

Leicester Local Flood Risk Management Strategy – Feedback Report

Public consultation period –
Thursday 4 August – Sunday 12 October 2014

Prepared by:

Nira Sumaria, Graduate project officer (Highways)

Flood Risk Management Team.

Contents

Background	3
Consultation	3
Feedback	5
Feedback from stakeholders consultation	6
Feedback from public consultation	6
Changes to the strategy as a result of feedback	7
Summary	8
Appendix A – Statistical analysis of the responses from the questionnaire	9
Appendix B – Comments received in areas left blank for comment	19
Appendix C – Stakeholders report	23

Background

Leicester Local Flood Risk Management Strategy (LFRMS) main aims are to; coordinate flood risk management on a local scale, raise awareness of increasing flood risk due to climate change and provide a clear understanding of flood risk. The strategy also aims to secure an evidence base for decision making. The strategy has been written as a guide to help reduce the impact of flooding in the city over the next five years. The strategy highlights the key objectives that the council will be focusing on and provides an action plan for short term, medium term and long term actions. Actions set are achievable and will require some collaboration with our partners.

Consultation

The strategy for consultation was made available to the public between 4 August and 12 October 2014. During this period all members of the public had access to the strategy either online or hard copy, to read and answer the accompanying questionnaire. During this period they also had the opportunity to make comments about the Local Flood Risk Management Strategy and make suggestions on improvement that they felt will benefit the city.

Stakeholders consultation

Before the strategy was made available for public viewing a stakeholder's consultation event was held in June. The council invited representatives from organisations that work alongside the council to help mitigate risk of flooding in Leicester and asked partners for their input and recommendations for the draft strategy. After the event, recommendations that were made (see appendix C) were included into the strategy which was then released for public consultation.

Public consultation

To promote the strategy, displays were set up around the city and the team made public appearances, before and during the consultation period.

The Flood Risk Management team organised a number of events to promote and inform the public both about the strategy and flood risk in Leicester. The team set up displays in the places listed below and guidance on flooding concerns in Leicester was also given by the team at these events.

- Riverside festival
- City centre ,Carpets of Lights
- Aylestone Leisure Centre
- Community forum meeting – Aylestone
- Ward meeting – Knighton



Figure 1 Carpets of Light in the city centre

Alongside public appearances the team set up displays at libraries and community centres explaining the strategy and flood risk in Leicester.

- Libraries - Humberstone, St.Barnabas, Belgrave, Rushey Mead, Ayleston, Eyres Monsell, Evington and Knighton
- Community centers – Brite Centre, Fosse Centre, Manor and Tudor Centre

The public also had the opportunity to visit the four customer service centres to pick up a hard copy of the strategy and questionnaire, for them to complete and hand back to where it was picked up from or send it by post directly to the team.

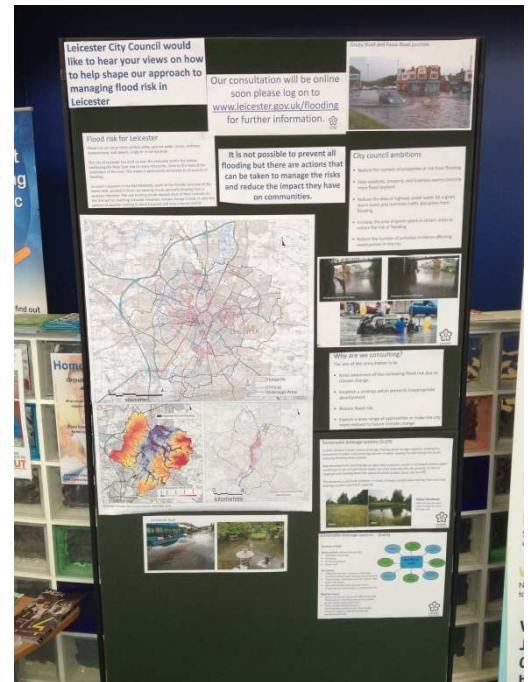


Figure 2 Display at Brite Centre

The consultation was promoted on city council social media channels, LCC and the consultation Twitter thread. The flood risk manager also undertook a promotional media interview with BBC Radio Leicester at Aylestone Leisure Centre on 11 September 2014

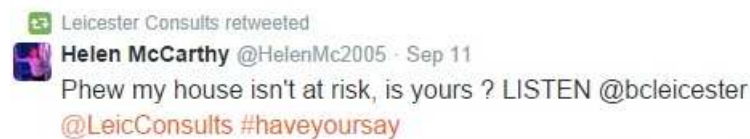


Figure 3 Interview with BBC Radio Leicester at Aylestone Leisure Centre

Feedback

We received 42 responses in total with 40 online responses and two hard copy responses. We received an overall positive response regarding the objectives set out in the strategy.

- Of those that responded, 59% were males, 36% female and 5% preferred not to say.
- 66% of people who answered the questionnaire were White, English/Welsh/Scottish/Northern Irish/British.
- 91% of people who responded were members of the public and were either a property owner or someone renting a property.
- We received responses from 3 people living in Derby and 1 person in Nottingham, the response received was from a Nottingham council officer. Who was very impressed with the document's content and layout stating; *"This is a really succinct consultation document and I have passed a copy to our comms team in the hope they can make Nottingham's strategy as eye catching as the Leicester one."*
- 93% agreed that we have chosen the right ambitions, with 33% of them agreeing but they felt there were some exceptions to the ambitions.
- Our results show that 86% of people who responded have never been flooded.
- Most respondents agreed with the objectives set out in the strategy and marked them as either very important or quite important. The response shows we are focusing on the correct objectives to manage flood risk.
- The objective which people felt was the most important is 'reducing the number of properties at risk from flooding' receiving 84% very important and 7% quite important.
- The public are very keen on increasing the area of green space to contributing to lowering the flood risk with 86% answering either very important or quite important.
- 74% of people who read the strategy and answered the questionnaire were clear on which authorities are responsible for the various types of flooding.
- 45% of people did not answer the question on which promotion they have seen.
- Additional comments on the strategy were welcomed. Of those that commented 39% pointed out that they had not seen or felt that there was enough promotional material and would like to see more around the city. 25% raised concern about building on flood plains and current building regulations, with one respondent pointing out to the fact that more

houses are being built in areas at risk from flooding is in conflict with objective number one 'Reduce the number of properties at risk from flooding'.

Feedback from stakeholder's consultation

The following themes were picked up through the stakeholder consultation

- Communication with other council officers about planning and restrictions.
- Setting up an accurate data set of maintenance works on gullies, when they were last cleaned/next scheduled clean.
- Reviewing of action plan; progress of actions completed as well as new actions at the end and the middle of each of the action interval.
- Sharing data with other stakeholders; help each other with analyses and modelling (Severn Trent Water).
- Working with partners to make sure that the same message is delivered and explaining the impacts of flooding and the damage it can cause.
- Working alongside parks to improve existing green space, better use of parks/ improve public open space.
- Opening up concrete channels.
- Creating more wetlands/ road side verges.
- Designing SuDS for highways – swales.
- Identifying storm detention areas e.g. football fields, car parks.
- Working more closely with Environmental health officers.
- Community flood wardens for Leicester.
- Guiding people to available funding and help them with applying for these funds.
- Building relationships with local universities.

Feedback from public consultation

- Make clear which authorities are responsible for the various types of flooding.
- Include a matrix between the action plan and objectives.
- Promote more sustainable development.
- Increasing green space in Leicester.
- Include information about planning legislation.

