood Warnings

Flood Warning Area Name	Quick Dial Code

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

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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 authorities responding to a flooding event.

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

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 your 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.

For all enquiries relating to the content of this handbook, please contact the document owner:

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1. Types of flooding

Flood Wardens may encounter many different types of flooding. A variety of factors will determine what type of flood event can occur. The main types of flooding are listed below.

Types of flooding

Coastal flooding (tidal)

Resulting from a combination of high tides and stormy conditions. If low atmospheric pressure coincides with a high tide, a tidal surge may happen 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 waterlogged 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. The Environment Agency does not provide a Flood Warning service for surface water flooding.

Flash flooding/ rapid response catchments

Rapid Response Catchments (RRC) contains rivers and streams (including smaller tributaries and ordinary watercourses) that could react rapidly to extreme rainfall, resulting in extreme flash flooding. Extreme flash flooding is where a river or stream reacts very rapidly to rainfall, and generates dangerous flood depths and high velocities of water that pose an extreme threat to life.

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

Results from water levels in the ground rising 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 dam could fail. This would result in a large volume of water being released very quickly.

2. Roles and responsibilities of authorities involved in flooding

The list below shows the principal roles and responsibilities of the key organisations involved in flooding. It may not always be possible for all actions to be carried out during a flood event. Responding organisations have limited resources so may not be able to provide assistance in all circumstances. In such cases, property owners and occupiers need to be aware that they should make their own arrangements to protect their property from flooding.

Environment Agency

- Receives, records and responds to reports of flooding
- Issues Flood Warnings for flooding from rivers, the sea and groundwater
- Monitors the situation and advises other organisations
- Maintains and operates their own flood defences
- Operates own structures and deploys temporary defences to reduce the risk of flooding
- Deals with emergency repairs and blockages on main rivers and own structures
- Responds to pollution incidents
- Advises on waste disposal issues

County Council (Local Lead Flood Authority)

- Works with partners to manage flood risk from surface water, ground water and 'ordinary watercourses' (ie watercourses that are not a 'main river')
- Co-ordinates local authority support to multi-agency flood response as appropriate
- Provides support to Borough Council's affected by flooding as necessary
- Liaises with other agencies to identify, inform and support vulnerable people
- Provides health advice to members of the public affected by flooding
- May take action to protect property from flooding by water from the highway where there is a failure of the highway drainage system
- Implements road closures / traffic diversions and appropriate signage in liaison with the Police/ Highways as necessary
- Clears blockages on highway drainage systems

Borough/District Council

- Works with partners to manage flood risk
- Provides advice to residents on flood protection, including grants that may be available
- Clears Borough Council owned trash screens/ blocked culverts if safe to do so
- Provides sandbags to vulnerable residents at risk of flooding
- Provides welfare support to flood affected communities including liaison with partners eg to arrange access to cut off communities to meet specific welfare needs
- Liaises with Parish and Town Councils, Flood Wardens and Community Flood or Emergency Plan contacts to provide the latest information and monitor the situation on the ground
- Receives and records details of flooding incidents
- Undertakes clean-up activities such as waste collection/ street cleansing etc
- Leads or supports the emergency recovery phase, including longer term support to affected communities where necessary

Parish Council/ Community Flood/ Emergency Group

(Note; there is no statutory responsibility for community groups such as town or parish councils to plan for, or respond to, emergencies in their locality)

- Identifies hazards and makes simple plans on how they may assist other agencies should an emergency occur
- Identifies volunteers to act as Flood Wardens and / or emergency responders and makes sure other agencies are aware of who they are
- Reports flooding or other emergencies in their community
- Ensures any plans and volunteers are appropriately resourced and ensures both are regularly reviewed
- Works with other agencies by providing information and updates during an emergency
- More information is detailed elsewhere in this booklet.

Police

- Take an overall co-ordination role during an incident
- Undertake traffic management/ road closure duties in partnership with Highways
- Coordinate the multi-agency media response

Fire and Rescue Service

- Life saving through Search and Rescue including water rescue
- If necessary, arrange mutual aid for flood rescue eg boats/trained crews and equipment eg high volume pumps
- Assist with evacuation as appropriate
- Where resources allow, and activity is deemed to be appropriate, support other agencies with 'welfare issues' for communities that may only be accessible by boat eg welfare checks, dropping off medication
- Prioritise and provide infrastructure protection and pumping activities in liaison with utility companies if necessary

Water companies

- Clear blockages in public sewers
- May take action to protect property from flooding by water from the public water mains or discharges from the public sewerage systems

Electricity, gas and telecommunication companies

- Attend emergencies relating to their service at properties where life is at risk as a result of flooding
- Attend to flooding emergencies at their own serviced installation

3. The Flood Warden role

The role of a Flood Warden depends on the specific requirements of each community and the flooding issues found within your area. Depending on the requirements of the community, Flood Wardens may be involved in the following activities:

Before a flood

A Flood Warden should be able to give advice and information to those at risk during drier periods, explaining the risk of flooding and encouraging the community to be prepared. Flood Wardens should also raise any flood risk concerns to their local Environment Agency office or Borough/District Council, dependent on the responsibility of the authority involved.

Monitoring watercourses

Monitoring the condition of watercourses within the community can be an important part of the role. Flood Wardens can provide valuable feedback on the ground by keeping an eye on local stretches of river or watercourse where the Environment Agency or local authorities may not have the resources to do so regularly.

Flood Wardens often have a great deal of local knowledge and experience that enables them to recognise changes in river levels and potential issues eg blockages. By reporting blockages and maintenance requirements early, unnecessary floods may be avoided. Please call your Borough Council to report blockages on smaller watercourses such as ditches, drains, brooks and small rivers. If you notice a blockage in larger watercourses call the free Environment Agency 24 hour Incident Hotline on 0800 80 70 60.

Flood Wardens can also provide a valuable role in engaging with riparian landowners to make them aware of their responsibilities and encourage proactive clearance and maintenance of watercourses as appropriate.

Help to raise awareness of flooding

As trusted members of the local community, Flood Wardens can be extremely effective in making residents aware of flood risk, and promoting 'self-help' to improve resilience to flooding.

Flood Wardens may be able to direct residents to where they can get information on flood risk eg Environment Agency website www.gov.uk/flood and raise their awareness of services available including Environment Agency Flood Warnings Service and their Floodline telephone service.

Awareness can also be raised via Parish Councils, community newsletters or websites, social media, public meetings or other events taking place in the community eg sports/social clubs.

New residents moving into the area are very vulnerable to flooding due to their lack of knowledge of local flood risk. You could list the properties of all new residents and contact owners reasonably soon after moving in, explaining your role and encouraging them to sign up to receive free flood warnings.

Promote 'self help'

Flood Wardens can also encourage residents of properties at risk of flooding to prepare in advance by putting together their own:

- **Personal flood plan** (gov.uk/government/publications/personal-flood-plan)
- **Household flood kit** (see Appendix 3)

Whilst Flood Wardens shouldn't recommend specific property level protection measures such as fitting barriers against flood water, replacing carpets with waterproof tiling and raising electricity sockets, you could direct residents to the National Flood Forum '**Blue Pages Directory**' www.bluepages.org.uk which is an independent directory of flood protection products. You could also liaise with your Borough/District Council to find out if there are any grants available for property level protection and pass this information on to residents.

