

## **Flood Wardens....your community needs you**

The council and its partners are supporting communities to be more resilient to extreme weather conditions. We are expanding our network of community flood wardens and are looking for volunteers who we can work with in an emergency.

Having local people volunteer as community flood wardens will help us find out what's happening on the ground. Flood wardens will play a vital role in raising awareness of the dangers of flooding and help their neighbours to stay safe during an emergency.

### **Why have flood wardens?**

- To encourage local ownership and involvement
- To provide information to friends, neighbours and community contacts
- To enable two-way communication before, during and after an incident
- To use local knowledge to help prioritise who needs help/advice first

### **What do flood wardens do throughout the year?**

- Ensure contact information and plans are kept up to date
- Help to raise awareness of flooding issues within the local community
- Report issues such as blockages, damage to flood defences
- Promote self help within the community
- Identify those who may need help and those who can help

### **What do flood wardens do during an incident?**

- Ensure they are able to receive messages from the council
- Alert the incident room if local water levels become critical
- Act as a point of contact for local people and officers on the ground
- Be a source of information and support officers to identify those who most urgently need help
- Keep a record of what is happening

### **What do flood wardens do after an incident?**

- Be part of the recovery process and support the council and its partners to help communities
- Take part in a de-briefing session to help improve future responses
- Take part in an annual exercise to make sure people know what to do

### What do flood wardens not do?

Wardens should not:

- Help to move belongings
- Operate or repair flood defences
- Enter floodwater

The role does not include the right to enter people's property/land.

### What qualities & experience do flood wardens need?

- **Authoritativeness** - able to generate respect from the local community and be able to provide assurance
- **Decisiveness** - experience of being able to make quick assessments and decisions
- **Communications** - ability to get important messages across clearly and consistency both to the community and back into the council
- **Diplomacy** - ability to influence in a positive way and be an advocate of both the community and the council
- **Discipline** - must work to the plan and respect it and resist doing their own thing
- **Teamwork** - should work to build trust with the community all year round and not just in times of crisis.

### If you are interested in becoming a Flood Warden

please contact Angela Gent on 0191 643 7072 or

[angela.gent@northtyneside.gov.uk](mailto:angela.gent@northtyneside.gov.uk)

**North Tyneside Council**  
**Quadrant**  
**The Silverlink North**  
**Cobalt Business Park**  
**North Tyneside**  
**NE27 0BY**