

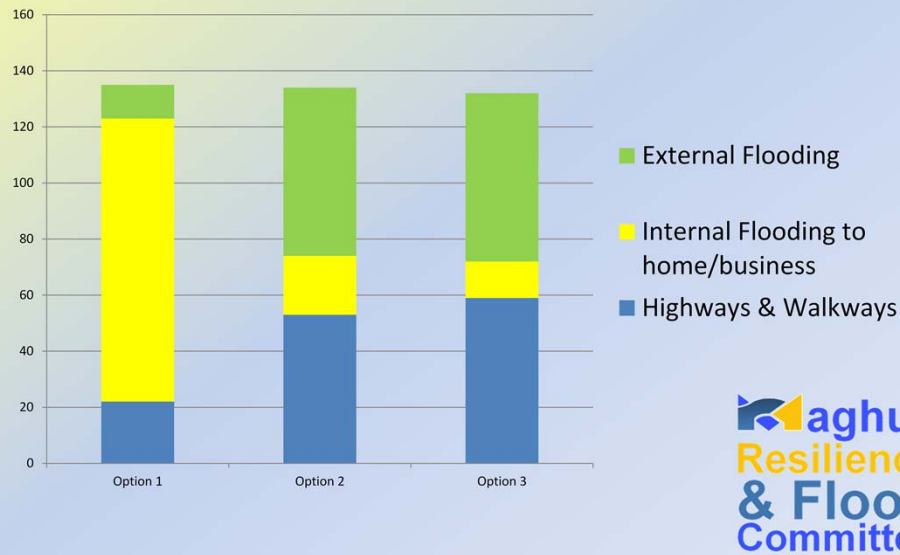


Welcome to our results and feedback session from the Maghull Flooding Questionnaire.

We want to start by thanking everyone who had taken part in the survey. We had 112 online responses and 23 print based responses. We would like to say a special thank you to Eddy Knowles, Chair of the Maghull Resilience & Flood Committee for his ongoing support with the survey.

The following presentation will detail each questions answers, with suggested recommendations of how the Maghull Resilience & Flood Committee can move forward in supporting the community. On each slide I will mention how many participants answered the question, in order to put the data in to perspective.

# 1) In Maghull, what do you think should be the main priorities in relation to flooding?



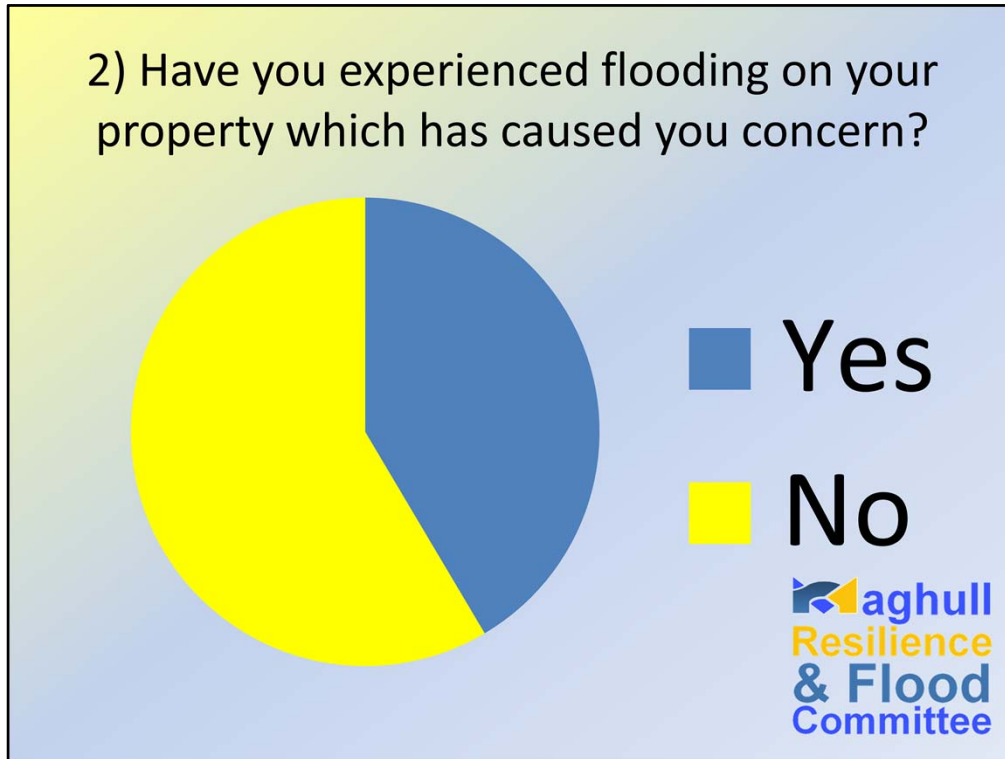
Question 1: In Maghull, what do you think should be the main priorities in relation to flooding?

Answered: 130

Skipped: 5

This shows the priority areas participants felt should take the biggest priority when considering flooding in the community. Overall, participants felt that Internal Flooding to homes/businesses was of the most importance, followed by Highways & Walkways and then External Flooding such as gardens, driveways, carparks etc.)

Within Maghull, the amount of residents effected by Internal Flooding is small, however it is important consider these findings in approaching the Community Resilience Plan and preparing households in flood risk areas.