Changes to the strategy as result of feedback

You said	Action taken
Include bicycles and mobility scooters in highways	The document covers all uses of the highways. Including walking, cycling and use of wheelchair and mobility scooters
Include use of SuDS in developments	Issue formal developer guidance for SuDS schemes
I would like more information about how properties can be protected	Updates on the website will include easier links to find information about what to do before and after a flood event and advise when considering paving front gardens
Include a matrix between objectives and action plan	Strategy had been made clear to link the objectives set and how they are going to be achieved
Some bits need proof reading for sense	The revised document has been proof read and grammar has been check
Helping people understand their risk and what they can do for themselves, as well as making it clear on what the council can't do	Page six lists the responsibilities of all the other risk management authorities with respect to flood risk
Don't build on flood plains	The strategy is embedded within planning and economic development activity
Improve relations with planning	Alignment of planning policies with LFRMS and control of surface water run-off
We need more flood wardens	There is information on the flood risk management website to encourage volunteers to become a flood wardens
More promotional material needs to be made more widely available	This will be considered for future consultations
Area which are not close to a water course but at risk from flooding should have communication and awareness	Community engagements exercises are focused on hot spot areas in Leicester
Help people recover quickly from flood damage	Community engagement and business resilience are designed to help people recover more quickly after flooding events
You have not stated how you will reduce the number of properties at risk from flooding	Within the action plan there are scheme around Leicester which will have been designed to reduce flood risk to properties
How is understanding going to stop flooding? Get to the point. Aim for the correct outcome. We do not need awareness about it we need to stop it. What can we do to stop it?	The strategy has been set to help the public understand the impact of flooding, when we understand the causes we can determine the best solution to mitigate against future flooding
I am concerned that all Severn Trent Water is responsible for is sewage	Severn Trent have a duty to drain their area and are also required to investigate flooding from other causes other than blockages
Reducing the number of pollution incidents: Needs quantifying	This is an ongoing program linked with highway drainage maintenance

Summary

The overall feedback and responses were of a positive nature and generally those that responded felt confident that council had the correct ambitions set out for the city. They noted that strategy document was easy to understand and the information presented was clear and concise.

One comment that was expressed a number of times was people had concerns with development occurring on flood plains and where opposed to the idea, or felt that it is a contradiction with our first objective 'Reducing the number of properties at risk from flooding.' They would like to see a better communication link with planning and development. A few mentioned that they would like to see more use of sustainable drainage systems within new developments, and more information on how they the public can become more sustainable. 86% of respondents would like to see an increase in green space across the city marking it as either very important or quite important.

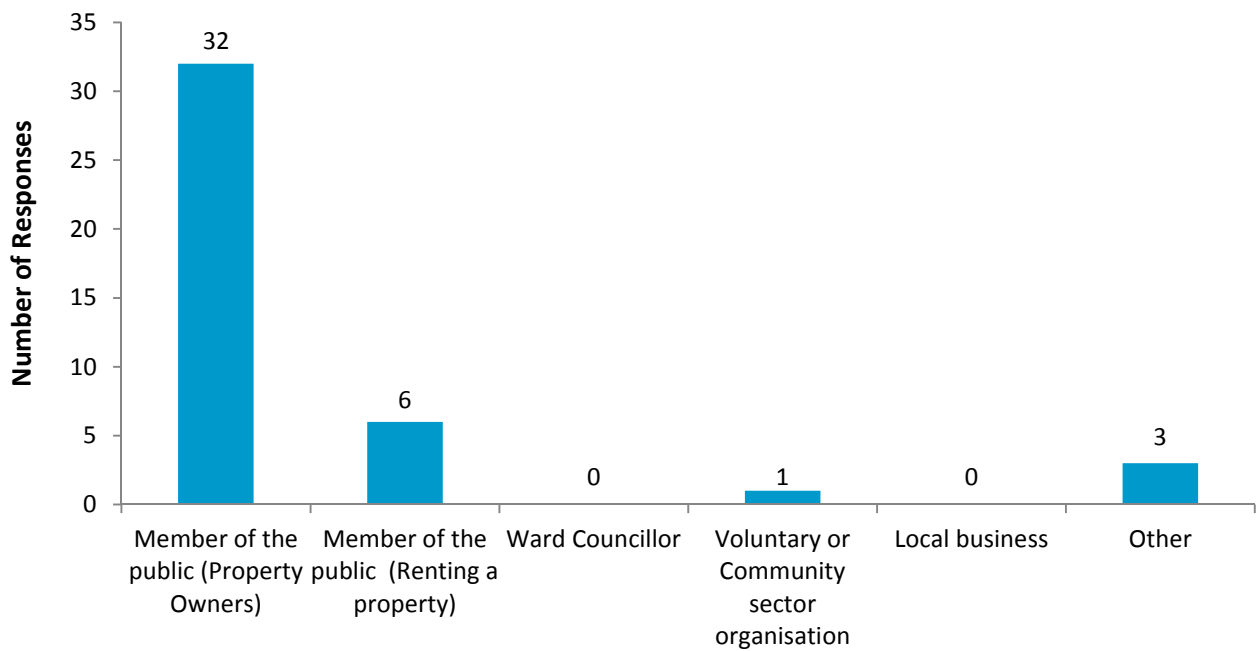
Another comment that arose frequently was promotional material for the document, many felt that the document was not sufficiently advertised enough, with them seeing little to no material. They felt that more widely promotional material including press release, posters, displays especially in Highcross and city centre, door knocking and leaflets through peoples doors would have helped to make people aware of the strategy.

Appendix A

Analysis of the responses from the questionnaire

Q1) In what role are you completing this survey?

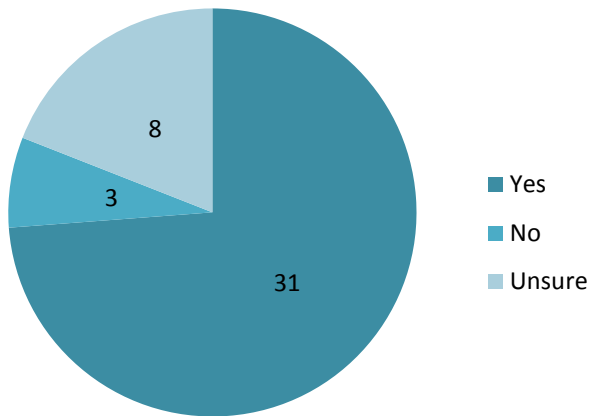
Role	Number of Responses	Percent
Member of the public (Property owner)	32	76%
Member of the public (Renting a property)	6	15%
Ward councillor	0	0%
Voluntary or community sector organisation	1	2%
Local business	0	0%
Other	3	7%



Q3) After looking at the section on responsibilities on page six,

Are you clear which authorities are responsible for the various types of flooding?

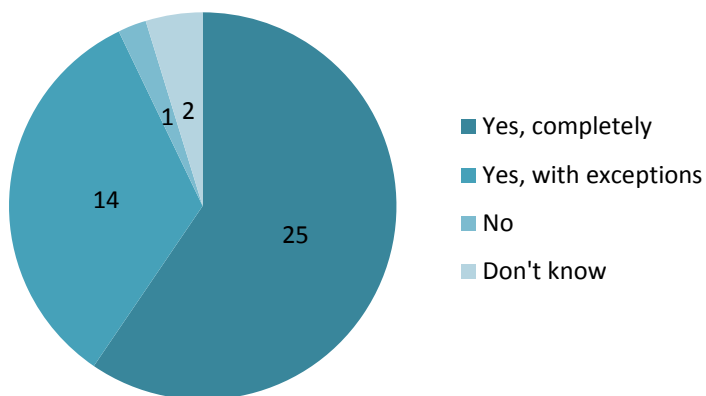
	Number of Responses	Percent
Yes	31	74%
No	3	7%
Not sure	8	19%



Q4) Our ambitions have been set out in the draft strategy on page two.

Do you think we have chosen the right ambitions to manage local flood risk in Leicester?

