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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.**

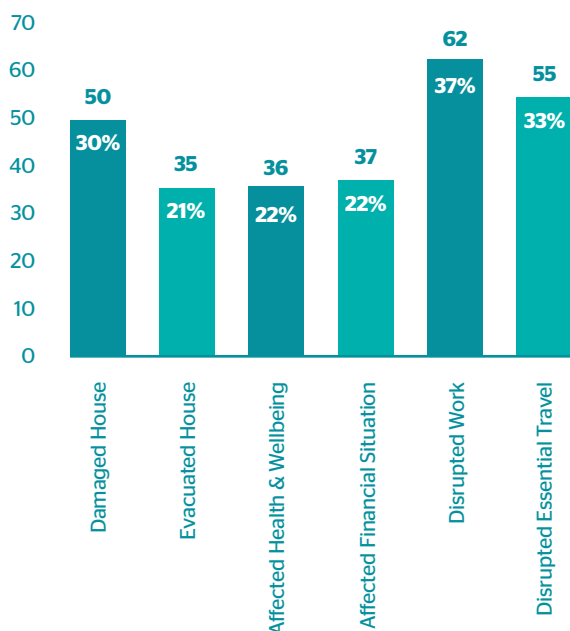
# 1.

## 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.**

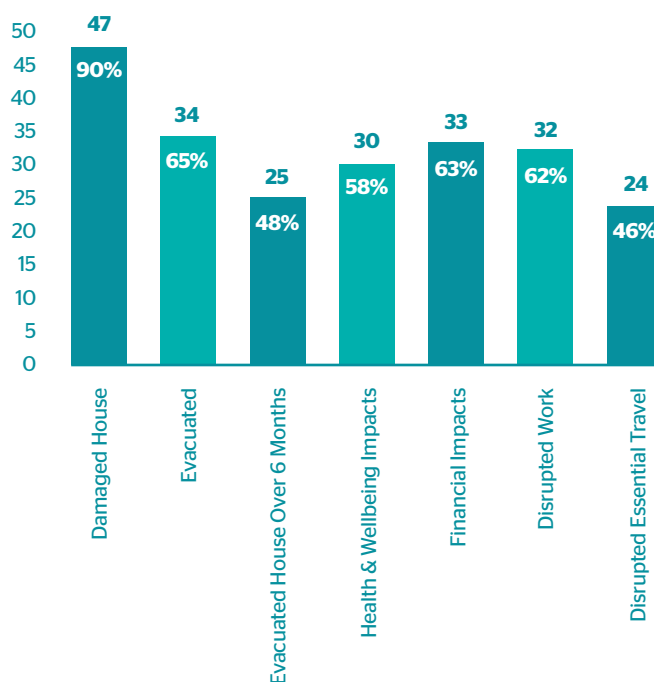
Chart 1 below shows the number and percentage of all respondents that suffered the most serious consequences of flooding. For instance, 30% of all respondents suffered from damage to the house and 37% of all respondents suffered disruption to work.

**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:**

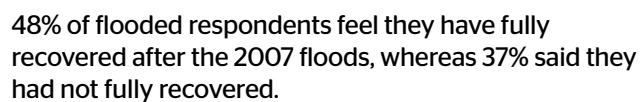
“It was incredibly frightening - feeling the whole situation was out of our control. We were bailing water for 12 hours from our garden, with neighbours helping out. But the most upsetting thing for us was my husband getting a call from school to pick my daughter (at the time aged 5) from school as the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