Flood Warning Service / Floodline Awareness

During drier periods, you could encourage residents to sign up to the free Environment Agency Flood Warning Service (if available) and distribute information to raise awareness within the community. Many people in high risk areas may already be subscribed.

You could also raise awareness of the Environment Agency Floodline telephone service that residents can call. After calling the Floodline number, callers can access updates specific to their area by entering a 6 digit Quick Dial code. **The Floodline telephone number and local Quick Dial code is one of the most important pieces of information that you can pass on to residents.**

The Environment Agency can provide material on these services for you to display on Parish notice boards, via leaflet drops or to distribute at Parish Council meetings or you could advertise in a local Parish magazine or on the Parish Council website.

Quick Dial codes for the Environment Agency Floodline specific to your area can be found in Appendix 5

Assist in the preparation of a Community Flood Plan / Community Emergency Plan

A Community Flood Plan is an important document. It will help to define actions, including trigger based 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.

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.

If you are a Flood Warden within a community with a Parish Council, they may already have a Community Emergency Plan flood plan in place. If not, a template is available from the Kent Prepared website (www.kentprepared.org.uk/help-your-community). Your local Environment Agency office can provide advice on developing the plan.

Alternatively, your local community may have already prepared a Community Emergency Plan, which is a more general plan to respond to any emergency that may affect the community ie not just flooding.

Please remember – if your community has (or is preparing) a Community Flood Plan or Emergency Plan, as a Flood Warden you need to know about it

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 Emergency/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.

Temporary residents like tourists, are very vulnerable to flooding due to their lack of local knowledge of local flood risk. It may be appropriate to note holiday properties for attention during times of flooding.

Appoint Deputy Flood Wardens

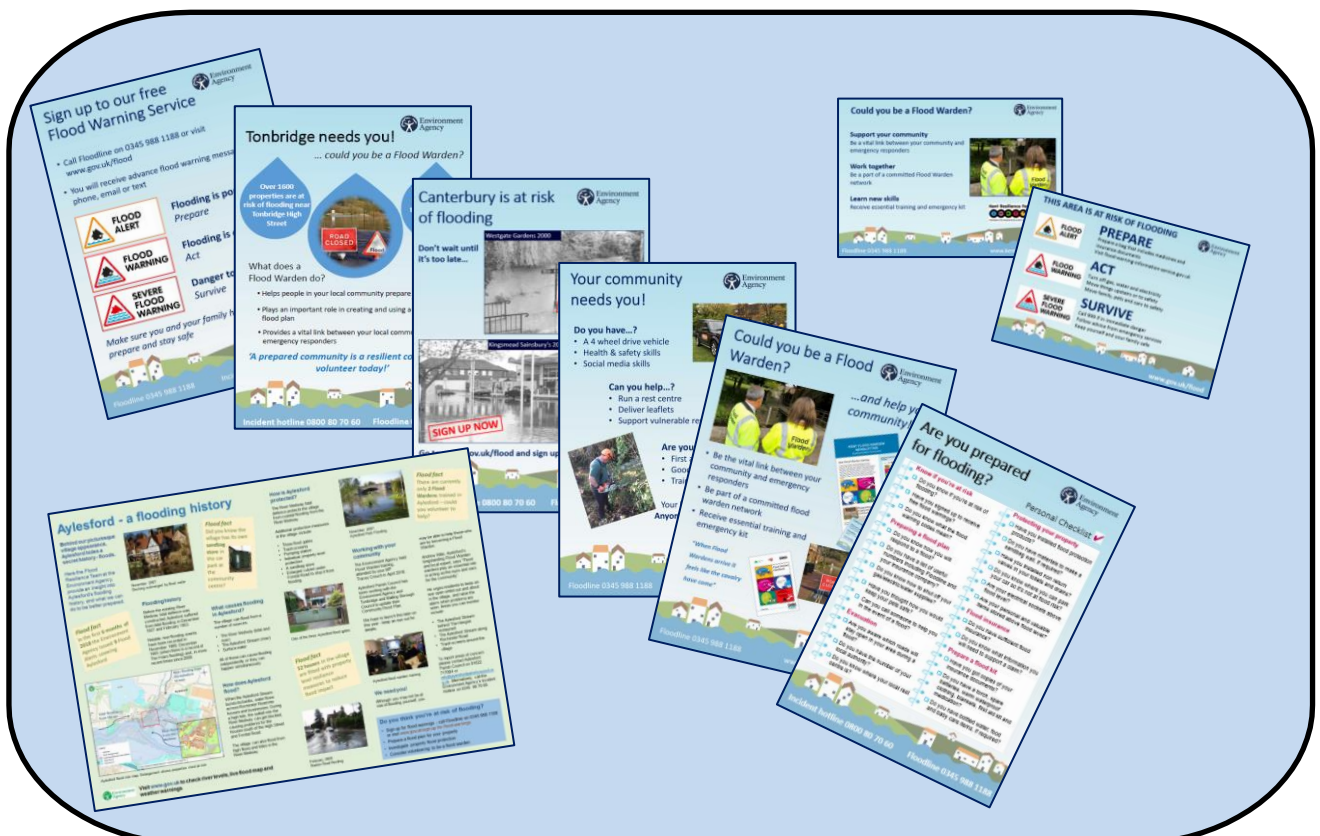
If the community you serve is quite large, then performing the suggested activities above could be too much for one individual. This is also important if during a flood, you are providing information on the situation to a large community. **We recommend a Flood Warden doesn't attempt to service more 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 is on the next page.