	Number of Responses	Percent
Yes, completely	25	60%
Yes, with exceptions	14	33%
No	1	2%
Don't Know	2	5%



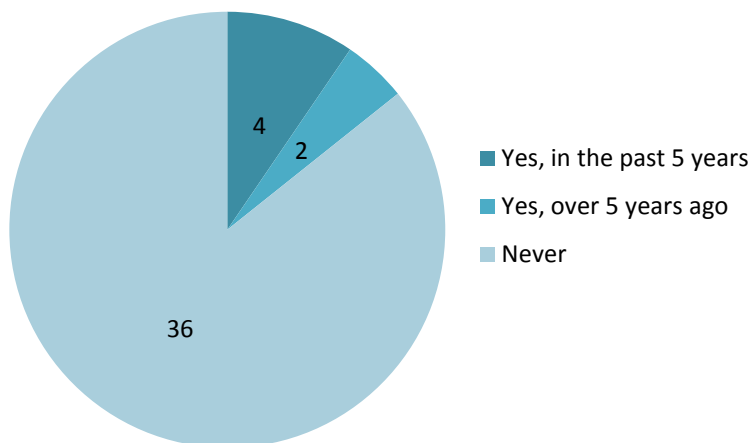
Q6) Here are some examples of materials developed by the city council to build awareness of flooding.

Please tick any of the publicity items you have seen before. (Respondents were able tick more than one box)

	Number of Responses
Leaflet – Do you know your flood risk?	14
Poster – Do you know your flood risk?	5
Bookmark – Do you know your flood risk?	3
Display in a library or community centre	5
Received a doorstep visit from the team	0
Met the team at Riverside Festival or in town centre	3
www.leicester.go.uk/flooding web page	9
I haven't seen any of these items	0
Not Answered	19

Q8) Has your property ever been affected by flooding?

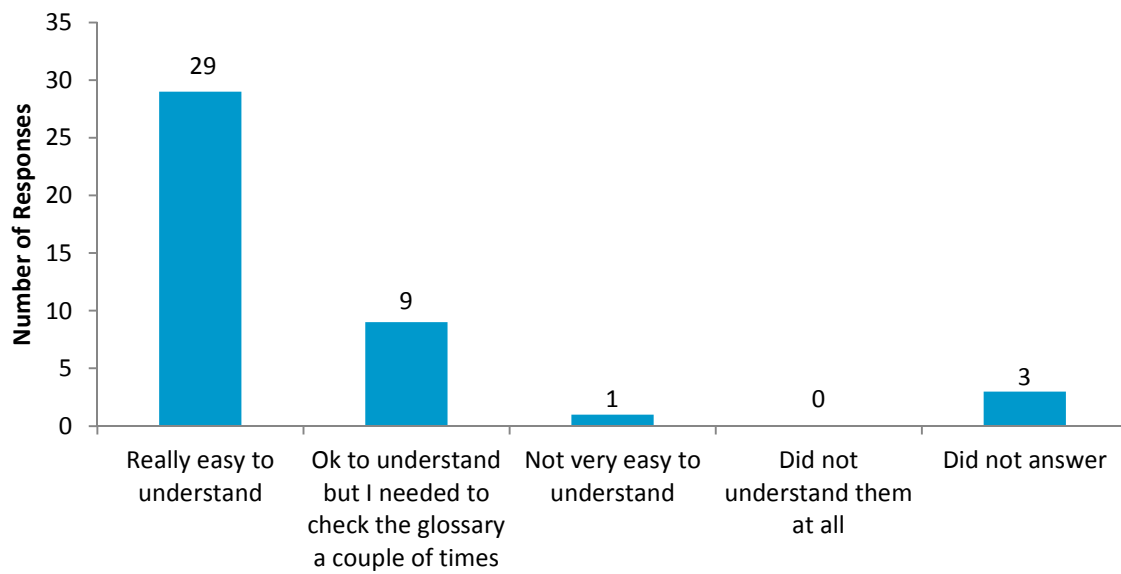
	Number of Responses	Percent
Yes, in the past five years	4	9%
Yes, over five years ago	2	5%
Never	36	86%



Q9) We need to tell the public about different types of flooding in their area. After looking at the descriptions on page nine of the strategy and the glossary at the beginning.

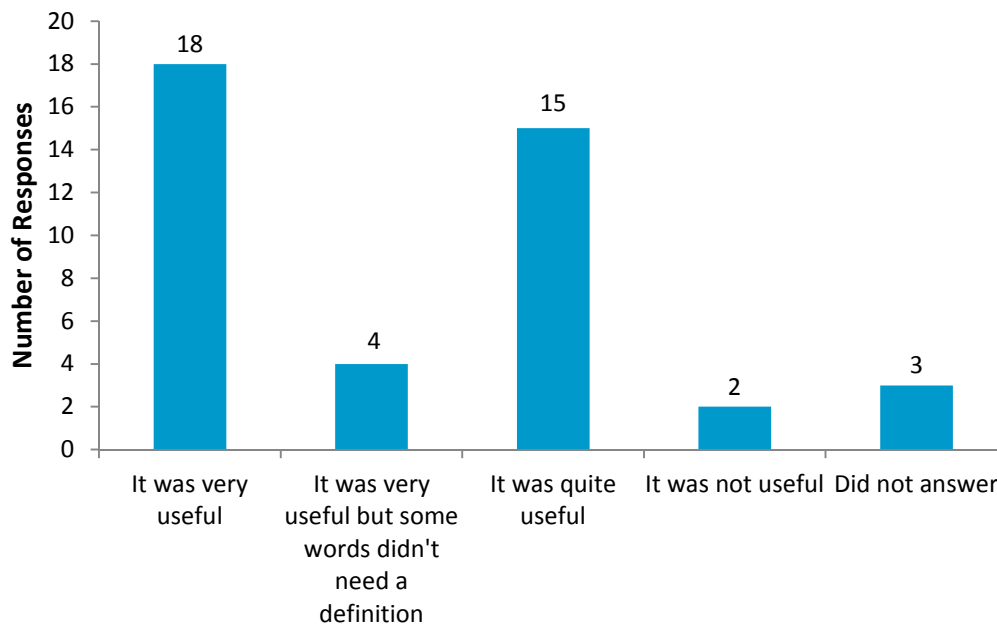
Please tell us what you thought about the various descriptions of types of flooding.

	Number of Responses	Percent
Really easy to understand	29	70%
Ok to understand but I needed to check the glossary a couple of times	9	21%
Not very easy to understand	1	2%
Did not understand them at all	0	0%
Not answered	3	7%



Q11) How useful did you find the glossary when looking through the strategy?

	Number of Responses	Percent
It was very useful	18	43%
It was very useful but some words didn't need a definition	4	9%
It was quite useful	15	36%
It was not useful	2	5%
Not answered	3	7%



Q13) City council objectives page 12 – Which of the following objectives are important to you?

	A		B		C		D		E	
	Number of responses		Number of responses		Number of responses		Number of responses		Number of responses	
Very important	35	84%	28	67%	17	41%	26	62%	23	55%
Quite important	3	7%	6	14%	17	41%	10	24%	12	29%
Unsure	0	0%	3	7%	3	7%	2	5%	4	9%
Not very important	1	2%	2	5%	1	2%	0	0%	0	0%
Not important at all	0	0%	0	0%	0	0%	1	2%	0	0%
Not answered	3	7%	3	7%	4	9%	3	7%	3	7%

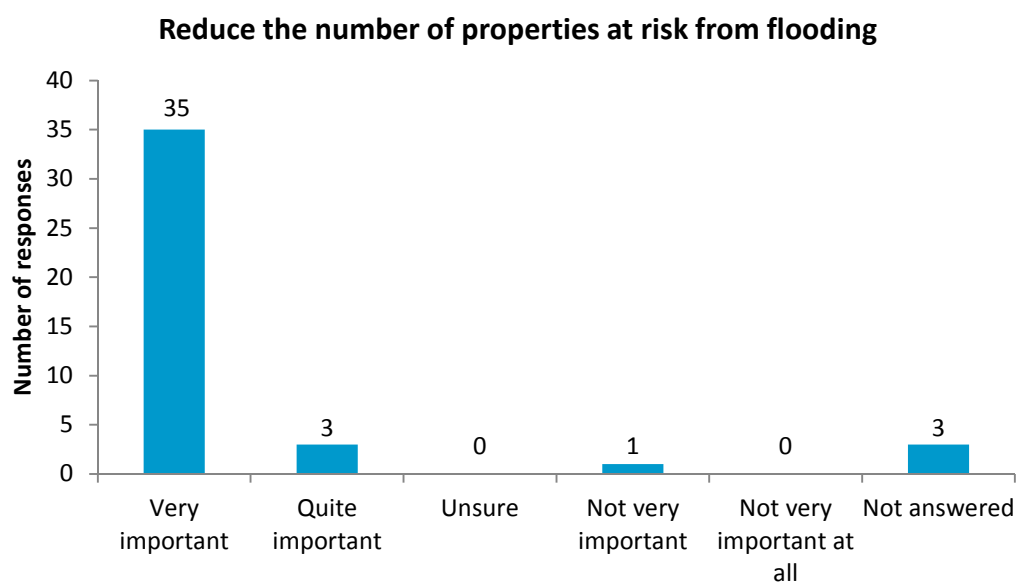
A – Reduce the number of properties at risk from flooding?

