



Scottish Flood Forum

Business plan and grant submission

April 2019–March 2022

Our Promises

Where ever we work we will:

- Leave a legacy so that any community or organisation at flood risk is better prepared for future flood events when we leave than when we arrived.
- After a flood, we will seek to leave individuals, communities and organisations feeling they have benefitted from our support.
- Share our experience, knowledge and know-how both formally and informally
- Act independently and with integrity so our advice can be trusted

Prepared by:



Date:

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Registered office:

**Caledonian Exchange
19A Canning Street
Edinburgh
EH3 8HE**

The Scottish Flood Forum is a Scottish Charitable Incorporated Organisation, No. SC043783.

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1 Introduction

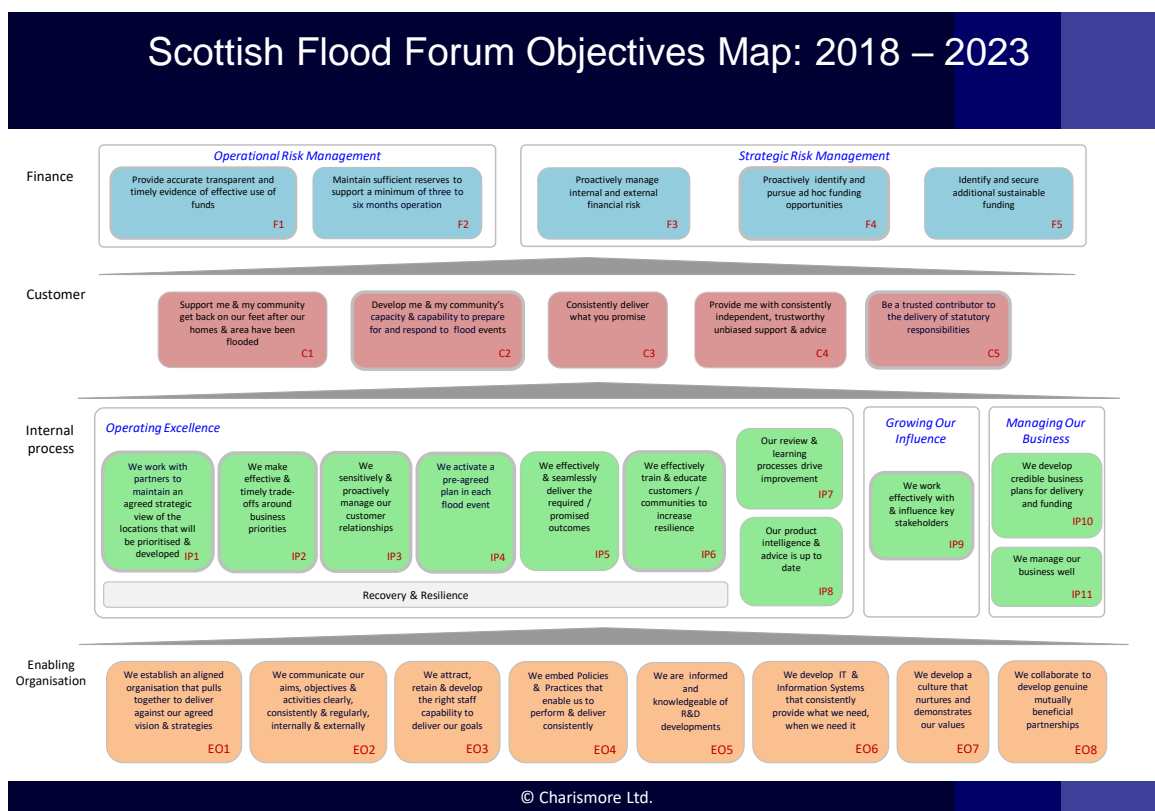
1.1 Background

This document contains: the SFF’s action plan for 2019-2020, and indicative plans for 2020-21 and 2021-22; identifies costed deliverables with a request for funding for the three year period; and notes how these deliverables link to Scottish Government strategic outcomes.

The action plan is supported by the SFF’s Strategic Plan which was updated in late 2017; this work was based on the Strategic Mapping undertaken in 2014, and updated to take into account current and future changes in our operating environment.

These updated strategic objectives, and the identified new and imminent drivers and opportunities, underpin this business plan and grant submission and act as a back drop to this three-year, 2019-2022, grant submission and action plan presented here.

Our Strategic Objectives (customer-facing, and internal) extend over the five year period 2018-2023 and are:



In addition, during 2017, a survey was undertaken of community flood resilience groups, local authorities and key stakeholders. Our future plans have been informed by the findings of this survey and feedback. A summary of the feedback received, and how we are taking it on board is set out in Section 3 and fuller results found in Annex 4.

2 Policy and Operating Environment

2.1 Policy Environment

Our business plan identifies the following key policy areas as the context within which the SFF operates:

- Implementation of the **Flood Risk Management (Scotland) Act 2009** ('the FRM Act').
- The **Climate Change (Scotland) Act 2009** and implementation of the associated Scotland's Climate Change Adaptation Framework.
- **Social Justice.**

In addition, **community planning** and the [Community Empowerment \(Scotland\) Act 2015](#) is an area that is a driver for action in developing resilient communities in partnership with other organisations and local authority departments. Additionally, our recovery role is supportive of the [Care for People guidance](#) provided as part of implementation of [the Civil Contingencies Act 2004](#).

In Scotland, the legislative focus for **Social Value** is on "sustainable procurement". The [Procurement Reform \(Scotland\) Act 2014](#) places an obligation on public sector bodies and lays the foundations for the systematic delivery and reporting of [community benefit clauses](#) that can add significant social value. Whilst, as a charity, we are not bound by this legislation, we are working towards being able to articulate the social value and community benefit of our work, to ensure our work and our outcomes are supportive of Scotland's broader aims.

2.2 Supporting Scottish Government Outcomes

The work of the SFF supports the Scottish Government's national outcomes. In particular:

- We have strong, resilient and supportive [communities](#) where people take responsibility for their own actions and how they affect others.
- We live in well-designed, [sustainable places](#) where we are able to access the amenities and services we need.

Our work in developing and supporting Community Resilience Groups in flood risk areas and ensuring they are aware of both their flood risk responsibilities and able to act when required. This is a core element of building strong, resilient and supportive communities, able to help one another if and when flooding events occur.

"Our community is remarkable and the new defences have coped well. We are using the alarms to engage with community resilience using our action plan. Our hearts are with all those other communities who have not been so fortunate"
CFRG chair after Storm Desmond, January 2016.

Excellent service. Our thanks to SFF for all the help
Response from CRFG chair to SFF customer survey 2017

Our work is also supportive of:

- We value and enjoy our built and natural [environment](#) and protect it and enhance it for future generations.
- We have tackled the significant [inequalities](#) in Scottish society.

Communities that develop an understanding of their flood risk tend to be more aware of, and work with their natural and built environment, for example by working with local landowners to help them work with the environment to manage flood risk.

“The Falkland Flood Action Group works closely with the local estate in understanding, using and developing natural flood management ideas to help manage flooding in our area. Indeed the Falkland estate is a member of the group and support us as we collaboratively take forward the flood management agenda.”

Chair, Falkland Flood Action Group.

Within a community significant inequalities can exist. An active CRG can support the vulnerable within its community as they act together. The SFF’s advice and support to those who have been flooded and cannot afford flood insurance is considered invaluable in helping them through the trauma of flooding and getting them back on their feet afterwards.

The face to face contact ... has been most important to us. My husband is not one to seek help in a crisis as he is usually able to deal with everything life throws at him, but in this case I was unable to penetrate the official blockers and doorkeepers on his behalf and felt so helpless. He [the SFF staff member] was a rock for both of us, helping us both to understand that we deserved assistance and asking for it was fully justified.