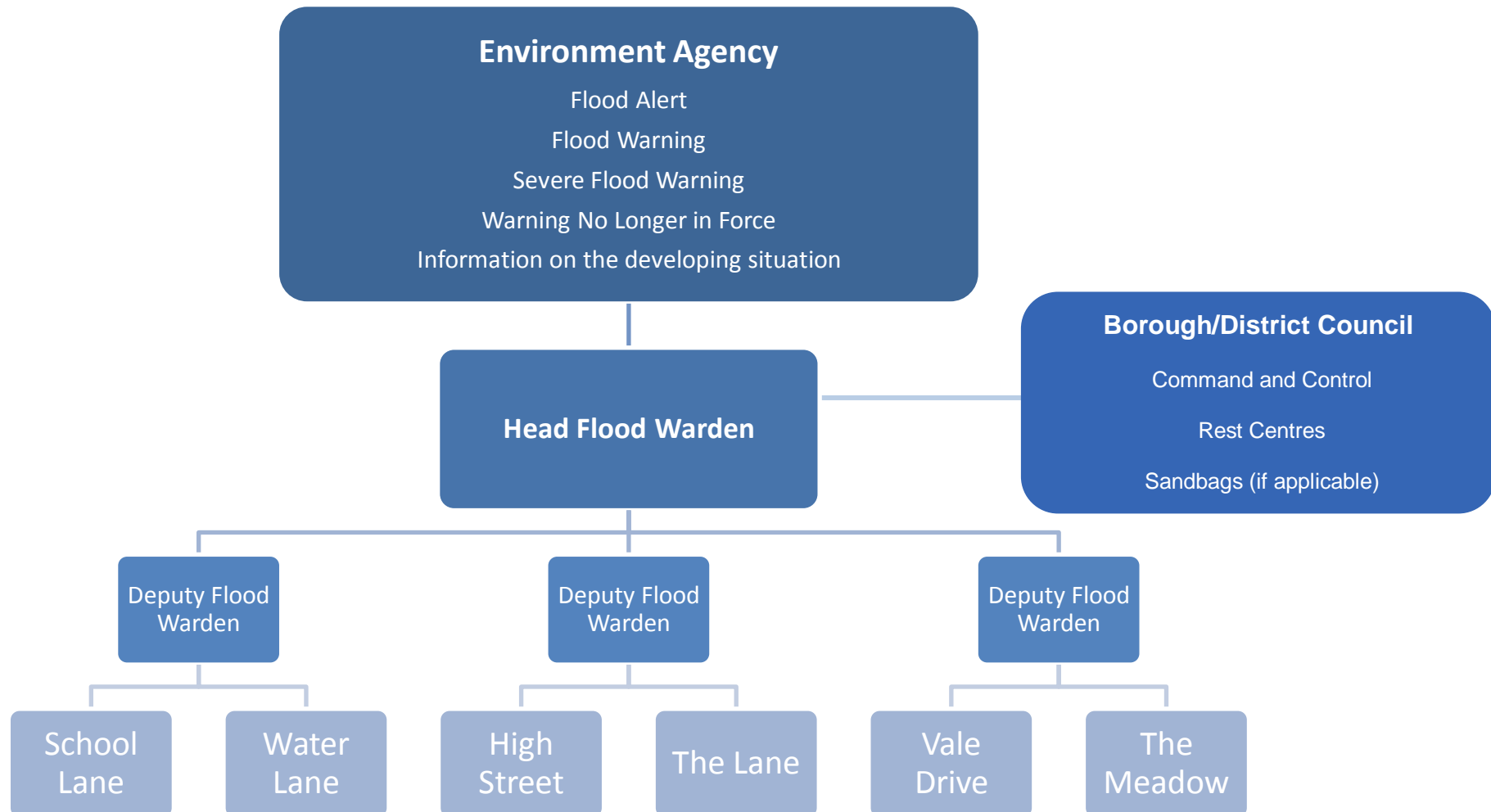
Resources to help you

The Environment Agency has a bank of resources help you raise awareness of flooding, guide people how to protect themselves and their home, help the recruitment of more Flood Wardens and also for you to help your community. Below are some examples of the posters, postcards and articles that we can personalise for your community.

Please also see the Environment Agency publications that are listed on page 35 that are available online from www.gov.uk/flood



Suggested Flood Warden Structure



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

During a flood

Report flooding

If you become aware of any flooding issues within your local community and there is no immediate risk to life, these should be reported to the Borough Council. It would be helpful if as much information as possible on the flooding could be provided eg location of flooding, approximate number of properties that have flooded/are at risk of flooding, any issues arising from the flooding eg vulnerable people who may be affected. If lives are at immediate risk, ring 999.

Take photos

Only if it is safe to do so, it is really helpful for the authorities if you are able to take photographs of the flooding, as these can provide an immediate visual understanding of the situation, as well as a longer-term record/ evidence for future flood risk management work. See **Appendix 2** for suggested Flood Warden equipment.

Act as a communication channel

Flood Wardens are the 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 during a flood is to pass information from the Environment Agency, Local Authorities and Emergency Services to local residents, and vice-versa. It is quite possible that during times of large-scale flooding emergency responders will prioritise their resources to attend high priority incidents, such as providing a response to communities isolated by floodwater. 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 listed in your community plan. For ease, you can also list them in Appendix 1 of this handbook

Ensure local people are aware of flooding and encourage them to take action

Flood Wardens can play a vital role in ensuring local people are aware of flooding/ imminent flooding risk eg checking if they are aware if an Environment Agency flood warning has been issued.

If safe to do so, Flood Wardens can also be effective in encouraging residents to take action as appropriate to respond to or prepare for impending flooding eg helping put flood boards and air brick covers in place, moving valuables upstairs, making sure they have their Emergency / Flood Kit to hand etc. People recently moving into the community may appreciate being made aware of issues relevant to them. This will also help identify if they have any specific needs or vulnerabilities (see below).

Help to coordinate Community Flood / Emergency Plan duties

The information for what action to take prior to and during a flood should be kept within a Community Emergency/Flood 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, floodboards and warning signs.

If your community has a Community Flood Plan or Community Emergency Plan, it may document specific actions for the Flood Warden (which obviously you need to be aware of and comfortable with).

Help to notify the authorities of vulnerable residents

As a Flood Warden, your local knowledge could be invaluable in helping the authorities with vulnerable residents who may require additional support during a flooding event. Such residents may be disabled, elderly, infirm, have young children, pregnant etc. In addition residents who don't normally need any assistance, may have been made 'vulnerable' by the flooding situation eg their property is inaccessible resulting in them being unable to access food, medication and other supplies etc.

Keep a log of events and action taken

If possible, it is helpful if you keep a log of events and any action taken during flooding. This can provide a useful reminder of what happened and can also be helpful in identifying lessons learnt in terms of the local community's and authorities' response to the flooding, to build on and prepare for any future flooding. If more than one Flood Warden operates locally, it will also act as a good source of information on what has been done (or not) for the others. An example log sheet template is on the following page.

Remember that your role is to inform the community of the developing situation and undertake any actions identified in your Community Emergency/ Flood Plan. It is not to carry out the job of the emergency services. If the emergency services are at the scene tell them what they need to know and what your role is, and let them proceed unhindered.

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 is because flooding could reoccur quite quickly, especially if the flooding is due to inclement weather and the catchment could be 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/ Emergency 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.

Continue to act as a communication channel

During the recovery from flooding, Flood Wardens can continue to be effective two-way communication links between the authorities and local community.

This may involve highlighting to the relevant authorities any residents who may require practical and emotional support and disseminating information from the authorities in relation to flood recovery eg guidance and signposting to support available.

Feedback if any clearance work is needed

Following a flooding event, watercourses and drainage systems eg culverts may be blocked with debris. Local authorities/ Environment Agency may not have the resources to check all areas initially, so feedback on such issues will be very beneficial, and enable the authorities to prioritise clearance work.

Assist in the review of the Community Flood/ Emergency Plan

If your community has a Community Flood Plan or Emergency Plan, it's a good idea to review the plan following a flooding event. This is to see if the plan needs any changes or improvements in light of lessons learned from the community's response to the flooding. As a Flood Warden you may wish to lead or assist with the plan review.

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 of 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.

The following page shows a post event record sheet template that you could use.