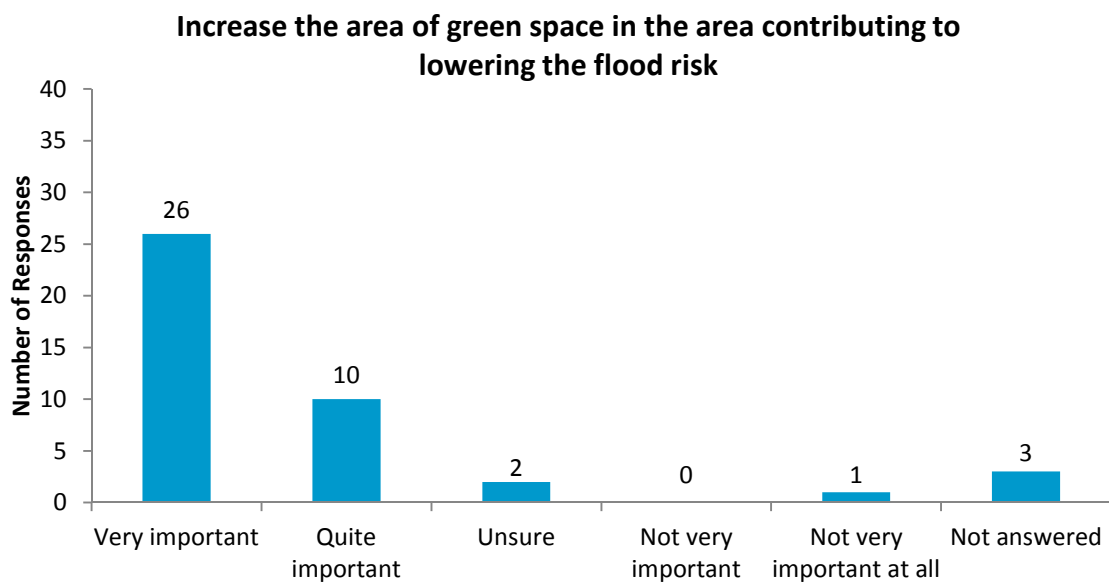
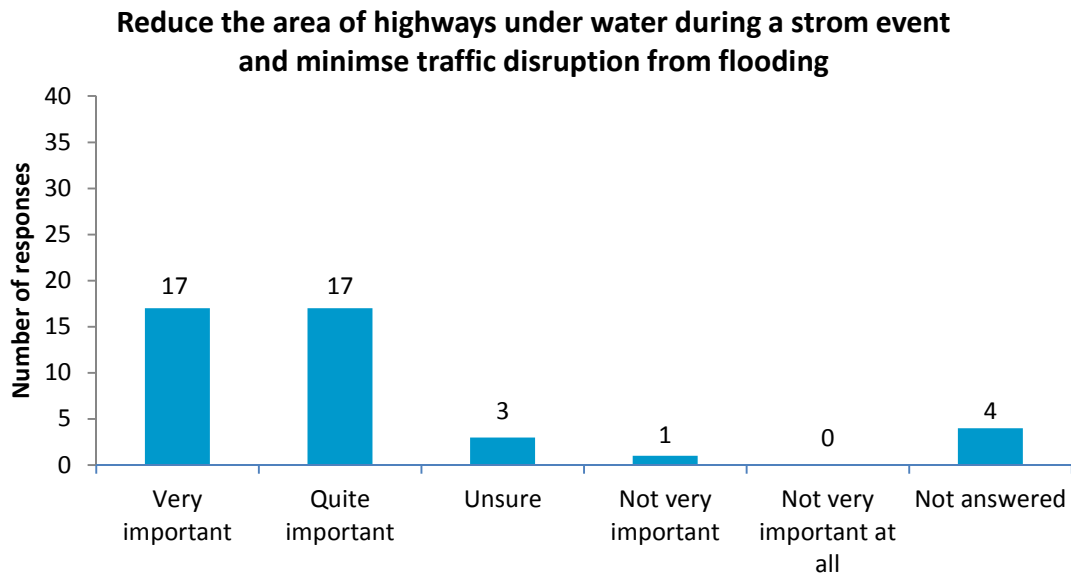
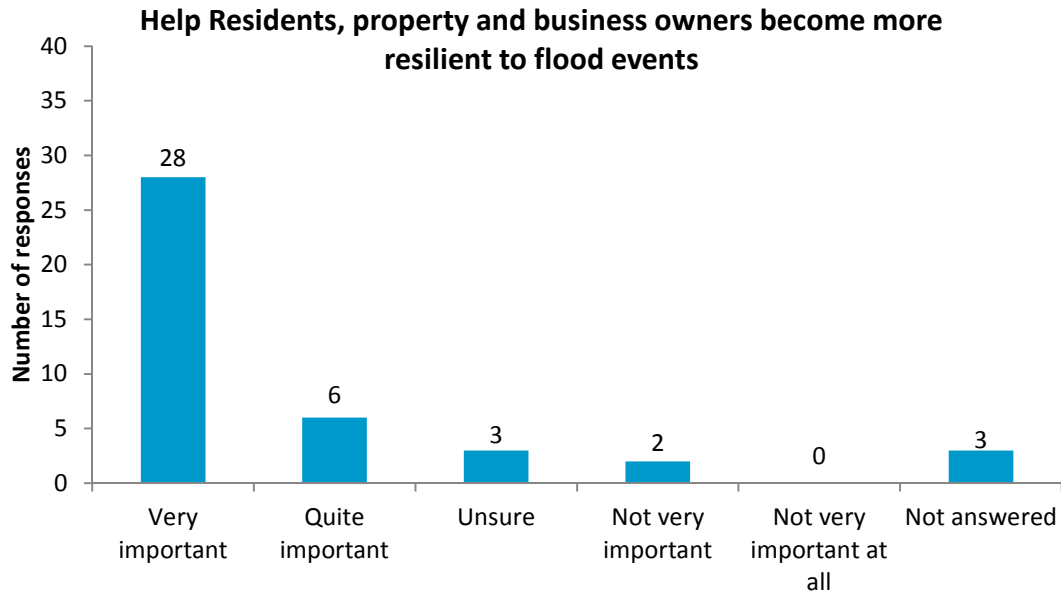
B – Help, residents, property and business owners become more resilient to flood events?

C – Reduce the area of highway under water during a storm event and minimise traffic disruption from flooding?

