

We have been supporting Flooded Communities in Worcestershire and Shropshire through virtual recovery sessions

Not to forget those flooded ... under normal circumstances The National Flood Forum (NFF) would travel to the heart of communities hit by flooding and tour in its bespoke recovery trailer. Unfortunately Covid 19 prevented this happening. After weeks of research into a virtual platform, easy to use by those affected by flooding from storm Ciara and Dennis, the NFF came up with a result.

The help and support process used on the recovery trailer was reworked to fit the virtual recovery trailer. Emulating as closely as possible the NFF tried and tested approach which has always embraced partnerships and included representation from the Lead Local Flood Authorities, Environment Agency and water companies.

Council commitment as a pilot is launched ... all set up and ready to go, we needed support for our initiative and Worcestershire County Council and Shropshire Council stepped in offering funding and assistance. We all moved forward together in developing the initiative further.

Bringing other partners on board ... Once the process was embedded and all the partners felt confident, we were able to bring on board the Environment

Agency, Severn Trent Water and District Councils in Worcestershire and Shropshire; training was then put in place by The NFF on using the virtual platform and it was rolled out to all those who were going to be involved in supporting their communities.

Help from the Environment Agency ... The Environment Agency recognised the benefits of the initiative and kindly committed to funding the entire pilot project.

Kicking things off ... We were all ready to go and with advertising activated by all, appointment requests started to roll in.

How did it go ... You could feel from partners the eager anticipation of whether this pilot would be successful or not. Early debrief was set up to enable teething issues to be addressed.

After 5 weeks of appointments where flooded people have been able to gain support and advice that they would otherwise not have been able to access due to Covid19. The feedback has been tremendously positive from both the public and partners.

More detailed feedback? ... We are still evaluating the feedback, so watch out for further articles we will put into our bulletin.

Heather Shepherd NFF

What our Partners say ... "It's really frustrating for everyone that we haven't been able to get out in person and give flooded communities and individuals the support that they need.

However, the completely new and innovative virtual support sessions that the NFF has developed and hosted have been excellent" *Matt Maginnis – Manager of flood risk, Worcestershire County Council*

..."After the devastating flooding that affected the County in the wake of storms Ciara and Dennis, Shropshire Council barely had time to begin recovery when the outbreak of Covid19 resulted in a national lockdown. The virtual recovery trailer has been a fantastic tool to allow Shropshire Council to reach out to residents who have had the prospect of self-isolation either out of their homes in alternate accommodation, or in properties severely impacted by the flood damage, and remind them they haven't been forgotten!" *John Bellis – Head of Flood Risk, Shropshire County Council*

The Reservoir Group

Keswick Flood Action Group:

Water Companies need to recognise that they have a duty of care to those who live near their assets. Water should not be stored in reservoirs in such a way that it increases the flood risk for communities downstream.

In February 2020, thanks mainly to storms Ciara and Dennis, Thirlmere reservoir in Cumbria was overflowing uncontrollably. All of the water was "wasted" in that it had no value to United Utilities, the reservoir's operators. Keswick was saved yet another flood by the town's upgraded river defences - and the fact that the worst of the intense rainfall fell to the south of our catchment.

As we near the end of June, just 4 months later, the reservoir is very low for the time of year. Surely this is a clear example of why an overfull reservoir does not necessarily ensure water supply for the summer months and that flood risk has got to be an acknowledged part of a future water management regime?

It is evident that the recent flooding of the Severn was exacerbated by reservoirs like Lake Vrynwy and Clywedog being overfull - and the flooding on the Don last November can also be attributed in part to reservoirs being beyond capacity in the weeks leading up to the storms which finally caused all the misery and destruction for so many.

There are environmental costs to flooding and these too seem to be ignored. We need to learn lessons from these events and take action.

Join the debate – what's your view? on our new National Reservoir Action Group -

<https://www.facebook.com/groups/257123458692807/?ref=share>



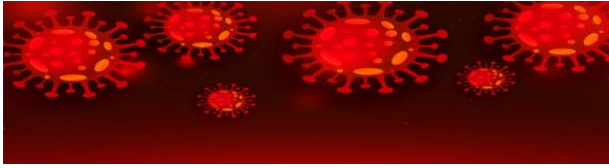
Mental Health Impacts of Flooding

We all know that flooding can cause huge stresses for people, with lifelong implications including depression, anxiety, and post-traumatic stress disorder.

New research, A method for monetising the mental health costs of flooding (SC150007) has tried to calculate the economic impact, including costs to the health service and lost days at work.

Note, this only covers some of the economic costs to society, not the economic costs to people or their wellbeing, but it is interesting, nevertheless.