Post event record sheet

Date	Time	Location	Weather conditions	Flooding description (including levels type, local response and warnings received)	Lessons learnt	Personnel involved
06/11/20	16:30	<i>High Street</i>	<i>Heavy rain and wind</i>	<i>River has overtopped its banks by the bridge and low lying farmland has flooded as a result</i>	<i>Possible weak point of river bank identified</i>	<i>Parish Council, Flood Warden, Environment Agency, Police, Fire Service</i>

Flood Warden role in brief

	Should	Should not
BEFORE	<ul style="list-style-type: none"> ✓ Identify the flooding problems associated with their community ✓ Formulate a Community Emergency 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 ✓ Recruit deputy wardens if necessary 	<ul style="list-style-type: none"> ✗ Have property vulnerable to flooding themselves if possible ✗ Take responsibility for protecting anyone else's property ✗ Absolve riparian owners of their responsibility to clear and maintain water courses ✗ Go on private property to monitor watercourses
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 dispersing 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"> ✗ Place yourself at risk or undertake any activity that places you in danger ✗ Operate or repair flood defence structures or equipment unless trained to do so ✗ Enter flood waters at any time ✗ Rescue residents from flood water ✗ 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 ✗ Remove debris from water courses unless trained to do so
AFTER	<ul style="list-style-type: none"> ✓ Support your local community ✓ Collect post flood data ✓ Help to relay information to the local community eg on personal safety, risk of further flooding, insurance claims 	

4. Safety information

Your commitment to being a Flood Warden is greatly appreciated, but you should bear in mind the extent of the role and your own personal limits. Your first priority is your own safety and those around you – do not attempt to carry out the role of the emergency services.

This section highlights the possible hazards and dangers that a Flood Warden may encounter while performing their duties with an explanation of what they are and how they can be avoided.

Dynamic risk assessment

It is recommended that Flood Wardens/Parish Councils/ Community Groups undertake dynamic risk assessments prior to undertaking the Flood Warden role. Every flood situation is different and conditions can change very rapidly without notice so it is important that you continually assess the risk you face at all times.

Drowning

Common perception is that drowning occurs in deep water such as a main river when in actual fact a person could easily drown in just an inch of water. It is also worth bearing in mind that six inches 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.

Flood water in rivers can hide strong flows particularly near weirs and sluices. The speed of water in a river during a flood can be four times faster than in normal conditions. **We advise all Flood Wardens against the practice of entering flood waters of any description.** It is preferred that Flood Wardens carry out their duties without the need to 'get wet'.

Contamination

Ensure you cover all cuts and broken skin with waterproof plasters to avoid infection and wear protective clothing such as waterproof gloves. Wash your hands in clean water especially before eating and drinking, carry an anti-bacterial hand wash and treat your hands regularly if you come into contact with flood water. Wash all clothing and footwear thoroughly and store any potentially contaminated items separately. Seek medical advice immediately if you or anyone else is affected by diarrhea, fever or abdominal pain.

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*.

Leptospirosis

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

Weill'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, 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, drinking or smoking. 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°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 (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 are 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 including clumsiness or lack of coordination, slurred speech or mumbling, confusion and poor decision-making (such as trying to remove warm clothes), drowsiness or very low energy.

Remember to listen to the advice of others, as they may see you showing signs of hypothermia before you realise the onset of it.

Submerged hazards

It is likely that flood water will carry mud and silt and even if it is just a few inches deep you will not be able to clearly see what lies beneath. Manhole covers may be lifted or displaced by the pressure of water in drains. Uncovered drains and displaced lids present a significant trip hazard.

The power of flood water can carry large items of debris such as rocks, branches and litter. Again, these submerged hazards pose a great risk to your safety. Always ensure you can see the surface you are walking on and if you cannot avoid walking through flood water, use a stout stick to aid balance and probe shallow water. Walk in single file and where possible always keep close to the person in front of you and try to follow in their footsteps.

Blocked culverts

Refer any blocked drains or culverts to the appropriate local authority, do not attempt to unblock them as you could place yourself at risk. The effect of suction when a drain is unblocked could cause you to become trapped or, you could inadvertently damage the drain, introduce material that could contribute to the block or, cause the blockage to shift further along the drainage system.

Emergency exit routes

Flooding may occur long after rainfall has ceased and conditions may change unexpectedly. There may be a lag between rainfall and peak flood levels as water continues to travel through the catchment. Avoid being trapped or cut off if flood waters do rise and always consider an exit route to a safe location.

Driving and flood water

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 traversing public highways and thoroughfares.

It is also possible that a road might be severely flooded and will need to be closed to traffic. This often falls under the responsibility of Highways. Often a person with the local community can place a 'Flood' sign in the road easily and quickly. This responsibility may fall to the Flood Warden.

Encourage people not to drive their vehicles through flood water. Nearly one third of all flood related deaths are through drowning in a vehicle. It only takes 60cm or 2 feet of standing water to float a car and just an egg cup of water in a combustion engine can wreck it. Mud, silt or sand may all increase the chance of losing their vehicle or aquaplaning.

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.

Vulnerable structures

Flood water can erode banks and damage structures especially when debris is present. This can cause damage to buildings, roads, river banks and other structures making them unsafe. Remember also that periods of prolonged rainfall can lead to the ground becoming saturated raising the risk of landslips. Landslips can undermine the foundations of houses or roads and affect railway lines for example.

Avoid standing on or near anything that may be vulnerable to damage or collapse due to flood waters and alert others, including members of the public and 'storm watchers', to the dangers they may face.

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.

Disposal of contaminated equipment

After a flood there is a high probability that the flooding equipment used, such as sandbags and flood boards, will be contaminated with sewerage and pollutants. If a Flood Warden thinks that the items used during a flood have been contaminated then they are advised to contact the local council for information and disposal. The Environment Agency booklet 'Before, During and After a Flood' also contains useful advice about how to clean up after a flood.

Protective clothing

Your high visibility jacket or vest should be worn outside of your clothing and securely fastened at the front to prevent the jacket flapping in the wind or catching on anything and placing you at risk. Ensure you are visible to others at all times. Use a torch when working in the dark or low light conditions. The safety equipment you use should be identified through undertaking a risk assessment as part of your Community Flood or Emergency Plan.

Remain aware and take regular breaks

During an incident it is easy to become 'task-focussed' and concentrate so much on what you are doing, you forget about your own safety or that of others. Stop your activities regularly to assess your own safety and that of others around you. Always work in pairs or small groups, take a break regularly and stand down if necessary to get some rest.

Communications

During a flood or storm conditions you may not be able to rely on your mobile phone – signal strength may be weak or non-existent. Consider a simple emergency whistle as an alternative form of communication to summon assistance if you are in danger or come across an emergency. Remain in clear view of others at all times and inform someone, such as your Deputy Warden(s), of your activities and where you will be.

Be prepared

Being prepared ahead of an emergency could help to keep you safe and could even save a life. As a community you can help to keep safe by practicing what you will do during an emergency. The Environment Agency, Police or Fire Service may be able to help you to test your community plan.

Inspect any equipment regularly and check it is suitable for use. If you get a flood alert check your phone is fully charged. **Create a volunteer 'grab bag'** containing essential items you might need during an emergency. Items it could contain are listed in Appendix 2.