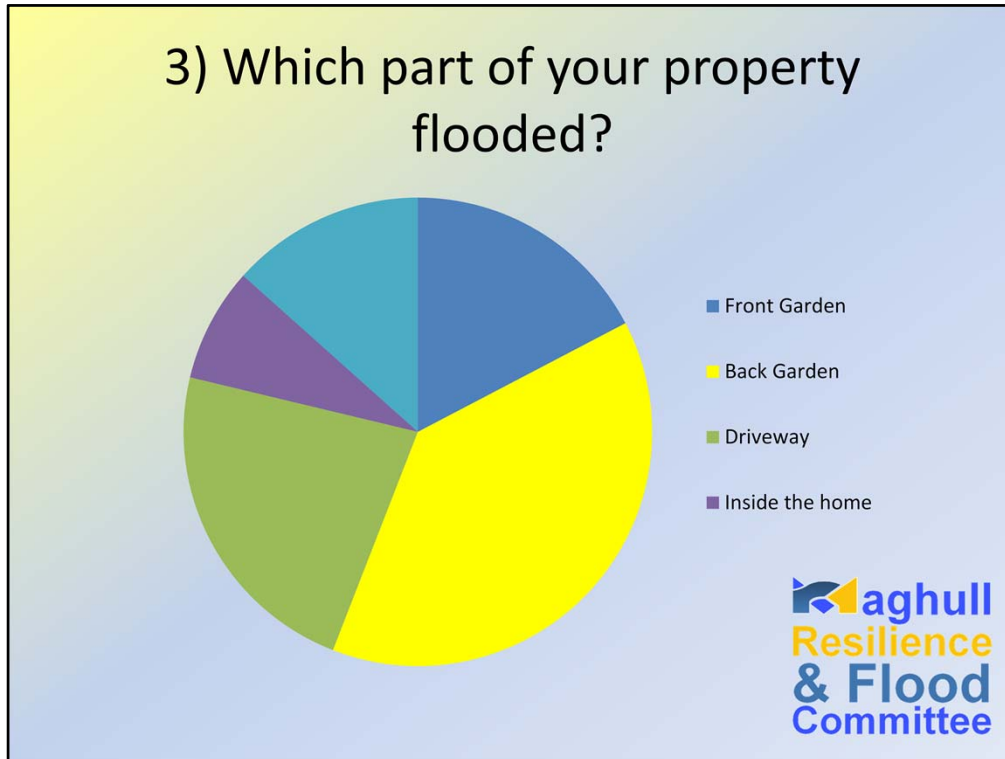
2) Have you experienced flooding on your property which has caused you concern?

Answered: 133

Skipped: 2

56 respondents in this survey answered YES to experience flooding within their property, whilst 79 responded NO. This should not come as a shock, as we are aware that there are less flood risk areas within Maghull than there are at risk.

The next few questions were then only answered by respondents who had experienced flooding.



3) Which part of your property flooded?

Answered: 56

Skipped: 79

This was a multiple choice questions, with residents picking all areas that applied. Here is the breakdown of most common areas flooded:

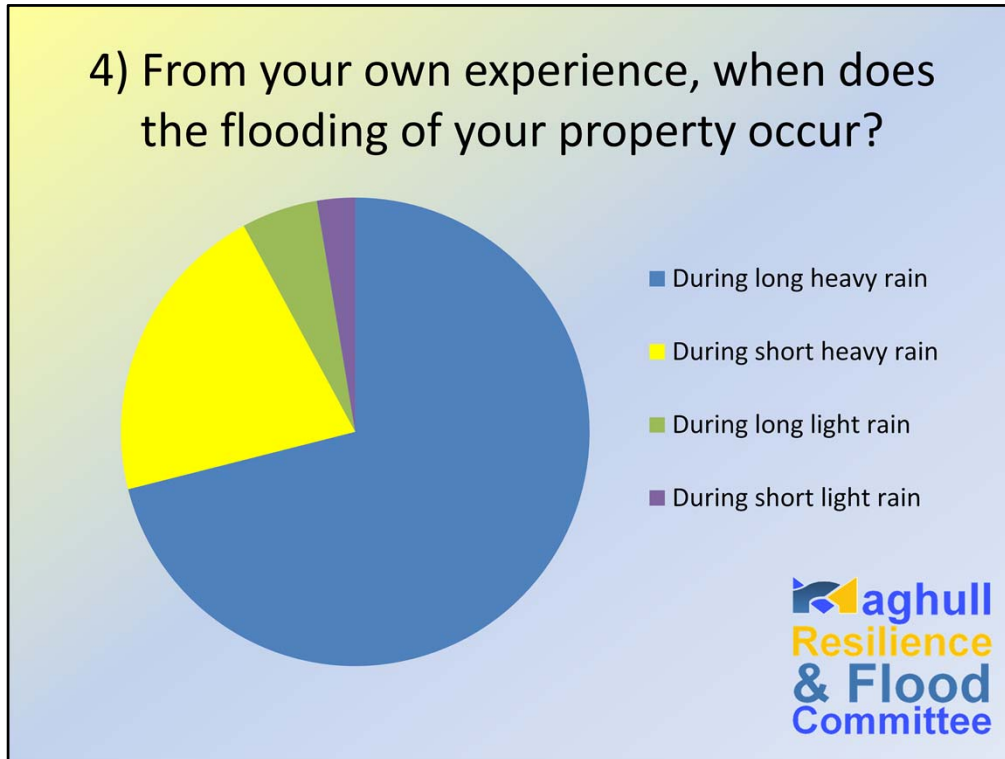
Front Garden 22

Back Garden 49

Driveway 29

Inside the home 10

Inside the outbuilding/garage 17



4) From your own experience, when does the flooding of your property occur?