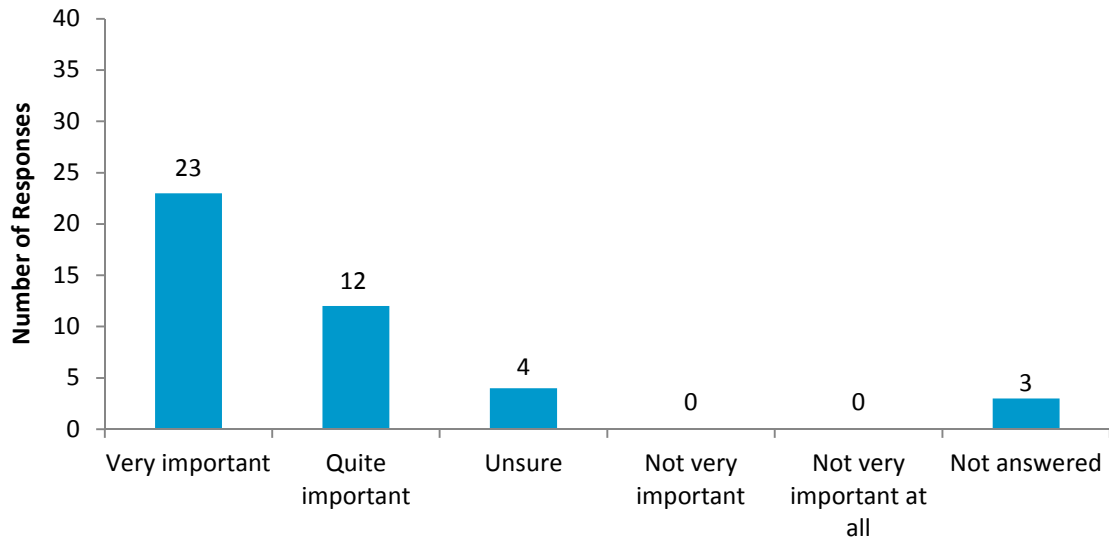
D – Increase the area of green space in the area contributing to lowering the flood risk?

E – Reduce the number of pollution incidents affecting watercourses in the city?





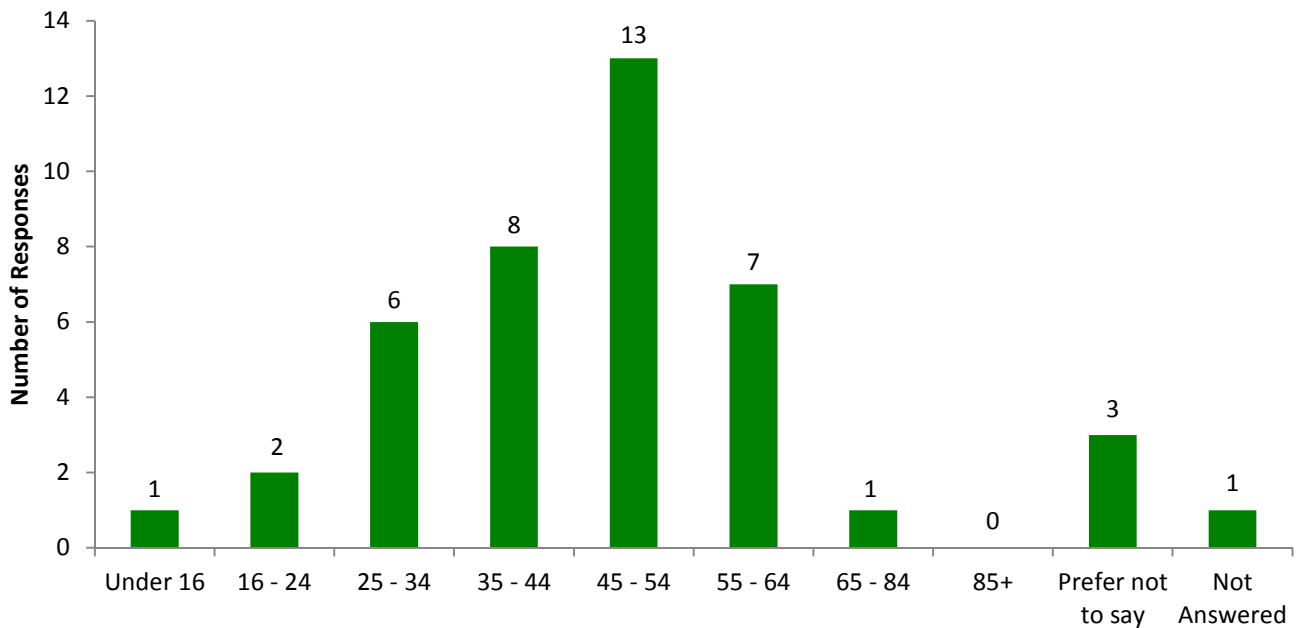
Reduce the number of pollution incidents effecting watercourses in the city



Equalities monitoring (Optional)

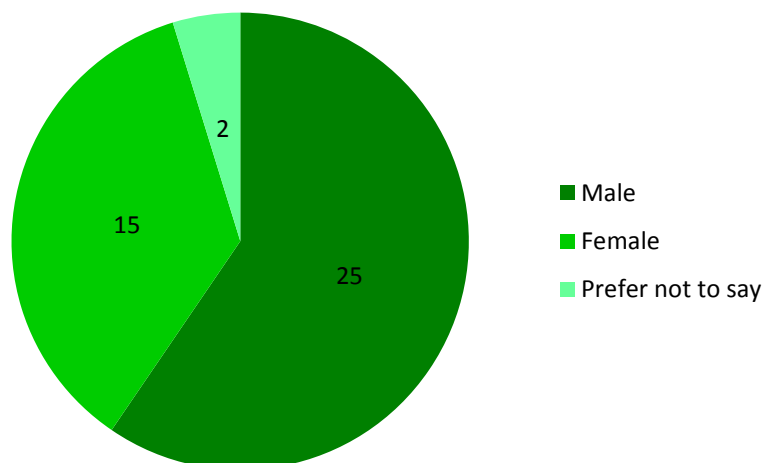
Q15) Age

Age	Number of Responses	Percent
Under 16	1	2%
16 - 24	2	5%
25 - 34	6	14%
35 - 44	8	19%
45 - 54	13	31%
55 - 64	7	18%
65 - 84	1	2%
85+	0	0%
Prefer not to say	3	7%
Not answered	1	2%



Q16) Gender

Gender	Number of Responses	Percent
Male	25	59%
Female	15	36%
Prefer not to say	2	5%

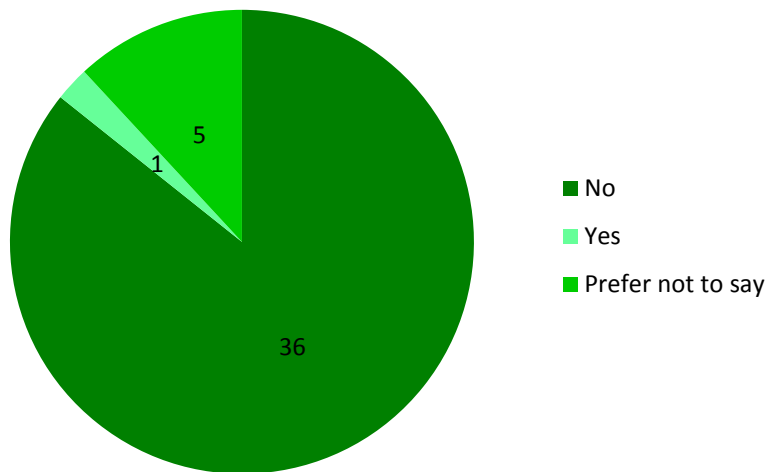


Q17) Ethnic group

Ethnic Group		Number of Responses	Percent
White	English/Welsh/Scottish/Northern Irish/British	27	66%
	Irish	0	
	Gypsy or Irish Traveller	0	
	Other	1	2%
Mixed/Multiple ethnic groups	White and Black Caribbean	0	
	White and black African	0	
	White and Asian	0	
	Other	0	
Asian/Asian British	Indian	6	14%
	Pakistani	0	
	Bangladeshi	0	
	Chinese	1	2%
	Other	1	2%
Black/African/Caribbean/Black British	African	0	
	Caribbean	0	
	Other	0	
Other	Arab	0	
	Other	0	
Prefer not to say		6	14%

Q23) Do you consider yourself to be a disabled person?

	Number of Responses	Percent
No	36	86%
Yes	1	2%
Prefer not to say	5	12%



Percentages have been rounded to the nearest whole number.

Appendix B

Comments received in the area left blank for comments – as received.

