

## News and Updates

## Bulletin Issue 3/2020

From everyone at the NFF we wish you a very Happy Christmas and a much more positive 2021

2020 has been a difficult year, not least with the recent news of the death of Paul Hendy, a Director and member of staff at the National Flood Forum for many years and more recently at the Scottish Flood Forum. Many of you will have fond memories of him, see Heather's tribute on page 2.

2020 was also a year in which people who are recovering from previous flooding, or who flooded this year, also had to contend with Covid-19. For many people this has made life even more difficult. We are all still in the thick of it and can only hope that the promise of vaccinations will allow life to return to normal.

Back at the beginning of the year, of course, most of us were completely unaware of what to expect. We enjoyed a highly successful national conference on the 5<sup>th</sup> March in York, opened by Rt Hon Rebecca Pow MP, Parliamentary Under Secretary of State at the Department for Environment, Food and Rural Affairs and with many wonderful contributions from flood risk communities, organisations, and businesses. We were concerned about whether we would be able to go ahead but had no idea of what was to follow next.

Lockdown was a shock. But out of it we developed a virtual multi-agency recovery, piloted in Worcestershire and Shropshire. See the last bulletin for details. Like everyone else we have had to develop new ways of working with communities online. It is not perfect, by any means, but does mean that we can provide support.

The National Flood Forum made submissions and presentations to many Government consultations and enquiries, including on surface water management, the Insurance Inquiry, the Environment Food and Rural Affairs (Efra) Select Committee Enquiry on Flooding and Ministry of Housing, Communities and Local Government planning policy consultations. We also arranged a session for a small group of Flood Action Groups to speak directly to the Efra Select Committee. In addition, we developed some national conversations every fortnight on Zoom. These have been hugely successful, and more are planned for next year.

We are looking forward to better times in 2021; being able to get out and meet people face to face, hearing what you have to say and supporting as many people as we can.



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



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# Remembering Paul Hendy



**With huge sadness we announce the death of a colleague and dear friend Paul Hendy. Heather Shepherd shares her reflections ...**

My first introduction to Paul was in 2005 at a National Flood Forum conference that my husband and I attended. He spoke of what it felt like to flood and everything that you were hit with on the journey through the recovery of your home.

So accurate were his words that it hit raw nerves again and again and reduced me to tears as he went through piece by piece what seemed to be my own personal life story after flooding in 2000. How could this man have such ability to portray so precisely a flooded persons experience?

Paul was an exceptional human being, he was blessed with the ability to empathise and reacted by providing practical help and leadership to support people and move them on from the flood related issue they were facing.

Paul and I then both became Directors on the board of the National Flood Forum. In 2007, when catastrophic flooding hit Hull, Sheffield, Rotherham and surrounding areas, we both packed our suitcases and went up to support those flooded as volunteers. Paul had much experience of supporting people through working in recovery of the Carlisle floods in 2005. As for me, well this was going to be a huge learning curve. Our feet did not touch the ground, it was full on and never ending. We started working together and then after a month or so Paul covered Hull and I Rotherham. Days started early and as we set-up recovery centres that ran till 10pm they were long. We would meet up at 11/midnight to catch up and plan next steps. The sense of obligation never faltered in Paul as he ensured that everyone's needs were met.

It was an amazing journey of learning for me, Paul the centre of all knowledge. He was able to support LLFA's, EA and the 3<sup>rd</sup> sector as a guide as to what to expect next, what issues people would be facing and what they needed for support. Just to see how he approached the flooded and how he followed up with promised help, visiting people in their homes and ensuring that they continued to manage, was such a positive experience. We went into flooded areas immediately after the blue lights and I remember one elderly lady on her own in such a stressed state, she was to leave her home but could not get her handbag out of the cupboard under the stairs as it had swollen with the water. Paul spent time working on the door with tools he had in the car until he was able to get it open.

Paul was so dedicated in his objective to serve others; he listened and enabled people to share their feelings letting them know they were not alone, and that it was ok to feel the way they did.

Once we were back in-home territory, we both came off the National Flood Forum board, I started to actively work for the National Flood Forum covering England and Wales and Paul went on to be the instigator of what is now the Scottish Flood Forum. However, this is not before Paul forged the path for the National Flood Forum to gain charitable status.

Paul told me he had started his working life as an electrician and had them become a Minister for the Salvation Army. He understood the Charity sector and worked with a diverse range in recovery. I used to worry so much about his wellbeing as he travelled to help people, distance being no object. He barely stopped for a meal and grabbed something when he could. I would spend hours trying to persuade him to think about himself sometimes, but he would reply that he would be fine and as a devout Christian he said that what he did was his calling, it was what was meant for him.