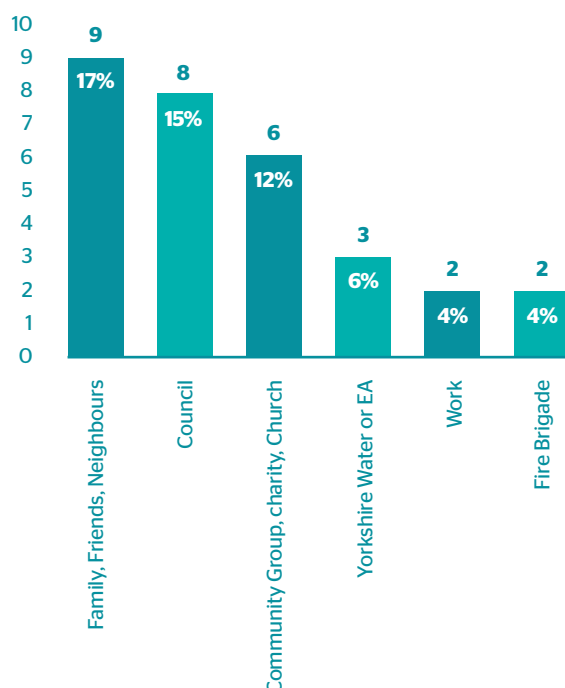
“The shock of seeing your family home underwater but even more stressful having cowboy builders destroy everything leaving only walls standing”.







### Chart 3 - Help received by people flooded



“

**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”.

”

## 2. Impacts of the 2013 floods

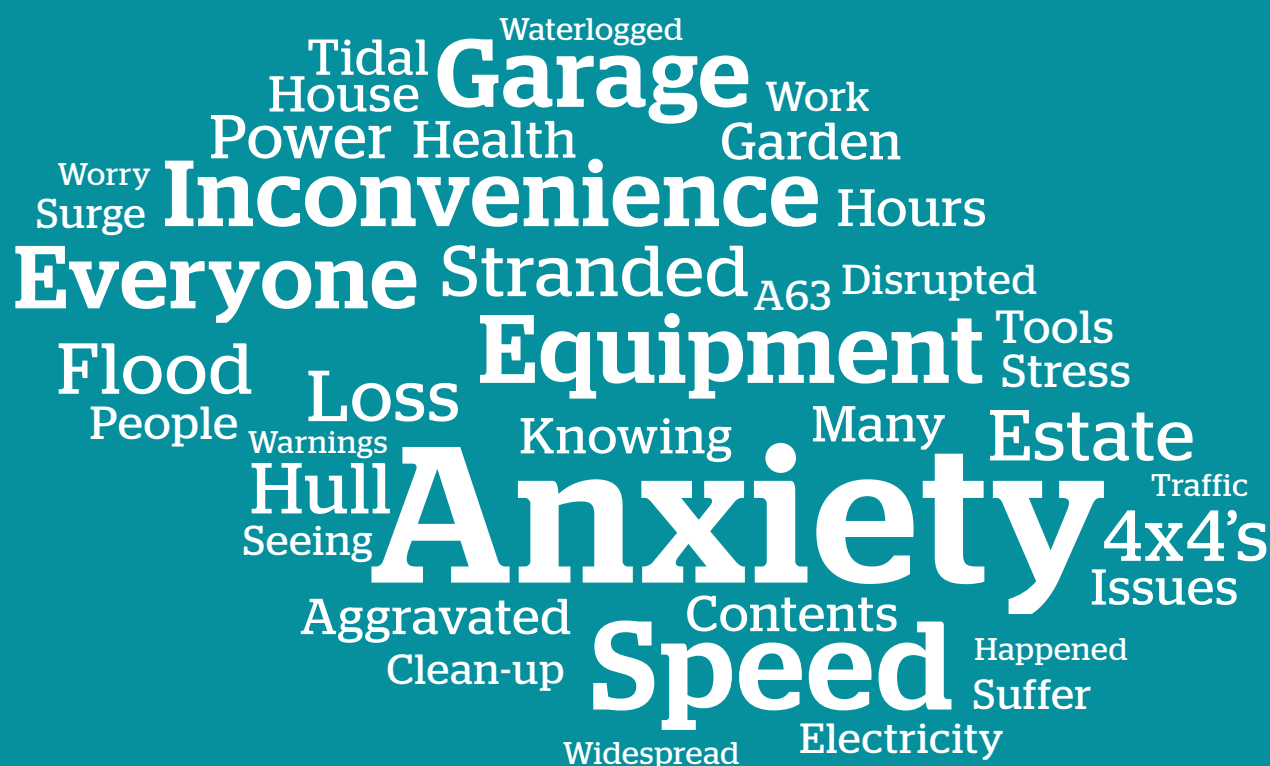
We also asked about the impacts of the 2013 floods which were the result of a tidal surge affecting areas near the Humber Estuary such as the Hessle foreshore. Only 14% of respondents were affected by flooding in 2013: one person was flooded and their house was damaged, and one person suffered from damage to their garage and lost tools and equipment in the flooding.