Joan, Ballater

2.3 Operating Environment

This section sets out the environment in which the SFF will operate during the period. Key items that influence the action plan for 2019/20 and milestones to be noted include:

- The **local authority FRM plans, published in June 2016** continue to offer a key opportunity for the SFF to engage and link its resilience work with the measures under the plans both within PVAs and in other smaller at-risk areas.
- The **FRM plan Interim Progress Reports** will be published in early 2019. The SFF is working hard to ensure our actions are incorporated into these plans. Once the interim plans have been used to shape how we work together, we will be in a strong position to input into the final Progress Reports – with the dual role of supporting local authority reporting and raising awareness of the SFF.
- In addition, work is commencing on looking toward to the **second cycle of FRM planning** and the revised National Flood Risk Assessment was published in December 2018. The SFF will ensure it is well positioned to influence and support this work.
- The [Resilient Scottish Communities: Strategic Framework](#) has the strategic aim of *“communities, individuals and organisations are empowered to assess and understand risk and take appropriate measures to **prevent, prepare for, respond to and recover from emergencies**, in a way that complements the work of the emergency responders.”* One of the Framework’s

desired outcomes is that **“communities are empowered and supported to take collective action to address the resilience issues that affect them by developing local initiatives and plans that complement the actions of the Emergency Responders and help make them stronger, more resilient, influential and inclusive”**. The work of the SFF can complement and work towards these outcomes. One of our key priorities over the coming period will be, wherever possible to ensure our flood resilience work is linked in to delivery of Resilient Communities initiatives.

- The second **Scottish Climate Change Adaptation Programme** is under development, and this is intended to include a focus on behaviour change. The SFF has already been approached to advise on flooding aspects and will continue to look for opportunities to work with Scottish Government on this.
- **The Flood Disadvantage Map** was updated, using 2011 census data, and published in December 2015. It provides an indication of areas of **social deprivation** at high flood risk, some of which may not be within a PVA. This map will continue to be used in our discussions with local authorities to agree where the SFF skills are best deployed and to use our resilience building work to create and extend partnerships with other organisations including local authority departments working with communities in deprived areas. We aim to seek opportunities to source additional funding through this route.
- Current work being undertaken by JHI and the University of Aberdeen is looking at **the long term emotional and social impacts of flooding**. Whilst this work is not yet published, preliminary, Year 1 findings confirmed the long length of time that practical recovery (house renovations, dealing with insurers etc) takes – often between 6 and 12 months - and the even longer term emotional impacts of the traumas faced. So far, preliminary results confirm the appropriateness of the SFF’s objective to remain within a community (part time) until everyone is back in their homes – even if this takes many months. Year 2 interviews are now being processed by the team; as the study progresses, we will continue to take its findings into account as we develop our service offer.
- SEPA has produced a Flood Warning Development Framework Strategy for 2017-2021 to run alongside the six year FRM plans. A number of new **Flood Warning Schemes** will be launched during 2019/20 and 2020/21 (see Figure 1) and it anticipated that the SFF will be requested to support these, along with other resilience events run by local authorities and others.



Figure 1: SEPA Flood Warning Schemes

- The **Flood Resilient Properties Framework** developed by Scottish Government and partners, complementing the [Defra Property Flood Resilience Action Plan](#), will move into delivering action from 2019 onwards. The SFF sit on the steering group – the Flood Resilient Property

Delivery Group - and has been asked to provide a secretariat/project manager function for the group. This new role was recruited in December 2018 and will start work with the SFF and the group in early February. The first deliverable of this group – a clear action plan – is identified in the **Programme for Government**. We will both use our experience to influence the group's direction and, as recommendations become clear, will use this to inform our work going forward.

- The **National Centre for Resilience** will be in its fourth operational year by 2019 and it is expected that the SFF will continue to have a role in supporting this centre.

3 2017 Survey Summary and Learning from Feedback

3.1 Overview

Every two years, we undertake a full customer survey to inform the development of our organisation and service offer. The last survey was taken in late 2017, and its findings are set out in Annex 4. During 2018, event and meeting evaluation and feedback from communities continues to indicate we are valued and continue to improve our service offer.

“He [The SFF staff member] was always helpful, good at listening, able to intervene in a ‘client’ sensitive manner if feelings were running a tad high or where there seemed a lack of clarity as to the best way forward regarding prevention advice and the options open to us.”
Nigel, Skye

A new survey will be undertaken in 2019.

3.3 2017 Survey Conclusions and Actions Taken

From the findings laid out in Annex 4, it appears that the actions we took in 2016 and 2017 - recruiting a Community Resilience Manager, convening a quarterly CRG chairs peer to peer networking event, circulating a regular community newsletter and, more recently recruiting short term administration support during busy recovery periods - are all helping in improving our communications with communities. Our newly refreshed [website](#) is another initiative we’ve taken to enhance our communications with those at risk of flooding, as well as other organisations operating on the flood risk area. However, we continue to seek feedback from community groups to inform any further improvements required in this area.

We are improving our communication with local authorities and other bodies and investing time into building stronger links.

As we review our services and engage with local authorities, we will aim to get wider feedback on the possible other services that the survey has indicated the SFF could be well placed to deliver.

As a result of the SFF speaking at the Irish National Flood Forum (INFF) Conference in November 2017, and meeting with the Irish Government minister responsible for flooding, the INFF visited the SFF during November to better understand our resilience activities. They wished to include a summary of these in their business plan submission to the Office of Public Works – again an indication that the services we have developed are well thought of and ahead of other countries.

The SFF is in the process of developing a wider evaluation framework that in time, will lead to a set of outcomes (what changes in communities at flood risk and for our stakeholders) as a result of SFF activities. These can then be tested to ascertain a level of confidence in the social capital created in flood risk communities as a result of the support provided by the SFF. Early indications, based on the survey findings reported above, imply that flood risk community volunteers and groups do increase their knowledge, skills, confidence and experience as a result of SFF activities.

4 The SFF Service to Communities and Organisations 2019 -2022

In order to continue to deliver against the SFF mission and objectives, it is important to recognise the busy, fast-moving operating environment within which the SFF operates. It is acknowledged that the specifics of the service offer, or the priority of each offer, may change over time as the policies and practices of other organisations, especially local authorities, change. Growth of the organisation is one option that may be explored during the Plan period either via new staff or short term contracts to increase our capacity and to investigate social value options.

The delivery services we plan to focus on over the period **2019 – 2022** are described here. The *greyed out services* are those which we seek to fund through donations and/or new charging regimes and are additional to the services which we invite the Scottish Government to fund.

Any additional one-off donations received by SFF, over and above those received for delivery of a specific service, will, in the first instance, be focused on creating a contingency fund to enable the SFF to respond to flooding events across Scotland of a greater number or severity than allowed for within this bid. In this way, the core Scottish Government grant allows the SFF to have a presence on the ground, whilst leveraging other funding sources to increase our presence and impact.

For example in 2017 the SFF was successful in bidding for funding from the SSEN Resilient Communities fund to purchase an SFF resilience vehicle (bought in June 2018) for SFF staff to use during a major flood when overnight accommodation can be difficult to find.



1 The SFF vehicle and staff meeting the Cabinet Secretary at Tillicoultry Fire Station. Nov 18

It will also be used at partners' resilience and flood awareness raising events and has already had an outing to Orkney in support of SEPA's flood warning launch and to Tillicoultry fire station to be introduced to the Cabinet Secretary during Resilience Week.

We will continue to identify and access other sources of funding in this way to complement the funding obtained from Scottish Government and thereby extend the services we are able to offer.

4.1 Recovery and Embedding Resilience (community focused)

“Support me & my community get back on our feet after our homes & area have been flooded”

The SFF recovery programme provides an Integrated Recovery Framework in which both the community and authorities work in partnership towards a common goal of rebuilding and reuniting the community. This provides a means of responding to the many complex social needs within the affected community. The following are some of the issues the SFF may mitigate in meeting the needs of the flood-affected community.

Loss of livelihoods: As homes and businesses are damaged and disrupted, economic activities in the community come to a standstill, resulting in dislocation and disruption of normal life for a period far beyond the duration of the flooding.

Community migration: Frequent flooding, resulting in loss of livelihoods and other prolonged economic impacts can trigger community migration or population displacement creating difficult social problems.

Psychosocial effects: The huge psycho-social effects on flood victims and their families can traumatise them for long periods of time. The loss of personal effects and home can generate deep impacts, especially on children. Displacement from one’s home, loss of property and livelihoods and disruption to business and social affairs can cause continuing stress. The stress of overcoming these losses can be overwhelming and produce lasting psychological impacts.

Hindering economic growth and development: The high cost of relief and recovery may adversely affect investment in other development activities.