Over the years we have helped each other out, exchanged flooding know-how and gained a deeper understanding of the trauma flooding brings to people. I will miss Paul for so many things but for the most part I will miss him as a confidant, a go-to for each other when our work was overwhelming, or with frustrations within the flood world we worked in.

We were on the same wavelength and for us both, always a flooded people's welfare centric approach. He will always be with me in my thoughts as I continue his legacy of flood recovery.

Paul your heart was golden, you were a lovely and caring man that made a difference to so very many people's lives, a true advocate for the flooded whose lives are torn apart after flooding. To have had you pass through my life was such an honour and I am all the richer for the experiences you passed to me. May where you are now bestow you with all the honours you so richly deserve and give comfort to your children in their grief.

Rest in Peace my good fellow.

*People will want to convey their thoughts and sympathy to Paul's family. The Scottish Flood Forum is setting up a Tribute Page <https://scottishfloodforum.org/paul-hendy-sad-news/> where you can add your condolences and share your memories of Paul*

*If anyone wishes to donate the family have suggested the Salvation Army as this was close to Paul's heart [this is the link](#)*

## Working with Catchment Based Partnerships

The CaBA National Support Group (NSG) worked with the National Flood Forum (NFF) to identify how Flood Action Groups (FAGs) and CaBA groups could work more collaboratively and why some catchment partnerships either struggled or chose not to work with Flood Action Groups (FAGs) and vice versa.

The NFF conducted research to understand the types of engagement that CaBA and FAGs had with each other.

We are pleased to share with you are collaborative report issued under this research project.

Please click on the link below to access the full report

<https://catchmentbasedapproach.org/learn/achieving-closer-collaboration-between-catchment-based-approach-caba-partnerships-flood-action-groups/>

***The National Flood Forum's, people's flood recovery services 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***

# Follow-up from the virtual recovery trailer sessions:

In our last Bulletin, we wrote about the innovative way we offered virtual recovery to the huge number of residents that flooded in Worcestershire and Shropshire during Storms Dennis and Ciara of the beginning of this year.

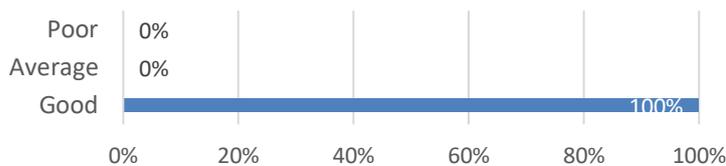
The following data was extracted from a feedback survey sent to Flood risk management authorities and agencies who were part of the service provided, and flooded people using the service.

## Feedback from Authorities/Agencies

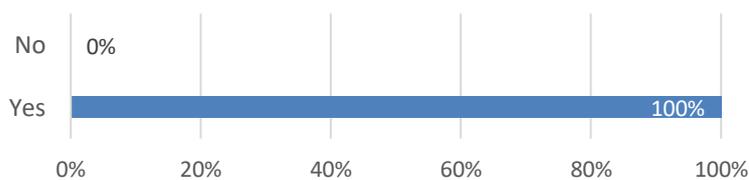
From Matt Maginnis Worcestershire County Council *"the completely new and innovative virtual support sessions that the NFF has developed and hosted have been excellent and, with brilliant support from the EA, Severn Trent and colleagues from the district councils and Highway Authority, we've been able to reach out and provide that much needed support after the floods of Ciara & Dennis".*

From John Bellis Shropshire Council *"I can't thank the NFF enough for the hard work they have put into set up the Virtual Recovery Trailer and I'm very impressed with how they have managed the entire process. Their initial discussions with caller before they are passed onto the RMA Officers has removed much of the frustration and anger at the perceived lack of action and support after the flood, meaning discussions have taken place in a constructive atmosphere. The collaboration of both the Environment Agency and Severn Trent Water has meant that complex flooding issues have been discussed and residents have been given answers from a multi-agency perspective rather than having to engage with these organisations individually."*

How good was the communication between the National Flood Forum and your organisation?



Do you feel this benefitted relationships between your organisation and your stakeholders?



## Feedback from Organisation Participants.

"I think the communication between NFF and EA was brilliant - the daily summary lists of appointments were very useful- helped us to prepare information in advance to some extent for key locations, WhatsApp worked really well- helped to alert us to when we where needed"

"System as was worked really well"

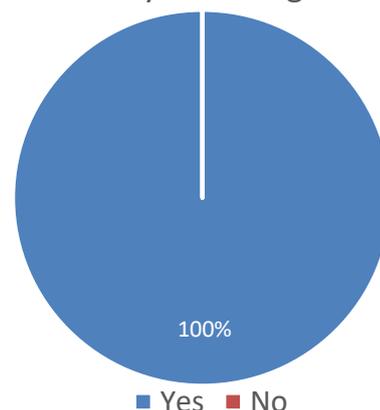
"No improvements required from me..."