Answered: 56

Skipped: 79

Again, this question was a multiple choice, here is the following breakdown:

During long heavy rain 54

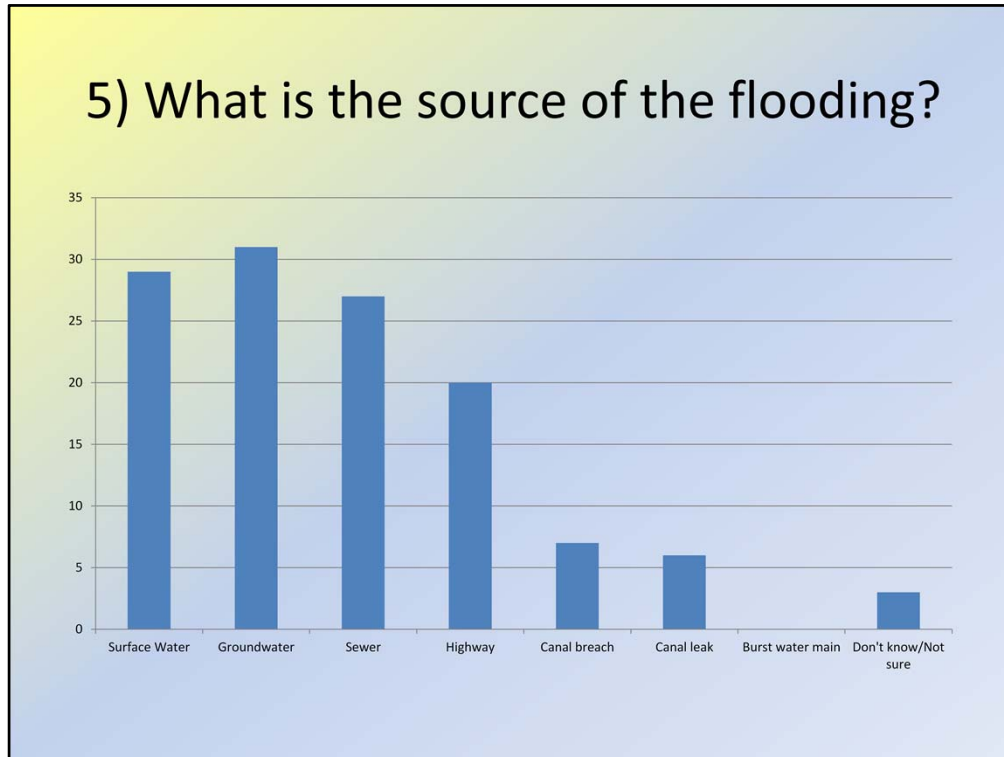
During short heavy rain 16

During long light rain 4

During short light rain 2

As you can see, the overwhelming majority of flooding occurs during long heavy rain. This is important information and should directly tie-in with the Community Resilience Plan. We recommend highlighting the importance of preparing for long heavy rain and the ways in which residents are able to combat this.

## 5) What is the source of the flooding?



5) What is the source of the flooding?

Answered: 56

Skipped: 79

This question focused around the source of the flooding and again, this was a multiple choice question. Here are the results:

Surface Water 29

Groundwater 31

Sewer 27

Highway 20

Canal breach 7

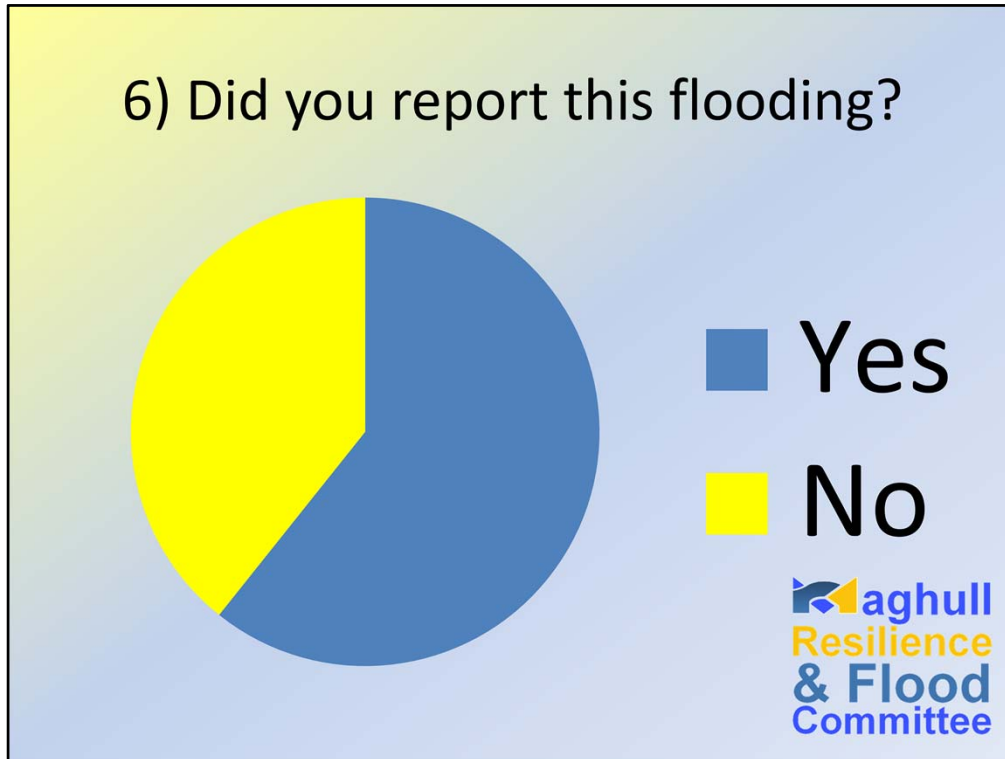
Canal leak 6

Burst water main 0

Don't know/Not sure 3

The top three answers for this were surface water (occurs when high intensity rainfall flows over the surface of the ground to cause ponding in low lying areas), groundwater (occurs when water levels in the ground rise above the ground surface, often after long periods of heavy rain) and sewer water (occurs when the sewer network cannot cope with the volume of water that is entering it or when pipes within the network become blocked, water may contain sewerage and can be foul smelling).

