

London Borough of Lewisham: Flood Risk Strategy

Survey questionnaire results

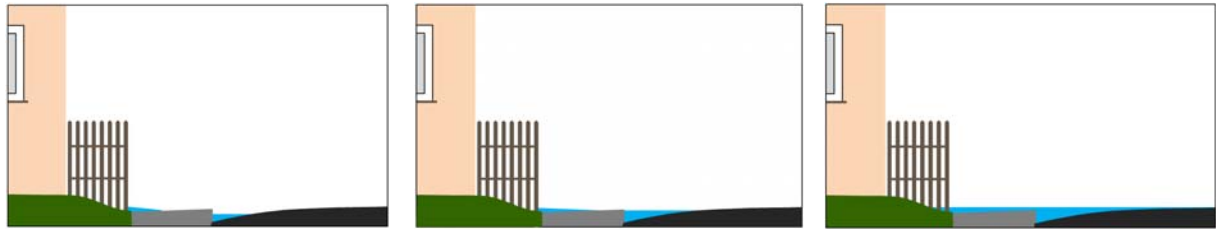
The results presented below are those directly recorded from the survey questionnaires. We have not performed any additional interpretation of the information we received and the results show the perception of flood risk within the London Borough of Lewisham as obtained from the responses received from those within the residing communities. The results therefore include the assumption that the responses received were representative of the general population of the London Borough of Lewisham.

Where free text has been included within the questionnaire we have compiled the responses in table form for review. Where multiple responses were received with the same answer we have highlighted these in bold to indicate this was a popular response rather than duplicating the response recorded in the table.

Any obvious spelling, punctuation mistakes have been amended where it was felt the intention was clear.

Flood risk strategy questions

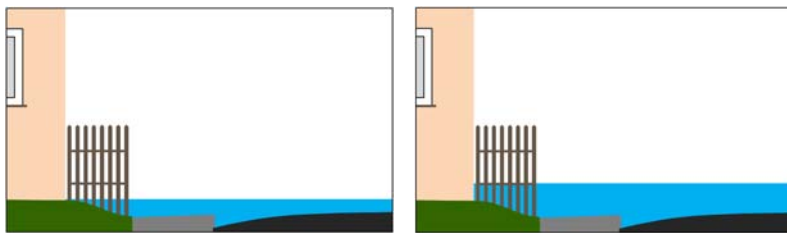
Question 1 - Which of the following would you consider to be flooding?



1. Road with some standing puddles not significantly impeding road or pedestrians.

2. Road with standing puddles that cars and cyclists have to avoid. Footway passable but with some difficulty.

3. Road impassable to regular traffic, standing water in front and or rear gardens.



4. Water pooling against property but not entering.

5. Water entering property causing internal damage.

Figure Q1-1: Type of flooding options

The majority of respondents thought the three worst case scenarios were flooding. However, more people thought that roads and gardens being underwater is flooding than water in properties causing internal damage. This may be that some respondents have misinterpreted the question – and have selected the image with the lowest level of water that they would consider flooding. Only 1.3% thought that a road with puddles is flooding.

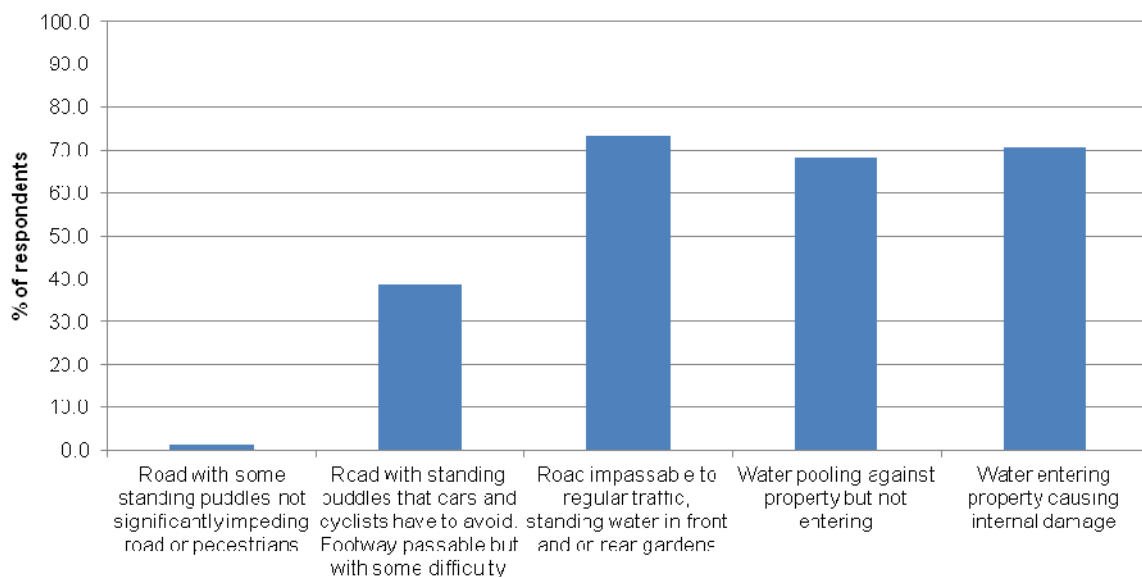


Figure Q1-2: Percentage of respondents that consider the options to be flooding

Question 2 - Would you consider the following serious?

Whilst only ~70% of people thought that the three worst case scenarios were flooding, ~90% thought that they were serious. 88% of people didnt think that roads with puddles was serious.

