



UNIVERSITY
OF HULL

ENERGY AND
ENVIRONMENT INSTITUTE

Haltemprice Household Flood Survey Winter 2019/2020

Summary Report
Dr Sam Ramsden
February 2021



Key findings

This report presents the results of the 2019/20 Haltemprice Household Flood Survey and forms part of a baseline for the Living with Water Partnership to monitor and evaluate its work to reduce the impacts of flooding and increase resilience. Haltemprice was severely impacted by surface water flooding in 2007, has suffered a number of subsequent flood events, and is vulnerable to further flooding. We used an on-line survey to reach 166 respondents: 31% were flooded in 2007, and another 35% were affected by flooding.

Respondents reflected on the devastating impacts of the floods including the damage caused, difficulties in recovery such as dealing with insurers and builders, health and wellbeing impacts on themselves and their families, impacts on the local community and the fatality in Hessle. 29% of respondents were very concerned about future flooding, and in terms of preparedness 30% had implemented some form of property-level flood protection (mainly moving valuables to a safe place), 54% have insurance that covers flooding, 14% had emergency flood kits and 8% have some form of flood plan. 40% of respondents wanted more action to reduce the risk of flooding including improving the drainage and sewer systems, protecting green spaces, reducing new building developments, and access to specialist advice for property-level protection.

Introduction

The Energy and Environment Institute at the University of Hull is working to help communities at risk of flooding locally, nationally, and internationally. Here in Hull and Haltemprice, together with the Living with Water Partnership, we have been working to understand the long-term impacts of the floods in 2007 on flood resilience. Living with Water (LWW) is a partnership between the East Riding of Yorkshire Council, Yorkshire Water, Hull City Council, the Environment Agency and the University of Hull, which aims to reduce the impacts of flooding and increase resilience.

This report summarises the findings of our survey in Haltemprice which asked about the impacts of the 2007 floods, concerns about flooding, and feelings of resilience and preparedness. Between November 2019 and January 2020, we surveyed 166 households in Haltemprice. The survey was conducted online and was the first time that many people had been asked to share their experiences and we are really grateful that so many people gave so much of their time. This report shows the key results from the survey - with charts, word clouds and selected

quotes. The report also contains a response from the Haltemprice Flood Action Group and further information from the Living with Water Partnership and the East Riding of Yorkshire Council.

This survey report forms part of a baseline for LWW to monitor the impacts of its work to reduce the impacts of flooding and increase resilience. For example, LWW can monitor the percentage of people who have implemented property-level flood protection measures over the coming years. Haltemprice was chosen as it is a target area for LWW. Haltemprice suffered extensive flooding in 2007 and has also suffered from other flood events, including tidal flooding in 2013 and flooding due to heavy rains during the time of the survey in the winter of 2019/20. Haltemprice is also the location for an extensive number of surface water flood alleviation projects including the Anlaby and East Ella Flood Alleviation Scheme (AEEFAS), the Cottingham and Orchard Park Flood Alleviation Scheme (COPFAS) and the Willerby and Derringham Flood Alleviation Scheme (WADFAS).



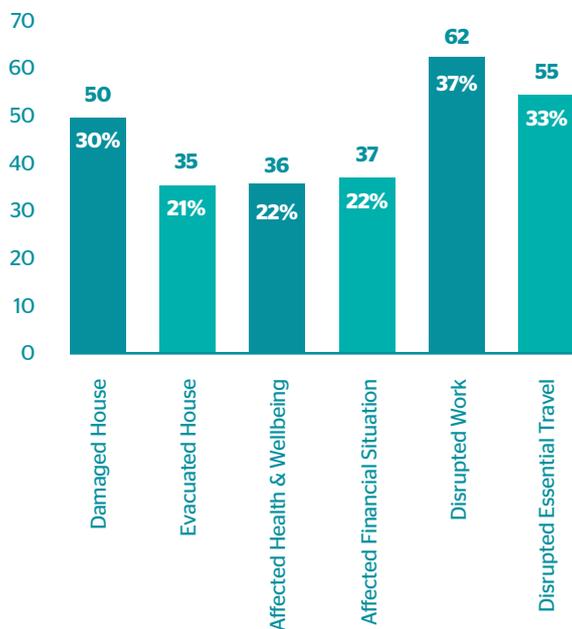
Map 1: The number of responses from the five wards in Haltemprice.