It is important to address the three major types of flooding in order to better provide support and correct procedures during the Community Resilience Plan.



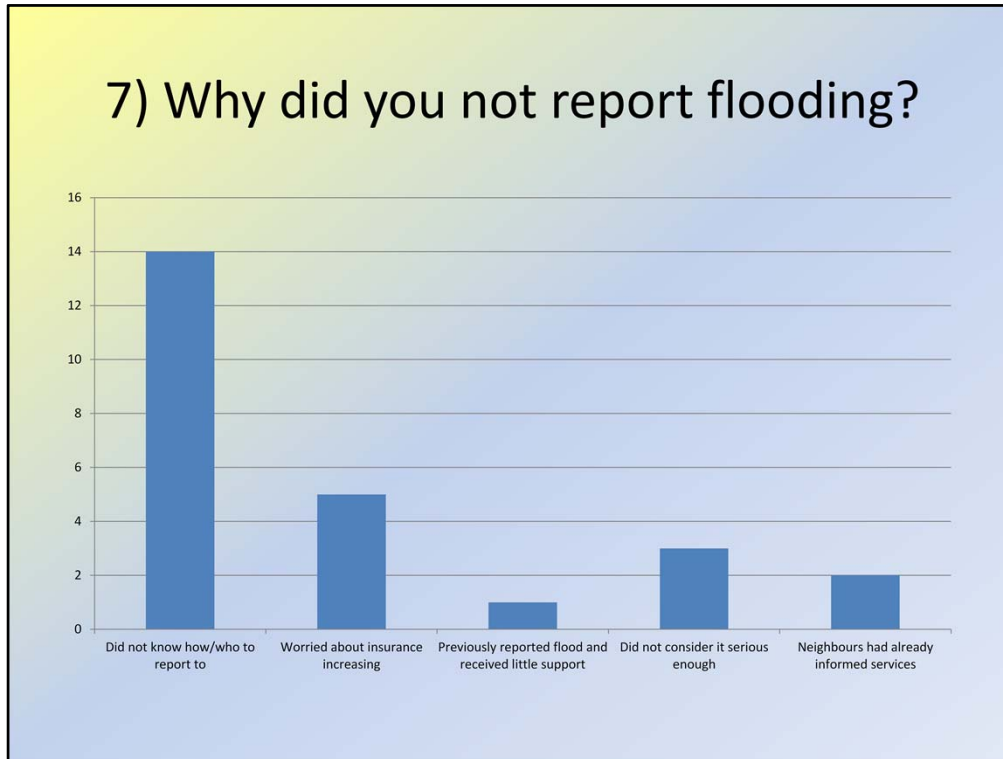
6) Did you report this flooding?

Answered: 56

Skipped: 79

34 residents who answered this question said that they had reported the flooding, whilst 22 said they did not. The next question was only answered by participants who said they had not reported it, in order to understand why and what the Maghull Resilience & Flood Committee can do to tackle that.





### 7) Why did you not report flooding?

Answered: 23

Skipped: 112

The main reason that residents did not report the flooding is because they did not know how or who to report it to. This should be a big concern for the Maghull Resilience & Flood Committee and it should be seriously considered when developing the Community Resilience Plan. We recommend creating a pack that can support residents with useful contact numbers and how these organisations can support them.

Here is the breakdown of results:

