

## **FLOODING EVENTS –**

### **DOS AND DON'TS FOR WARD COUNCILLORS**

As a ward councillor, in relation to flooding or the risk of flooding in your ward:

#### **DO**

- 1) Promote and support Flood Action Groups
- 2) Work with FLAGs to carry out an audit of your area so that those residents who are less mobile or vulnerable are identified.
- 3) Advise residents to take their own flood prevention actions well in advance of and flooding event.
- 4) Advise residents to obtain their own sandbags.
- 5) Leave the identified front line responders to get on with their jobs.
- 6) Monitor and keep up to date with emails from the council's communications team.
- 7) Assume the role of 'information hub'.
- 8) Offer support, reassurance and advice to residents.
- 9) Take a proactive support role at rest centres, once they have been established, and with the information bus and staff.
- 10) Visit affected residents and offer support and advice for as long as it takes, following a flooding event.
- 11) Gather feedback and comments from residents, to be contributed to a subsequent debriefing session.

#### **DO NOT**

- 1) Ring up the council to find out what is going on during a flooding event, as the phone lines will already be under pressure and this will make things worse. .
- 2) Undertake any role of a front line responder that is already covered by the plethora of emergency plans in place.
- 3) Get in the way.
- 4) Respond to enquiries from the press.