1. Impacts of the 2007 floods

66% of all respondents answered they were affected by flooding in 2007. 31% of all respondents said they were flooded in 2007 and a further 35% suffered other consequences including being disrupted by flooding or exposed to flooding such as by witnessing flooding or helping people.

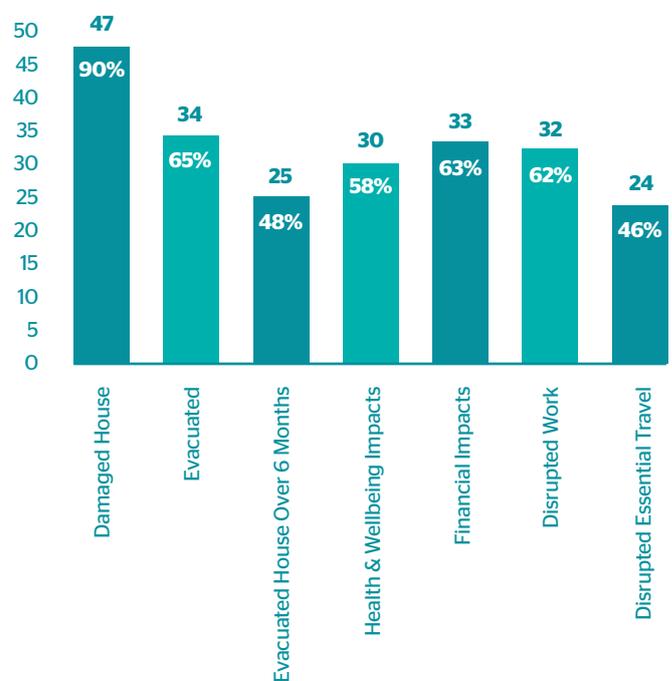
Chart 1 below shows the number and percentage of all respondents that suffered the most serious consequences of flooding. For instance, 30% of all respondents suffered from damage to the house and 37% of all respondents suffered disruption to work.

Chart 1 - Respondents that experienced the most serious consequences from flooding



Impacts for people flooded in 2007. Chart 2 below shows the impacts for those flooded in 2007. For instance, 90% of those flooded in 2007 were left with damaged houses, 65% evacuated their house (with 48% evacuating their house for over 6 months), 58% suffered health and wellbeing impacts and 63% suffered financial impacts.

Chart 2 - Percentage of people flooded who experienced other serious consequences





What were your living arrangements after the flood?

“Flooded in June, lived in our flooded home for the next 3 months, until insurance sorted out a small caravan to have on the front garden. The caravan was too small to sleep comfortably in so we slept upstairs in our house because we also felt safer”.

“Stayed in the property but disabled daughter lived with grandparents for period of time”.

“Rented but had to stay there for 6 months until there was accommodation available - my son developed asthma as a result of the damp”.

For the 36 respondents who answered they had suffered health and wellbeing impacts, respondents described both mental health and physical health impacts:

“Mental wellbeing. Guilt at foisting ourselves on parent’s space. Overwhelmed by how much work involved dealing with insurance and building companies. Two primary school age children to look after”.

“I felt I have no safe haven and the whole situation of dealing with builders (who were not local), loss adjustors and insurance companies was a complete nightmare! I was off sick from work with stress for a period of time”.

“Both my partner and myself suffered from anxiety, exhaustion and stress. I developed eczema and we still have flash backs when we have heavy rain. I am a type 1 diabetic and blood sugar levels were very unstable for the three years from the flood until we moved back in. Stressful as well as we had to deal on our own with the physical emotional and practical issues of seeing your family home destroyed”.

Respondents were also asked: What was the worst part of the 2007 floods? Respondents reflected on the devastating and traumatic impacts of the floods including the death of the young man in Hessle - Michael Barnett, the damage caused by flooding, the impacts on family members, and the impacts on the community. Respondents also described specific issues in recovery such as difficulties with insurers and builders. Some of these issues are highlighted in the following quotes:

“It was incredibly frightening - feeling the whole situation was out of our control. We were bailing water for 12 hours from our garden, with neighbours helping out. But the most upsetting thing for us was my husband getting a call from school to pick my daughter (at the time aged 5) from school as the whole school was flooded and the children were hysterical and incredibly frightened”.