Another 21 respondents were disrupted or experienced other effects with one stating how they suffered health and wellbeing consequences (increased stress and anxiety). There was widespread disruption to essential travel, including reports of being stranded on the A63,

five people identified their work was disrupted and three people answered they lost power. Some people who were flooded in 2007 were also worried that they might flood again during the 2013 floods.

No respondent received help from agencies, including the two respondents that suffered damage. Four respondents felt there should have been more help.

### Word Cloud 2 - The impacts of the 2013 floods







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.



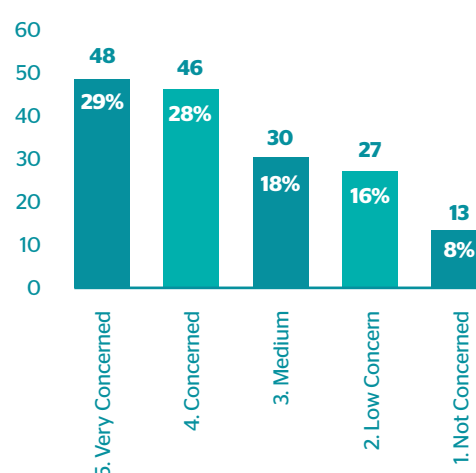
### 3.

## 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”.



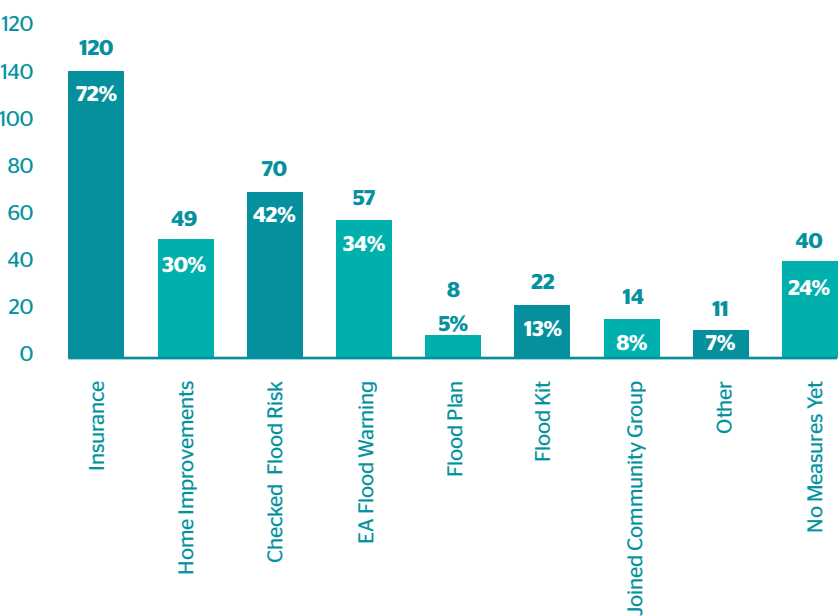
The main reason for people who were not concerned about flooding was that they did not live in a high-risk area including living on higher ground.