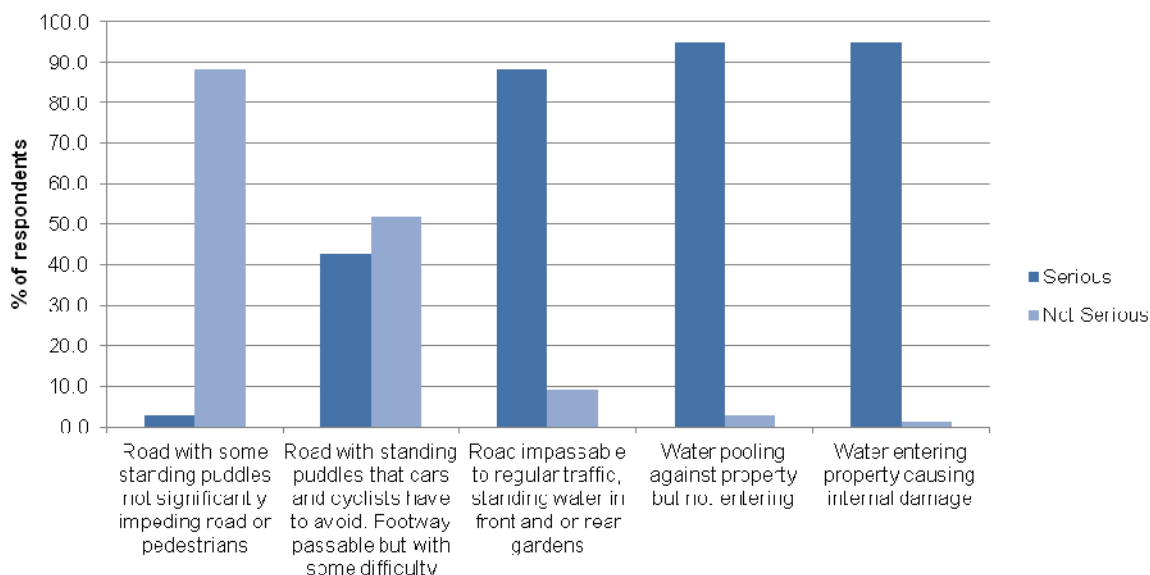


Figure Q2-1: Percentage of respondents that consider the options of flooding to be serious

Please note that Question 4 results are shown in the demographics section

Question 5 - Have you been affected by flooding?

68% of people say that they have not been affected by flooding. Of those that say they have: 16% at where they live; 4% at where they work; and 21% affecting their travel.

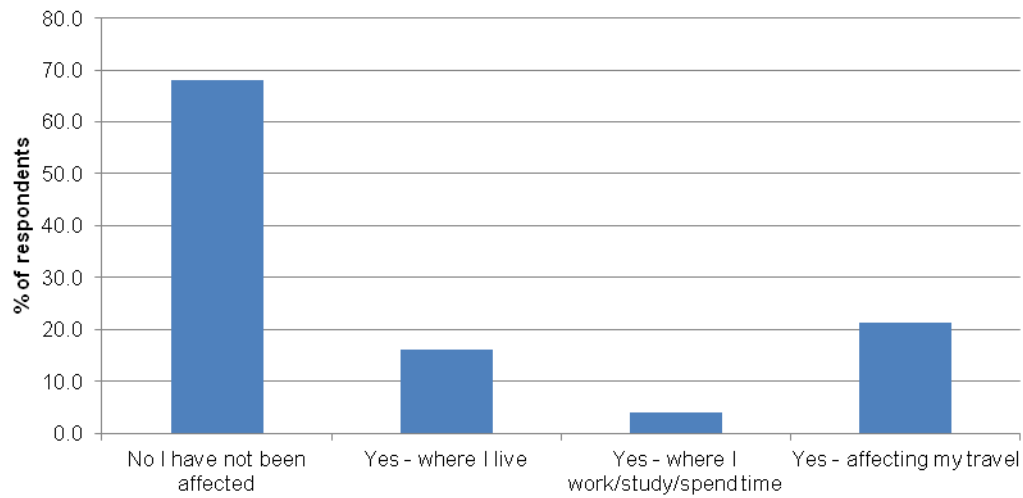


Figure Q5-1: Percentage of respondents that have been affected by flooding

Question 6 - Number of reported incidents of flooding

The number of reported flooding incidents is varied and of low numbers for each category. However, transport ('Roads' and 'Other transport') had a total of 29 cases of flooding. There have been 5 cases of internal property flooding.

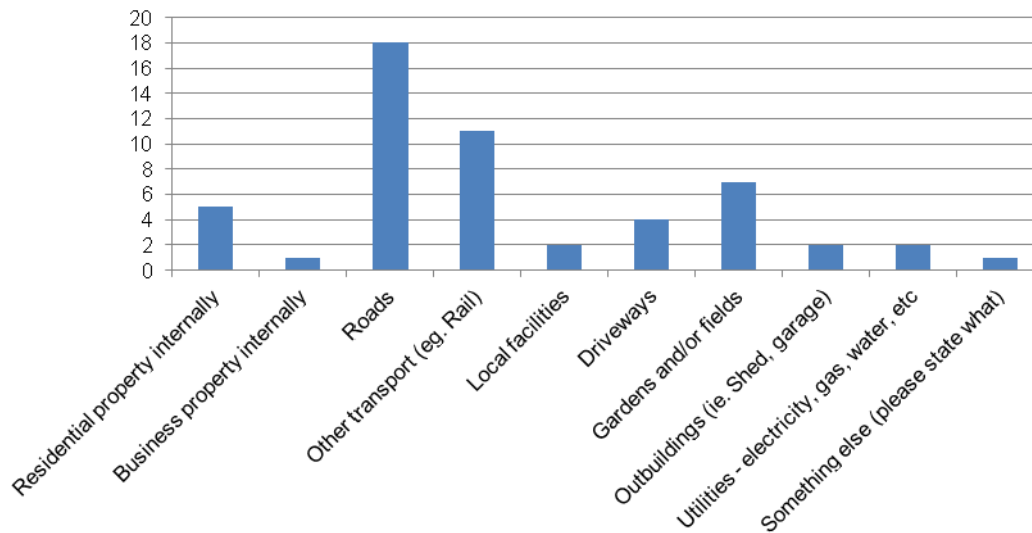


Figure Q6-1: Number of reported incidents of flooding and their locations

Question 8 - Do you consider that you are in an area of high, low or no flood risk?

Overall, respondents believe that they are in a low area of flood risk (Where I live = 44%, Where I work = 52%, Where I travel = 49%). Based on where they live, more people thought that they were at no risk than high risk of flooding. However, based on where they travel, more people thought that they were at high risk than no risk of flooding. Most respondents based this information on past experience, with limited numbers stating that they have also looked at Flood Maps.