The SFF will continue to respond to flood events across Scotland up to its capacity to deliver. As part of its Integrated Recovery Framework it will:

- in partnership with, and at the request of, local authorities set up, co-ordinate and resource recovery surgeries in the immediate aftermath of a flood event and set up and resource a recovery programme, providing a regular presence and community support for a period of time, ideally until people are able to return to their homes,
 - building on these recovery-related activities use the opportunities to create new Community Resilience Groups in the area;
- work with partners to deliver a joined up service (exhibitions and advice provision) to the community;
- at individual householder’s request, provide 1:1 advice on drying out properties; liaising with insurers and builders, contacting local authorities and other bodies as well as provide advice on how to protect their property against future events;
- provide business continuity training for SMEs if requested;
- act as a mediator at meetings between householders and responsible bodies or builders/loss adjusters; and



2 Newton Stewart Flood Warning Launch, 2March '17

- leverage the strong partnership with the National Flood Forum, the England and Wales equivalent organisation, to provide reciprocal support and aid to Scotland should demand outstrip our capacity.

During the plan period we will:

- invest resources to strengthen liaison and communication routes with local authorities and other recovery deliverers including Regional Resilience Partnerships (RRPs) and Local Resilience Partnerships (LRPs);
- work to ensure our service offer is understood and integrated into the relevant local authority contingency plans; and
- continue to investigate additional funding sources for our services and to augment these, such as in the case of the SFF Resilience Vehicle.

The SFF request funding from Scottish Government for the following specific recovery deliverables:-

	Recovery Activity	Narrative
Recovery Deliverable 2019/20	Ongoing SFF recovery support for communities flooded in the last two years and by any additional flooding during winter 2018/19	See Section 5 for a full narrative of these recovery activities covering, 2019/20, 2020/21 and 2021/22.
	Develop a recovery programme ¹ in partnership with the local authority and co-ordinate and provide recovery support for up-to four flood events during 2019/20. [[Depending on weather conditions and in the event of more wide-scale flooding, this time would be re-distributed to cover a larger number of events, giving less time to each community, or other staff would be seconded in, resulting in a need for discussion with SG and re-distribution of deliverables.]]	
	Provide support and advice to individuals via the SFF information line and enquiry email address.	
	Provide mediation support where requested.	
	Provide support to small (usually non-PVA) communities with less than 10 flooded properties, not picked up by a local authority partnership recovery programme.	
	Provide SFF administrative support to SFF recovery programmes, supporting the Recovery Manager by organising meetings and providing a first response to, and prioritising, queries etc	
TOTAL 2019/20 COST		

It is estimated that a similar budget would be required in the years 2020/21 and 2021/22, but the locations of the recovery support would alter. See Section 5 for further details.

This funding covers 1FTE of operational support, associated administration support and estimated travel and subsistence (T&S). However, depending on the location and severity of flood events during the year, additional T&S costs may be incurred. As noted earlier, in the first instance any one-off donations received by the SFF would be used to create a contingency fund to support additional recovery work.

¹ See Annex 1 for a detailed summary of the SFF’s recovery offer to local authorities

If additional resources were required to respond to flood events then, once mutual aid options had been explored, opportunities will be taken to seek funding from local authorities and from foundations and trusts supporting the flooding efforts.

4.2 Resilience and Awareness Raising (community focused)

“Develop me & my community’s capacity & capability to prepare for and respond to flood events”

The SFF will continue to:

- strengthen links with and support existing Community Resilience Groups in flood risk areas;
- in discussion with local authorities, work to promote and set up Community Resilience Groups in key flood risk areas including PVAs and also smaller at-risk areas;
- build links with other community initiatives such as Neighbourhood Watch, community councils, resilient community groups;
- train Community Resilience Groups in flood risk areas in becoming resilient to future floods through a pre-planned menu of available training;
- support groups to investigate and submit funding bids to appropriate foundations and grant making bodies;
- provide property level protection advice to communities through exhibitions and Community Resilience Groups;
- where capacity allows, carry out individual household assessments to support choice and installation of measures² (*voluntary donations requested for these assessments*);
- facilitate regional training events and peer-to-peer networking meetings for CRG chairs and others;
- contribute to the Property Flood Resilience Delivery Group (PFGDG) and the CIRIA Code of Practice for Resilient Repairs project to support development of guidance for homeowners on resilient repairs and develop a communication strategy
- provide **costed** training to individual businesses on developing flood contingency plans; and
- maintain and develop our website and publications;
- work with SEPA and other flooding information providers to review and potentially consolidate public-focused publications on flooding topics.



3 SFF peer to peer networking event, Sept 18

² As guidance on PLP surveys, installation and assessments is formalised and accreditation schemes come into being, the SFF will ensure its role in providing advice and support, takes into account these changes. The SFF sits on the Flood Resilience Property Delivery Group so is well positioned to be aware of, and take account of any changes in the market or in policy.

During the plan period, we will also:

- work with the National Centre for Resilience to provide support to other organisations in flood resilience;
- investigate social value as an area to develop and target, to better communicate the value of the SFF and to help support the sourcing of funding;
- investigate funding to develop links between community partnerships and FRM plans in flood disadvantaged areas; and
- investigate submitting grant applications to funding organisations such as SSEN Resilient Communities Fund for additional project level support.

4.3 Recovery and Resilience (organisation focused)

“Be a trusted contributor to the delivery of statutory responsibilities”

The SFF will continue to:

- work with local authorities and SEPA to ensure Community Resilience Groups in flood risk areas are linked to broader initiatives;
- provide partners (local authorities, SEPA, SG) with expert advice on developing and delivering a recovery programme after a flood event;
- provide expert advice on setting up a PLP scheme in an area; and where capacity allows, deliver district PLP assessments for local authorities² (seeking additional funding where possible;)
- provide mediation support between authorities and individual householders;
- support our partners’ flood awareness exhibitions to raise awareness of flood risk, provide information and advice, promote PLP and, where appropriate, promote the development of new Community Flood Resilience Groups;
- provide support and input to policy and project steering groups and to government consultations, leveraging the knowledge and experience of both SFF staff and trustees; and
- provide the secretariat and project coordination function for the Flood Resilience Property Delivery Group (PFGDG), ensuring that Scotland is linked into the work undertaken by the Defra Property Flood Resilience Group and that barriers to the mainstreaming of PFR are identified and overcome.

During the plan period we will also:

- invest time in building links with Regional Resilience Partnerships and other Resilience networks
- work to ensure our work is closely linked with Scottish Government’s Resilient Communities initiative;
- look to build stronger links with Scottish Water;
- Continue to investigate **additional funding** to support delivery of local authority-led PLP schemes under the FRM plans (as recommended in the Scottish Government-commissioned report undertaken by JBA) to:
 - deliver district PLP assessments for local authorities,
 - provide individual household assessments to support PLP decision and installation,
 - set up and train CFRGs to provide aftercare of installed measures; and
 - undertake an annual dry run preparation for flooding scenario.

- investigate with the NCR, opportunities, including opportunities to develop and deliver a **costed** package of training to organisations

The SFF request funding from Scottish Government for the following specific resilience deliverables for 2019/20:

	Resilience Activity	Narrative
Resilience Deliverable	Promote the development of new Community Resilience Groups in recently flooded areas and provide continued support to these new groups as they transition from recovery to resilience	See Section 5 for a full narrative of these resilience activities covering 2019/20, 2020/2021 and 2021/22
	Engage with, support and develop existing groups that have not flooded in recent months. Ensure these are linked to FRM planning processes and where possible to Resilient Communities initiatives.	
	Engage with local authorities to support delivery of the FRM plans including raising awareness of flood disadvantage issues. ³	
	Undertake property level protection assessments as part of recovery programme and at request of LAs and local groups, for communities under the FRM plans (to be monitored for resource requirements)	
	Individual requests for PLP assessments (<i>as resource allows</i>)	
	Facilitate up to four training, networking and support meetings for members of CFRGs and others	
	Support our partners' flood awareness raising and information sharing events	
	Provide a secretariat and project coordination function for the FRPDG	
	Provide SFF administrative support to create and maintain group information, collate case studies and release the Community Resilience Manager to on the ground work.	
TOTAL 2019/20 COST		

Costs for 2020/21 are forecast to be similar, with a reduction in 2021/22 due to the expected ending of the FRPDG secretariat function.