“Going through all the children’s toys, losing precious family items. Seeing everything stacked up outside, down the driveway, waiting to be taken away. The fear every-time it rained heavily that we would be flooded again. Dealing with the insurance company”.

“The shock of seeing your family home underwater but even more stressful having cowboy builders destroy everything leaving only walls standing”.





What was the most effective help you received?

“Family my brother had to take control of the loss adjusters as they were horrible to me. My neighbours who were all affected in some way by the floods all turned out to help me and each other”.

“The Council cleared our damage up and did not have to pay council tax while we were out of the house”.

48% of flooded respondents felt they should have got more help. Responses included:

“There should have been help during the flood - residents closed off the roads themselves to stop the water going into properties. There was no help from the council - not one representative”.

“The insurance company didn't want to know me! Offered no help. I still can't understand why we can't be warned of potential flooding, after 11 months out of my home they still say I'm not in a flood risk area. Very little information given to us. Sandbags were not distributed quickly enough. More help from council and other agencies”.

“Emotional support and help and support for dealing with builders and insurance companies and someone to come and put the kettle on!!”

34% of all respondents said that they helped others during the floods:

“Helped elderly neighbours with sandbags and moving their cars. Also moving belongings upstairs for them and keeping an eye on them. Making sure they knew they could call at any time if they needed anything. Everyone really pulled together”.

“We had to help neighbours remove furniture etc, we let them use our front and back garden for their caravans to fit in - one neighbour is a lone female and the other were an elderly couple with terminal illnesses. We helped them with virtually everything- food prep, shopping and lots of support”.





In contrast to the 2007 surface water floods, the Environment Agency were able to issue a flood warning before the tidal flooding. Seven people said they received a flood warning and all seven said this flood warning was useful including that the flood warning helped make people “aware of potential disruption, [it] helped people make plans”. However, the two people who suffered from damage to their property did not receive a flood warning.

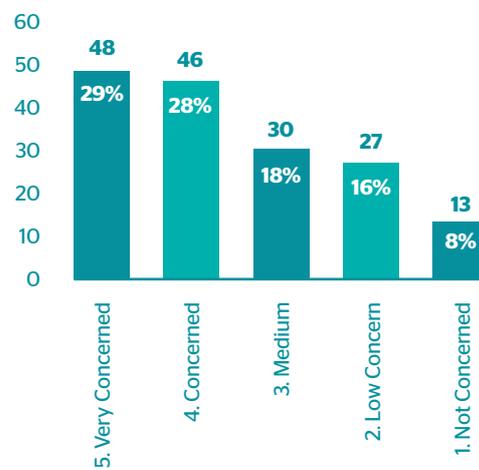
3.

What people think about flooding now?

Concern about flooding. 29% of respondents answered they were very concerned about flooding, and 57% placed themselves in the two most concerned categories. Only 8% were not at all concerned. This is shown in the chart 4.

In addition, 25% of respondents felt that flooding could happen again in the next 10 years.

Chart 4 - level of concern about future flooding





Examples of responses for people who are very concerned about flooding included:

“Our property was completely flooded again in the drive only last week 7/11 due to volume of water coming down Castle Road. The drains can't cope and due to the lay of the land it backs up our drains from the road. It has been checked by Yorkshire Water and they are not blocked on our property. It took the drain company sent by Yorkshire Water 5 hours to clean the drive on 10/11 caused by the silt deposited after the water had gone down. So I am very concerned”.

“Although plenty of work has been done for surface water flooding from the field drainage and storage ponds, nothing has been done to improve the sewage drains in the area of my house that still back up to almost flooding levels to this day. Nothing has been improved, in fact extra housing has been built in the area increasing the sewage flooding potential”.

Some respondents described the positive effects of the different flood alleviation schemes that have been implemented:

“We live in a house that has been flooded and was close to flooding again in August 2014. Recent heavy rain has not caused the level of surface water to rise to a point when flooding seems imminent, however, so I must conclude that the alleviation works have had a positive effect”.