"It was great, as always."

"I thought it all had been put together well and professionally executed"

"It was spot on"

Would you use the National Flood Forum virtual recovery trailer again?



December 2020

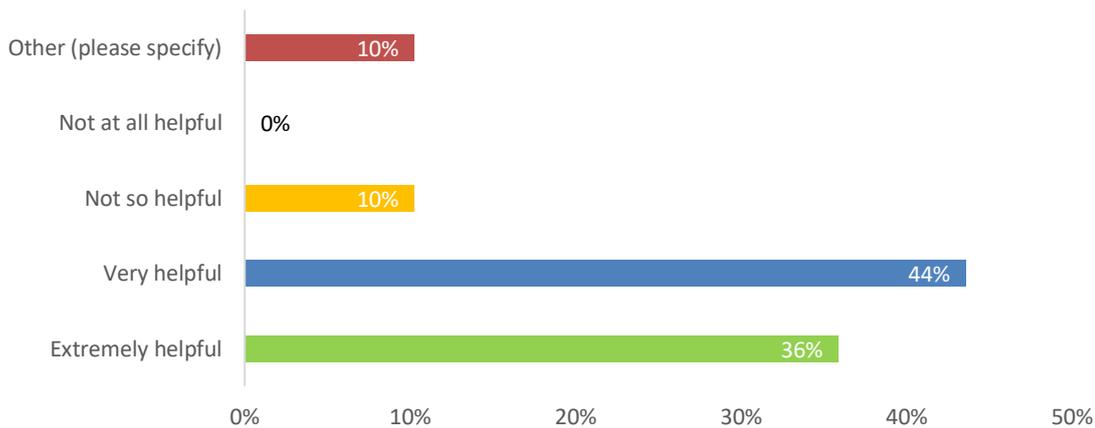
Thank you once again for all your support, I would never have remained sane without you.

Mary in Aldridge

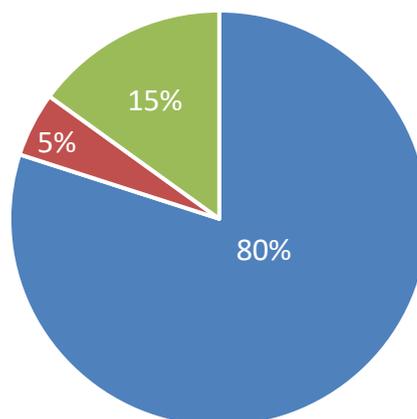
## Feedback From Flood Affected People



### How helpful was it to be able to talk to someone?



### Would you use the National Flood Forum virtual flood recovery trailer again?



■ Yes ■ No ■ Other (please specify)

# Welcoming Our New Trustees

**Lynn Jones** Although retired since 2018 I had a background chiefly in tourism. I started a holiday cottage agency which I successfully ran for 30 years and, with my husband, ran a B&B for 18 years building both businesses back up from the impacts of Foot & Mouth on the Cumbrian economy (2001) and then three devastating floods. I fully understand the trauma of losing your home - and business - to flooding.

As a founder member of Keswick Flood Action Group (formed after the 2005 floods with the much-needed support of the National Flood Forum) over the last 15 years I have been involved in:



- Flood Prevention: river/foul/surface water/SuDS,
- Flood Response: writing Keswick's initial Emergency Plan used in 2009
- Flood Recovery: grants/property surveys/property level protection/insurance/funding
- Community Support: arranging drop ins/information events locally e.g., Flood Fairs with the National Flood Forum after the 2009 & 2015 floods, and with Cockermouth & Morpeth Flood Groups ran two Flood Conferences in Carlisle offering organisational advice to other communities.
- Interaction: with agencies, authorities and politicians through ministries, inquiries, parliamentary committees, and the media

Over the years the Keswick team have had quite a few achievements. Our town had a new and upgraded £30million sewage system in 2012 and the Environment Agency's £6.1million river defences were improved that same year. In 2015 a new underground pumping station was installed in Elliott Park to reduce surface water flood risk for that area and we now have helped fund two mobile community pumps which are available in town ready to be deployed where needed. Working with the LLFA a further underground surface water pump system and upstream storage basin was completed in summer 2020 for the Penrith Road area of Keswick with a financial contribution from the community.