<p>Q5</p>	<p>Please make any comments on our ambitions.</p> <p>There areas of leicester which are not close to a watercourse (>300m) but are at risk of flooding (Latimer ward for example).Communication and raising awareness of these risks should be an ambition.</p> <p>Flood water can come from upstream. I would suggest that you need to work there as well - with the county council - with the farmers and other landowners. I also suggest that you contact various NGO's for their SUDS work and long time experience as a potential partner, or source of knowledge and support.</p> <p>Please make explicit what flood prevention measures will be taken to reduce the number of properties at risk from flooding i.e. make a link between reduction of properties at risk and actual strategy.</p> <p>In the olden days they had river wardens that made sure the rivers were safe and clear. We need to have these people responsible for the rivers back in force. The rivers need to be dredged. Lets learn from the mistakes of other counties that did not dredge the rivers. It is obvious that this is the course of action with volunteers and/or Professionals the rivers need to be taken care. Stop blaming Climate Change and start taking responsibility.</p> <p>Please ensure that your definition of 'highways' includes paths and other routes used by people using bicycles and mobility scooters.</p> <p>The ambitions ignore cycling as a means of transport.</p> <p>Perhaps something in relation to sustainable development would support other statements in your document?</p> <p>You have not stated how you will reduce the number of properties at risk from flooding. The fact that yet more properties are being built in areas at risk of flooding is surely in conflict with ambition number 1.</p> <p>Incorporate more SUDS to slow the flood rate down. Don't build near to flood plains and known flood areas.</p> <p>Help people recover quickly from flood damage</p> <p>think ti is also important to prioritise the response to residential flooding, alongside its prevention. We can't prevent all floods all of the time, but we can make sure effective support is available to return people's lives to normal as soon as is possible afterwards.</p> <p>Your ambition in relation to green space seems to me to be incompatible with current local plan permissions that allow developers to build on green space, particularly infill or backland development on gardens. In particular the Knighton/Stoneygate area has a low level of public open space apart from knighton park. Private gardens compensate for this lack of public green space and should be protected for their flood alleviation properties.</p> <p>I would like to see a reference to the catchment Based Approach via partnerships and seek the fact that working with others can help to manage flood risk. For example; seek opportunities to reduce flood risk through sustainable land practices (SUDS, green roves, water storage schemes etc). The TRT is facilitating the River Soar Catchment partnership that promotes the benefits of different agencies working together to achieve common goals at the catchment scale. RT promotes the use of 'source control', ie managing water close to where it falls, working with small volumes. This is easier and cheaper than working with huge volumes of flood water in downstream high risk locations.</p>
------------------	---

Q5	DONT BUILD ON FLOOD PLANS - BY NOT GRANTING PLANNING PERMISSION. ALSO, RECLAIM BUILD FLOOD PLAINS SO ANY FUTURE FLOODING IS ALLEVIATED BY THE NATURAL WATER COURSE.
	the above ambitions will be a good way to effectivley reduce the flood risk to people around the city.

Q7	Please use this space to make any other comments on the information you have seen or to suggest any other ways we can promote flooding issues to the city.
	I have seen little to no promotional material. It needs to be more widely available / promoted via: Post leaflets through peoples doors. Put posters up in city centre. Distribute bookmarks (and promitional materials) in Highcross. Did not see the team at Riverside festival - Did not notice their stand, needs to be in a more prominent position at the festival.
	I was not made aware by Leicester city council at all.
	More advertising (press/tv/radio) detailing where more information can be found to raise awareness
	Met the team at the riverside festival - shame they weren't there both days. However, learned a great deal about flooding in Leicester City, which was worse than I imagined.
	This consultation link (accessed through the the news section of the Leicester City Council Interface pages) was the first that I had heard about any flood management responsibilities that LCC has.
	have only seen flood risk information when I visit my friends and read about it in Leicester Link - but it was too late to visit the library/consultation event at Aylestone Leisure Centre.A door-to-door leaflet distribution in areas likely to be affected would help, if not done already. In addition, could the consultation/information stand to be placed over a longer period of time - i.e. every Monday and Wednesday for 4 weeks and then on Tuesday and Thursdays for 4 weeks, instead of 14 continuous days? I would love to have another opportunity to talk to someone about flooding like the one held at Aylestone Leisure Centre. Can you arrange for another one, and inform the local residents?
	Have not received the information above despite living against the riverside. The link magazine delivered yesterday was too late for us to visit a display in the local leisure centre.
	We need to be proactive. Publicity is not going to stop flooding. We need to do something to stop the flooding in the 1st place.
	Build more canals
	Bus stop posters in areas at risk
	I don't recall seeing any of these.
	never seen or been given any information. However was informed when i purchased a house last year that the house may possibly at flood risk if a near by stream was to break, however it was really unlike this would happen according to a survey report.
	Not aware of any of these items, maybe because I live in the county.
you need to promote what you're doing to other parts of the council, such as planning. you need to promote the risk to developers and builders and address the issue of liability where development results in flooding	
more social media awareness and engagement	

Q10	Please use this space to make any other comments on the descriptions of types of flooding.
	The paragraphs on the type of flooding need to be more concise.
	Too many acronyms in the document to make it generally understandable
	Simple explanation. very easy to understand
	You are missing one type of flooding - that of the front gardens of houses - so many have been paved/concreted over, that there is nowhere for water to drain. Perhaps this could be included in groundwater flooding section?
	What document where? How is understanding going to stop flooding? Get to the point. Aim for the correct outcome. We do not need awareness about it we need to stop it. What can we do to stop it?
	Nice and clear but do you need to include tidal, could confuse the public.
	very useful to have clear explanations. I have not read anywhere text to explain that flooding is a natural event, and we need to work with natural processes to manage the risk it poses to human life and property. The introductory text on page 3 (2 nd para) supports this concept.

Q12	Please use this space to make any other comments on the glossary.
	It could do with a 3rd column to explain briefly what the various organisation actually do, or what their responsibility is.
	Some bits need proofing for sense.
	There are words in the glossary that don't feature in the report (e.g. Estuary)
	The term "blue corridors" is used in the document but not defined in the glossary. What does this mean?

Q14	Please add any other comments you would like to make on the objectives, this might be a different objective completely or a comment on one of those proposed.
	Helping people understand their risk and what they can do for themselves is important, as well as making clear what the City Council can and can't do to help them. This applies just as much during a flood as before.
	Flooding can be unpredictable, more needs to be spent in prevention
	This is all about reducing risk of flooding. But - with the onslaught of climate change - where is the link to greening people's lifestyles to reduce the effects? There is also nothing about saving water. Providing clean water is very expensive - the city could be encouraged to save more rainwater for use in their gardens, washing their cars (particularly the car wash businesses!!!) etc rather than using mains water.
	It is unclear what "Help residents, property and business owners become more resilient to flood events" really mean. Does it mean to help them cope, or giving them practical information about what they can do to prevent flooding in case they have to face flood risk? Would it possible to add to the last objective - by not limiting it to "number of pollution", but to investigate how the watercourses can be made more effective in carrying water away from properties. Hindrances to carrying water away from properties is much more than just the number of pollution - it could be to do with widening/deepening water course, or lessening growth of trailing plants into the water course. I would like more information about how properties can be protected from flood using practical measures, such as installation of air-brick blockages, and other proven methods of flood prevention - and who are the suppliers.

Q14	There is a focus on communication in the objectives, which is important, but communication is a means to an end therefore should not be listed before the physical objectives.
	Make the city safe by spending money on dams, enlarging the rivers, dredging rivers. Stop wasting money on taking down buildings and bridges or making gardens. Can't we have someone in charge of this City that can spend Public Money sensibly? Use money to make life better for people and to protect us.
	Cycling needs to be specifically added within transport, recognising that some flood alleviation scheme plans mean that some cycle routes will be flooded more often.
	This is a really succinct consultation document and I have passed a copy to our Comms team in the hope they can make Nottingham's Strategy as eye catching as the Leicester one!
	do not destroy green areas
	Reducing the no. of pollution incidents: Needs quantifying. Are there lots at the minute and what level of reduction is sought. How do the pollution incidents affect the watercourses and what is the severity of the different pollution incidents that occur in relation to their frequency. Until the implementation of the SABs as an adopting body (not just approving body) for SuDS has occurred it will be very difficult to get the most suitable and effective drainage systems installed into new developments (or retrofitted into existing locations where there are flooding issues which need sorting). If LCC was able to be forward thinking in its approach to the adoption of SuDS and take on the adoption of SuDS features without the legislative requirements of the FWMA then the use of SuDS in new and old developments would increase at a much faster rate than will otherwise occur and will help to prevent and minimise damage from future flooding events.
	Keeping more green space rather than allowing houses to be built all over the county (especially flood planes) would help and would also help keep the cost of grazing down for agriculture. Water courses need to be proactively kept clean as a major priority in order to keep them flowing.
	I am concerned that all Severn Trent Water is responsible for is sewage when it should have a greater role in helping to reduce the risk of flooding within the City.
	Refer explicitly to changes in planning and development control. what does bullet point 3 mean in the first objective on pg 12? The relationship between the objectives on pg 11 and those on pg 12 is not clear. you should include a matrix between your objectives and your action plan to demonstrate that all objectives are being addressed
	reducing the number of properties is very broad it could be split to more specific objectives.