Place in your grab bag a safety checklist such as this one:

- S** stay out of water
- H** hygiene aware
- O** operate local emergency plan procedures
- W** work in pairs
- E** escape route and egress
- R** risk assess & aware

5. 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 Kent County Council, Local Authorities or the Environment Agency. Kent County Council, Local Authorities and the Environment Agency provide training, support and guidance to Flood Wardens and suggest how they could carry out their duties.

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

In some communities, Flood Wardens may be acting as agents of their Parish Council. If this is the case, it is implied that their Parish Council indemnifies them against liability arising from their actions unless they act negligently. Flood Wardens should check their parish insurance policy to ensure they are covered against liability for their actions. All non-parish based Flood Wardens should check that the insurance of their particular organisation covers Flood Warden duties.

If Flood Warden's are deployed by their Borough/District Council to undertake a specific role, they may be covered by an insurance policy provided by the Borough/District Council. It is recommended that this option is investigated with the Local Authority to establish if you would be covered by their 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. Kent County Council, Local Authorities and the Environment Agency advise all Flood Wardens that they should conduct themselves as any reasonable and prudent person would, thereby protecting themselves against claims of negligence.

What if a Flood Warden is injured?

It is important to check whether you would be indemnified against personal injury within the Parish Council insurance policy. If Flood Warden's are deployed by their Borough/District Council to undertake a specific role, they may be covered by an insurance policy provided by the Borough/District Council. Kent County Council, 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.

What if a Flood Warden fails to give a Warning?

It is important to remember that the Environment Agency has a power rather than a duty to give Flood Warnings, and the same principle also applies to a Flood Warden. In English law, a failure to act does not normally attract liability. Therefore, as the law stands, it is unlikely that the Flood Warden would be liable for any damage that arose from failing to warn a member of the public of an impending flood. This would not be the case though if it could be proved that the Flood Warden purposefully withheld information from the public in the event of a flood.

It should be noted that the legal distinction between failing to act and acting has never been part of European law. The coming into force of the Human Rights Act 1998 does make it more likely that the courts will seek to blur this distinction in English law. As of yet, no Court cases have been brought against Flood Wardens in order to test this theory. It is highly unlikely that any Court will prosecute a Community Flood Warden as a consequence of their actions as long as the Flood Warden acted in good faith with good intentions.

6. Sandbags

Provision of sandbags

Local authorities do not have a duty to provide sandbags at times of flooding. However many local authorities take the threat seriously and will put aside resources to protect key sites, properties and infrastructure. Nevertheless, householders must take appropriate measures to protect their own properties as far as possible from flooding.

Your Borough Council may request assistance from Flood Wardens in supervising, coordinating and distributing sandbags as appropriate within your community. It is up to individual Flood Wardens as to whether they are willing/ able to provide such support and also assisting residents with laying sandbags etc.

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 as much key infrastructure as possible.

Use of sandbags

If sandbags are used, they are effective only if they are used properly. By laying the sandbags correctly, it can also reduce the number of sandbags that are required to reduce the flooding risk to a property. See the Environment Agency publication, Sandbags: how to use them properly for flood protection.

Disposal of sandbags

Sandbags are likely to be contaminated with sewage and other pollutants. Contact your Local Authority to find out how they should be correctly disposed of.

7. Sources of information

Environment Agency services

Flood Warnings

The Environment Agency issues flood warnings to protect people or property at risk of flooding. They provide warnings both to the public and organisations responding to emergencies. Their Flood Warning System (FWS) is a multimedia messaging system that disseminates warning messages via multiple channels such as telephone, mobile phone, email and SMS text messaging. You can sign up to FWS by calling Floodline on 0345 988 1188 or by registering online at: gov.uk/sign-up-for-flood-warnings.

As a Flood Warden it is a good idea to sign up for the FWS service if you are not already. If you live in part of the community that does not receive a flood warning service, but are the Flood Warden for area(s) that do, you can still register to receive the relevant Flood Warnings. As previously mentioned an important aspect of your role could be to make local residents aware of the Flood Warning Service and encourage them to sign up if they haven't already.

Flood Warning codes

Flood Warnings are issued by the Environment Agency using a set of three easily recognisable codes. Each of the three codes indicates the level of danger associated with the warning. The codes 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 Flood Warnings and their codes are shown on page 30.

Floodline

This is a recorded message system run by the Environment Agency that anyone can call. After dialling the Floodline number (**0345 988 1188**) you can enter a Quick Dial code that will enable you to access your area specific information quickly by bypassing the telephone tree. Floodline call operatives can also be reached to help with specific flooding enquiries. Floodline Quick Dial codes can be found in **Appendix 5**.

River levels on the internet

The Environment Agency provides data on river levels on www.gov.uk. This data is collected from their monitoring stations and is updated daily. It covers all of the major rivers and shows the current level, typical range, recent highest level and the highest level recorded at the location.

Gauge Boards

The Environment Agency can provide Flood Wardens with information on relevant 'Gauge Boards'. These provide an overview of levels that Environment Agency Flood Warnings are issued at, historic flooding levels, and potential impacts at particular levels.

Practical advice and guidance

The Environment Agency publishes practical and useful information to help communities prepare for flooding. The majority of these publications are available on internet or can be ordered for free by calling Floodline 0345 988 11 88. **Please see Appendix 4 for a list of relevant titles and website links.**

Other information

Kent Prepared – Local Resilience Forum

'Kent Prepared' www.kentprepared.org.uk is the public facing website of the Kent Local Resilience Forum (LRF). Kent LRF is the principal mechanism for multi-agency emergency response partners to work together to prepare for and respond to emergencies. The website includes information on community resilience and flooding.

Other useful websites include:

- **Environment Agency** - www.gov.uk/environment-agency
- **Met Office** - www.metoffice.gov.uk
- **National Flood Forum** - www.nationalfloodforum.org.uk
- **Kent County Council** – www.kent.gov.uk/flooding
- **Check flood warnings and river levels** - www.gov.uk/check-flood-risk



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 used	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 flood water 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

Appendix 1 Contact Directory

Organisation	Office Hours	Out of Hours
<p><u>Environment Agency</u></p> <ul style="list-style-type: none"> • Floodline • Environment Agency 24 hr flooding incident hotline • Local Environment Agency Office • Number for reporting flooding/ blockages 	<p>0345 988 11 88</p> <p>0800 80 70 60</p> <p>03708 506 506</p> <p>0800 80 70 60</p>	<p>0345 988 11 88</p> <p>0800 80 70 60</p> <p>03708 506 506</p> <p>0800 80 70 60</p>
<p>Kent County Council</p> <ul style="list-style-type: none"> • General and emergency in office hours • Emergency out of hours • Watercourse blockages 		
<p><u>Borough/District Council</u></p>		
<p>Emergency Services</p> <ul style="list-style-type: none"> • Police (non emergency) • Fire HQ switchboard (non emergency) 	<p>999</p> <p>101</p>	<p>999</p> <p>101</p>
<p><u>NHS</u></p> <p>NHS 111 Service (when less urgent than 999)</p>	<p>111</p>	<p>111</p>
<p>Water/ Sewerage Company</p> <ul style="list-style-type: none"> • • 		
<p><u>Power providers</u></p> <ul style="list-style-type: none"> • • 		

Other Contact Details

Please feel free to add any other contacts below which you may find useful in your role as Flood Warden eg Parish Council, local Police Community Support Officer etc.