We continue to work, as we have done for many years, on achieving a better management regime for Thirlmere reservoir. This, we believe, could offer the best solution for the flood risk to over 500 homes in Keswick and offer a means of peak flow management to the communities downstream. I am fully committed to a full-catchment approach for flood risk management in our mountainous area and am currently acting coordinator for the Derwent River Flood Group. I believe, as climate change intensifies both the risks of drought and flood, that there is a need for improved legislation and a rebalance of focus to ensure that both the government - and water companies - address the need to invest and act on flood prevention with as much urgency as they currently afford the need to ensure water supply.

I received an MBE for my work to prevent flooding in 2018.



## Peter Bide

After studying geology at Cardiff University, Peter worked for the British Geological Survey for eight years before moving to the Department of the Environment.

From 2000 he worked in research programme management, finance and science policy. In 2004 he moved to the Department for Communities and Local Government's Planning Directorate where he led a number of important policy development projects including planning policy for flooding, coastal erosion, water and the natural environment.

He was a Director on the Board of the British Geological Survey from 2006 to 2011. He left DCLG in 2011 and worked for the Association of Drainage Authorities for two years as a technical consultant.

Peter is now working in a private capacity on water planning issues with a focus on integrated water management. He is Chair of the Catchment-Based Approach Urban Water Group.

# Shropshire Corvedale Flood Catchment Partnership

On the 19th November 2020, as a UK first, we welcomed Flood Action Groups and farmers of the Corve catchment area, CaBA (Catchment Based Approach) representatives, the Shropshire Council Flood Risk Manager, and Cardiff University to join a virtual meeting to share the works and progress contributed by all participants of a DEFRA funded Natural Flood Management project. John Adams, who chairs the steering group for the Shropshire Slow the Flow – Severn tributaries project, chaired this meeting on Zoom. Phillip Dunne, as both the Ludlow MP and Chair of the Parliamentary Environmental Audit Committee, joined the virtual meeting too.



The project objectives were to deliver a demonstrable reduction in flood risk to properties and businesses as well as improvement in habitat and biodiversity, to monitor changes the project brought about in both flood risk and the environment to add to the evidence base for Natural Flood Management, to ensure stakeholders were involved and steered the project towards a shared outcome, and deliver a project review to add to the lessons learnt and enable continuous improvement in a Natural Flood Management project delivery.



Presentations were shown by John Adams the Chair, Luke Neal of the Shropshire Wildlife Trust and Rhian Townsend of Shropshire Council they spoke of work and progress on Natural Flood Management. Dr Elizabeth Follett of Cardiff University spoke on research findings, observed changes in structures of leaky barriers, and looking at how closely do leaky barriers slow the flow and introduce this data to hydraulic models. Geoff Neden of the Diddlebury Flood Action Group spoke about the community's perspective on efficacy of Natural Flood Management during smaller and larger flood events, plus the involvement of community groups in NFM projects for a holistic based approach in catchment wide flood risk management. John Bellis of Shropshire Council spoke of national flood management as evidence for future projects and identifying continued opportunities in NFM measures.

24 October 2020

I would just like to place on record my sincere thanks to you and your organisation for the help and support you have given me recently. Having experienced flash flooding for a number of years I was really at a low ebb this year when I came across the National Flood Forum on the internet. Just having someone who was willing to listen to my problem was worth more than I can express in words. Thank you again for your advice and assistance in helping me find solutions to my annual flooding nightmare for the last six years. The fight goes on but with a little more hope. Keep up the good work....

*Betty in the West Midlands*

# How You Can Help the National Flood Forum

## We need your support and your donations....

Flooding rips families apart, it forces you out of your home, destroys your treasured mementos & possessions; constrains living normality and becomes all consuming.

Getting back into your home often takes a year or more; flooding is more than cleaning out with a mop & bucket! If the flood isn't enough to contend with, restoring your home can be full of issues causing unimaginable distress.



The physical toll on mind and body is profound and recovering from the ordeal is aligned to a similar process as that of bereavement. Children suffer quietly, noticing the stress parents are under and the fear that this frightening event may happen again when it rains is all too real. Pets and

their owners suffer from separation as many rented properties will not accept animals so they must be taken to animal homes.

That's why 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**



## 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. Perhaps you know someone who has been flooded, or you were flooded yourself. Maybe you've seen more flooding stories than ever before on the news and recognise it's a problem that's not going away.

Whatever your motivation to support us.

WE THANK YOU



The **National Flood Forum** is here to help flooded communities work productively in partnership with flood risk management to help reduce their risk of flooding, to act on insurance issues, to help them see that there is a life after flooding; to support them by bringing their voices together with others in England and Wales to work towards change.

**"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