



## **Who are Flood Plan Leads?**

Flood Plan Leads are volunteers who can act as a communication link between the community and Natural Resources Wales before during and after a flood. Flood Plan Leads can help ensure our flood warning messages reach the local community. They can act as our “eyes and ears” by updating us about any issues relating to flooding in their community. In an area at risk of flooding where the community have agreed to develop a flood plan to help manage the potential impacts of flooding, the Flood Plan Lead may act as the co-ordinator of the plan. Where a flood plan has been developed the Flood Plan Lead will be provided with a direct communications link to our Flood Operations room during an incident. A means of contact will also be made available to report issues such as blockages in river channels outside an incident.

## **What can Flood Plan Leads do?**

### **Before a flood:**

The role of a Flood Plan Lead depends on the specific requirements of each community and the type/severity of local flood risk. Leads can help with the inception of a plan, identify problem areas, and suggest who can help in a flood and which residents may require additional help.

The role of a Flood Plan Lead before a flood could also include;

1. Help to raise awareness of flooding issues within the local community and what actions people can take to protect their home.
2. Help identify vulnerable residents in the community
3. Encourage local people to register for a free flood warning service (if available in their area)
4. Ensure people are aware of Floodline 0345 988 1188 and the Natural Resources Wales website.
5. Where a flood warning service is available, make people aware of their „quickdial“ code
6. Promote self help within the community and encourage people to complete individual household plans.
7. Attend community council and other local meetings to ensure flooding issues retain a high profile.
8. Be a member of a group that helps put together a community flood plan to help reduce the effects of flooding.

9. Monitor the rivers or tidal situation that could effect their community when safe to do so.
10. Remain vigilant to the updated weather reports.
11. Report issues such as blockages of bridges or damage to flood defences to Natural Resources Wales/ Local Authorities.

### **During a flood:**

Flood Plan Leads are an important communication channel between Natural Resources Wales and the community during times of flooding. This helps to ensure that the community are aware of what is happening/predicted to happen and what actions to take. Residents will look to their Flood Plan Lead to provide initial organisation and guidance.

The role of a Flood Plan Lead during a flood could also include;

1. Activate the Flood Plan.
2. Keep Natural Resources Wales" duty officers informed of what is happening locally.
3. Help ensure people are aware of the situation and encourage them to take appropriate action
4. Co-operate with the emergency services and alert them to anyone who needs help or assistance
5. Keep a log of events and actions taken
6. Take photographs of flooding in the local community, if appropriate and safe to do so.

### **After a flood:**

The role of a Flood Plan Lead after a flood could include;

1. Help people affected by providing information and signposting them to organisations who can help with post flood clear up - e.g. National Flood Forum & Local Authority etc, as listed in the Community Flood Plan
2. Advise property owners to contact their insurance companies as soon as possible. This is because it may be necessary for loss adjusters to visit before damaged belongings are removed or before any contractors come in to do repairs etc.
3. Complete a post event report/debrief using the info collected during the flood (above). This should attempt to record the order of events as they happened and what action was taken before, during and after the flood.
4. Review and revise the Flood Plan to assess what went well or could be improved and help to implement the improvement actions that arise.

### **What Flood Plan Leads MUST not do**

- **Take any actions that could endanger their personal safety, or the safety of the general public.**
- Carry out the job of the emergency services - they are trained professionals with the correct equipment and understanding of their role.
- Enter floodwater – remember just 15cm (6 inches) of fast flowing water can sweep you off your feet. Floodwater displaces manhole covers and hides other dangerous obstructions.
- Attempt to use vehicles in areas of flood water
- Help Natural Resources Wales or Local Authority staff operate or repair flood defences.

### **What Flood Plan Leads MUST DO**

**Exercise proper care and diligence at all times as Natural Resources Wales accepts no liability for the negligent acts of Flood Plan Leads.**

**For more information on the role or to volunteer, please email us at [floodawareness.wales@cyfoethnaturiolcymru.gov.uk](mailto:floodawareness.wales@cyfoethnaturiolcymru.gov.uk) or telephone 0300 065 3000**