Please remember – contact details should be checked at least annually to note any changes.

Organisation / Name	Office Hours	Out of Hours

Appendix 2 Flood Warden Equipment

As a Flood Warden, if you haven't already done so you may want to ensure that you have the appropriate equipment to enable you to carry out your role. Please see some suggestions of such equipment noted below.

Please note the Environment Agency can provide Flood Wardens with a 'hi-visibility' vest relevant to your community and leaflets to handout to residents (as detailed in Appendix 4).

Flood Warden Equipment

- Warm/ waterproof clothing including gloves
- Appropriate footwear
- Fully charged mobile phone
- Hi-Viz vest*
- Torch / head torch
- List of emergency contact numbers
- Community flood / emergency plan
- Hand wash /sanitiser
- Bottle of fresh water / snacks
- Solar powered chargers/ plug in phones
- Flood Warden Handbook
- Leaflets for householders*



* Items can be provided by Environment Agency - but please also liaise with your Local Council about these items

Appendix 3 Household Flood Kit Contents

Households who are at risk of flooding, may find it beneficial to put together a 'Flood Kit'.

Most householders will have many of the items anyway, but putting them all together in one place, that can be easily at hand can make it easier in a flooding emergency.

Below are some suggestions of what a Flood Kit might contain:

Flood Kit

- Waterproof clothing
- Rubber gloves
- Wellington boots
- Torch
- Battery or wind-up radio to monitor local news and weather
- First aid kit
- Spare batteries (for torch & radio)
- Mobile phone and charger
- Bottled water (check use by date)
- Tinned and non-perishable food (eg cereal bars), and a tin opener
- Blankets
- Emergency cash and credit cards
- Essential prescription medication/ repeat prescription forms
- Copies of insurance and any other important personal documents
- Contact details eg friends/ family, insurers, bank, utility companies etc
- Children's essentials (if necessary) eg milk formula, baby food, sterilised bottles and spoons, nappies, wipes, nappy bags, clothing, teddy etc

Appendix 4 Environment Agency Publications

The Environment Agency publishes practical and useful information to help communities prepare for flooding. The majority of these publications are available on internet via the links below or can be ordered (free) by calling Floodline 0345 988 11 88.

Publication title	Website address available from
What to do before, during and after a flood Practical advice on what to do to protect yourself and your property	https://www.gov.uk/government/publications/flooding-what-to-do-before-during-and-after-a-flood
Would your business stay afloat? A guide to preparing your business for flooding	https://www.gov.uk/government/publications/preparing-your-business-for-flooding
Prepare your property for flooding: A guide for householders and small businesses to prepare for floods	https://www.gov.uk/government/publications/prepare-your-property-for-flooding
Personal Flood Plan Template	https://www.gov.uk/government/publications/personal-flood-plan
Community Flood Plan Template	https://www.gov.uk/government/publications/community-flood-plan-template
Flood: Minimising the Risk. Flood Plan guidance for communities and groups. Practical advice to help you create a Flood Plan	https://www.gov.uk/government/publications/flood-plan-guidance-for-communities-and-groups
Sandbags: how to use them properly for flood protection	https://www.gov.uk/government/publications/sandbags-how-to-use-them-to-prepare-for-a-flood
Flooding from groundwater – Practical advice to help you reduce the impact of flooding from groundwater	https://www.gov.uk/government/publications/flooding-from-groundwater

Please also see the resources on page 12 that we can tailor to your community.

Appendix 5 Environment Agency Flood Alert and Warning Areas and Quick Dial Codes for Kent

Quick Dial codes

Information on the current situation in your area can be heard by dialing Floodline on 0345 988 1188. This local information can be heard by selecting option 1 and then dialing one or more of the following Quick Dial codes.

The Environment Agency is continuously improving the Flood Warning Service. As a result of this, some Flood Warning Areas and Quick Dial codes are subject to change. Please contact the Environment Agency for the latest version of this table by emailing ksl_frt.kentslondonandesussex@environment-agency.gov.uk

Flood Alert Name	Flood Alert Description	Floodline Quick Dial Code	Flood Warning Name	Flood Warning Description	Floodline Quick Dial Code
Coast from Dartford to Allhallows	Areas at risk of tidal flooding from Dartford to Allhallows, including Crayford, Greenhithe, Northfleet, Gravesend and the North Kent Marshes	217039	Dartford, Crayford and Greenhithe	Areas at risk of tidal flooding in Dartford, Crayford and Greenhithe	317048
			Gravesend and Northfleet	Areas at risk of tidal flooding in Gravesend and Northfleet, including Swanscombe	317050
			North Kent Marshes between Shorne Marsh and Allhallows	Areas at risk of tidal flooding in the North Kent Marshes between Shorne Marsh and Allhallows, including Lower Higham and Cliffe	317051
			Properties seaward side of tidal defences from Greenhithe to Gravesend	Areas at risk of tidal flooding on seaward side of tidal defences from Greenhithe to Denton, including Northfleet and Gravesend	317053
Tidal Medway, Medway Estuary and Isle of Grain	Areas at risk of tidal flooding on the Tidal Medway, Medway Estuary and Isle of Grain, including Aylesford, Medway Towns, Lower Halstow, Middle Stoke and Lower Stoke	217038	Isle of Grain and Stoke	Areas at risk of coastal flooding on the Isle of Grain and in Lower Stoke and Middle Stoke	317049
			Tidal River Medway and Medway Estuary	Areas at risk of flooding from the tidal River Medway and the Medway Estuary, including Aylesford, Larkfield, Wouldham, Medway Towns, Upnor, Hoo and Lower Halstow	317052
			Tidal River Medway from Allington Lock to Cuxton	Tidal River Medway between Allington Lock and Cuxton	317054