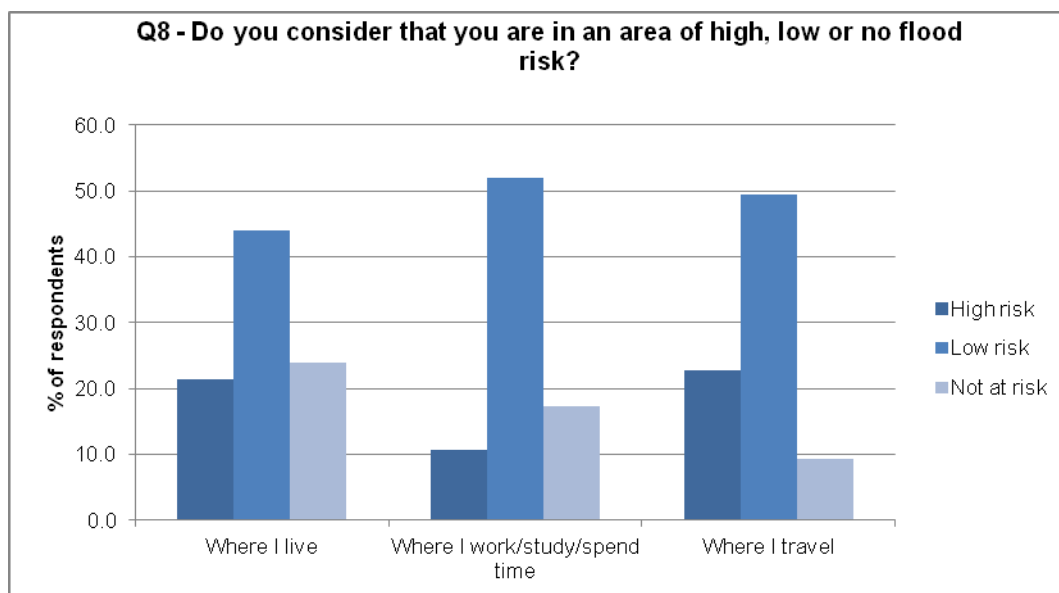


Figure Q8-1: Percentage of respondents that consider themselves to be in an area of high, low or no risk of flooding

Question 8 - Based on What information?

Where I live	High	Environment Agency, Insurers
		Behind Beckenham place park
		At the bottom of a convergences of hills... within walking distance of the Thames near Deptford
		I live on flood plains that have been extensively developed over last 10 years affecting ability for water to drain downwards. Since the building works I have noticed that the road where I live suffers flooding. Particularly following extensive rain - marshes are full and lakes are appearing on fields. Large areas of marshland are under water. During high tides there is nowhere for the water to go over than downstream to the towns and villages.
		Road has flooded and garden
		Internet - EA flood maps; The Council's FRA
		Flooded in 2000 and in 2013
		Environment Agency flood risk map; River Quaggy recently flooded
		My street was flooded in 1964
		It's near Ladywell fields and the Quaggy
		Environment Agency Flood risk maps; survey done prior to purchasing our home; climate change projections
Where I live	Low	Environment Agency flood risk map; climate change projections for rainfall patterns; lack of consistent action by Lewisham Council to address flood risk – e.g. with the density of development; lack of action by central government & GLA in mitigating and adapting to climate change risks
		Drains in the road blocked by plastic bags of dog excrement and leaves
		Proximity to Ravensbourne
		Due to living on a hill.
		From building survey and what neighbours have said
		Close to river
		Main road with slight incline
		ANY information better than nothing. Lewisham Council gave never given any advice at all
Observation and knowledge; history of flooding; Thames Barrier increased usage;		
Past		
Thames water survey		

		<p>I live on a hill - lower slopes so some risk from properties etc higher up the hill that have paved front gardens</p> <p>Previous experience</p> <p>Brook runs at back of my property - has flooded in the past - regularly check environmental agency when raining</p> <p>Previously been flooded prior to work on Quaggy - risk lower since this has been carried out</p> <p>Property survey and local knowledge</p> <p>I live on the 6th floor and believe that this area is safe as its down from the Thames Barrier</p> <p>Environment Agency flood maps</p> <p>Not below sea level</p> <p>At a high part of the borough</p> <p>What neighbours have said</p> <p>Survey</p> <p>Assumption/experience</p>
Where I live	Not at risk	<p>Live on a hill.</p> <p>Past Experience</p> <p>Read the 2008 London Borough of Lewisham Strategic Flood Risk Assessment</p> <p>On top of a hill flooding extremely unlikely</p> <p>Past experiences/common sense</p> <p>In a Geography class in sixth form, we did a computer simulation on flooding in Lewisham. At each level my estate was not affected.</p> <p>Checked on Environment Agency flood risk map</p>
Where I work	High	<p>Past</p> <p>Flooding over winter 2012/13 and winter 2013/14</p> <p>EA flood maps</p> <p>Environment Agency Flood risk maps; climate change projections</p> <p>Near river</p> <p>Environment Agency flood risk map; climate change projections for rainfall patterns; lack of consistent action by Lewisham Council to address flood risk - e.g. with the density of development; lack of action by central government & GLA in mitigating and adapting to climate change risks</p> <p>Proximity to Thames</p> <p>Council publicity</p>
Where I work	Low	<p>Past experience</p> <p>Centre of Catford</p> <p>Geographical Area</p> <p>Same as above</p> <p>Past experience</p> <p>High tides look dangerous.</p> <p>Past experience</p> <p>Read the 2008 London Borough of Lewisham Strategic Flood Risk Assessment</p> <p>Similar land height and along the A20</p> <p>Canary Wharf. Near a river but so far well managed. Only problematic area would be Greenwich foot tunnel. This was closed a couple of times over the years due to flooding. I commute to work by bicycle so I have to cross the river</p> <p>Physical features of the area and proximity to water</p>
Where I work	Low	<p>Past experiences</p> <p>Same brook/neighbouring brook runs into Catford so same risks apply</p> <p>Aware of flood risk to parts of the Borough should the Thames Barrier fail</p> <p>Environment Agency flood risk map</p> <p>Not experienced flooding before. Ladywell Fields are supposed to have improved flood protection I think</p> <p>I work in Catford and am aware that there are underground rivers that can cause floods when there is heavy rain</p> <p>A colleague has informed me that Catford is in the River Ravensbourne flood plain and it is a flood risk area</p> <p>In a dip by a river, but not quite at the bottom.</p> <p>Past experience</p> <p>I work in Laurence House and the basement has flooded previously</p> <p>Observation/knowledge of area</p> <p>Depending on the site visited</p>
Where I work	Not at risk	<p>Past experiences</p> <p>Assumption based on proximity to water course</p> <p>Central London</p>