**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.

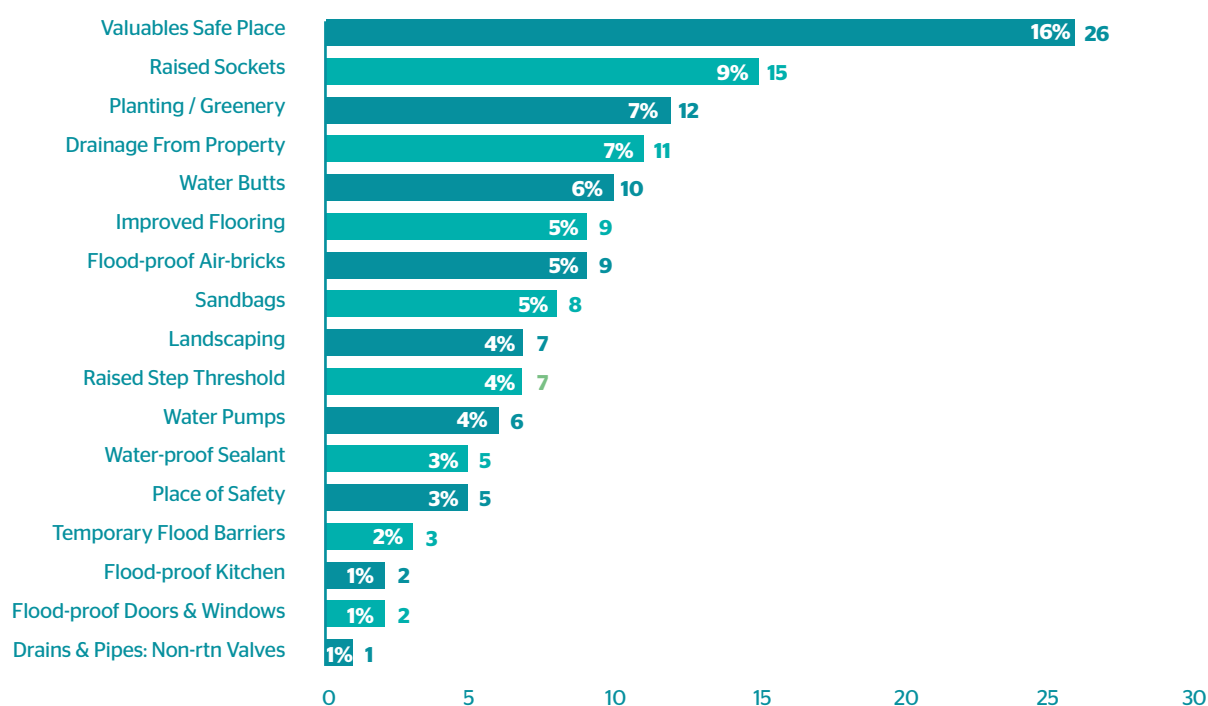
Chart 5 - Measures taken by Householders