This funding covers 1.4 FTE and associated administrative and T&S costs for undertaking the activities identified. If the locations of many of the local authorities wishing to work with us were at a great distance, a review of how the services were delivered would need to be undertaken

³ See Annex 2 for further details of the SFF's "resilience" offer to groups and local authorities

4.4 Quality of Service

“Consistently deliver what you promise”

“Provide me with consistently independent, trustworthy unbiased support & advice”

The SFF will continue to:

- maintain our information line with an agreed response time;
- provide publications and materials that provide clarity on our remit and services,
- provide partners (local authorities, SEPA, SG) with expert advice on developing and delivering a recovery programme after a flood event;
- ensure the SFF is known as an exemplar and look for opportunities to promote our work through events and meetings such as the recent study visit from the Irish National Flood Forum;
- provide expert advice to partners (LAs and CRGs) on setting up a PLP scheme in an area;
- develop, as part of the Flood Resilient Properties Delivery Group secretariat service, new web resources as required;
- provide mediation support to individuals, local authorities and Scottish Water;
- facilitate regional training events and peer-to-peer networking meetings for CRG chairs and others
- provide a wide range of readily accessible information through our website and publications; and
- circulate a regular SFF newsletter to flood risk communities.



4 INFF study visit to Scotland, Nov 18

During the plan period we will also look to:

- create agreed “heads of terms” or other arrangements with key partners and customers to pre-agree ways of working and communication routes under flood recovery conditions,
- create an SFF communication strategy,
- maintain clear and well communicated deliverables and timelines with each customer; and
- provide additional publications and materials that provide clarity on our remit and services.

Many of the deliverables itemised in earlier sections will support these objectives. **However, the SFF request funding from Scottish Government for the following specific deliverables:**

	Communications Activity	Narrative
Communication and Customer Service Deliverable	Publications including regular electronic SFF newsletter and local partnership recovery newsletter	Annual review, updates and re-prints of our three core publications Regular e-newsletter
	Website and other social media including twitter	Update and ensure appropriate link with other resilience websites as appropriate
	Customer surveys	Undertake ad-hoc surveys of customers to augment our formal bi-annual survey, to maintain regular feedback and update services as required
	Consultations and steering groups	Provide input to consultations and steering groups as required.
	Communication activities supporting the Flood Resilient Properties Delivery Group	This is likely to include the creation of a communications strategy and plan; website development and update as well as hardcopy materials.
	SFF administrative support (This is intentionally made explicit as a deliverable as this would be a new role.)	Support to SFF staff in creating and distributing newsletter, uploading web and twitter content and maintaining a communications log.
£	Staff costs and external costs associated with printing and web support	

5 Summary of Deliverables for Scottish Government

5.1 Recovery Deliverable

Recovery Activity Grant Submission 2019/20	Narrative 2019/20	Narrative 2020/21	Narrative 2021/22	Link to Govt Strategic Objectives
<p>Ongoing SFF recovery support for communities flooded in the last year and by likely flooding during winter 2018/19</p>	<p>Whilst the summer of 2018 was primarily hot and dry, it produced some heavy thunderstorms resulting in surface water flooding affecting many properties in the Glasgow area including East Dunbartonshire and in other parts of Scotland. Localised flooding has already occurred throughout the autumn to-date, with a number of storms already recorded.</p> <p>This winter flooding will result in ongoing recovery work in the 2019/20 year. Annex 1 gives indication of the support offered.</p> <p>Localised coastal and surface water flooding continued to affect small communities across Scotland during 2018– in particular in Moray D&G, Fife, Arran, Stornoway Orkney, Argyll and Bute and Highlands and Islands and support for these communities may continue beyond March.</p> <p>In addition there as still a number of people in the Aberdeenshire area who are not yet home after the extreme flood events of 2016: some occasional support may be required for a few months beyond March 19.</p>	<p>Whatever flooding occurs during 2019/20, the resultant recovery programme will continue into 2020/21.</p>	<p>Whatever flooding occurs during 2020/21, the resultant recovery programme will continue into 2021/22.</p>	<p>communities; inequalities; sustainable places</p>

Recovery Activity Grant Submission 2019/20	Narrative 2019/20	Narrative 2020/21	Narrative 2021/22	Link to Govt Strategic Objectives
<p>Develop a recovery programme⁴ in partnership with the local authority and co-ordinate and provide recovery support for up-to 4 flood events during 2019/20.</p>	<p>Budgeted for four events of > 10 flooded properties.</p> <p><i>[Depending on weather conditions and in the event of more wide-scale flooding, this time would be redistributed to cover a larger number of events, resulting in dividing available time across more communities, or other staff would be seconded in, resulting in an agreed re-distribution of deliverables.]</i></p> <p>The SFF is investing time in building links with RRP and LRPs as well as EPOs and Resilience Managers within local authorities to ensure our recovery service is incorporated at the right level within contingency plans.</p>	<p>Whilst flooding varies hugely on a year by year basis, for budgeting proposed, the same amounts have been assumed each year. Resources would be re-allocated to resilience development work - transitioning recently flooded communities from “recovery” to “resilience,” or to other agreed priorities if the year turns out to be dry.</p>	<p>Whilst flooding varies hugely on a year-by-year basis, for budgeting proposed, the same amounts have been assumed each year. Resources would be re-allocated to resilience development work - transitioning recently flooded communities from “recovery” to “resilience,” or to other agreed priorities if the year turns out to be dry.</p>	
<p>Provide support to small (usually non-PVA) communities with less than 10 flooded properties, not picked up by a local authority partnership recovery programme.</p>	<p>Historically this has been 8-12 per annum, requiring a small handful of visits, when requested by the community or the area manager, to advise on the damage caused, and preventative measures going forward.</p> <p><i>[Recent examples of providing short term support include: 2018/19: Arran, Kilsyth, Cupar, , Wallaceton, Harthill, Barrhead, Annan, Dunfermline, Hawick 2017/18: Kilsyth , Portknockie, Port Soy,</i></p>	<p>It is assumed that this will continue at similar levels</p>	<p>It is assumed that this will continue at similar levels</p>	

⁴ See Annex 1 for a detailed summary of the SFF’s recovery offer to local authorities

Recovery Activity Grant Submission 2019/20	Narrative 2019/20	Narrative 2020/21	Narrative 2021/22	Link to Govt Strategic Objectives
	<i>Stornoway, Glendale (Skye), Annan, Eastriggs, Lochranza and Campbeltown.]</i>			
Provide support and advice to individuals via the SFF information line and enquiry email address.	<p>The cost of staffing the 24 hour telephone line and forwarding calls/emails to the SFF is currently an un-costed donation from SEPA which the SFF (and Government) receives free of charge. It is assumed that the donation of a staffed telephone support continues.</p> <p>The calls are then forwarded to SFF staff, and an email sent if staff unavailable at that time and to act as a record.</p>	It is assumed that the donation of a staffed telephone support continues.	It is assumed that the donation of a staffed telephone support continues.	
Mediation Support between communities (or householders) and authorities where requested.	<p>This service often requested by MSPs.</p> <p><i>[In 2018/19 we have, to date, been involved in 23 mediations between a householder and local authorities, loss adjusters, insurance brokers, the Ombudsman and building contractors. Of these, nine were at the request of MSPs.]</i></p>	Ongoing service	Ongoing service	
SFF administrative support to SFF recovery programmes	This role, although not a deliverable in its own right, releases the Recovery Manager to on-the ground work by organising meetings and providing a first response to, and prioritising, queries.	Ongoing service	Ongoing service	

	Cost 2019/20	Cost 2020/21	Cost 2021/22
Total Recovery Deliverable Costs			

5.2 Resilience Deliverable

Proposed Resilience Activity	Narrative 2019/20	Narrative 2020/21	Narrative 2021/22	Link to Govt Strategic Objectives
<p>Promote the development of new Community Resilience Groups in recently flooded areas and provide continued support to these new groups as they transition from recovery to resilience</p>	<p>After flood events, and once the recovery phase is well underway, work to create an active and enabled CRG, linked to local authority initiatives and supporting its wider community. Provide ongoing support in these early stages as they develop their skills and confidence as a group.</p> <p>These groups tend to stay in this “stage” of development for 6 - 18 months prior to handover to the resilience manager.</p>	<p>Work in the areas flooded in this, or the previous year, to create CRGs to build community resilience to any future flood events. Ensure these groups are linked to local authority initiatives.</p>	<p>Work in the areas flooded in this, or the previous year, to create CRGs to build community resilience to any future flood events. Ensure these groups are linked to local authority initiatives.</p>	<p>communities: inequalities: sustainable places</p>
<p>Engage with, support and develop existing groups that have not been flooded in recent months</p>	<p>A survey of groups undertaken in 2016/17 indicates we have active involvement with some 31 established groups, with a further 12 classed as inactive or dormant.</p> <p>See Annex 2 for more detail on what we offer these groups.</p> <p>Although the workload associated with an existing, established groups can be less than with a new group, there will always be a need to stay connected and provide support, training and advice; in addition a new event, or change of chair can substantively change a group’s need at whatever stage they are at.</p>	<p>Ongoing deliverable</p> <p>Any resource released from this would be re-prioritised to supporting community engagement within PVAs and other priority areas</p>	<p>Ongoing deliverable</p> <p>Any resource released from this would be re-prioritised to supporting community engagement within PVAs and other priority areas</p>	