Where I travel	High	From lower New Cross Road into surrounding area
		Same as above plus Environment Agency data, road closures, media coverage
		Roads are affected in my area I often have to drive through deep water.
		SE Trains inability to provide a reliable service!!
		My travel is broad
		EA flood maps/past experience
		Environment Agency Flood risk maps; climate change projections
		I travel all over south east London and am aware that the Thames Barrier is there but feel some areas are at risk
		Major diversions have been required in various locations. Rail travel to Kent and Cornwall affected
		Under river
		Environment Agency flood risk map; climate change projections for rainfall patterns; lack of consistent action by Lewisham Council to address flood risk - e.g. with the density of development; lack of action by central government & GLA in mitigating and adapting to climate change risks
		Cross London but unlikely to happen due to Thames Barrier
		Research
Where I travel	Low	Local knowledge
		Trains through East Dulwich and Catford could be cancelled if flooding further up the line - this has happened but did not affect me at the time
		Environment Agency flood maps
		Past experience
		I walk to work along Lewisham high street
		Observation/knowledge of area
		Friend stuck in car on road where water levels were too high, car engine was ruined
		Surface water
		High train lines
		Previously flooded
		Local routes
		Past experience with travel disruptions
		Geographical Areas
		Read the 2008 London Borough of Lewisham Strategic Flood Risk Assessment
		Commuting to and from the centre of London
Where I travel	Not at risk	Past experience

Question 10 - What priorities do you think London Borough of Lewisham and its partners give the following options for managing flood risk?

The majority of respondents thought that all of the options apart from driveways, gardens and outbuildings should be given the highest priority for flood protection. On the other hand, very few people gave priority to driveways, gardens and outbuildings (1.3%, 4% and 4% respectively). Whilst the questionnaire gave options from 5 (highest priority) to 1 (lowest priority), nobody chose the in between options. This may show that people have strong opinions, either positive or negative, with regards to flood risk management. The results indicate that more people think utilities should be protected than residential property. Residential property, local facilities and utilities are the only options where respondents only chose highest priority. That these are therefore not at 100% indicates that perhaps some respondents did not know they could give answers for all options.

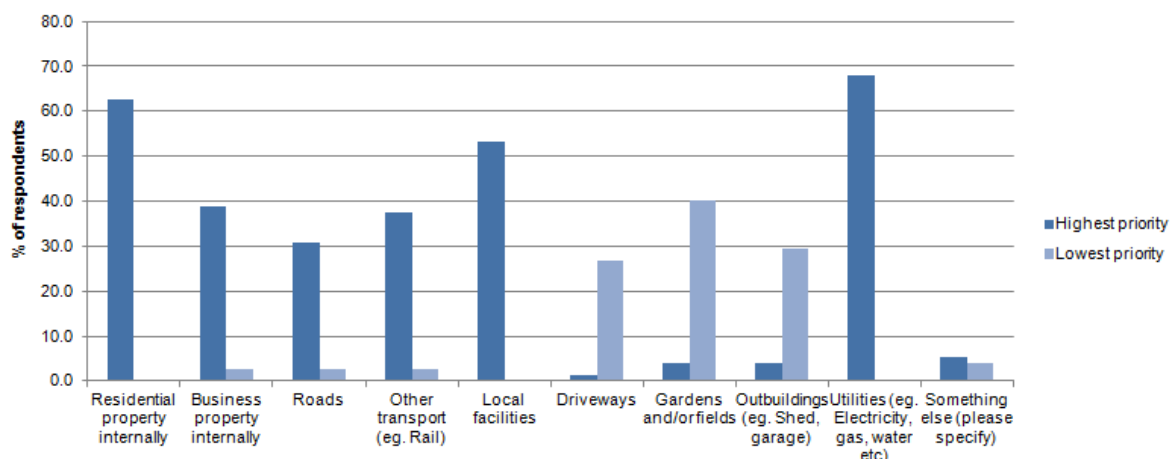


Figure Q10-1: Percentage of respondents that that consider the options for managing flood risk to be highest or lowest priority

Something else (highest priority)	Something else (lowest priority)
Hospitals, G.P. surgeries, pharmacies	Maintenance of fabric of council owned property. Disabled & vulnerable elderly people, Carers & Children first. Hospitals are obviously also very high priority Greenwich foot tunnel Planning permissions for new build properties
Planning policy. Consideration of planning applications and making SUDS and sustainable design and construction important issues when considering applications. Mitigating impacts of climate change – e.g. carbon reduction projects. Building capacity within communities - increasing resilience to ensure networks are in place to protect people who are more vulnerable to the impacts as a result of their health or personal circumstances	

Question 11 - What do you think London Borough of Lewisham and their partners should be doing to manage flood risk in the area?

The highest opinion was that new buildings and developments should not increase flood risk (61%). Encouraging protection of green space and looking after assets (49% and 52% respectively) were also popular options. The least popular choice was working with local communities to help them understand and prepare for flooding (28%). However, at 28% this is still relatively popular.