## 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

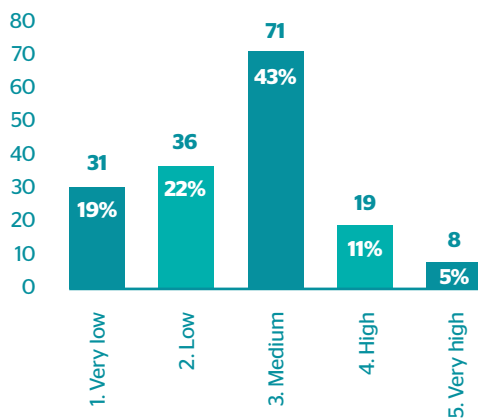
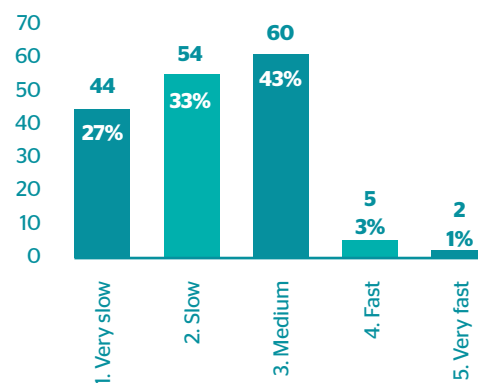
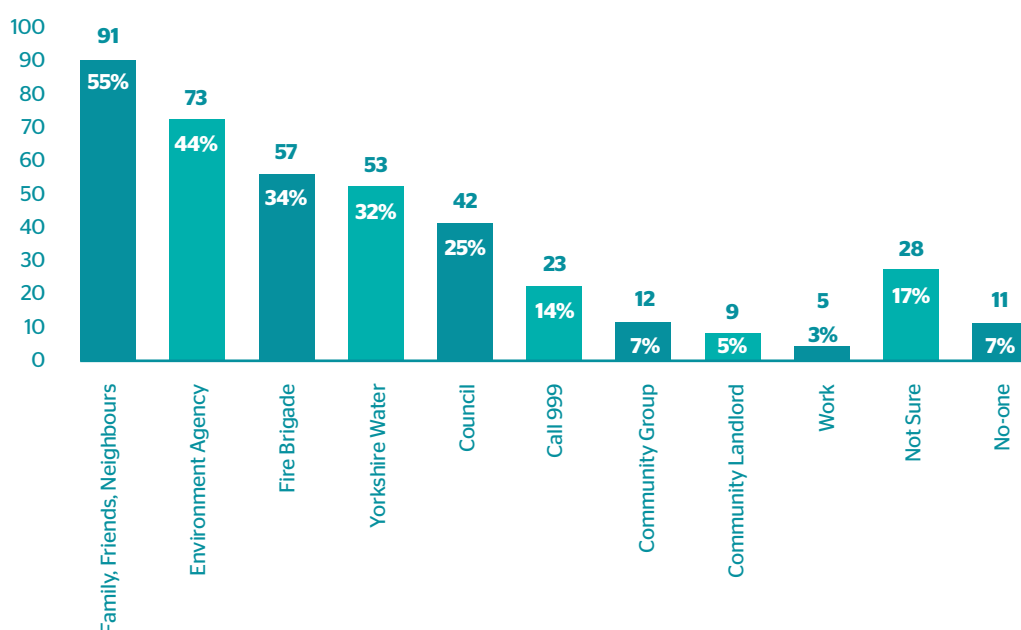


Chart 9 - Speed of recovery if flooded



**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).

“

“We are responsible for this but I’m not sure what we should do so specialist support/help would be more than welcome”.



## Information received by respondents on preparing for floods

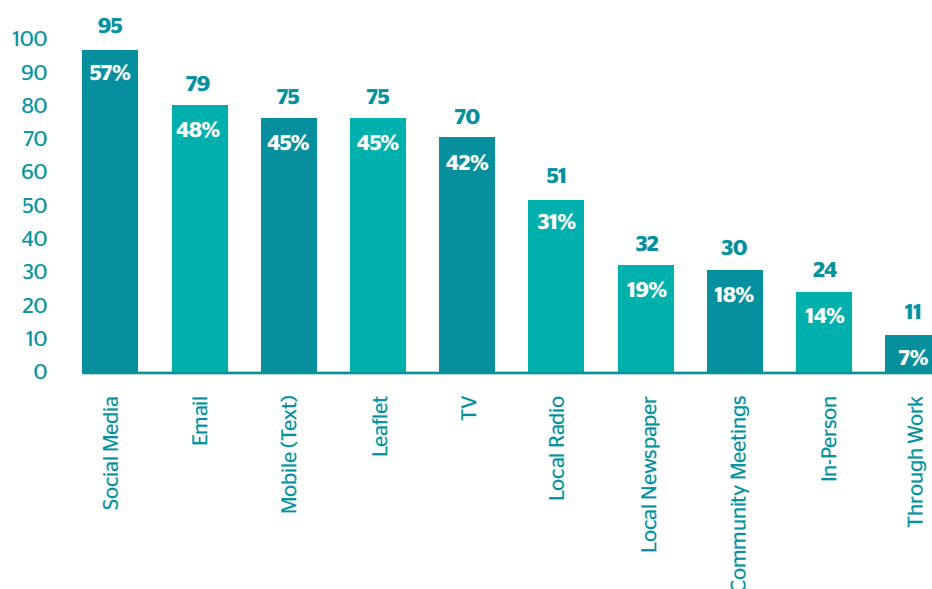
Less than 10% of respondents (16) had received written information - the Environment Agency was the main source of information. This survey was conducted before the East Riding of Yorkshire Council issued a flood information leaflet to all residents with Council Tax bills.

