

"It's the most awful thing to be flooded – and it's not just being flooded, it's the threat of flooding. Seeing that water come towards you... you've got to get those sandbags out and you've got to get your floodgate up very quickly. It's terrifying. "That's why we formed our own flood group to try to tackle some of the problems. One of our members knew about the National Flood Forum so we asked if we could be affiliated, and that's when it really went massive. That's when we got the multi-agency meetings and got to know who to talk to and make things happen. Otherwise, we wouldn't have known who to contact. "The National Flood Forum is excellent. They got us going. When a community needs support, you can't do it on your own - you need experts."

Sue – Brompton.

'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.'

from CREATE, Cherry xxxxxx, East Yorkshire.

"We got in touch with the National Flood Forum and one of their local representatives came to a meeting and helped us make contact with the various agencies that we needed to deal with, resulting in our first multi-agency meeting. They have helped us enormously, and with things that we wouldn't otherwise have known about. They have opened our eyes – particularly to the concept of Slowing the Flow which we weren't aware of until the National Flood Forum told us about it. They've really helped to organise us into a more cohesive group." - Geoff – Diddlebury

There's nothing that can prepare you for the smell when you walk into your house after it's been flooded. That's the first thing that hit me. And then the realisation of the destruction.

I couldn't cope. I just burst into tears. The security of my home, my safe place, had been devastated. I knew there was nothing I could do but nevertheless I couldn't control that sense of panic, which doesn't go away for months.

I lost over £25,000 of belongings, including my pottery business and gardening equipment which were in an outbuilding. My garden was destroyed. My insurance wouldn't pay out and closed my case half way through the claim. I also lost things that couldn't be replaced like the rocking horse my father had given me when I was two years old. It didn't just cost me money, it cost me my home and my security.

The overwhelming feeling is one of resignation. I know I've got to get on and piece our home back together. But I feel worried. How can I cope? There's so much to do. I don't know where to start.

"We benefit from the huge amount of expertise that the National Flood Forum has. They've been in other flooded communities, learned a lot from flooding in larger places and they have access to all the other agencies. They're very proactive in bringing people together, to listen to peoples' concerns, and they understand. They are giving communities a voice."

Jane XXXX Culmington

Thank you for all your hard work making the Sparkhill meeting happen. I feel like we are in a much better starting place now! I don't think we could have done it even to this point without you. Thank you again.

Liz

Liz Fowler

Engagement Advisor | West Midlands

Environment Agency | Sentinel House, 9 Wellington Crescent, Fradley Park, WS13 8RR

Dear Heather

Thank you for all your help over the last few months. Both you and Jean have been a wonderful support. We just wish you to know how much we appreciate all your efforts on our behalf. We would not have been able to cope without your help. We have enclosed a small token for the National Flood Forum. You were helping us just at the right time. We were just about giving up hope of any progress towards getting home. It is lovely to be back, we can now look forward to Christmas and hopefully no further floods.

Thankyou once again,

Kathleen and Rupert xxxxxx. December 2018

Good Afternoon Heather,

I'm writing from my WSP address but with my Council hat. I just wanted to thank you for the organisation of the meeting yesterday. You played a crucial role in the organisation and the success of the meeting is mainly your work. I was pleasantly surprised to see how aware and constructive the AFLAG was, and I am really happy about the way the meeting went.

I'm looking forward to continue working with you,

Mathieu FAURE MEng, MIWater

Assistant Engineer -

Since 2012 there has been quite a lot of flood defence work carried out in Crawshawbooth and our heartfelt thanks must go to yourselves The National Flood Forum. Special thanks to Heather Shepherd who got the ball rolling for us and subsequently Hannah Tankard who between them attended most of our meetings and helped us so much ... thank you and the team for all your hard work and wish you all the very best for the future.

Steve – Crawshawbooth Flood Acton Group