Flood Alert Name	Flood Alert Description	Floodline Quick Dial Code	Flood Warning Name	Flood Warning Description	Floodline Quick Dial Code
Isle of Sheppey and Coast from Kemsley to Seasalter	Areas at risk of coastal flooding on the Isle of Sheppey and North Kent Coast from Kemsley to Seasalter, including Sheerness, Minster, Queenborough, Leysdown on Sea, Sittingbourne and Faversham	217004	Sheerness, Minster and Queenborough	Areas at risk of coastal flooding in Sheerness, Minster and Queenborough, including Rushenden, Scrapsgate and West Minster	317010
			Coast from Warden Bay to Hamlet of Shellness	Areas at risk of coastal flooding from Warden Bay to Hamlet of Shellness, including Warden, Bay View and Leysdown on Sea	317006
			Coast from Kemsley to Seasalter	Areas at risk of coastal flooding from Kemsley to Seasalter, including Sittingbourne, Conyer and Faversham	317005
The Rivers on the Isle of Sheppey Area	The Scrapsgate Drain from the B2008 to the sea, through Minster and Scrapsgate and the Warden Bay Drain from Bay View to the sea, including Warden and surrounding holiday villages	217015	Scrapsgate Drain and Warden Bay Drain	Scrapsgate Drain and Warden Bay Drain	012661
Coast from Whitstable to Margate	Areas at risk of coastal flooding from Whitstable to Margate, including Herne Bay, Reculver, Marshside, Saint Nicholas at Wade, Birchington and Westgate on Sea	217005	Coast from Whitstable to Herne Bay	Areas at risk of coastal flooding from Whitstable to Herne Bay, including Tankerton, Swalecliffe, Studd Hill and Hampton	317004
			Properties at Chislet and Wade Marsh south of the Railway line	Areas at risk of coastal flooding at Chislet and Wade Marshes south of the Railway Line, including Marshside and Saint Nicholas at Wade	317008
			Coast from Reculver to Birchington	Areas at risk of coastal flooding from Reculver to Birchington, including Plum Pudding Island	317009
			Margate	Areas at risk of coastal flooding in Margate, from Westgate-on-Sea to Foreness Point	317007

Flood Alert Name	Flood Alert Description	Floodline Quick Dial Code	Flood Warning Name	Flood Warning Description	Quick Dial Code
Shuttle and Cray Catchments	The River Cray from St Mary's Cray to Crayford, including Hall Place and the River Shuttle from Blackfen through Sidcup to Old Bexley including Lamorbey Park	217030	River Cray at St Mary's Cray, Sidcup, Bexley and Crayford	The River Cray in St Mary's Cray, St Paul's Cray, Foots Cray, Sidcup, North Cray, Old Bexley, Hall Place and Crayford to the River Darent.	012621
			River Shuttle at Blackfen, Sidcup, Old Bexley and Crayford	River Shuttle in Blackfen, Sidcup Golf Course, Lamorbey Park, Sidcup and Old Bexley to Hall Place.	012622
Darent Catchment	The River Darent from Westerham to Dartford, including Brasted, Sundridge, Chipstead, Dunton Green, Otford, Eynsford and South Darent	217029	River Darent from Westerham to Sevenoaks	River Darent in Westerham, Brasted, Sundridge, Chipstead, Riverhead Chevening and Sevenoaks to the M26	012631
			River Darent from Otford to Darent	River Darent in Otford, Shoreham, Eynsford, Farningham, Horton Kirby, South Darent, Sutton-at-Hone and Darent to Hawley	012632
			River Darent at Dartford Trade Park, Brooklands and Dartford to the Thames Estuary	River Darent in Hawley, the Dartford Trade Park, Brooklands, Dartford Town Centre, Dartford and Crayford Marshes to the River Thames including Slade Green and the Darent Industrial Park	012633
The Coast from Pegwell Bay to Deal Including the Lower Tidal Stour	Coast and tidal areas from Pegwell Bay to Deal including Sandwich, the Pfizer site and the tidal Stour between the sea and Stonar Cut	217006	The Quay, Sandwich	The Quay, Sandwich	317011
			Sandwich	Sandwich	317012
			Discovery Park	Discovery Park	317013
			North Stonar to Cliffs End	North Stonar to Cliffs End	317014
			Coast from Pegwell Bay to Folkestone	Coast from Pegwell Bay to Folkestone	012512

Flood Alert Name	Flood Alert Description	Floodline Quick Dial Code	Flood Warning Name	Flood Warning Description	Floodline Quick Dial Code
The Coast from Sandgate to Dungeness	The coast and tidal areas from Sandgate to Lydd, including Hythe, Dymchurch, St Mary's Bay, Littlestone, Greatstone, New Romney and communities on the Romney Marsh up to the Royal Military Canal	217007	Coast from Folkestone to St Mary's Bay	Coast from Folkestone to St Mary's Bay	317015
			Coast from Littlestone Golf Course to Dungeness	Coast from Littlestone Golf Course to Dungeness	317016
The Coast from Fairlight to Dungeness Including The Tidal Rother	The coast and tidal areas from Fairlight to Dungeness including Dungeness, Lydd, Camber, Winchelsea Beach, Pett Level and the Tidal Rother to Rye, Rye Harbour and East Guldeford	217008	Coast from Dungeness to Rye	Coast from Dungeness to Rye	317017
			Winchelsea, Winchelsea Beach and Pett Level	Winchelsea, Winchelsea Beach and Pett Level	012413
			Kings Avenue Estate and Rock Channel riverside properties	Kings Avenue Estate and Rock Channel riverside properties	317002
			Rye, Rye Harbour and East Guldeford	Rye, Rye Harbour and East Guldeford	317003
The Upper River Medway Area	The River Medway from Forest Row to Penshurst, including Ashurst	217009	River Medway between Forest Row and Penshurst	River Medway between Forest Row and Penshurst	317038
			Leigh Village	Properties at risk of flooding in Leigh Village	317000
			Kidbrooke Stream at Forest Row	Kidbrooke Stream at Forest Row	317042
The Middle River Medway Area	The River Medway from Penshurst to Hempstead Lock at Yalding, including the Leigh Barrier Flood Storage Reservoir, the Ensfield Road, Tonbridge, Paddock Wood, the Hop Farm, East Peckham, Branbridges and Hale Street	217035	River Medway between Penshurst and the Leigh Barrier	River Medway between Penshurst and the Leigh Barrier	317039
			Tonbridge and Hildenborough	River Medway at Tonbridge and Hildenborough including Tudeley, Golden Green, Whetsted and Hartlake	317046
			East Peckham	River Medway and The Bourne at East Peckham, including Little Mill and Hale Street	317040
			Paddock Wood and Laddingford	River Teise and Medway at Paddock Wood and Laddingford	012655

Flood Alert Name	Flood Alert Description	Floodline Quick Dial Code	Flood Warning Name	Flood Warning Description	Floodline Quick Dial Code
The Lower River Medway Area	The River Medway from Hempstead Lock at Yalding to Allington Lock, including East Farleigh, Wateringbury, Teston and Teston Park, Tovil and Maidstone including Millennium Park	217033	Yalding	Yalding including Benover and Congelow	317047
			Little Venice Country Park and Marina	Little Venice Country Park and Marina, including low lying properties in Yalding around Yalding Bridge	317044
			River Medway between Yalding and Maidstone	River Medway between Yalding and Maidstone, including Wateringbury, West Farleigh, Teston and East Farleigh	317043
			Maidstone	River Medway at Maidstone, including Tovil, Allington, Allington Marina and Aylesford	317045
			Tidal River Medway from Allington Lock to Cuxton	Tidal River Medway between Allington Lock and Cuxton	317054
The Rivers Eden and Eden Brook Area	The Rivers Eden, Eden Brook and Kent Ditch from Blindley Heath to Penshurst including Edenbridge and Hever	217010	Rivers Eden and Eden Brook	Rivers Eden and Eden Brook	317037
The River Bourne Area	The River Bourne from Hadlow to East Peckham, including Golden Green and Little Mill	217032	Hadlow and Golden Green	Bourne at Hadlow and Golden Green	317041
			East Peckham	River Medway and The Bourne at East Peckham, including Little Mill and Hale Street	317040
River Teise Area from Lamberhurst to Goudhurst	River Teise Area from Lamberhurst to Goudhurst	217036	Properties on the Teise in Lamberhurst and Goudhurst	Properties on the Teise in Lamberhurst and Goudhurst	317059

