

## Flood Risk Management Scheme – New Page Content Guidance

### What you need to provide

- **URL**

Please provide your preferred URL for the page. A short and simple URL will help to keep it user-friendly. Template: [www.thefloodhub.co.uk/scheme-name](http://www.thefloodhub.co.uk/scheme-name)

- **Type of scheme**

We hold information about Proposed, In Progress and Completed schemes on the website. The **Proposed** schemes are those which are still in the Appraisal stage and haven't yet secured full funding so may not go ahead. **In Progress** schemes are those that have secured funding and will be progressing to, or are in the construction phase. Please let us know which category the scheme fits in to.

- **Tile image**

This tile image will sit on the FRMS tile page [here](#) and will be used on social media. A nice bright image of a watercourse (not in flood) in the scheme area is preferred.

- **Contact email address**

Please provide a contact email address for any scheme enquiries. This will be placed in a mandatory 'Contact' section and we will provide it to anyone who contacts us with a query about the scheme. Please ensure that this is generic (please read the GDPR section for more information).

- **Content**

You will need to provide your page content text in a **Word document** that clearly outlines which text belongs in each section with associated headings, and any formatting you would like applied to the text e.g. bold, italics, underlined. **The text needs to be up to date and written in third person and not written with pronouns such as "we/our". Using 'we' in the text suggests that the scheme is being delivered by The Flood Hub, so it needs to refer to the relevant authority instead, e.g. 'the Environment Agency' or 'the Local Authority'.** Please provide a disclaimer sentence if you would like one included.

- **Logos, images and files**

Please provide logos for any partners involved in the scheme to add to the logo banner at the top of the page. **These will need to be provided as high-quality files in PNG or JPEG format.**

Any images that you would like on the page need to be of high quality and provided as **PNG or JPEG** files along with a caption. Any resources for users to download need to be provided in the relevant format e.g. **PDF, PowerPoint, etc.** You will need to highlight in the template where you would like each image or download to sit on the page.

- **Videos**

If you would like any videos to be uploaded to the page, please provide either the link to the video on **YouTube** or the original video file in **MP4 format**. The MP4 video would then be **uploaded straight to The Flood Hub (this depends on the size of the file)** or to the Newground Flood Team's YouTube channel to be able to embed it onto the webpage.

***Please note:** The video would be hidden from our YouTube channel. We require videos to be available to play from YouTube and embedded onto the webpage in order for them to be accessible from various devices and browsers.*

### Other details

- **Feedback and Forms**

We use Gravity Forms to add forms, surveys, polls and quizzes onto the website which may be useful for your flood scheme page, for example if you wish to gain feedback from the public about the scheme. There are various features available including adding images to the form, drop down boxes, tick boxes and free text boxes. You can see an example of a form on the Padiham flood scheme page [here](#).

The results come through to us which we can send over to you on a weekly/monthly basis, or as and when the feedback comes through. If you are interested in developing a form on your page or would like more information, please let us know.

- **Disclaimer**

Each page will include a disclaimer at the top explaining that the information has been provided by the relevant risk management authority and was correct at the time of upload, and that The Flood Hub is not responsible for the information on the page.

- **Accessibility**

Following a review of the accessibility of The Flood Hub, it's important that to ensure that the Flood Risk Management Scheme pages are accessible so that the information is available for everyone. In order to be accessible, it's important that all images that need them have alt-text descriptions and that any information that is within images but not on the page, is added to the main body of the text. In addition, there must be a written instruction provided in the text where you would like the users to download any further information, for example, "*click here to download the document about\_\_\_*". This is to ensure that those who are using screen readers do not miss any important information. More information on accessibility can be found in our 'Accessibility Guidance Document'.

- **GDPR**

In March 2023, a GDPR audit was carried out on The Flood Hub. Following this, please can you ensure that any downloads or page updates that are sent through for Flood Risk Management Scheme pages do not contain any personal data such as names, email addresses and mobile phone numbers. It is okay to have a generic contact email or telephone number that is linked to the


scheme. In the case where a letter containing personal data has been posted to residents and you would like it to be uploaded to the site for the public to read, we will only be able to host it on the website for the amount of time that it is needed for. For example, if the letter notifies residents of a road closure in place for 6 weeks, we will only host the download on the site for 6 weeks, after this time, we will remove the download and redirect the link to the Flood Risk Management Scheme page. Or, we can upload a data free version of the letter provided by yourselves and redirect the old one containing data to this one.

- **Page layout**


The pages below are **suggestions** of different layouts that can be used on your flood risk management scheme page. The page and section layout is very flexible and can be created according to the needs of your scheme information, with the ability to add subpages. However, larger schemes with numerous locations and sections will need to have the ‘tile layout’, with each tile (page) representing a different section of your scheme/project.