Appendix C

Stakeholders report

Stakeholders and partners workshop for developing the Leicester City Council Local Flood Risk Management Strategy



Aim:

- Collect feedback from stakeholders and partners to help develop Leicester Local Flood Risk Management Strategy (LLFRMS).
- Improve communication between Leicester City Council (LCC) and stakeholders for future works programmes.

Introduction:

Leicester City Council is a lead local flood authority (LLFA) and is responsible for producing, maintaining, applying and monitoring a local flood risk management strategy (LFRMS). The city council is currently preparing the LRFMS for Leicester. This strategy will form the framework within which communities will have a greater say in local risk management decisions, and will be supported in becoming better informed about flood risk issues generally.

As part of developing the LFRMS a stakeholders workshop was organised. A stakeholders and partners workshop was held at the Dock on the morning of Thursday 19 June 2014. The workshop included a talk, setting the scene for the LFRMS consultation by Phil Thompson, activities and lunch. The guests were from URS, Environment Agency, Shared Waters, Severn Trent Water LTD, Leicestershire County Council, Canal & River Trust, Outdoor Pursuit Centre, Leicester Chamber of Commerce, University Hospitals Leicester and Pick Everard.

In this consultation the council is hoping to receive feedback on the evolving strategy and suggestions on how the stakeholders and partners can contribute to delivering the action plan as well as building on our relationships.

Presentation:

The presentation set the scene to the stakeholders of what Leicester City Council has already achieved and where the stakeholders can help with the strategy. The presentation informed the stakeholders what the council has already accomplished. Identified on maps areas that are at risk from flooding in the city with maps showing the critical drainage areas and hotspots. Community engagement exercises at Tudor Road and the Woodgate areas of the city earlier in the year. Stakeholders were informed of the current flooding database and register of flood risk structures and features in the city. Pictures of flooding that has occurred in the past including 28 June 2012 were shown. The presentation set out the current action plan that the council has set out and the time frame over which the work should be completed.



Activities:

Three activities were designed to gather ideas and suggestions from the stakeholders and partners.

1) Main objectives:

The main objectives was an introduction task in order to get stakeholders to start to think about the potential risk of flooding and impacts that it can have. The activity required the stakeholders to suggest examples of how their organisation can help with communicating with the public, reduce economic impacts and help the environment.

The following are the main points that delegates suggested.

Communicating with the public:

- Flood fairs.
- Local awareness, encourage home owners to help themselves.
- Local communities influencing planning/developments having more of a say in their own city.
- Set up workshops for business owners to inform them how to protect their business and property, help advise them on setting up a contingency plans.
- Mark on a wall height of previous flooding, makes people aware of the where flooding has come reached in the past. This was used in Cockermouth, Cumbria.

Economic Impacts:

- During times of flooding events make people aware where the funding is available, (e.g. one delegate, Manager Outdoor Pursuit Centre). Mentioned that during the winter 2013/2014 flooding events, Sport England had a large amount available to support sport centres that were affected by the flooding, but some of the centres were unaware that funding was available for them. There needs to be better communication on where funding is available after flooding events.

Environment:

- Encourage developer to use SuDS.
- Retrofit SuDS in existing buildings - Green roofs.

2) LFRMS Objectives:

LFRMS objective was the second activity and focused more on Leicester city and the current five objectivities that the council has set themselves. The stakeholders were asked to give examples for each of them on how they would go about help us deliver that objective.

- 1) Reduce the number of properties at risk from flooding. eg – Delivery of flood defence / alleviation schemes.
 - Flood resilience.
 - Sustainable development (Brownfield).
 - Business to become more resilient.
 - Property level protection.
 - Planning Policies → SuDS.

- 2) Help residents, property and business owners in the area become more resilient to flooding events. eg – Build up flood risk awareness within the local communities and provide details of what individuals can do to be more resilient to such events.
 - Local warning → weather reports, social media.
 - Property level protection.
 - Workshops.
 - Flood Fairs.
 - Volunteer flood wardens / groups.
 - Local Flood Forum.
 - Insurance companies should help with repairs + replacement of damaged building.

- 3) Reduce the area of highway under water for a given storm event and minimise traffic disruption from flooding. eg – Maintain drains and gullies, with priority given to areas of high flood risk.
 - More frequent cleansing of gullies where required.
 - Better assets register of gullies that have been cleaned or replaced.
 - Blue corridors → Purpose built flood flow routes.
 - Increase capacity → Highway drainage, Surface water separations.
 - SuDS for highways → Rain garden, swales.
 - Identify 'temporary' storm detention areas – eg football fields, car parks.

- 4) Increase the area of green space in the area contributing to mitigating the flood risk. eg – change land management practices.
 - Protection of green spaces.
 - Better use of parks.
 - Open up concrete channels.
 - Improve public open space.
 - Enforcement of planning legislation.

- Through planning → redevelopment of brownfield site to include a percentage of green space.
 - Create new wetlands.
- 5) Reduce the number of pollution incidents affecting watercourses in the city. eg – collecting information on reported pollution incidents.
- Raise awareness of FOG (fog, oil and grease), and potential to cause blockage in sewer network.
 - Accurate record of drainage network and where they discharge.
 - Work more closely with environmental health.

3) Leicester's actions plan:

The third task concentrated on Leicester's Action Plan for the next five years. The stakeholders were required to look at the current action plan that LLC has set and answer the following questions. What can their organisation contribute to our action plan? / What part of our action plan will also benefit their organisation? / Have they any suggestions on improving the efficiency on how the council can deliver the action plan?

Responses were as follows:

- Partnership working together → Severn Trent Water helping with modelling and contributing data.
- Sharing information with all stakeholders.
- Be flexible, open to change as funding becomes available.
- Local university for local research.
- Educating other council members of the risk of flooding.
- Working together to deliver the same message.
- Need to have laws to make it harder for developers/residents building on permeable land.



Questionnaires:

Each stakeholder was given a questionnaire on arrival; the first part was to be completed before the consultation and second part at the end.