The National Flood Forum has continued to support communities during 'Covid 19 lock down'



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The last few months have been extraordinary for people everywhere, but for many of those who were also flooded over the winter, life has often been much more difficult.

Wherever you are, we hope that you are well and finding a way through this crisis.

Downpours in many parts of the UK in the last few days have caused further misery. Do call our advice line on **01299 403055** if you have concerns or would just like to talk.

As Covid 19 continues to affect us all, we thought you might like to hear what we have been up to since March 2020. Our Project Officers continue to carry out essential activities of supporting communities who are at risk or have flooded, but in more innovative ways. Covid 19 has been a steep learning curve for staff and communities alike.

Although guidance has been constantly changing, we have put first, keeping our staff and the communities we work with, safe. We have kept up to date with the advances of online conference facilities and the multiple chat platforms.

- We trialled hosting virtual meetings on subjects that matter to communities and Flood Action Groups. We have successfully held virtual Zoom meetings that covered many topics including: Planning
- Internal Drainage Boards
- Riparian matters

- Local Lead Flood Authorities
- Sustainable Drainage Systems (SuDS)
- Online Maps (GIS)
- About the National Flood Forum

Meetings tend to take place every fortnight at 4pm on a Tuesday and typically include a presentation from a specialist on a given topic.

If you would like to participate, please email me or call me on 07773355181. You can join by phone, smartphone, tablet, laptop, or pc.

The sessions provide an opportunity for people across England and Wales to better understand the specific subjects, ask questions, share experiences and knowledge and work together where appropriate.

Future talks are planned on many subjects; the next topic will be Flood Re and flood insurance. We are looking forward to welcoming Dermot Kehoe from Flood Re.

Our project officers continue to work on the various flood projects that push boundaries including working with Anglian Water and partners to engage with the community of Canvey. We have also investigated how we can better use the data we have, to target funding and projects.

We have put together an evaluation tool for projects and community groups. We continue to work behind the scenes influencing government guidance and policy, including a variety of policy initiatives -see below.

We are slowly working towards a new normality and would welcome your views on what this should look like.

Paul Cobbing

CE National Flood Forum

Kerri, a resident from Salford (Flooded in 2015) calls for Councils to work together

'We've got to come up with some sort of solution for everyone.' 'Bring the Councils together'.



Kerri Muldoon from Salford appeared on BBC Radio 5 live. She was one of thousands who flooded on Boxing day 2015.

Kerri said that the 'wetland' built near her house following the 2015 floods, was her 'miracle' but calls for councils to work together to come up with a solution to protect homes and people everywhere.

Kerri goes on to describe the horrific experience of flooding in 2015 and the after effect of worrying if it will happen again. Although there is the 'manmade basin' she explains that she still thinks when it rains 'may be, what if?' 'Will I lose everything again?'

The video is a vivid reminder of the devastation flooding can cause and the mental health issues

that follow such a distressing experience. You can see the [video](#) here.

Great Yarmouth Water Butt Project

The initiative to install 'leaky' slow release water butts in Great Yarmouth, to help prevent surface water flooding in Great Yarmouth has come to a successful finish. We hope to tell you more about this initiative in the next bulletin, but in the meantime take a look at the [video](#).

FRAMES Project



The FRAMES European project will come to an end on the 31st June 2020. The National Flood Forum has been leading two of the key projects. The Kent project and the Great Yarmouth Water Butt Project (as mentioned above).

FRAMES researched how Multi-Layer Safety (MLS) can improve the overall flood resilience of areas, communities, and authorities, co-funded by the North Sea Region Programme 2014-2020. Partners from the UK, Denmark, Belgium, Germany, and the Netherlands have designated 15 pilots. In the [FRAMES Wiki](#) you can find more about the projects.

The National Flood Forum's, people's flood recovery service is available to be brought into a flooded area immediately after a flood event through Local Authorities and the Environment Agency. This professional service recognises and acts on the many issues people face in the immediate aftermath of a flood event and can remain in place for the long-term support that flooded people will need.

FCERM Research & Strategy



Research News - issue 31 is now published.

Articles include:

- Research in a changing world
- To net zero and beyond
- Living better with water
- Coasts on the edge
- All the fun of the FAIR
- Internal Drainage Board governance
- Regulating ageing reservoirs

Download this and previous issues.

The long-awaited England **FCRM Strategy** and its associated policy document and action plan are still with ministers for consideration. These documents have the potential to radically change the level of ambition and action on flood risk management, as well as support for communities. Equally, ministers could fail to grasp the nettle. We continue to press for an ambitious approach.

Agriculture Bill

The **Agriculture Bill** is a major piece of legislation that provides a new legislative framework for Agriculture in the UK following Brexit. Many elements have potential consequences for flood risk. The Bill completed its Second Reading in the House of Commons on 10th June and the Committee Stage, line by line examination of the Bill is due to take place on **7th July**.