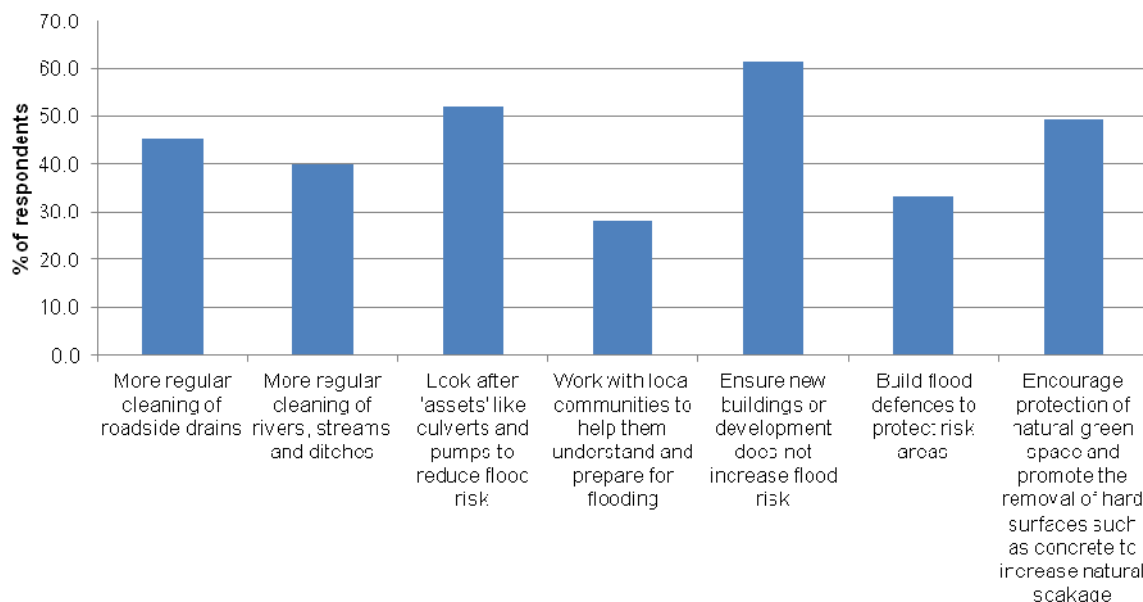


Figure Q11-1: Percentage of respondents that that would like more done to manage flood risk and how it should be done

Something else
Inform residents of potential hazards
If possible provide sandbags to people living in basements or other high risk homes.
Stop over-intensive housing development
Most people don't have the enough accurate information to make a valid judgement on these issues
Strategic systemic review - options are piecemeal and worryingly obvious!!
Actually all the above apply
Reduce tree loss
Surely my opinion is irrelevant though - this must be an issue where expert knowledge is required to know what is effective
Water Sensitive Design and Sustainable Drainage. Promote retrofit rain gardens for properties and streets. More permeable surface on public streets and footways. Replacement of street trees removed by Lewisham council.

Question 12 - Which of the following topics would you like information and advice to be more easily available?

The majority of respondents would like advice on: how householders can prepare for flooding; flood warning services and how they operate; and which organisations you should be contacting if you are flooded (61%, 57% and 60% respectively). Only 4% of respondents said that they would not like any information or advice. Of the 'something else (please specify)' options, the general information that is wanted is: to know what the council and Environment Agency are doing to defend against floods; and how to find out if property is at risk of flooding (What are flood zones? Where are the flood zones? When am I going to get flooded? How often will this happen? Why is there a flood risk?).

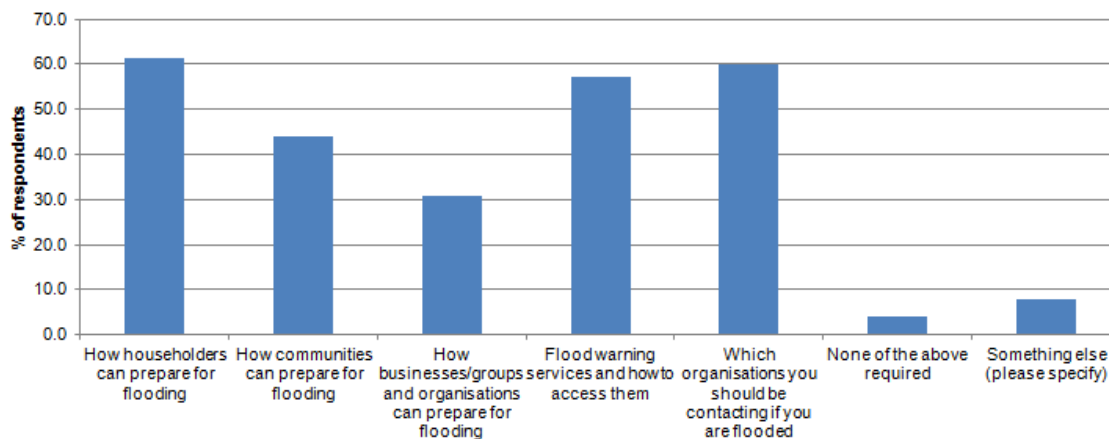


Figure Q12-1: Percentage of respondents that would like more information and what information they would like

Something else
How will animals and pets be dealt with? Guide dogs for instance?
Where are the flood zones exactly - the likelihood of flood in each zone and under what conditions they may expect to be flooded
What the Council and Environment Agency are doing to defend against floods
Access to an online tool to check if your property is at risk of flooding - what frequency, how likely, why is there a flood risk?
How householders, communities and businesses can reduce to impact of potential flooding. How Lewisham Council is addressing future flood management challenges
What the Council is doing that will impact on the risks - both in terms of making things worse as well as better – e.g. how proposals for the redevelopment of the Catford Town Centre are maximising sustainable design and construction impacts to ensure the development contributes to mitigating and adapting to climate change impacts

Question 13 - Where do you seek advice on flooding?

The majority of respondents (53%) seek advice from national websites, with council websites also used (35%). 21% of people said that they would prefer council websites in the future. Very few people seek advice from insurance companies or from information stalls at local events. Of the 'something else (please specify)' options, all of the answers given were merely specifications of other answers, for example one answer was 'Met Office website'.