The responses to the question were received as follows:

What are you expecting from the consultation today?	Did the session meet your expectations? / other comments
<ul style="list-style-type: none"> Awareness of stakeholder's process and direction. Views of stakeholder's on content and direction Awareness between stakeholders on way forward 	<ul style="list-style-type: none"> Yes. Time is always stretched but perhaps more allowance for discussion and fostering. Joint ideas would be good in future
<ul style="list-style-type: none"> Understand process of developing a clear and coherent strategy for managing flood risk and how LCC are planning to work with other Risk Management Authorities 	<ul style="list-style-type: none"> Mostly, I would like to discuss how to integrate our plans and strategies with this LFRMS
<ul style="list-style-type: none"> Discussion how the navigation and it's redundant flood structures can be used to improve flood control. 	<ul style="list-style-type: none"> Yes, Although expected more localised discussions
<ul style="list-style-type: none"> Details of how the LFRMS links to the FRMP and CFRMP. 	<ul style="list-style-type: none"> Useful explanation of how policies/documents link and timetable for delivery
<ul style="list-style-type: none"> More information on plans, how each facility can assist each other. 	<ul style="list-style-type: none"> Yes, Good chance to hear others opinions on activities and plans, joint working important and building relations and having the conversation is useful as we all have the same goal.
<ul style="list-style-type: none"> Raise understanding Hear more about how business is being engaged Develop ideas for greater business engagement 	<ul style="list-style-type: none"> Yes, looking forward to next steps and happy to support with business communication
<ul style="list-style-type: none"> To understand LCC FRMS and Severn Trent waters involvement. Also the potential from support and cost effective joined up approach. 	<ul style="list-style-type: none"> -
<ul style="list-style-type: none"> To get a clearer picture of the city's flood risk management strategy 	<ul style="list-style-type: none"> Yes
<ul style="list-style-type: none"> To see how different stakeholders can work together. 	<ul style="list-style-type: none"> Yes
<ul style="list-style-type: none"> A better understanding of the issues and LCC's plans for mitigating the risk networking opportunity 	<ul style="list-style-type: none"> Yes – interesting points to contribute to. Found out more information on River Soar conveyance project.
<ul style="list-style-type: none"> To gain a better understanding of how flood risk is being managed and how it may affect my organisation 	<ul style="list-style-type: none"> Yes

<ul style="list-style-type: none"> To understand how all stakeholders can work together to reduce and if possible eliminate flood risk 	<ul style="list-style-type: none"> Yes, now fully aware of how all stakeholders are working together, more confident stakeholders are buying into aim of reducing flooding
<ul style="list-style-type: none"> Understand the final paper and its content. See where the working partnership works slots in to this and how the continued work will look/ be set out within this frame work. 	<ul style="list-style-type: none"> Yes, Good overview and content and understanding of action plan. A little more promotion re partnership working with all stakeholders would be good to see
<ul style="list-style-type: none"> To gain an understanding of what other partners are going to achieve with respect working with LCC 	<ul style="list-style-type: none"> I see all partners have willingness to participate and agreed the proposed strategy
<ul style="list-style-type: none"> Understanding of how canal and navigation are to be operated and managed during floods. Pass on to other practical consideration and issues in using canal assets to help manage floods 	<ul style="list-style-type: none"> Yes, interesting to contribute from CRT's view point and understanding what is going on
<ul style="list-style-type: none"> To learn more about the LFRMS and provide into if beneficial 	<ul style="list-style-type: none"> Yes very good and well done graduate project officers! and Ben
<ul style="list-style-type: none"> Learn more about LCC's strategy and future actions 	<ul style="list-style-type: none"> Yes, very useful



Completed before the workshop

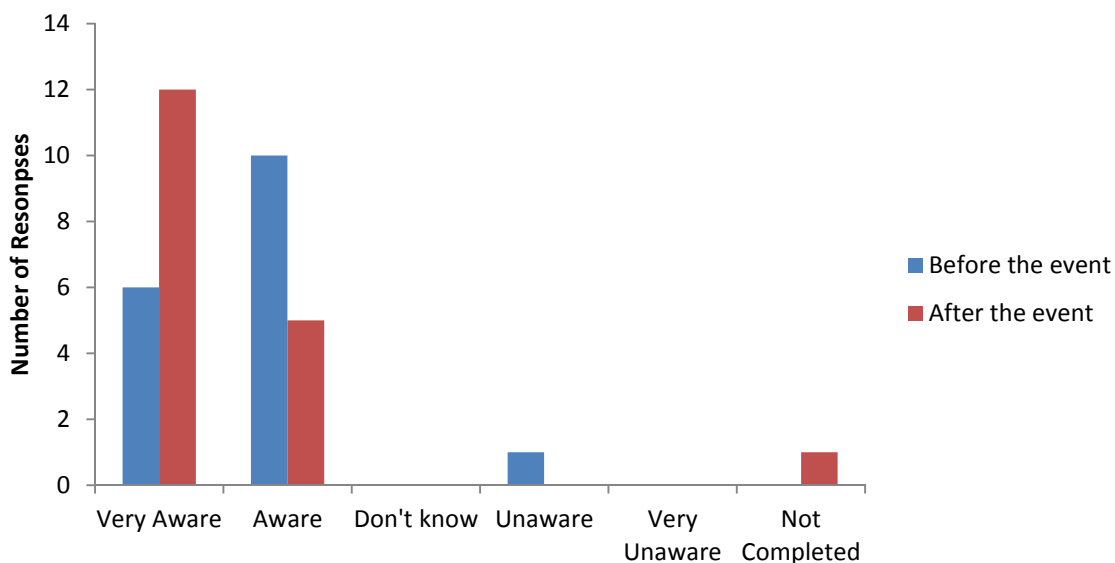
How confident are you with how LCC is currently managing flood risk?	
Very confident	3
Confident	10
Don't know	5
Not too confident	0
I have no confident	0

Completed after the workshop

What is your overall impression of the workshop?	
Excellent	4
Good	13
Satisfactory	0
Poor	0
Not completed	1

Do you feel you have had sufficient opportunity to contribute to the production of LLFRMS?	
Yes, lots of opportunity	10
Yes, a little	7
Don't know	0
No, not much	0
Not at all	0
Not completed	1

Awareness of flood risk in Leicester



Recommendation made:

- Continue to keep communicating with stakeholders and partners.
- Set up an accurate data set of maintain works on gullies, when they were last cleaned, next scheduled clean.
- Reviewing of action plan; progress of actions completed as well as new actions at the end and the middle of each of the action interval.
- Share data with other stakeholders; help each other with analyses and modelling (Severn Trent Water).
- Be flexible and open to change and new ideas.
- Working with partners to make sure that the same message is delivered and explaining the impacts of flooding and the damage it can cause.
- Work alongside parks to improve existing green space, better use of parks/ improve public open space.
- Open up concrete channels.
- Create more wetlands/ on road side verges.
- Design SuDS for highways – swales.
- Identify storm detention areas e.g. football fields, car parks.
- Work more closely with Environmental health officers.
- Community Flood wardens for Leicester.
- Guide people to available funding and help them with applying for these funds.
- Build relationships with local universities.

Summary:

The overall consultation had a very good response and feedback making the event beneficial to both the council and the stakeholders. During the consultation the stakeholders were engaging with each other, discussing about their work to everyone and people were suggesting where they can help and improve on the Leicester strategy.

After the consultation many of the stakeholders were more aware of the flood risk in Leicester and suggested ideas as to where their organisation can help with the strategy to reduce the impact that flooding can have on the city.

Future work:

- Need to have more rules and laws on new planning developing making it harder to turn permeable areas into hard areas. Encourage the use of SuDS- Rainwater harvesting, Green roofs, Attenuation tanks, ponds. Take action on people breaking planning laws.
- Keeping all partners engaged with current work.
- Raise awareness of FOG (Fat, Oil and Grease) clogging drainage systems –major problem baby wipes, nappies.
- Work with EA, STW, URS, on community engagements – Flood fairs, workshops, talks on how to protect their homes the risk that flooding can bring. Local awareness of the effects of paving front gardens on flood risk.
- Build a partnership with universities to research areas at risk and study the effects of flooding. Collect data of weather systems that created flooding and identify any patterns emerging.

Attendees:**LCC Stakeholders and Partners Consultation Guest List**

Name	Company / organisation
Michael Timmins	URS
David Towle	Environment Agency
Jon Vann	Environment Agency
Katie Swindley	Shared Water -EA
Carl Harrison	Asset Protection STW
David Woolsey	Charnwood Borough Council
Miranda Snell	Severn Tent Water LTD
Gemma Town	Severn Tent Water LTD
Tim Smith	Severn Tent Water LTD
Jon McGuinness	Leicestershire County Council
Danny Rawle	Leicestershire County Council
Mark Danvers	Leicestershire County Council
David Fern	Canal & Rivers Trust
Ken Fowler	Canal & Rivers Trust
Ed Sibson	Outdoor Pursuit Centre
Chris Hobson	Leicester Chamber of Commerce
Aaron Vogel	University Hospital Leicester
Alex Sneath	Pick Everard