14% (24) had attended flood information activities, events, or meetings: 75% through 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.

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:

### **Cllr Ros Jump**

ERYC Cottingham North and  
Cottingham Parish Council

**01482 842272 or 07904 397874**

### **Mary-Rose Hardy**

Parish Councillor

**[maryrosehardy@hotmail.co.uk](mailto:maryrosehardy@hotmail.co.uk)  
01482 503906**



## Response from the Living with Water Partnership and East Riding of Yorkshire Council

Everyone is responsible for managing water both when we have too much and when we have too little. In Hull and Haltemprice, the authorities responsible for water management are Hull City Council, East Riding of Yorkshire Council, Yorkshire Water and the Environment Agency. The Living with Water Partnership was formed by these four authorities to work together and with you, to build communities that live and thrive with water rather than fear it. Working together we aim to reduce flood risk, build community resilience and improve place. We plan to use blue-green engineering such as wet woodlands, basins and planted storage areas alongside more traditional infrastructure to store and slowly release water into the network once a storm event is over. We are currently developing both small and large-scale solutions to capture and store surface water, these include both introducing new green spaces, and redesigning existing green spaces. We have a plan to invest significantly over the next 5 years in Hull and Haltemprice, and we're working on our longer-term plan. We are also working with communities and businesses to empower positive change with smaller scale interventions.

To be flood prepared there are some great tools already available to help at a household level such as signing up to flood warnings, which were implemented after 2007. There are also other actions which can be taken including developing a personal flood plan and preparing an emergency flood kit. More information can be found on our website [www.livingwithwater.co.uk](http://www.livingwithwater.co.uk) and also within the Flood Risk Leaflet attached to this report (this was originally shared through the East Riding Council Tax distribution in March 2020).

Regular news, information and updates are also shared through Twitter

**East Riding Flood Risk @ERfloodrisk**  
**Living with Water @LivingWithH2O**  
**Environment Agency @EnvAgency**

Should you require further information on flood risk within the East Riding directly please email [floods@eastriding.gov.uk](mailto:floods@eastriding.gov.uk)

[www.eastriding.gov.uk](http://www.eastriding.gov.uk)

As the climate changes, and we experience wetter winters and more intense summer rainfall we cannot prevent all flooding, but we can be prepared.

There are many steps as a homeowner or tenant that you can take to help protect your home, family and possessions against flooding.

This page provides key information to help you, along with signposts to organisations and information which can help you become more knowledgeable and better prepared.

[floods@eastriding.gov.uk](mailto:floods@eastriding.gov.uk)  
[@ERfloodrisk](https://twitter.com/ERfloodrisk)

Find out more, be a part of it [www.livingwithwater.co.uk](http://www.livingwithwater.co.uk)

**WHAT ARE WE DOING**  
 PROJECTS WE'VE UNDERTAKEN

- 16 NEW FLOOD STORAGE RESERVOIRS
- 9KM COASTAL DEFENCE MAINTAINED
- 2.5KM IMPROVED TIDAL DEFENCE
- >100 PROJECTS COMPLETE
- 25,000 PROPERTIES AT REDUCED FLOOD RISK
- ADDITIONAL STORAGE VOLUME 650,000M<sup>3</sup>

**WHAT CAN YOU DO?**

**FLOOD CPR**

**CHECK**

- CHECK YOUR FLOOD RISK. NOT OF PROPERTIES IN THE EAST RIDING ARE AT RISK FROM ONE OR MORE SOURCES OF FLOODING (RIVER, TIDAL, SURFACE WATER, SEWER AND GROUND WATER).
- CHECK NET OFFICE WEATHER WARNINGS.