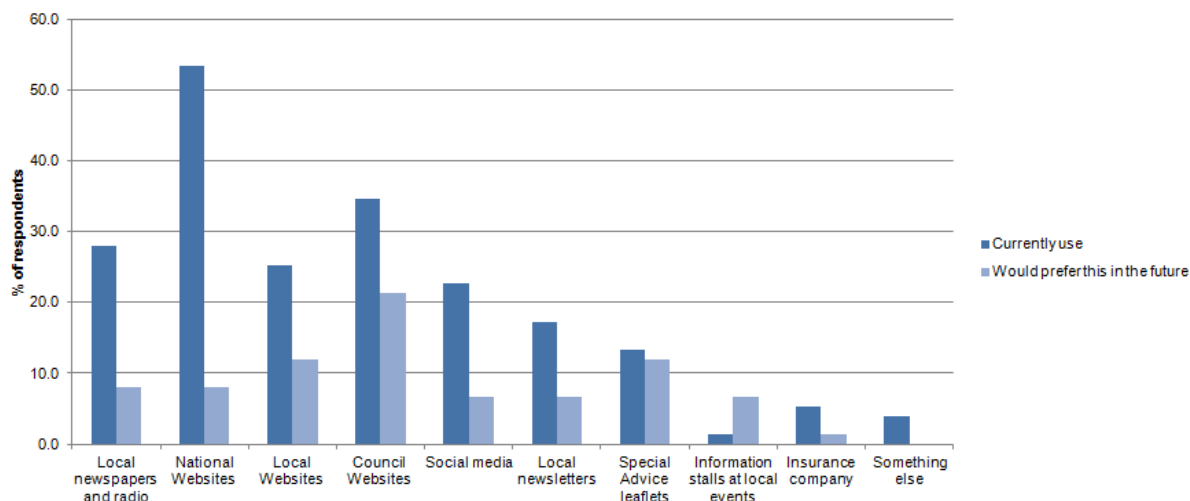


Figure Q13-1: Percentage of respondents that seek advice on flooding and whether they currently use or would prefer to in the future

Something else
Information boards in public buildings and in the 'at risk' areas
Telephone and text flood warnings at the various levels
GLA; central government - although given the current mess they are making dealing with the flooding elsewhere, perhaps not
Lewisham Life
Met Office website. News websites.

Question 14 - Which of the following things do you do now or would you consider doing in the future to prepare for flooding?

Few respondents already do things to prepare for flooding: 16% prepare a flood emergency plan; 19% have signed up to an early warning system; 17% help their neighbours in a flood; and 15% do nothing. On the other hand, over 40% of respondents said that in the future they would: prepare a flood emergency plan; install flood protection; sign up for early warning systems; help their neighbours in a flood; help prepare a community flood management plan; and volunteer to help out during a flood event.

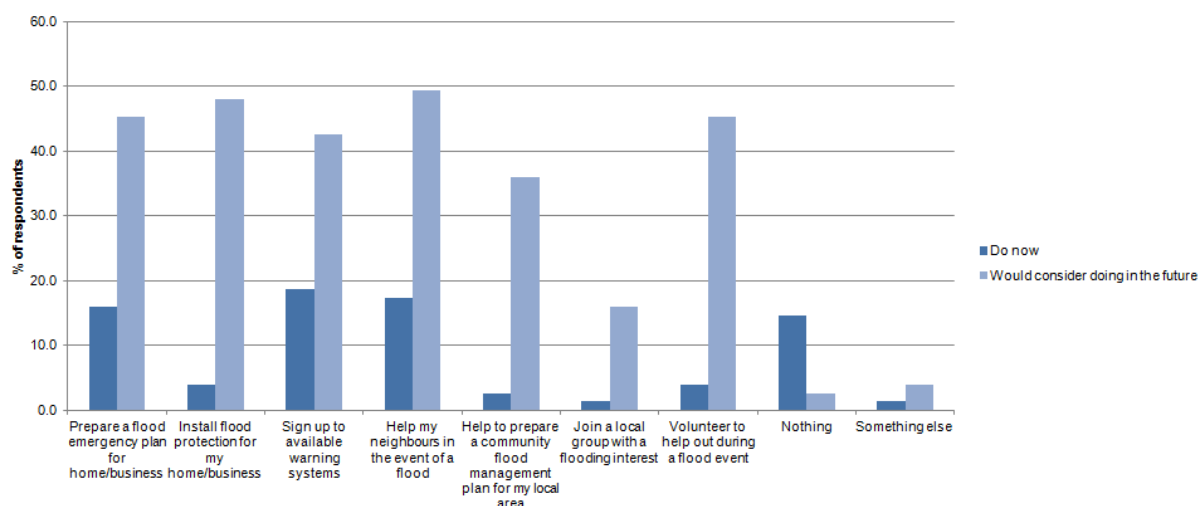


Figure Q14-1: Percentage of respondents that prepare for flooding by either currently using or would prefer to use in the future

Demographic questions

Question 3 - Respondents

The majority of respondents (77%) were local residents, with limited responses from land owners or representatives of an organisation or group. Of the 'Other (please specify)' options, 12 work in the borough.

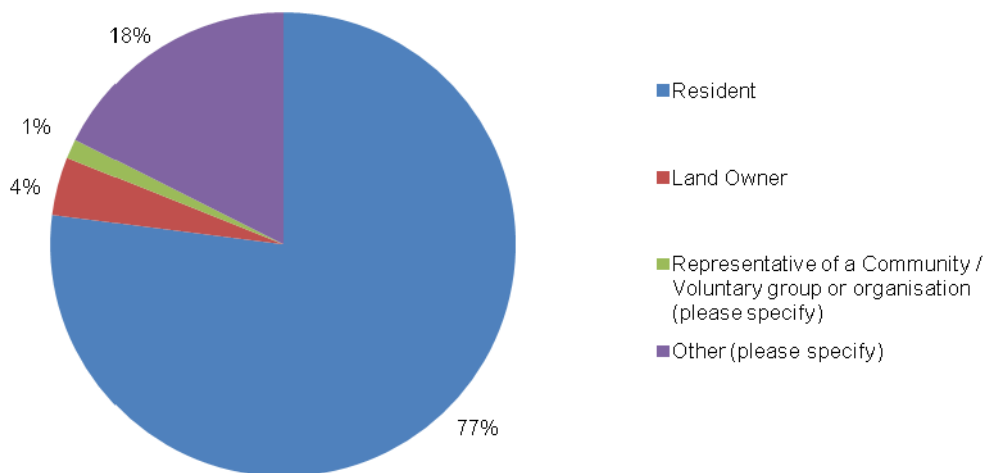


Figure Q3-1: Percentage of respondents by respondent type (based on 74 responses to the question)

Question 19 - How long have you lived in the area?

There is a relatively even split of how long respondents have lived in the area with the largest category being under 5 years (19%). 31% of people have lived in the area for less than 10 years (notably prior to the large floods of 1993). Only 5% of people lived in the area during the Lewisham 1968 floods.