The ELM Scheme



The ELM Policy Discussion Document is open for responses until 31 July

The Environmental Land Management scheme will form the cornerstone of Government's support for the agriculture sector, focussing on 'public money for public goods'. The ELM scheme will start in 2024 and the National Pilot in late 2021.

The **Policy Discussion Document** sets out the initial thinking for ELM scheme design. You can comment up until 31 July and also participate in a **series of webinars** running throughout July.

Planning White Paper

The forthcoming Planning White Paper is due to include a focus on flooding. We are working to ensure that communities can input to this work directly and will update people in due course.

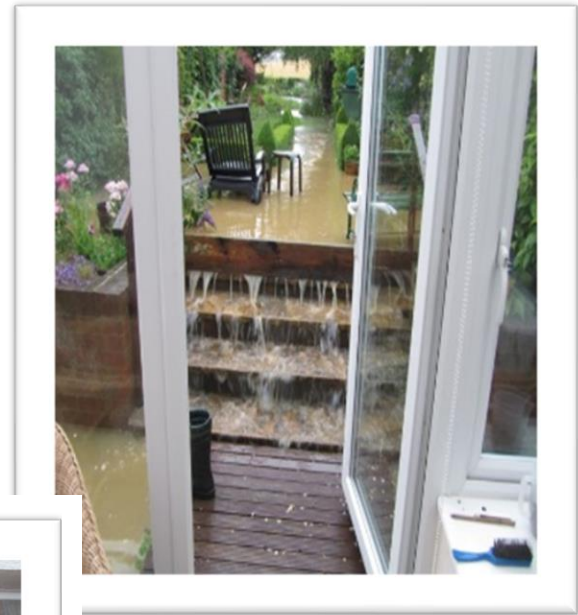
England Tree Strategy

The consultation on the **England Tree Strategy** is running until 11 September. It will inform the England Tree Strategy, to be published later this year. Planting trees can help to reduce long term flood risk by reducing and/or smoothing out flood peaks, particularly if the right trees are put in the right places and cared for.

NFF Policy

The **National Flood Forum** has recently contributed to the following policy initiatives:

- Surface water drainage review
- Insurance flood review
- National Audit Office topic study in to “How Government responds to Flooding”
- PFR training, accreditation and certification review Advisory Board



Contact Us:

Telephone: 01299 403 055

Email: info@floodforum.org.uk

If you have feedback or an idea we would love to hear from you.....

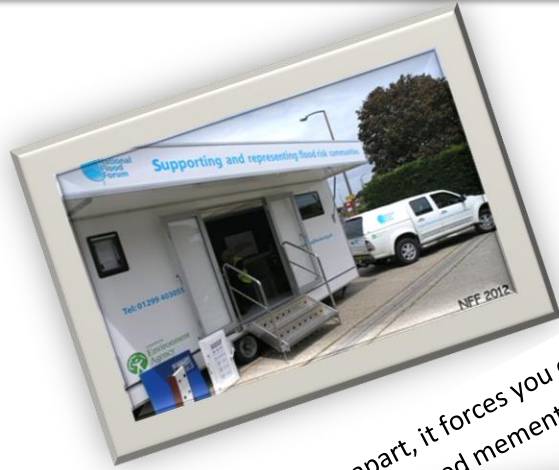


Together We Can Make
a Difference –
**Please Donate to the
National Flood Forum**



We Need Your Valued Donations More Than Ever

Throughout the COVID19 situation our staff have been working and available, and our helpline has remained open for flooded people, many of whom are still out of their homes, many trying to deal with complex insurance claims, concerns about future flooding or just needing someone to talk to.



Flooding rips families apart, it forces you out of your home, destroys your treasured mementos & possessions;



How you can help the National Flood Forum

WE CANNOT DO THIS ON OUR OWN!

Every penny you raise will help our work to reach out to more flood-affected people. Every 'Like' or 'Share' you give us will help us.

WE THANK YOU

We need to ensure the **National Flood Forum** is here for people to talk to; to guide and support, to help navigate around the stumbling blocks, and most importantly, as a charity that really does understand exactly what it is like to have been flooded.



RECYCLE YOUR USED CARTRIDGES AND RAISE MONEY FOR THE NATIONAL FLOOD FORUM - ITS FREE AND EASY TO DO



"Being affiliated to the National Flood Forum really helped us to be taken seriously as a group from the start. It was also very useful to have the updates about the other groups and initiatives that were happening in other parts of the country. Keep up the good work." CREATE, Cherry Burton, East Yorkshire

Disclaimer: The views expressed in the bulletin are those of the writers and not necessarily of the National Flood Forum

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