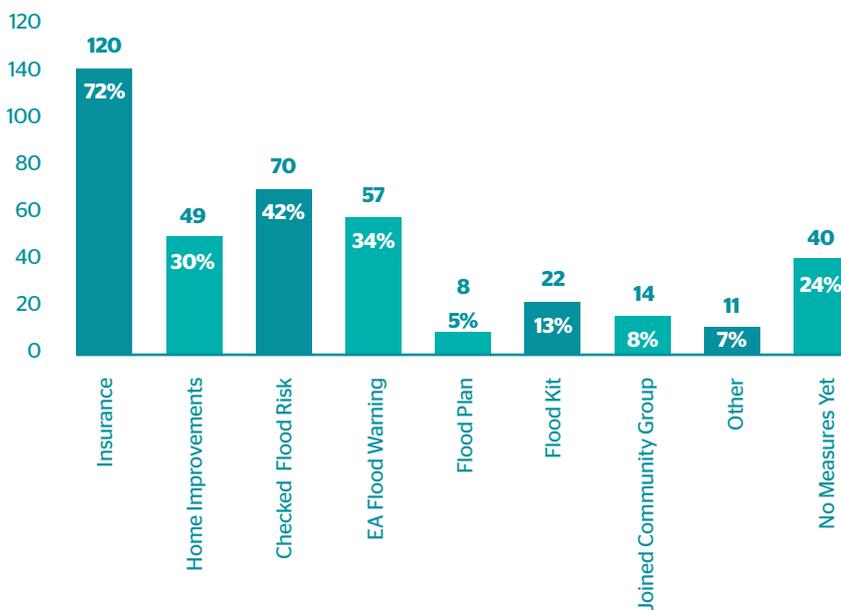
The main reason for people who were not concerned about flooding was that they did not live in a high-risk area including living on higher ground.

Has climate change increased your risk of flooding? 59% of respondents felt that climate change had increased their risk of flooding, 22% were not sure and 6% said not yet. 13% of respondents answered that climate change had not increased their risk of flooding.

Measures taken by householders to increase protection and reduce flood risk

The chart below shows the different measures adopted by householders to increase preparedness including increasing protection against flooding and reduce the impacts of flooding. Making sure insurance covers flooding is the most commonly adopted measure, followed by checking flood risk. 30% of respondents had improved measures in the house, which is explored in more detail on the next page. 24% of respondents had not taken any measures.

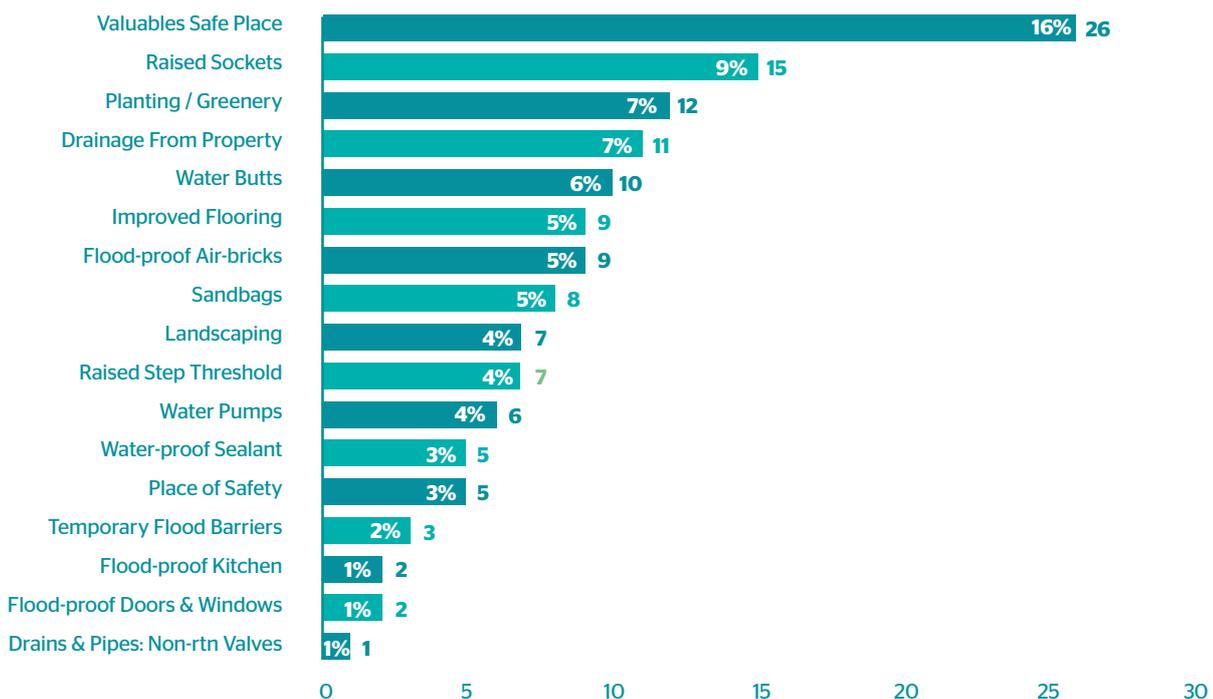
Chart 5 - Measures taken by Householders