*Examples of different page layouts:*


Carlisle Phase 2: [Carlisle Flood Risk Management Scheme Phase 2 | The Flood Hub](#)

<ul style="list-style-type: none"> <li>Introduction</li> <li>Overview</li> <li>Map</li> <li>Programme</li> <li>Area 2 - The Swifts Embankment</li> <li>Area 3 - The Sands Centre Walls</li> <li>Area 4 - The Sands Centre Western Embankment</li> <li>Area 5 - Bitts Park East Wall</li> <li>Area 6 - Bitts Park Wall</li> <li>Area 7 - Bitts Park Embankment</li> <li>Area 8 - Bitts Park West Wall</li> <li>Area 9 - Bitts Park Car Park Footpath And Wall</li> <li>Area 10 - Dacre Road Embankment</li> <li>Area 11 - Dacre Road Raising</li> <li>Frequently Asked Questions</li> <li>Public Access / Footpaths Closures</li> <li>Contact Details</li> </ul>	<h2>Introduction</h2> <h3>Overview</h3> <p>The Carlisle Flood Risk Management Scheme will be delivered in three phases. These pages describe the second of these phases. The work delivered in this phase will provide further flood protection to the heart of the city of Carlisle including important transport infrastructure, commercial and leisure facilities as well as residential properties. This scheme will reduce flood risk to 50 residential homes and a further 33 other properties including the Sands Centre and Civic Centre. It will also reduce flood risk to Hardwicke Circus, Castle Way and the A7 over Eden Bridge providing much more resilience to the city's key transport routes.</p> <p>Proposed works in this area will both raise and extend the existing flood defences to a level that will provide protection from future flood events as large as those which followed Storm Desmond in December 2015.</p> <p>The flood defences will form a continuous line of defence extending from the playing fields of Trinity School in the east (which are significantly higher than the peak flood levels from December 2015) to the high ground of the Castle in the west. The scheme includes almost 1,000m of flood defences comprising a combination of flood walls, embankments, flood gates and raised roads. To assist with the planning and delivery of this scheme it has been divided into 10 distinct areas (ground investigation works have confirmed that no works are required in area 1). The map below shows the extent and location of each of these as well as providing links to further pages which describe the proposed works in each area in more detail.</p> 
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Padiham: <https://thefloodhub.co.uk/padiham/>

<ul style="list-style-type: none"> <li><b>Introduction</b></li> <li>Scheme Overview</li> <li>Work Carried Out So Far</li> <li>Scheme Details</li> <li>Extra Documents for Download</li> <li>Frequently Asked Questions</li> <li>Newsletters, News and Events</li> <li>Feedback and Contact</li> </ul>	<h2>Introduction</h2> <p>Padiham is a small town in the Borough of Burnley, Lancashire. It is situated alongside the River Calder and a smaller watercourse, Green Brook. Padiham flooded significantly on 26 December 2015 when the River Calder reached a record water level of 3.45m at the river gauge by the Station Road Bridge. 149 properties were reported as flooded.</p> <p>Flooding again occurred on 9 February 2020 during Storm Ciara. Water levels on the River Calder were lower than in 2015 (2.9m) and property level resilience (e.g. floodgates) have been installed on buildings since the last floods. The flooding in Padiham causes significant impacts to residential homes, businesses, public buildings and infrastructure in the town.</p> 
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Preston and South Ribble: <https://thefloodhub.co.uk/psr/>

<ul style="list-style-type: none"> <li><b>Introduction</b></li> <li>Scheme Details</li> <li>Riversway and Broadgate</li> <li>Lower Penwortham</li> <li>Frenchwood and Fishwick Bottom</li> <li>Walton-Le-Dale</li> <li>Higher Walton and Samlesbury</li> <li>Frequently Asked Questions</li> <li>Communication and Engagement</li> <li>Newsletters and Events</li> <li>Feedback and Contact</li> </ul>	<h2>Introduction</h2> <p>The Environment Agency (EA), Lancashire County Council and partners are working together to develop the Preston and South Ribble Flood Risk Management Scheme. This scheme will provide flood risk mitigation for communities from Preston Riversway up towards the M6 and Higher Walton.</p> <p>The proposed scheme will better protect around 4,800 residential properties as well as over 350 businesses. There are currently some flood defences already in place, but these were mostly built between the 1920s to the 1980s and are coming to the end of their life.</p> <p>Following feedback from the community the EA have established a preferred scheme option which they plan to share in autumn 2020. Any proposed defences will likely be made up of flood walls with localised use of glass panels and embankments.</p> <p>Any future defences will consider climate change and include environmental enhancements and mitigation. There will also be a focus on growth, regeneration and natural flood risk management where possible.</p> 
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### Larger scheme/project pages – tile layout

For the larger schemes/projects, you will need to have a ‘tile layout’ similar to the Kendal page which can be viewed here: [www.thefloodhub.co.uk/kendal](http://www.thefloodhub.co.uk/kendal) .





### **Checklist**

Please go through this checklist to make sure you have provided us with everything we need to complete your new scheme page:

- Page URL
- Type of scheme (Proposed/In Progress/completed)
- Tile image
- Contact email address
- Text in a word document written in third person
- Logos, images and files sent as individual, high quality files

Please send your page content draft to:

- [Christina.worsley@newground.co.uk](mailto:Christina.worsley@newground.co.uk)
- [lucy.crawford@newground.co.uk](mailto:lucy.crawford@newground.co.uk)

*Once we have received new scheme page information, we will liaise with you to provide timescales for when the page can be made live. **We endeavour to make the page live within 15 working days (three weeks), however, this is dependent on the teams workloads and holiday absences.***

*Please note that some changes may need to be made to the content you provide to make it suitable for the website format. These changes will be sent back to you for approval before the page is published.*

***Going forward and to keep the page up to date you will need to provide us with regular updates or changes such as new newsletters, events, scheme progress, changes to the content etc. Please email these changes to us and we will aim to make the updates within 5 working days.***