

## The role of a Flood Warden

### General

Flood wardens are **volunteers** who support their community before during and after flooding. They have the knowledge and practical skills to help their community. They ensure that the Environment Agency's Flood Warning messages reach the local community and are acted upon. They are the Environment Agency's 'eyes and ears' on the ground during a flood, and Lead Wardens will have a two way line of communication through to our Area Incident Room and Emergency Responders.

### **What can flood wardens do during a flooding event?**

- Report the latest river levels to the Environment Agency
- Offer advice and information to the public about a current flooding situation
- Liaise with all organisations involved in the response as appropriate
- Report vital information such as property flooding or blockages in a watercourse to the Environment Agency
- Co-operate with the emergency services at all times

### **What should flood wardens *NOT* do during a flooding event?**

- Flood Wardens **should not** assist with evacuation of residents, unless specified in Emergency flood plan
- Flood Wardens **should not** help residents to move their belongings
- Flood Wardens **should not** help the Environment Agency operate or repair flood defences, unless trained and instructed on how to do so
- Flood Wardens **should not** enter flood water

### **What can flood wardens do at other times?**

- Help to raise awareness of flooding issues within the local community
- Encourage local people to register to the Flood Warning Service
- Promote the profile of flooding with local groups and Parish/Town Councils
- Discuss flooding related issues with relevant organisations
- Provide information to professional partners regarding vulnerable people or properties within the floodplain

**\*Covid-19: During this time please adhere to government guidelines at all times.\***

**Most importantly, Flood Wardens should not do anything to compromise the health and safety of themselves or others during a flood.**

***(Please sign and date this form to say that you are happy with the above terms and conditions):***

**Print Name .....**

**Signature .....**

Date.....

## **PRIVACY STATEMENT – Personal Data Use**

The Environment Agency will use your details completed on your interest application to update your community flood plan in your location – the boundaries of which are within your community flood plan itself. The Community Flood Plan is for public use and may be available to those in your community flood plan boundaries.

By providing us with your email address and contact details you consent for us to stay in contact with you for the duration of your volunteer Flood Warden appointment.

We will keep this form in a secure folder with restricted access to only the Flood Resilience team and it will be on file for as long as you are a flood warden or until you withdraw your consent.

You can withdraw your consent to being a flood warden and the use of your contact details at any time by contacting us at [engagement\\_northeast@environment-agency.gov.uk](mailto:engagement_northeast@environment-agency.gov.uk). We will not share your details with any other third party without your explicit consent unless required to by law.

When contacting large email groups, please use the BCC 'Blind Carbon Copy' in order to keep personal emails of flood groups safe.

The Environment Agency is the data controller for the personal data you provide. For further information on how we deal with your personal data please see our Personal Information Charter on GOV.UK (search 'Environment Agency personal information charter').

OR contact our Data Protection team:

Data Protection Team  
Environment Agency  
Horizon House  
Deanery Road  
Bristol, BS1 5AH  
Email: [dataprotection@environment-agency.gov.uk](mailto:dataprotection@environment-agency.gov.uk)