Improved property-level flood protection

The different measures implemented at a household level are shown in the chart below as a percentage of all respondents. The most popular measure was moving valuables to a safe place, which had been done by 16% of respondents, followed by raising electric sockets by 9% of respondents, and then maintaining or increasing planting and greenery and improving drainage from the property - both by 7% of respondents.

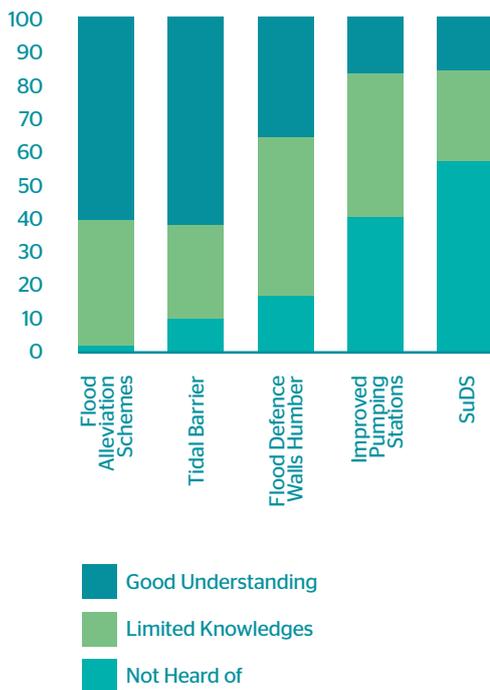
Chart 6 - Property-level flood protection measures implemented by respondents



The surface water Flood Alleviation Schemes (AEEFAS, COPFAS and WADFAS) were the most widely understood measures followed by the Tidal Barrier and then the Flood Defence Walls along the Humber. 40% of respondents did not know about recent improvements to pumping stations and another 42% had limited knowledge meaning these were the least understood of the visible and completed schemes in Hull and Haltemprice. In addition, over half of respondents had not heard of Sustainable Drainage Systems (SuDS).

Levels of knowledge of the different flood risk management schemes is shown in Chart 7.

Chart 7 - Awareness of the different flood risk management schemes



Are flood risk management schemes helping your local community? and any concerns.

55% of respondents felt that the measures were helping the local community but 12% felt that the measures were not (33% were unsure).



We also asked whether people any concerns or comments on the different flood defences and received 28 answers, including the following examples:

“Council and developers seem to be using these new flood defences as an excuse to permit new development in flood prone land or immediate vicinity”.

“I pass by the works for the flood alleviation schemes every day but have never received any information about what’s happening, how long the work will take, or what it will look like when finished”.



Resilience against future flooding

How well is your house protected against flooding?
41% of respondents placed themselves in the lowest two protection categories on a scale of one to five. This is shown in chart 8 below.

How quickly would you recover if you were flooded?
60% of respondents placed themselves in the slowest two recovery categories as show in the chart below. Only two respondents felt they would recover very quickly.

Chart 8 - Feelings of protection against flooding

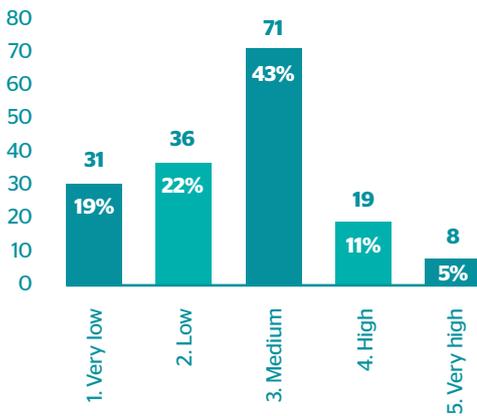
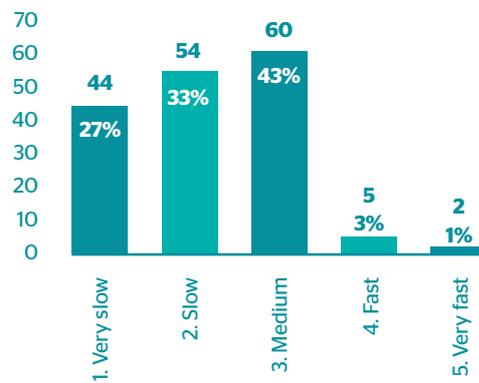