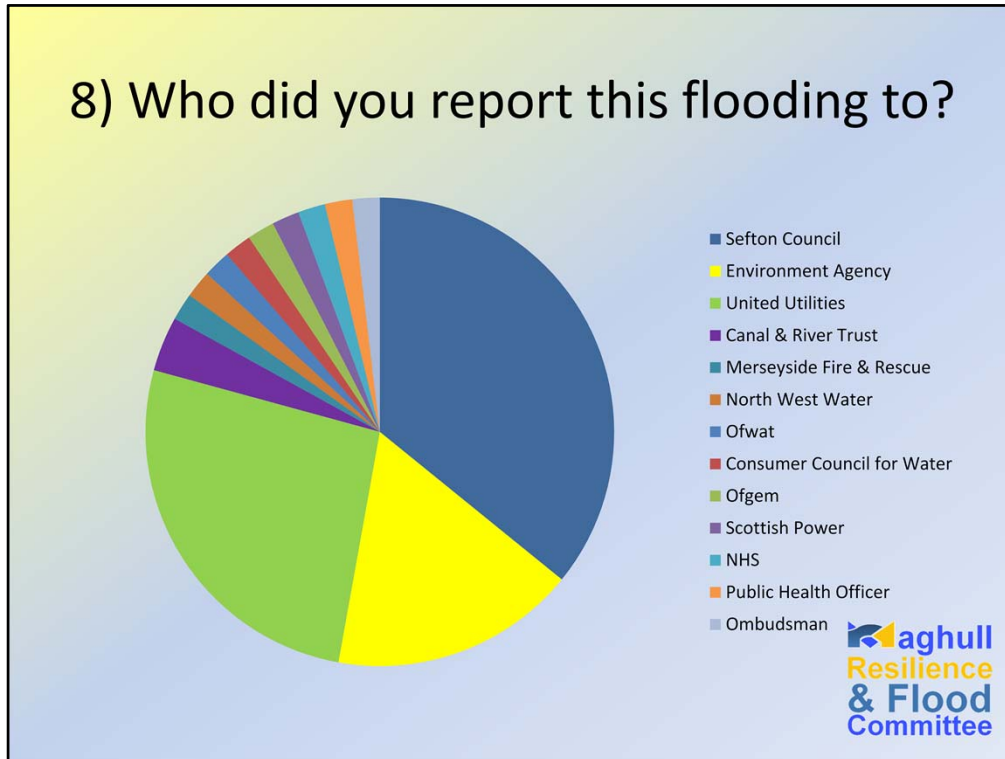
Did not know how/who to report to 14

Worried about insurance increasing 5

Previously reported flood and received little support 1

Did not consider it serious enough 3

Neighbours had already informed services 2



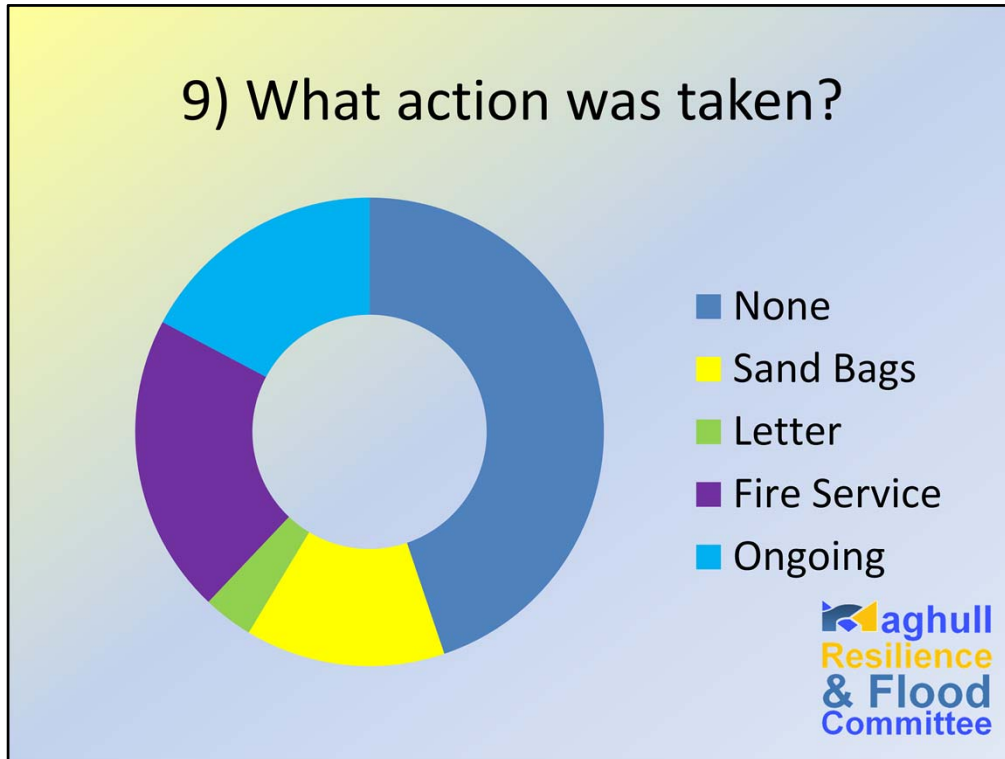
8) Who did you report this flooding to?

Answered: 33

Skipped: 102

The majority of residents reported the flooding to Sefton Council. Sefton Council is the Flood Risk authority for this area and we recommend contacting them if you are concerned about flooding. We recommend that the Maghull Resilience & Flood Committee including information about reporting agencies and which of these can support residents during flooding. Here is the breakdown:

Sefton Council 19  
 Environment Agency 9  
 United Utilities 14  
 Canal & River Trust 2  
 Merseyside Fire & Rescue 1  
 North West Water 1  
 Ofwat 1  
 Consumer Council for Water 1  
 Ofgem 1 Scottish Power 1  
 NHS 1  
 Public Health Officer 1  
 Ombudsman 1



9) What action was taken?

Answered: 33

Skipped: 102

This question was open and after looking through all respondents we've highlighted the key areas. The overwhelming majority of respondents said that after they had reported flooding nothing happened. Some residents received sandbags and had a positive experience, but this was small in comparison. Maghull Resilience & Flood Committee should discuss how best to mobilise during periods of flooding and the best preventive action. Here is the breakdown of respondents:

