Environment Agency in partnership with Hello Lamp Post presents: Engaging with communities using digital technology

Accessibility
Accessible means easy to use or reach, making sure everyone, including those with disabilities, can be involved.

Automate
Automate means using machines or technology to make tasks happen automatically, without needing constant human input.

Engaging
Engaging means capturing your attention and making things interesting and enjoyable.

Engagement
Engagement embodies the connection and participation of individuals or groups with a specific activity, event or content.

Interact
Interact means to communicate with others by talking, sharing or doing things together.

Objectives
Objectives are clear goals, making sure everyone works together to achieve success.

Product
A product is something you can buy or use, like toys, gadgets, or services.

Proposition
A proposition is a suggestion or idea put forward for consideration or discussion.

Agent
Agents are like the people you find in a tech support centre - Hello Lamp Post gives them scripts, telling them what to say to users.

AI
AI, or artificial intelligence, is like smart computer systems that can learn, solve problems, and make decisions, similar to how humans do.

CRM
CRM stands for Customer Relationship Management, a tool businesses use to better connect with and serve their customers.

Digital Assistant

A digital assistant is like a helpful computer friend that can answer questions, share information and assist you with finding information.

Hello Lamp Post
Hello Lamp Post (HLP) is an engagement platform that helps to make places better for people.

Knowledgebase
A knowledge base is like a digital library where you can find and learn about different topics and information.

QR Code
A QR code is like a smart barcode that you can scan with your phone to quickly get information.

Subtopics
Subtopics are smaller parts of a bigger topic, helping you focus on specific things within the main subject.

Users
Users are people who interact with Hello Lamp Post via the app.

Coastal Erosion
Coastal erosion is the gradual wearing away of land along the coast due to the force of waves and other natural processes.

Coastal Evacuation Plan
A coastal evacuation plan is a plan to move people away from the coast when there's a danger like a flood.

Dredger
A dredger is a type of heavy equipment used to remove/ move sand, typically by scooping or suctioning.

EA
EA, or Environment Agency is a government organisation that works to protect and improve the environment, including managing issues like flooding and pollution.

Flash Flood
A flash flood is a sudden and intense flood that happens quickly, often due to heavy rain or rapid melting of snow.

Flood Defence

Flood defence involves building structures or implementing measures to protect areas from flooding, helping to prevent damage and keep people and property safe.

Flood Resilience
Flood resilience involves planning what to do when a flood happens, being ready to take action, and building structures to reduce the impact of floods. This helps communities protect and recover from such natural disasters. It involves communities working together.

Inundated
Inundated, in terms of flooding, refers to an area being overwhelmed or flooded with an excessive amount of water.

Sea Defences
Sea defences are things we build to protect land from the sea, like walls or barriers.

Sea Level
Sea level is the average height of the ocean's surface.

Sea Wall
A sea wall is a strong barrier built along the coast to protect land from the force of ocean waves, helping to prevent erosion and flooding.

Tidal Flood Risk
Tidal flood risk means the risk of flooding from the sea, especially when there is a storm combined with high tides, damaging coastal areas from wave action and a sea level which is higher than normal.

Brand
A brand is like a special identity for a product, company, or service that helps people recognise and remember it.

Call-to-action
A call to action is a prompt that encourages people to take a specific action, like clicking a button, signing up or making a purchase.

Citizen Science
Citizen science is when regular people like you and me help scientists by taking part in scientific activities, like collecting data or making observations.

Colour Palette
A colour palette is a group of colours chosen to be used together in a design or project.

Cubic Metre
Cubic metres are used to measure how much space something takes up.

Illustrations
Illustrations are pictures or drawings that help explain or decorate something.

Legal Boilerplate
Legal boilerplate is the standard information in legal documents that never really changes.

Transient Community
A transient community is a group of people who temporarily reside in a particular location before moving on.

Value for Money
Value for money means getting a good deal, where what you get is worth the price you pay.