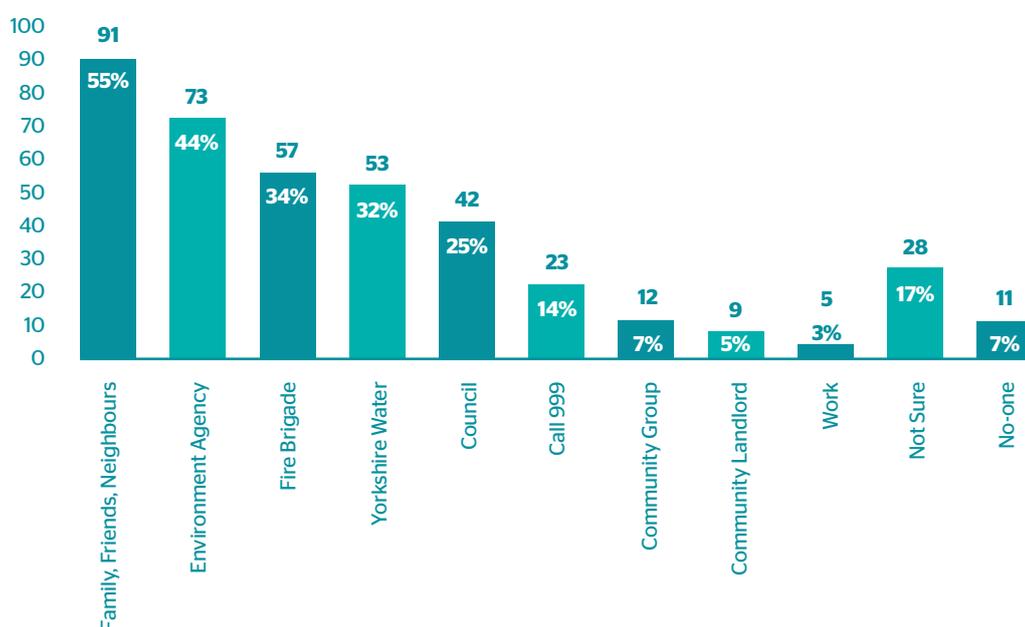
Chart 9 - Speed of recovery if flooded



Who would you ask for help if your property was flooded?

Family, Friends or Neighbours would be the most requested form of help, followed by the Environment Agency, the Fire Brigade (Humberside Fire and Rescue), Yorkshire Water and then the council. 17% of respondents were not sure who they would call, and 7% of respondents would not call anyone.

Chart 10 - Asking for help if there was a flood



Does your insurance cover flooding? 72% of respondents said that their insurance covers flooding, 19% were not sure, and 3% answered no. 5% of respondents preferred not to answer this question. The reasons for not having insurance included not being able to get insurance, not being able to afford insurance, or preferring not to claim or contact insurers.

Reporting flooding. In terms of reporting flooding, 48% of respondents would report flooding that concerned them to the Environment Agency, 40% to Yorkshire Water and 28% to the council.

Receiving flood warnings. 15% of respondents (25) felt that they would receive a flood warning in good time if there was another flood. 27% of respondents felt they would not receive an adequate flood warning and 57% of respondents were not sure. Of the 25 respondents who felt they would receive a flood warning, eight respondents said they would receive this through the Environment Agency with two others answering flood alerts. The other 15 described a variety of sources including through weather forecasts, local news, and the council. However, it is important to point out that the Environment Agency does not currently issue flood warnings for surface water flooding (which caused the 2007 floods).