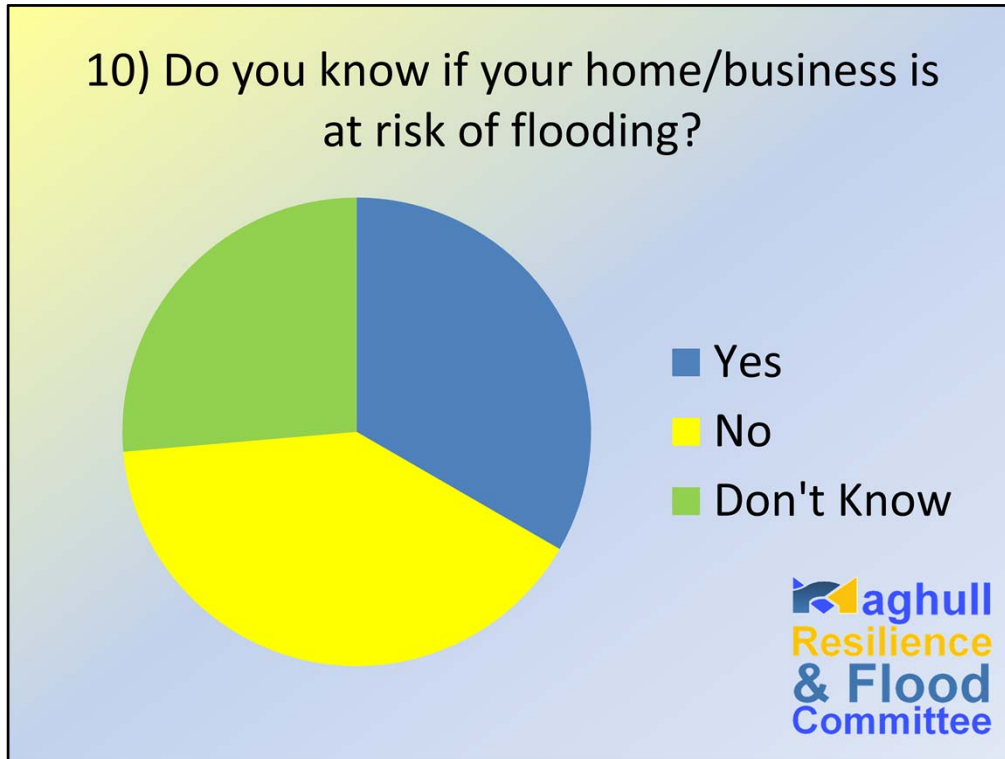
None 13

Sand Bags 4

Letter 1

Fire Service 6

Ongoing 5



10) Do you know if your home/business is at risk of flooding?

Answered: 129

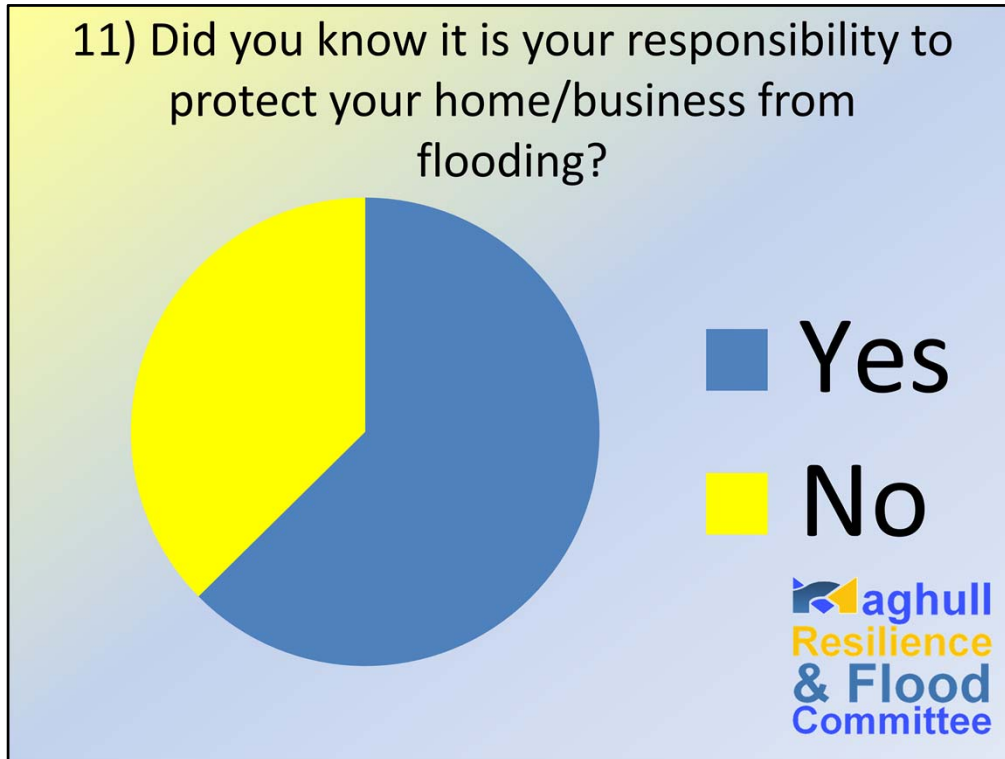
Skipped: 6

The majority of respondents were aware whether their property was or was not at risk of flooding. However, there was a large portion of respondents that did not know or were unsure as to the likely flood risk of their house. We recommend that the Maghull Resilience & Flood Committee take an inform and engage approach when consulting residents in flood risk areas. This could take the form of a leaflet drop or formal invitation to a drop-in session in order to discuss what it means to live in a flood risk area and how to prevent worst case scenarios.

Yes, my property is at risk of flooding 43

No, my property is not at risk of flooding 52

I don't know 34



11) Did you know it is your responsibility to protect your home/business from flooding?