Flood Alert Name	Flood Alert Description	Floodline Quick Dial Code	Flood Warning Name	Flood Warning Description	Floodline Quick Dial Code
River Teise and Lesser Teise Area from Horsmonden to Yalding	River Teise and Lesser Teise Area from Horsmonden to Yalding	217034	River Teise and Lesser Teise between Horsmonden and Claygate	River Teise and Lesser Teise between Horsmonden and Claygate	012654
			Collier Street	River Beult and Lesser Teise at Collier Street, including Marden, Benover, Chainhurst and Haviker Street	317058
			Paddock Wood and Laddingford	River Teise and Medway at Paddock Wood and Laddingford	012655
			Yalding	Yalding including Benover and Congelow	317047
			Little Venice Country Park and Marina	Little Venice Country Park and Marina, including low lying properties in Yalding around Yalding Bridge	317044
The River Beult Area	River Beult from Bethersden and Pluckley to Stile Bridge, including Smarden, Headcorn, Staplehurst and Hawkenbury	217031	River Beult from Bethersden and Pluckley to Stile Bridge	River Beult from Bethersden and Pluckley to Stile Bridge, including Smarden, Headcorn, Staplehurst and Hawkenbury	012652
			Collier Street	River Beult and Lesser Teise at Collier Street, including Marden, Benover, Chainhurst and Haviker Street	317058
			Yalding	Yalding including Benover and Congelow	317047
			Little Venice Country Park and Marina	Little Venice Country Park and Marina, including low lying properties in Yalding around Yalding Bridge	317044

Flood Alert Name	Flood Alert Description	Floodline Quick Dial Code	Flood Warning Name	Flood Warning Description	Floodline Quick Dial Code
The Plenty, Swalecliffe and West Brooks Area	The Plenty Brook from Eddington to the sea, including Herne Bay, the Swalecliffe Brook from near Court Lees to the sea, including Chestfield and Swalecliffe and the West Brook from the railway line to the sea including Studd Hill and Hampton	217016	West Brook	West Brook	012541
			Swalecliffe Brook	Swalecliffe Brook	012542
The Upper River Stour Area	Communities on the Great Stour from Charing Heath to the A2070 including Ashford, communities on the East Stour, communities on the Whitewater and Ruckinge Dykes and the Aylesford Stream	217028	Great Stour from Lenham Heath to Hothfield	The Great Stour from Lenham Heath to Hothfield including Charing Heath, Little Chart and the Hothfield Flood Storage Area	317030
			Great Stour from Hothfield to Ashford	The Great Stour downstream of Hothfield Flood Storage Area to South Ashford including Great Chart	317029
			South Ashford	Properties at risk from the East Stour and Whitewater and Ruckinge Dykes including Park Farm, Kingsnorth, the A2070, Beaver and South Ashford	317034
			The Great Stour at North Ashford	The Great Stour from Ashford to Kennington	317033
			East Stour from Sellinge to South Ashford	The East Stour from Sellinge to South Ashford including Barrowhill, Mersham and Sevington	317026
			Whitewater and Ruckinge Dykes	Properties at risk from the Whitewater and Ruckinge Dykes in Shadoxhurst, Ruckinge and Kingsnorth	317035
			Aylesford Stream	The Aylesford Stream at Willesborough	317023

Flood Alert Name	Flood Alert Description	Floodline Quick Dial Code	Flood Warning Name	Flood Warning Description	Floodline Quick Dial Code
The Lower River Stour Area	The River Stour from the A2070 at Conningbrook Manor to Fordwich, including Wye, Godmersham, Shalmsford Street, Chartham, Canterbury and Sturry	217027	Wye, Godmersham and Chilham	The Great Stour from Wye to Chilham including Godmersham	317036
			Shalmsford Street, Chartham and Thannington	The Great Stour from Shalmsford Street to Thannington including Chartham	317025
			Canterbury	The Great Stour at Canterbury	317024
			Fordwich and Sturry	The Great Stour at Fordwich and Sturry	317027
Nailbourne and Little Stour Area	Communities on the Nailbourne, Little Stour and River Wingham, including Lyminge, Elham, Barham, Bridge, Bekesbourne, Littlebourne, Ickham, Wickhambreaux and Wingham	217026	Nailbourne	Communities in the Nailbourne Valley including Lyminge, Elham, Barham, Bridge, Bekesbourne, Littlebourne and Wickhambreaux	317032
			Little Stour	The Little Stour at Ickham and Wickhambreaux	317031
Tidal Stour Area from Fordwich to Stonar Cut	Tidal Stour Area from Fordwich to Stonar Cut including Stodmarsh, Grove Ferry, Plucks Gutter, Ash Level and Minster Marsh	217003	Grove Ferry and Plucks Gutter	The Great Stour at Grove Ferry and Plucks Gutter	317028
			Stour Marshes	Communities in the Stour Marshes including Ash Level, Minster Marsh and Stodmarsh	317001
The North and South Streams Area	The North and South Streams from Eastry and Northbourne to the East of Sandwich, including Finglesham and Hacklinge	217018	North and South Streams	North and South Streams	317022
The Hamstreet Arm Area	The Hamstreet Sewage Arm Speringbrook Sewer from Dukes Meadow and Ruckinge Road, Hamstreet to the Royal Military Canal, including Hamstreet	217021	Speringbrook Sewer (Hamstreet Arm)	Speringbrook Sewer (Hamstreet Arm)	317056

Flood Alert Name	Flood Alert Description	Floodline Quick Dial Code	Flood Warning Name	Flood Warning Description	Floodline Quick Dial Code
The New Romney Sewage Arm Area	The New Romney Sewage Arm from the Sewage Treatment Works to the Sea and from Littlestone Road to the Romney, Hythe and Dymchurch Railway, including New Romney	217022	New Romney Sewage Arm	New Romney Sewage Arm	317057
The Pent Stream Catchment	The Pent Stream Catchment from Cheriton to Folkestone Harbour	217037	The Pent Stream	Areas at risk of flooding from the Pent Stream between Folkestone Fire Station and the viaduct including Pavilion Road, Black Bull Road and Bradstone Avenue	317060
The River Rother Area	The River Rother and its tributaries from Turks Bridge to the Royal Military Canal, including Crowhurst Bridge, Etchingham, Robertsbridge, Salehurst and Bodiam	217019	Etchingham	Etchingham	317018
			Robertsbridge	Robertsbridge	317019
Groundwater flooding in East Kent	Areas at risk from Groundwater flooding including the Petham Bourne, Alkham bourne and Nailbourne including Elham, Barham, Bishopsbourne, Bridge, Patrisbourne and Bekesbourne	217000			