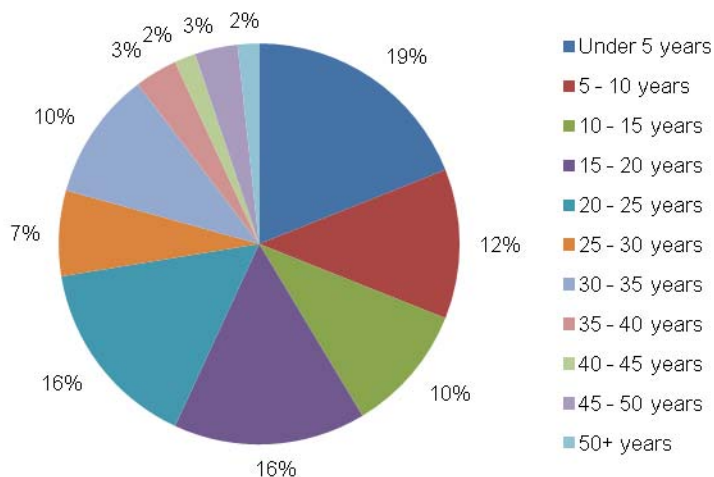


Figure Q19-1: Percentage of respondents that have lived in the area for each time band (based on 58 responses to the question)

Question 20 - Does your household own or rent your accommodation?

The majority of respondents own their property (75%). Of those, 52% own with a mortgage or loan and 23% own outright. 23% of respondents rent their property. The 2011 census has the following breakdown:

- 14.9% owns outright
- 27.5% owns with a mortgage
- 1.2% part owns
- 56.4% rents

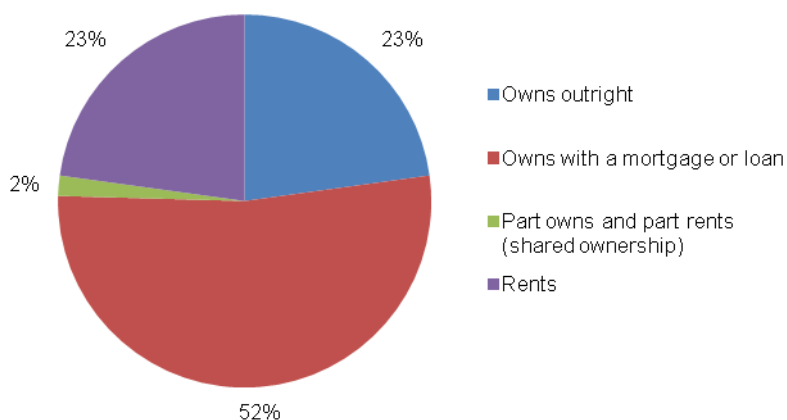


Figure Q20-1: Percentage of respondents that own or rent their accommodation (based on 57 responses to the question)

Question 21 - Who is your landlord?

Of those who rent, 54% rent from the council, 31% rent from a private landlord and 15% rent from a housing association or other social landlord. The 2011 census has the following breakdown of the 56.4% that rent in the borough:

- 27.7% rent from the council
- 27.5% rent from a housing association or other social rental
- 43.1% rent from a private landlord

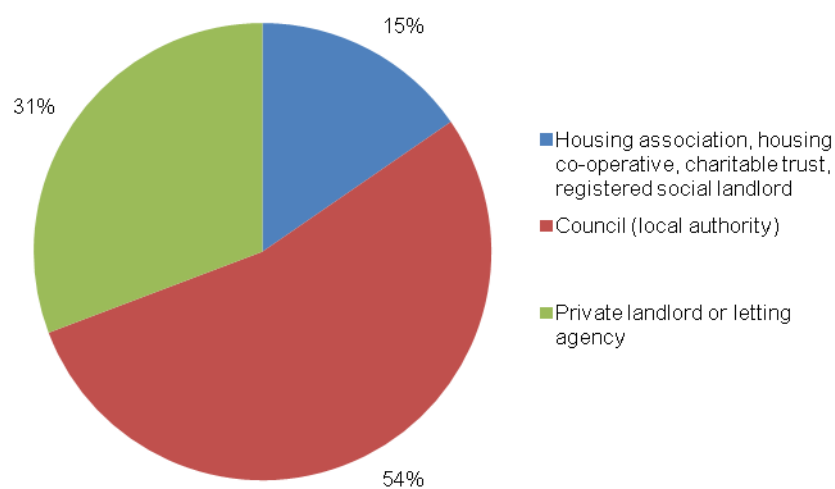


Figure Q21-1: Percentage of respondents landlords (based on 13 responses to the question)

Question 23 - What is your age group?

Only 20% of respondents are under 35. The majority of respondents are between 35 and 54 (52%).

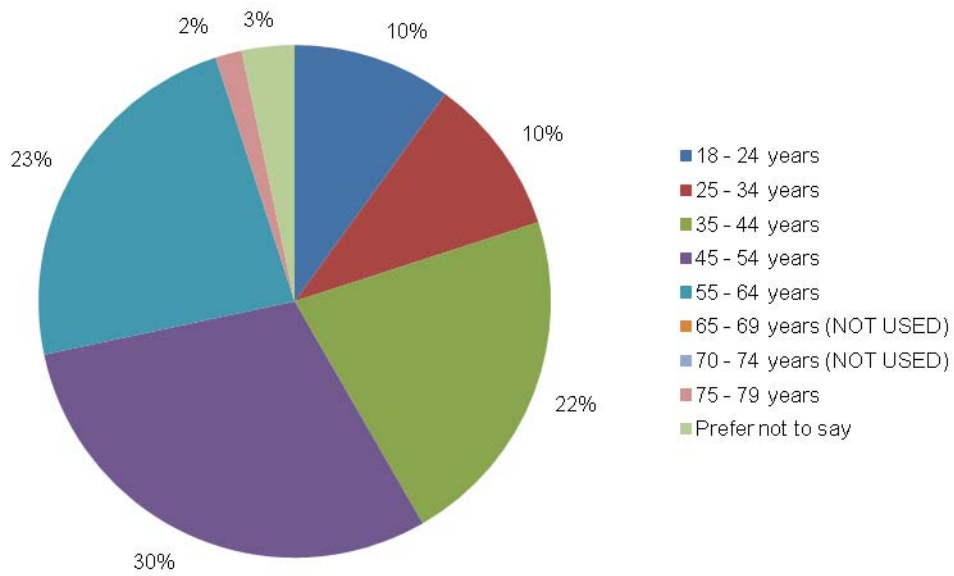


Figure Q23-1: Percentage of respondents ages (based on 60 responses to the question)

Question 24 - What is your gender?