<p>Engage with local authorities to support delivery of the FRM plans including raising awareness of flood disadvantage issues.</p>	<p>The FRM plans were published in June 2016, and are now being implemented.</p> <p>The SFF is named in a number of the plans as a delivery partner, and is working with local authorities to support in the delivery of the following FRM plan actions:</p> <ul style="list-style-type: none"> • Awareness raising activities in PVAs • PLP exhibitions and advice • Promote FRM self- help actions • Promote and support the development of new CRGs in flood risk areas • Support groups develop and produce community flood/emergency plans. <p>Depending on the specific requirements it is estimated that promotion and development of up to five CRGs could be resourced in any one year, or, alternatively, a greater number of one-off engagement events.</p> <p>In undertaking these activities the SFF will seek to raise community awareness of flood vulnerability issues, including flood disadvantage, and look at appropriate ways to support other smaller flood risk communities that lie outside PVAs.</p> <p>The SFF is working with the Lead Local Authority Forum to ensure the community development activities undertaken by the SFF and flood risk communities are reflected in the FRMP interim report, and to ensure we are appropriately named as a partner in the 2nd cycle of plans.</p>	<p>Ongoing deliverable</p>	<p>Ongoing deliverable</p>	
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Undertake property level protection assessments as part of recovery programme and at request of LAs for communities under the FRM plans	<p>The large majority of PLP advice and assessments form part of our recovery programme in communities where we are already operating. As such, the time and resource to undertake this proportion of PLP assessments, is undertaken under the resources allocated to recovery.</p> <p>In addition, as FRM plans are implemented, some requests have come from local authorities and other agencies to provide a PLP exhibition and follow up household PLP assessments in an at risk, or recently flooded PVAs and smaller communities. Whilst we will investigate separate funding for this work, a certain level of involvement can be resourced under the supporting delivery of the FRM plans deliverable. It has still to be confirmed whether it is possible to fund this approach separately. Resource requirements are to be assessed as early indications are that this may be in increasing demand.</p>	Ongoing deliverable	Ongoing deliverable	
Individual requests for PLP assessments	Occasional requests come via our information and enquiry line from individuals for a PLP assessment. These are addressed when staff are in the area, and a donation request card left if the client has not recently been flooded. The time for this deliverable will be monitored as may not be sustainable.	TBC as time and cost for delivery is assessed, and UK wide discussions around PLP accreditation take place.	TBC as time and cost for delivery is assessed, and UK wide discussions around PLP accreditation take place.	

Facilitate up to 4 training, networking and support meetings for members of CRGs and others	The SFF aims to leave a positive legacy in flood risk communities where it has worked. A key method to deliver this is by offering members of groups in flood risk areas learning and development opportunities. This involves offering training sessions with information notes, and peer-to-peer networking opportunities to share ideas, experience and practice from flood risk communities.	Ongoing deliverable	Ongoing deliverable	
Support our partners' flood awareness raising and information sharing events	<p>SEPA Flood Warning Scheme Launches: Currently planned for 2019/20 - Annick Water (Ayrshire); Outer Hebrides coast</p> <p>Local Authority events: from recent experience this is likely to include SFF attendance and advice surgeries at - LA resilience events, consultation open evenings, recovery debriefs, amongst other events.</p> <p>Others: Stands and exhibitions at Sniffer conference, Resilient Communities conference and others as required.</p>	<p>Ongoing deliverable</p> <p>Currently known events for 2020/21 – SEPA Flood Warning Scheme Launches: River Carron (Falkirk) and River Forth (Aberfoyle)</p>	<p>Ongoing deliverable</p> <p>Currently known events for 2020/21 – SEPA Flood Warning Scheme Launches: Fife Catchments</p>	
SFF administrative support to create and maintain group information, collate case studies etc	Whilst not a deliverable in its own right, this releases the Community Resilience Manager to undertake more on-the-ground work.	Ongoing service	Ongoing Service	
Provide secretariat and project coordination support to the Flood	Specific tasks to be agreed with the FRPDG Chair and Scottish Government, but this discrete 3d/w role will be focused on supporting the group,	To continue this year	The role of the Flood Resilient Properties Delivery Group will be reviewed after two years.	

Resilient Properties Delivery Group	<p>identify barriers to uptake of flood resilient measures and engaging with the insurance and building industry amongst others in how to best facilitate behaviour change to increase uptake.</p> <p>Initial tasks will include the delivery of a published action plan by end June 2019; development of a communication strategy and plan; coordination of the group along with delivery on behalf of the group.</p>		<p>However we envisage an ongoing work in this area that would benefit from SFF's involvement and leadership. This will be reviewed during 2020/21</p>	
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	Cost 2019/20	Cost 2020/21	Cost 2021/22
Total Resilience Deliverable Costs			

5.3 Communication Deliverable

Communications Activity	Narrative 2019/20	Narrative 2020/21	Narrative 2021/22
Publications including regular electronic SFF newsletter and local partnership recovery newsletter	<p>Annual review, updates and re-prints of our three core publications and other collateral as required.</p> <p>Regular e-newsletter</p> <p>Support review of partners' materials to minimise overlap</p>	<p>Annual review, updates and re-prints of our three core publications and other collateral as required.</p> <p>Regular e-newsletter</p>	<p>Annual review, updates and re-prints of our three core publications and other collateral as required.</p> <p>Regular e-newsletter</p>
Digital Media including website and social media	<p>Update and ensure appropriate link with other resilience websites as appropriate</p> <p>Maintain and develop an improved social media presence in line with updated policy including investigating an on-line community forum for affiliated groups.</p>	<p>Update and ensure appropriate link with other resilience websites as appropriate</p> <p>Maintain and develop an improved social media presence in line with updated policy</p>	<p>Update and ensure appropriate link with other resilience websites as appropriate</p> <p>Maintain and develop an improved social media presence in line with updated policy</p>
Customer surveys	Undertake bi-annual survey of customers to obtain regular feedback and update services as required	Undertake ad-hoc surveys of customers to augment formal bi-annual survey, to maintain regular feedback and update services as required	Undertake bi-annual survey of customers to obtain regular feedback and update services as required
Communication activities supporting the Flood Resilient Properties Delivery Group	This is likely to include the creation of a communications strategy and plan; website development and update as well as hardcopy materials.	This is likely to include the delivery of the communications strategy and plan; website development and update as well as hardcopy materials.	This is likely to include the creation of a communications strategy and plan; website development and update as well as hardcopy materials.
Take part in and support consultations and steering groups	<p>Provide input to consultations and steering groups as required including:</p> <ul style="list-style-type: none"> • CREW impact of flooding project • CIRIA Code of Practice for Resilient Repairs • CREW Attitudes to NFM Project 	<p>Provide input to consultations and steering groups as required. Including:</p> <ul style="list-style-type: none"> • CREW impact of flooding project • Flood Resilience Properties Delivery Group • NFMAG 	<p>Provide input to consultations and steering groups as required. Including:</p> <ul style="list-style-type: none"> • Flood Resilience Properties Delivery Group • NFMAG • SAIFF Comms

	<ul style="list-style-type: none"> • CAS/SEPA project • NFMAG • SAIFF Comms • Lead Local Authority meetings • LAG meetings 	<ul style="list-style-type: none"> • SAIFF Comms • Lead Local Authority meetings • LAG meetings 	<ul style="list-style-type: none"> • Lead Local Authority meetings • LAG meetings
SFF admin support	Support to SFF staff in creating and distributing newsletter, uploading web and twitter content and maintaining a communication log.		

	Cost 2019/20	Cost 2020/21	Cost 2021/22
Total Communication Deliverable (publications and website) Costs			

5.4 Funding Requested From Scottish Government

	Cost 2019/20	Cost 2020/21	Cost 2021/22
Total Recovery Deliverable Costs			
Total Resilience Deliverable Costs			
Total Communication Deliverable Costs			
TOTAL GRANT REQUESTED FROM SCOTTISH GOVERNMENT			

Table 1: Grant Request Costs

It is likely that during each year, ongoing conversations will be required with Scottish Government to allow for reallocation of budget, depending on the extent and location of flooding in each given year. Assumptions implicit in the 2020/21 and 2021/22 budgets are that the administration post and the project coordinator post continue and [REDACTED]

The Scottish Flood Forum considers that the deliverables for which funding has been requested are core and at a minimal level to provide this vital service for Scottish communities at risk of flooding and recovering from recent flood events.