**REGISTER**

FOR ENVIRONMENT AGENCY FLOOD WARNINGS FOR RIVER AND TIDAL FLOODING - GOV.UK GOVERNMENT ORGANISATIONS/ENVIRONMENT AGENCY

**PLAN AND PREPARE**

- IS YOUR HOME FLOOD RESILIENT?
- WHERE IS YOUR PLACE OF SAFETY IF YOU GET FLOODED?
- WHAT WILL YOU PACK IN YOUR PERSONAL FLOOD BAG?
- DOES YOUR HOME INSURANCE COVER YOU FLOOD RISK?
- HAVE YOU MAINTAINED ANY WATERCOURSES ON YOUR PROPERTY?

**Contact Numbers**

**Emergency services**  
 999

**Environment Agency Floodline**  
 0345 988 1168

**East Riding of Yorkshire Council**  
 01462 314339

**Gas Emergencies National Grid**  
 0800 111 999

**Northern Power Grid**  
 105

**Yorkshire Water**  
 0845 124 2424

**Useful Links**

**Environment Agency**  
[www.gov.uk/government/organisations/environment-agency](http://www.gov.uk/government/organisations/environment-agency)

**East Riding of Yorkshire Council**  
[www.eastriding.gov.uk](http://www.eastriding.gov.uk)

**Living with Water**  
[www.livingwithwater.co.uk](http://www.livingwithwater.co.uk)

**Humber Emergency Planning Service**  
[www.hemon.gov.uk](http://www.hemon.gov.uk)

**Met Office**  
[www.metoffice.gov.uk](http://www.metoffice.gov.uk)

**Flood It**  
[www.floodit.co.uk](http://www.floodit.co.uk)

**Know your Flood Risk**  
[www.knowyourfloodrisk.co.uk](http://www.knowyourfloodrisk.co.uk)

**National Flood Forum**  
[www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk)

**COMBINED RESISTANCE AND RESILIENCE MEASURES**

**KEEPING WATER OUT BUYS YOU VALUABLE TIME TO SAVE YOUR BELONGINGS**

**KEEPING WATER OUT**

- BOILER MOVED TO UPPER FLOOR OR WALL MOUNTED ON GROUND FLOOR
- RESILIENT PLASTER, OR PLASTERBOARD LAIN HORIZONTALLY
- EASILY ACCESSIBLE STORAGE FOR FLOOD BARRIERS AND BLOCKS
- VALUABLE ITEMS UPTAKERS OR ON HIGH SHELVES DOWNSTAIRS AND WALL MOUNTED TV
- PERMEABLE PAVING SURFACE ON DRIVEWAY AND PATIO
- FLOOD RESISTANT FRONT DOOR
- FLOOD BARRIERS CAN PROTECT GARAGES BUT TRY AND MOVE VEHICLES TO HIGHER GROUND

**RESILIENCE MEASURES**

- IMPORTANT ITEMS AND DOCUMENTS UPTAKERS OR AT HEIGHT
- SOAK IT UP - HAVE MORE GREEN SPACES IN YOUR GARDEN AND INSTALL WATER BUTTS TO STALL THE FLOW
- USE WATER WISELY - SAVE WATER, SAVE MONEY AND CREATE SPACE IN OUR BRANDS
- DRAIN IT, DON'T BLOCK IT - FLOODING WIPES BLOCKS PIPES ONLY FREE PIPES AND PAPER DOWN THE TOILET
- ELECTRICAL SOCKETS RAISED
- SERVICE YOUR SEWERS ON SEALS AND SELF CLOSING AIRBRICKS

**Living with Water**

[www.livingwithwater.co.uk](http://www.livingwithwater.co.uk)

Sandbags may be useful to divert water but are unlikely to prevent rising flood water entering your property. Property owners should have these ready as the council is unable to deliver sandbags to properties. Owners should consider alternative more appropriate measures of flood protection as shown in the above image.





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# Contact us

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

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Energy & Environment Institute,  
University of Hull:

**[sam.ramsden@hull.ac.uk](mailto:sam.ramsden@hull.ac.uk)**

**01482 465583**

**[www.hull.ac.uk/eei](http://www.hull.ac.uk/eei)**



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