Of those who gave an answer, 48% of respondents are female and 40% are male. 12% of those who answered preferred not to say.

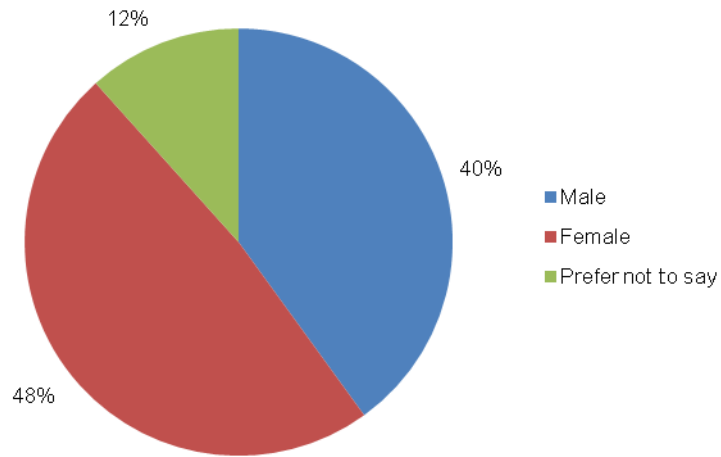


Figure Q24-1: Percentage of respondents based on gender (based on 60 responses to the question)

Question 25 - Do you have a disability?

The majority of respondents, who answered this question, do not consider themselves to have a disability (78%). 12% do consider themselves to have a disability and 10% prefer not to say.

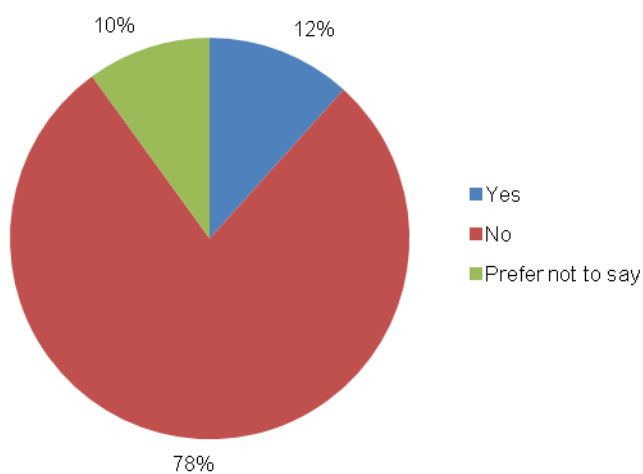


Figure Q25-1: Percentage of respondents that consider themselves to have a disability (based on 60 responses to the question)

Question 26 - To which of these groups do you consider you belong?

The majority of respondents (67%) consider themselves to be of white British background. Of the remaining options: 10% consider themselves to be other white background; 8% consider themselves to be black and minority ethnic background; and 15% preferred not to say..

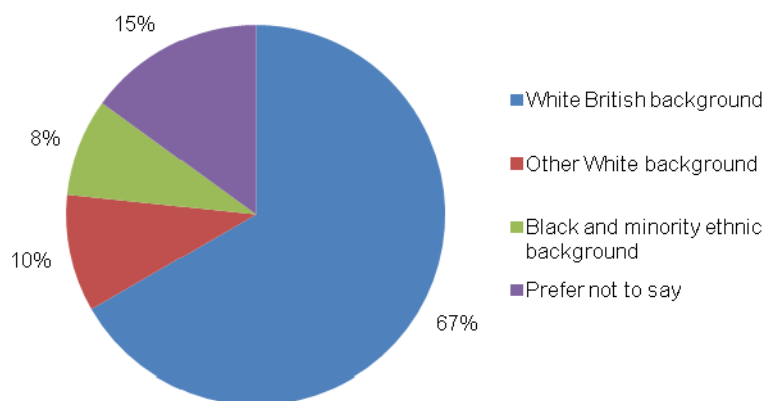


Figure Q26-1: Percentage of respondents from different ethnic groups (based on 60 responses to the question)

For comparison the 2011 census has the following breakdown:

- 41.5% white British background
- 19.5% other white background
- 39.0% black and minority ethnic background

Question 27 - What is your occupation?

The majority of respondents (81%) are full time employees.

Of the 2% who selected 'other (please specify)', one gave the answer of 'prefer not to say' and one said 'part retired, part employed'.

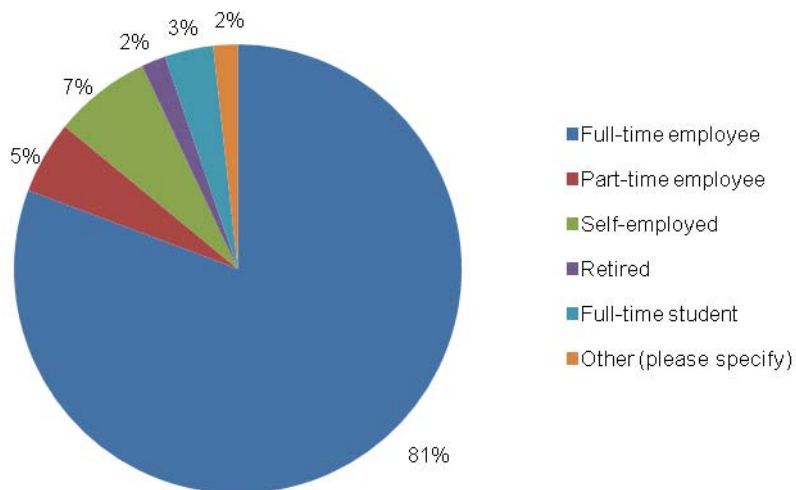


Figure Q27-1: Percentage of respondents from different occupations (based on 57 responses to the question)

For comparison the 2011 census has the following breakdown for Lewisham Borough:

- 40.1% full-time employee
- 11.7% part-time employee
- 10.7% self-employed
- 7.3% retired
- 12.2% full-time student
- 3.4% long term unemployed
- 14.6% other