6 Staffing Funding and Budget

6.1 Staff Structure

The Scottish Flood Forum’s proposed structure from 2019/20 is shown below. This includes a new administrative support post for 3d/w to release senior, operational field staff to higher value work and a Flood Resilient Properties Delivery Group (FRPDG) Project Coordinator.

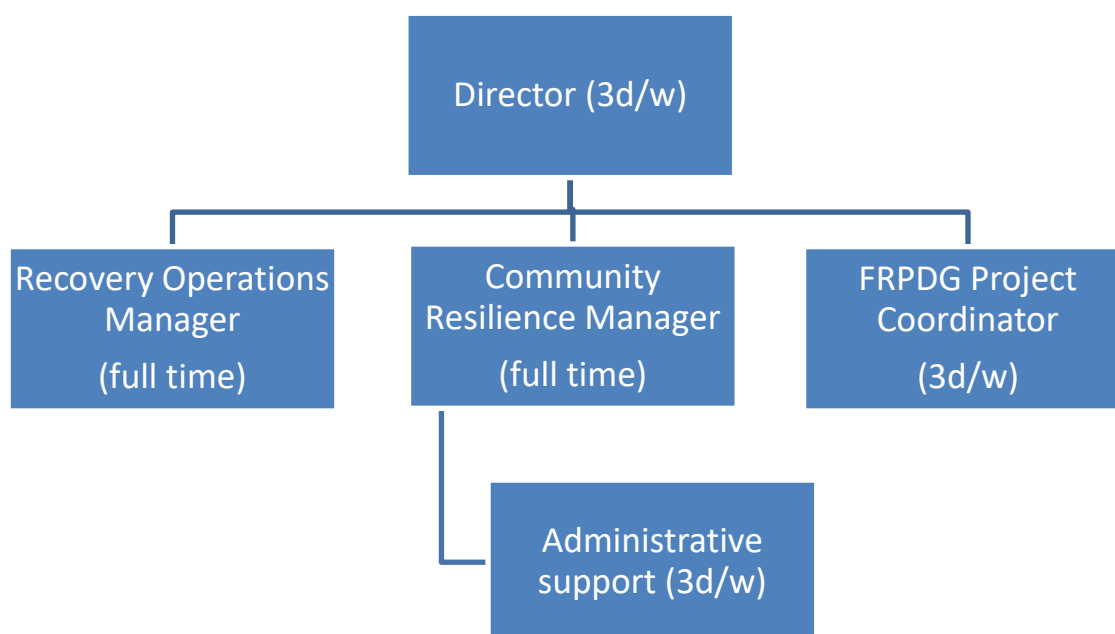


Figure 2: Proposed 2019/20 staff structure

This structure requires a 2019/20 core budget to maintain the proposed staffing levels and delivery against our action plan. It should be noted that severe flooding in remote parts of Scotland, could result in this budget being placed under pressure.

The SFF is proposing to dedicate 2.4 of the operational posts to the Scottish Government grant deliverables, with the Director at 3 days per week and the new admin post dedicated to supporting delivery. The additional costs of running the SFF and any additional growth of the organisation will be met through other routes, some already sourced for the coming year, others to be confirmed. For information, Table 3 gives indication of the sources that will be pursued.

Proposed funding source	2019/20	2020/21	2021/22
Scottish Government Funded	2.4 FTE operational staff 3 d/w director 3d/w admin	2.4 FTE operational staff 3d/w director 3d/w admin	2.4 FTE operational staff 3d/w director 3d/w admin
Funded through other routes	0.2 FTE Some T&S budget	0.2 FTE Some T&S budget	0.2 FTE Some T&S budget
Other potential income sources in place /being investigated to fill budget	<ul style="list-style-type: none"> Partnership working with SEPA on communication projects Investigate funding to pursue social value baseline study RiverTrack opportunities – to be scoped 		

<p>gap, build reserves and contingency for flood recovery work.</p>	<ul style="list-style-type: none"> • SSEN grant funding • Contracts through the NCR • Investigating a more strategic fundraising strategy – corporate donations, charitable trusts and other approaches (possible grants and foundations to approach identified). • Charging for PLP scheme support to local authorities • Voluntary donations for household PLP assessments (currently small only) • Donations for recovery work (<i>these will be held as a contingency for extreme events such as Aberdeenshire Jan 16</i>) • Investigate co-branding of publications as income source. 		
<p>Other potential income sources to be investigated to grow the SFF</p>	<ul style="list-style-type: none"> • Investigate flood disadvantage map and community planning as a route to access additional funding • Work with local authorities to identify routes for councils to pay for SFF services under FRM plan delivery 	<ul style="list-style-type: none"> • Charging for training courses • Flood disadvantage map and community planning as a route to access additional funding 	<p>As previous year</p>

Table 3: staff numbers and likely funding routes

Additional optional costs, such as for a part time administrative assistant would be sourced in-year and as such are not currently included within this structure or budget.

6.2 SFF Budget and Likely Funding Sources

Table 3 gives an overview of the amounts that are requested from Scottish Government as opposed to other funding sources and Table 4 gives detail of high level budget amounts.

Proposed funding source	2019/20	2020/21	2021/22
<p>Scottish Government funding requested</p>	<p>(includes admin support, FRPDG project coordinator)</p>	<p>(includes admin support, FRPDG project coordinator)</p>	<p>(includes admin support, FRPDG project coordinator)</p>
<p>Funded through SSEN grant and other contracts</p>			
<p>Other funding to be investigated</p>			
<p>Total minimum SFF budget required for existing staff, new posts and a managed T&S budget</p>			

Table 4: Required Budget

7 Indicators and Targets

The SFF will report on progress against funded deliverables and provide the Scottish Government with updates against the following indicators.

- No of recovery surgeries
- No of household visits
- No of PLP exhibitions
- No of PLP visits
- No of MSP requests for support
- No of information line calls dealt with
- No of enquiry email address dealt with
- No of CRGs in flood risk areas
- No of LAs with whom the SFF are working to support delivery of FRM plan measures
- No of partners flood awareness events supported

In addition the SFF proposes to investigate how the social capital of its work can be better measured, especially with regard to the social value of having resilient communities across Scotland. This work may lead to useful indicators in the future.

Annex 1 The SFF's Recovery Programme offered to Local Authorities

- Engage with local authority to agree a recovery programme and build links, especially with voluntary sector organisations involved in the recovery operation and provide to all organisations appropriate recovery training.
- Establish (where required), set up and attend regular recovery advice surgeries and informal 1:1 meetings to:
 - Provide Advice and Support – dealing with a major insurance claim, knowledge of the drying of flood damaged properties. Help and support in dealing with Loss Adjusters, Builders and other tradesmen. Appropriate warnings and impartial guidance on the process of property flood restoration.
 - Provide information and help relevant to the point the flood repair / restoration is at during the insurance / repair claim process.
- Prioritise non-flood insured properties, with emphasis and support to the vulnerable and those with children.
- Maintain an advice and support drop-in centre with special events such as Advice Days and sessions for stress and community building.
- Provide Business Continuity training for SMEs if requested.
- Co-ordinate stress support and information linking to specific organisations – including a place to talk through experiences and receive advice on issues such as managing debt.
- Co-ordinate personal needs for those requiring essentials, furniture, clothing and other essentials.
- Co-ordinate a specialist support network for survivors to connect with, i.e. stress, debt, and building repair issues.
- Develop a getting home strategy where support can be offered / given during the initial transition from alternative accommodation to back home.
- Commence a follow-up programme to resolve snagging / post occupancy problems of flooded property.
- Maintain regular communication with the flooded communities via the newsletter and update them with the most current information to building a feeling of community following the disaster. Send welcome home cards to survivors as they return home.
- Create questionnaires to gather data to identify and direct on-going problem areas.
- Act as a source of information from – the local council / Scottish Water / Scottish Environment Protection Agency and others.
- Provide speakers, training and / or information for Agency / Council meetings and others.
- Promote an awareness of property resilience measures to further reduce the risk of future flooding – working with the local authority to access any appropriate funds allocated for this purpose.

Annex 2 SFF Resilience Services:

Please note, this is indicative only. Each situation would require discussion to agree the exact nature of engagement with flood risk communities.