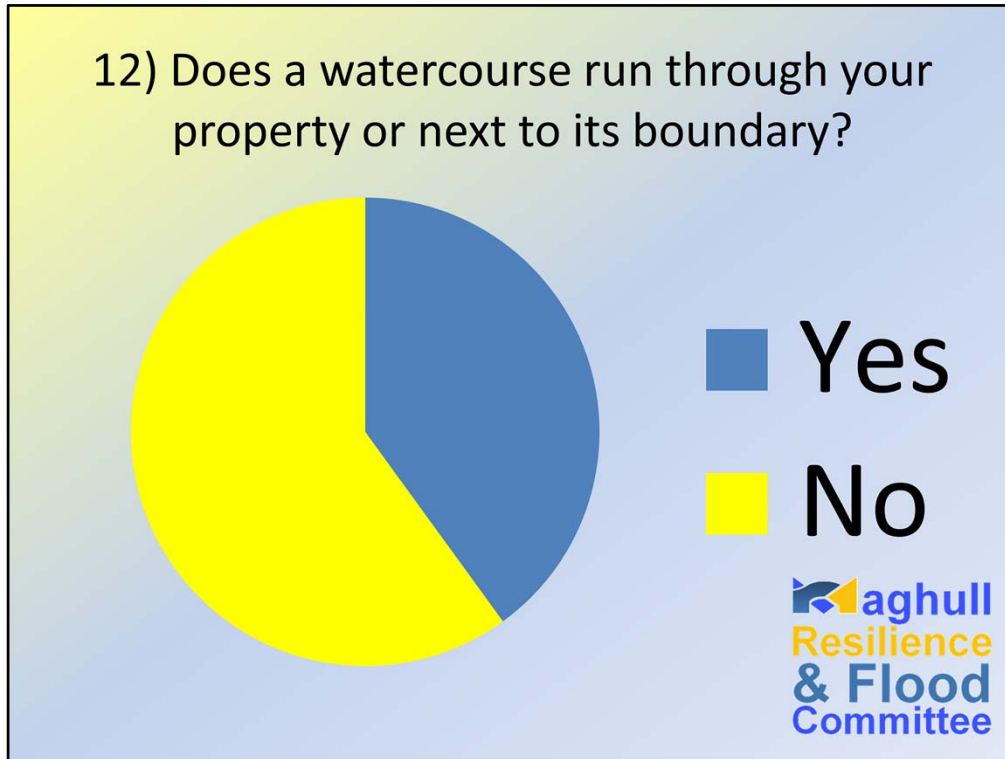
Answered: 131

Skipped: 4

The majority of respondents were aware that it is their responsibility to protect their properties from flooding. This can take the form of flood doors, brick covers and many more. We would like to invite Eddy Knowles to talk about how he has protected his property against flooding.

Yes 82

No 49



12) Does a watercourse run through your property or next to its boundary?

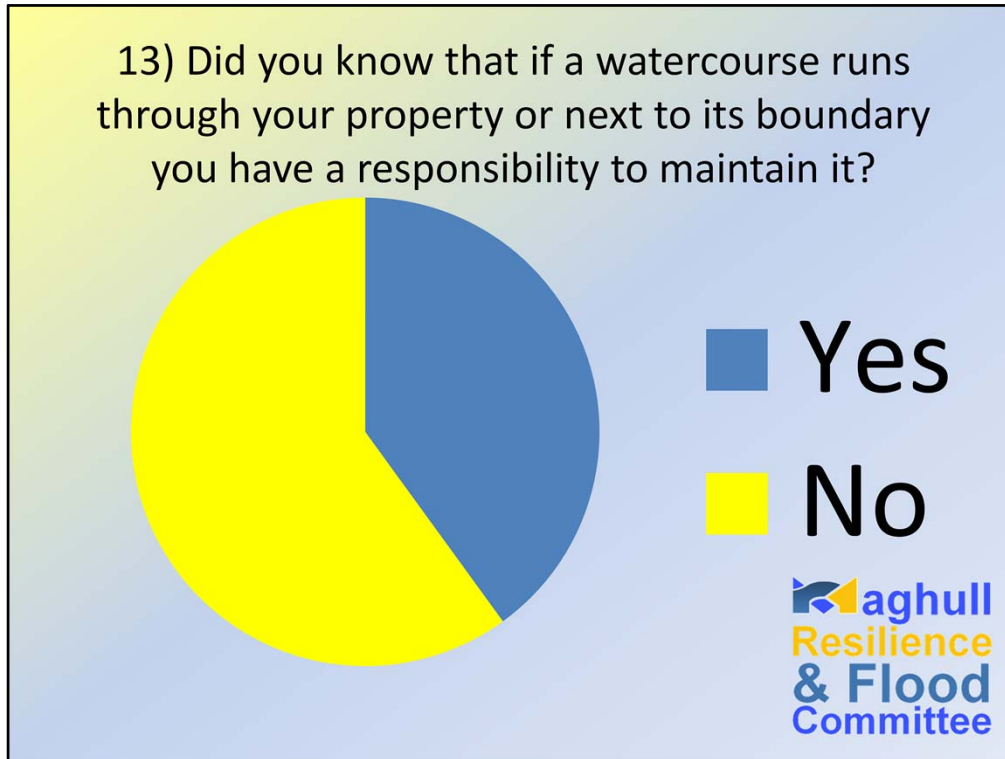
Answered: 132

Skipped: 3

As expected, the majority of respondents do not have a watercourse run through or next to their property boundary. Households who do have a watercourse run through or next to their property boundary are known as Riparian Landowners. More information on this can be found through Sefton Council.

Yes 35

No 97



13) Did you know that if a watercourse runs through your property or next to its boundary you have a responsibility to maintain it?