Information received by respondents on preparing for floods

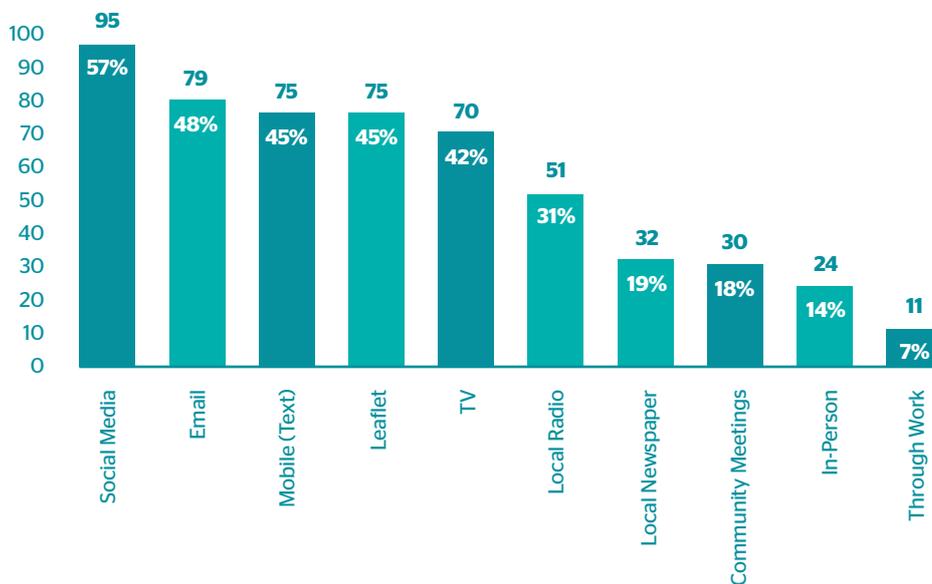
Less than 10% of respondents (16) had received written information - the Environment Agency was the main source of information. This survey was conducted before the East Riding of Yorkshire Council issued a flood information leaflet to all residents with Council Tax bills.

14% (24) had attended flood information activities, events, or meetings: 75% though the Living with Water partners (ERYC, EA, YW and Hull City Council) and 50% through community groups including the Haltemprice Flood Action Group. Four respondents had received information through work. No respondents had received information through schools.

Most effective method of communication. In terms of receiving information on what people could do to protect themselves against flooding or on the different flood protection measures operating locally, social media was highlighted as the best form of communication by 57% of respondents, followed by email and then leaflets and mobile SMS/ text message. This is shown in Chart 11. English was also the best language to communicate with all respondents.

The focus on social media could reflect that the survey was issued and completed online and there was a good response through four community Facebook pages: Anlaby Community; Cottingham Community; Hessle Moan & Rant Page; Willerby and Kirk Ella Community. In addition, a high proportion of the survey respondents were aged 30 to 64 and different methods of communication could be needed to reach older people (who may be digitally excluded) and young people.

Chart 11 - Most effective forms of communication



Further information

Response from the Haltemprice Flood Action Group

This report on the outcomes of the floods in the Haltemprice area (Cottingham, Willerby, Kirk Ella, Anlaby and Hessle) has been greatly appreciated. Many households and businesses in the area were greatly affected...the statistics involved were covered in his report. To know that this episode (2007) has been the subject of this has been reassuring.

Information and preparation are obviously essential. Modern means of communication like Facebook etc. must 'get the word out' to all residents.

All local Town and Parish Councils currently without an Emergency Plan should be actively encouraged to have one, and it should include Flood Plans, and that these are refreshed on an annual basis. The existence of their Plan should then be made known to the public and emergency services, this will then give confidence and reassurance to their residents that their local representatives know what to do in times of potential flooding, or indeed any disaster. Luckily the new flood alleviation schemes should make this less traumatic.

Cllr Ros Jump

ERYC Cottingham North and
Cottingham Parish Council

01482 842272 or 07904 397874

In addition, the Environment Agency should adjust their Flood Risk Maps to take into account the benefits of the different flood alleviation schemes serving Haltemprice, and then insurers should adjust their premiums accordingly.

Above all the Environment Agency, water companies and other relevant organisations should allocate funding for the 'Victorian infrastructure' to be brought into the 21st Century, and be lobbied for this.

If you are a local resident and want to find out more about the Haltemprice Flood Action Group, please contact:

Mary-Rose Hardy

Parish Councillor

**maryrosehardy@hotmail.co.uk
01482 503906**



Contact us

If you have any questions about the survey or report please contact:

Sam Ramsden,
Energy & Environment Institute,
University of Hull:

sam.ramsden@hull.ac.uk

01482 465583

www.hull.ac.uk/eei