- Provide dedicated impartial support to assist responsible authorities and their partners to implement flood risk management plans including:
- Work with responsible authorities to agree resilience activities to promote community engagement and development in agreed flood risk communities
- Provide independent, impartial support to establish, develop and sustain Community Flood Resilience Groups
- Provide independent, impartial support to existing Community Flood Resilience Groups.
- Develop flood risk communities' capacity and capability to prepare for and manage flood events.
- Promote an awareness of self-help and property level protection measures to further reduce the risk of future flooding.
- Provide support to assist the development of community resilience/emergency flood plans.
- Develop an SFF affiliation scheme and promote the benefits of affiliation to SFF for community flood resilience groups.
- Provide a range of learning and development opportunities for flood risk communities.
- Provide training and peer-to-peer networking opportunities across different groups to encourage mutual support and cross-fertilisation of learning.
- Support flood risk communities engage with all responsible authorities
- Maintain regular communication with flood risk communities via one to one and group support and the SFF community flood risk newsletter.
- Act as a source of impartial advice information for flood risk communities and responsible authorities.
- Provide speakers and input for community engagement with flood risk communities.

Annex 3 – Summary of Floods Supported by the SFF over Recent Years

Where flooding occurred in November / December the recovery support was carried over into the new year, in instances like this the community has been included a second time the following year. Where a community has flooded twice this has been indicated by the number (2).

2009

Freuchie, Cupar, Milnathort, Kinross, Peebles, Galashiels, Hawick, Huntly, Stonehaven, Lochmaben, Lockerbie, Dumfries.

2010

Dumfries, Coupar Angus, Newmills, Portlethen, Huntly, Stonehaven, Lockerbie, St Andrews, Moffat, Perth, Helensburgh

2011

Grange, Balbeggie, Abernethy, Bridge of Allan, Errol, Stanley Mills, Dumfries, Edinburgh (Balcarres St), Perth, Kilbirnie, Croy, Maryculter, Huntly, Smithton, Culloden, Dunfermline.

2012

Dumbarton, Kilbirnie, Tillicoultry, Edinburgh (Warriston Ave), Galston, Fenwick, Comrie, Romano Bridge, Kemback, Pitscottie, Dura Den, Cupar, Crieff, Stonehaven (2)

2013

Stonehaven, Kemback, Edzell, Portlethen, Drumnadrochit, Culloden (Newlands), New Mill, Comrie (2), Oban, Lochranza.

2014

Dumfries, Portpatrick, Kirkcudbright, Annan, Carsphairn, Whithorn, Kirkconnel, Newton Stewart, Dunoon (Innellen), Hopeman, Dallas, Elgin, Leckmelm, Ardesie, Golspie, Cawdor, Dunbar, Strathpeffer, Culbokie,

2015

Dunfries and Galloway – Newtonairds, Carspharin (2), Newton Stewart (2), Creetown, Moffat, New Galloway

Aberdeenshire – Banchory, Aboyne, Kintore, Inverurie, Port Elphinston, Kemnay, Fraserburgh

Aberdeen City

Moray – Portessie, Elgin

Borders – Cleghorn, Peebles, Hawick

Argyll and Bute – Tarbet, Lochgilphead, Campbeltown, Lochranza (2),

PKC – Meigle, Alyth, Bankfoot

Glasgow area –, Glasgow (several),

Angus - Monifieth,

Highland – Inverbroom, Marybank

2016

Dumfries and Galloway – Carsphairn , Newton Stewart , Moffat
Aberdeenshire – Ballater, Banchory, Aboyne, Kintore, Inverurie, Port Elphinston, Kemnay, Fraserburgh, Methlick, Peterculter and Ellon
Argyle and Bute – Campbeltown, Clachan
Highland – Wick, Strathpeffer, Tain, Marybank, Tarvie
North Ayrshire - Lochranza, Irvine,
West Dunbartonshire - Alexandria, Balloch
PKC Dunkeld
Stirling Council -Stirling,
S Lanarkshire - Lanark,
E Renfrewshire – Barrhead

(NB the above are floods that occurred in 2016, other areas flooded in 2015 were also supported)

2017

Aberdeenshire (supported due to 2015/16 flooding) – Ballater, Banchory, Aboyne, Kemnay, Inverurie, Kemnay
Moray – Portknockie, Hopeman
Highland & Islands – Dingwall, Strathpeffer, Inverness, Grantown-on-Spey, Stornoway, Glendale (Isle of Skye)
Perth and Kinross – Bankfoot, Pitlochry area
Angus - Carnoustie and area
North Ayrshire - Kilwinning
East Ayrshire - Kilmarnock
Dumfries and Galloway – Carsphairn , Newton Stewart, Moffat
Scottish Borders Council - Eyemouth (2), Galashiels
Edinburgh (surface water) – Colinton Mains Road, Lanark Road, Balerno

2018

(this year's events were a mixture of surface water flooding, some as a result of severe thunderstorms and coastal storm flooding. Some SFF interventions were ongoing, some were shorter term.)

Moray – Portknockie,
Dumfries and Galloway – East Riggs, Annan, Newton Stewart, Creetown, Kirkcudbright, Sanquhar,
East Dunbartonshire – Bishopbriggs, Bearsden,
North Lanarkshire – Kilsyth, Cambuslang, **South Lanarkshire** – Rosebank
Strathclyde - Greenock
Aberdeenshire – Ballater, Peterculter, , Portsoy
Glasgow City Council – Chryston & Glasgow
Edinburgh – Ingleston
Fife –Glenrothes, Rosyth, Kemback, East Wemyss, Dairsie
Orkney – Kirkwall, Stromness, St Margaret's Hope
Angus - Carnoustie
North Ayrshire - Kilwinning , Stevenson

Highlands and Island – Stornoway, Glendale, Inverness

Annex 4 2017 Survey Summary and Learning from Feedback

Over the summer of 2017, the SFF undertook two customer surveys, one aimed at local authority staff and other relevant organisations, and the second aimed at members of Community Resilience Groups. The former survey was sent to 90 individuals, we received 17 responses – a response rate of 21%, with at least 8 of these being from local authority staff (the remainder responded anonymously.) The latter survey was sent to 50 groups, with 13 responses being received – a response rate of 26%.

The results are summarised here along with an indication of actions that will be taken as a result of this feedback.

A.1 Local Authorities and Relevant Organisations

Of the 17 survey responders, 76% had been supported by the SFF, and all considered that their awareness of the services offered by the SFF to be fair or above.

The first question asked – ***“In your own words, what do you value about the SFF?”*** The replies are repeated in full below:

- *“They do good work in areas affected by floods*
- *Willingness to work with statutory responders and communities*
- *Facilitation between the council services and the community*
- *Advice and wide number of contacts*
- *Support and a good point of contact for the public concerned about flooding*
- *Partnership working, supporting communities, useful information and templates*
- *Independence, ability to mediate in the aftermath of a flood, ability to help those living with the risk of flooding to their homes to engage constructively with local authorities*
- *An organisation which offers additional advice and support to victims of flooding, when local authorities are unable to assist further*
- *I have had very good support from the SFF following flood events in my area. This has included attending meetings and advising householders on various practical and emotional aspects following a flood*
- *I have concerns about the accountability of SFF which while publicly funded has set itself up as an expert body with has failed to engage with the local emergency responder community*
- *An organisation that works in the interest of persons affected by flooding or at risk from flooding, contributing to the resilience of communities and helping Local Authorities to discharge their duty of care by working in conjunction with partner agencies*
- *The enthusiastic support that SFF gives to communities and local authorities acting as the independent 'honest broker' within flood risk communities; supporting communities in the aftermath of flooding*
- *Post flood activities and being able to spend more time with individual effected residents than Local Authorities can*
- *Independent expert advice on flooding Issues that is available to public, local authorities and very approachable and helpful”.*

Only one response flags concerns, and whilst, unfortunately, this reply was anonymous, other comments from the same responder give a good indication which sector this came from. This will be

followed up and, if possible, resolved in early 2018 as early indication is that the respondent’s views are primarily based on a mis-understanding.

Quality of Service and Services Offered

Over 93% of responses rated the **quality of the services** offered by the SFF to be fair or above, and over 95% of responses would **recommend the SFF to a colleague**.

Over 70% were satisfied or above with **the services currently provided**. However, very few people answered the question **“Is there any service that the SFF doesn’t provide that you think it should”**, with many commenting that with our current resource we did very well and shouldn’t expand.

Of those who did make a suggestion, the following were suggested:

- *The provision of one member of staff to work with a community through flood recovery to building resilience to future events.*
- *A wholly independent source of advice on property level protection products.*
- *Post-flood counselling.*
- *Seek affiliate membership from flood professionals who can help and support the SFF and provide them with a resource.*
- *More staff to cover the demand.*
- *Advice and provide examples on insurance issues – eg where people have been able to receive reasonable insurance policies (accept may be commercially sensitive.)*

Some of these suggestions have resource implications and can only be pursued if additional funding – ideally from the local authority requesting the additional resource/staff investment – is made available. This information will inform future conversations with these authorities.

The remaining suggestions will be considered with the SFF Board over the coming months, in particular the suggestion of SFF affiliation with flood professionals who could provide additional resource during busy recovery periods.

Support Received from the SFF and Importance of Services

Of the **services we provide**, the following were considered, in order, to be the **most important**

- Supporting the vulnerable and uninsured in flooded communities
- Flood recovery programmes
- Developing flood risk communities capacity to prepare for, respond and recover from flood events
- Support flood risk communities engagement with responsible authorities
- Promote an awareness of self-help and property level protection measures to mitigate the impact of future flooding
- Providing support to start, sustain and develop community flood resilience groups

Interestingly, the services considered most important are not a direct match to how they answered the question **“In what ways has the SFF supported you or your organisation”** with recovery being seen as important despite only 43% having received this service from us:

In what ways has the SFF supported you or your organisation?	Response %
Community Resilience	79

Raising awareness of flood risk	71
Engaging flood risk communities	71
Source of information through web site and publications	71
Property flood protection support	64
Starting new community flood resilience groups	50
Flood recovery support	43
Training and advice to our staff	29
Provide training and support to community flood resilience groups	21
Mediation support to flood risk communities	21

Communication

70% were “mostly satisfied” or above in response to the question **“How satisfied are you with communication from the SFF?”** Whilst this is an acceptable response, we will work over the coming year to improve in this area. Our regular newsletter, and the SFF’s Community Resilience Manager building strong links with a wide range of local authority staff, is improving our communication and visibility, but this feedback shows that there is still more we can do in this area.

There is a perception, and possibly a reality, that for a small organisation we aim to cover too much ground:

“The SFF provides a great service but perhaps takes on too much related to the staff it employs. By doing so it faces the possibility of failing to achieve all of its goals and letting down sections of the community and responders alike. The solution is additional staff (I accept very unlikely in the current climate) or prioritising the tasks completed.”

One survey responder

This may link to the feedback on communication and will be considered with the SFF Board over the coming months.

A.2 Community Group Survey Results

Support Received from the SFF and what is Valued

Of the 13 survey responders, 85% had been supported by the SFF. Of these, the support received included:

What did the SFF do to support you or your organisation?	%
Helped the group and build links with local authorities	90%
Gave the group information about how to prepare and respond to future flooding	90%
Supported our local area to build community resilience	90%
Engaged with the local community, showing understanding and empathy with those affected by flooding	80%
Provided phone and email advice when requested	80%
Gave support and advice on property level flood protection	70%
Provided support and advice to deal with third parties	70%
Provided support to start, develop and sustain or community flood resilience group	60%
Supported our community to recover from flooding	60%

In addition, one of the questions asked was ***“In your own words, what do you value about the SFF?”***

The replies are repeated in full below

- *It was good to have SFF on site and explain the various hazards and the precautions that we should take.*
- *Good people giving good advice*
- *Support and advice available at the end of the phone. Since staffing increased the response is now virtually immediate to all queries not just emergencies.*
- *National coverage, expert advice*
- *Their experience*
- *A valuable key partner which acts as an information hub, providing useful flood and community resilience advice and support.*
- *Early warnings*
- *Accessibility, persistence, helpful advice*
- *Contact with an organisation that has 'teeth'*
- *Proactive helpful support*
- *Know little about it*

Perceived Impact of SFF Interventions

Of those who responded,

- 77% felt that the support they had received from the SFF had helped to raise awareness of the risks and consequences from flooding
- 70% felt the support from the SFF had helped leave them better prepared for future flood risk
- 77% felt that the SFF share its experience and knowledge effectively.
- 93% felt that the SFF conducts its activities in an open and transparent way.
- 85% felt that the SFF act independently so you can trust its advice.

The fact that only 85% of responders had experienced receiving supported by the SFF may have impacted these percentages as those who had not received our support would not have been able to reply “yes” to these questions. Further, in response to the question ***“How do you know the support from the SFF helped you or your community?”*** the following answers were received:

- *“In setting up a flood group now we are a resilience team.*
- *Measures have been taken both by authority and at risk owners to mitigate exposure to flooding.*
- *I'm part of a resilience group.*
- *Collated feedback from whole school community event attended by 500 people.*
- *Things have improved.*
- *Individuals have said so.*
- *Attended initial meetings to help get our team established and now we are recognised”.*

SFF Services and Communications

In these sections, the responders were given a range of responses to choose from, starting with “completely dissatisfied” and ending with “completely satisfied.”

- 63% are somewhat satisfied or above with the range of services currently provided by the SFF.
- 56% are somewhat satisfied or above with communication with the SFF.

Based on answers to other questions, there is a possibility that a few people may have mis-checked a box, as 3 responders have answered “completely dissatisfied” despite no comments or other responses matching this. If this were the case, the percentages above would increase to 86% and 78% respectively. This will be followed up where contact details were left and reasons for dissatisfaction investigated and where possible, remedied.

When asked what additional services we should provide, we received the following responses.

- *From our viewpoint we have the advice that we require.*
- *Contacting communities directly through public forums*
- *We need to work together more*
- *No, nothing.*
- *Advanced warning of risk of flooding to voluntary groups throughout the country (i.e. in areas other than their own) in order for them to offer assistance.*
- *Can't think of anything.*
- *None that I can think of.*

This would seem to indicate a high level of satisfaction with our services, with only a few suggestions of additional options.

In addition, the unsolicited comments about the SFF, given in a free text answer at the end of the survey (shown below) indicate a high level of satisfaction.

- *“A big thank you to SFF for support and help in surveying our seaside building for the Stonehaven and District Men's shed.*
- *SFF must be careful not to 'information overload' community groups. For some, the objective is simply to mitigate flood risk without becoming a bureaucracy.*
- *Closest relationship with British Red Cross*
- *Looking forward to future opportunities for joint working.*
- *Excellent service. Our thanks to SFF for all the help.*
- *Our rural community is more reactive than proactive towards emergencies due to the nature of our members and work demands. We are as a result sadly not able to attend the many SFF promoted events that help organisations such as ours. We do however remain confident that we will respond appropriately to any emergency if required”.*

Additionally, the following responses were received to the question **“In your own words, what is your first-hand experience of support from the SFF.”**

- *Friendly, informative, timely and as a charity the cost free survey was excellent.*
- *Excellent.*
- *Always encouraging from a realistic understanding of the issue from a knowledgeable background.*
- *Responded with information.*
- *Effective participant in recent Menstrie Community Learning for Sustainability Showcase Event.*
- *Useful advice.*
- *Meeting with Recovery Manager on a regular basis to discuss issues.*
- *Understanding of our needs and endeavours.*
- *Enthusiastic support.*

A.3 Conclusions and Proposed Next Steps

It appears that the actions taken in the last two years - recruiting a Community Resilience Manager, convening a quarterly CRG chairs peer to peer networking event, circulating a regular community newsletter and, more recently recruiting short term administration support during busy recovery periods - are all helping in improving our communications with communities. However, we will informally seek further feedback from community groups to inform any further improvements required in this area.

We will review how we can further improve our communication with local authorities and other bodies and as a first step will ask further questions of those who left contact details to understand what they would like to receive from us. Although just the one negative response was received, it's deemed important to find out why the individual should hold these views of the SFF: however, following it up may prove tricky as it was left anonymously.

Over the coming months we will consider and get wider feedback on the possible other services that the survey has indicated the SFF could be well placed to deliver.

The SFF is in the process of developing a wider evaluation framework that in time, will lead to a set of outcomes (what changes in communities at flood risk and for our stakeholders) as a result of the SFF activities. These can then be tested to ascertain a level of confidence in the social capital created in flood risk communities as a result of the support provided by the SFF. Early indications, based on the finding above, imply that flood risk community volunteers and groups do increase their knowledge, skills, confidence and experience as a result of SFF activities.