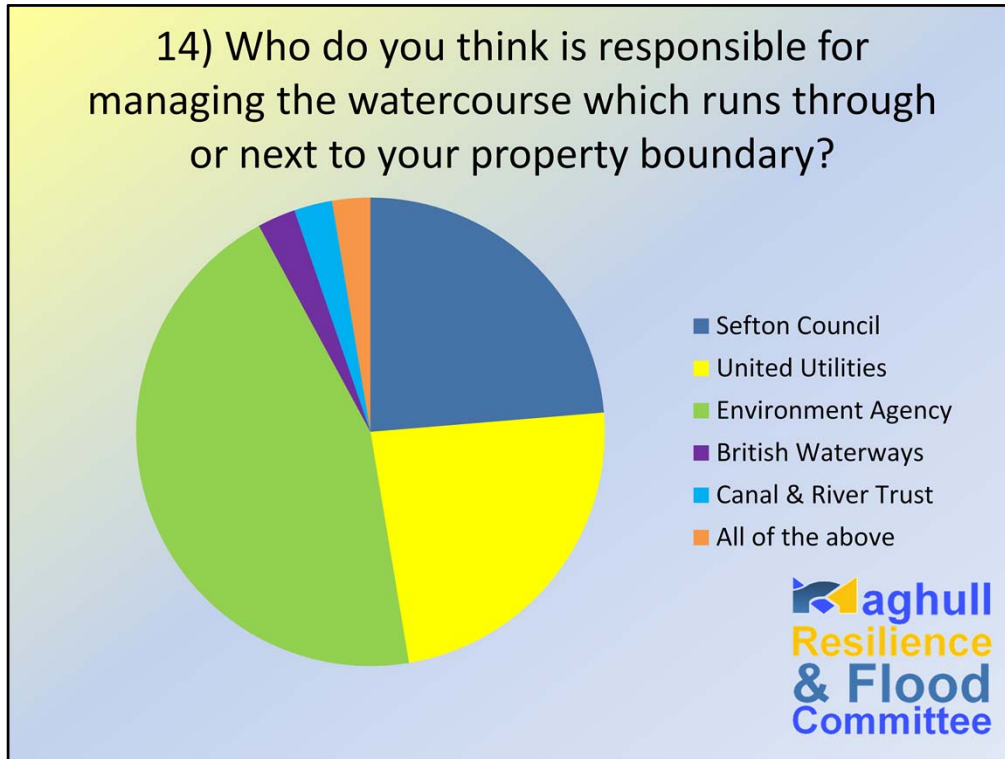
Answered: 35

Skipped: 100

One of the major issues we've concluded from the survey and from Sefton Council's investigation in to Riparian Landowners within Maghull is that the majority of these homeowners were unaware that it is their responsibility to manager watercourses within or next to their property boundary. We advise that the Maghull Resilience & Flood Committee consider directly engaging with Riparian Landowners on best practice and supporting the community with volunteer clean up groups.

Yes 14

No 21



14) Who do you think is responsible for managing the watercourse which runs through or next to your property boundary?

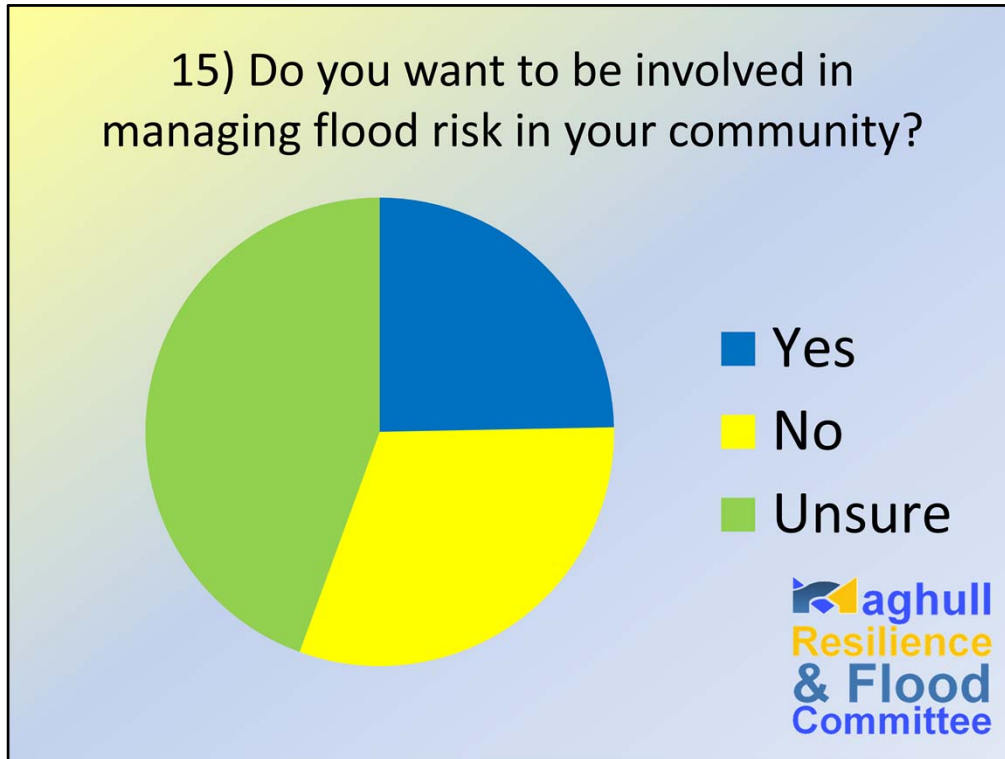
Answered: 26

Skipped: 109

The majority of respondents believe that the Environment Agency is responsible for the managing watercourses.

Sefton Council 9  
 United Utilities 9  
 Environment Agency 17  
 British Waterways 1  
 Canal & River Trust 1  
 All of the above 1





15) Do you want to be involved in managing flood risk in your community?

Answered: 81

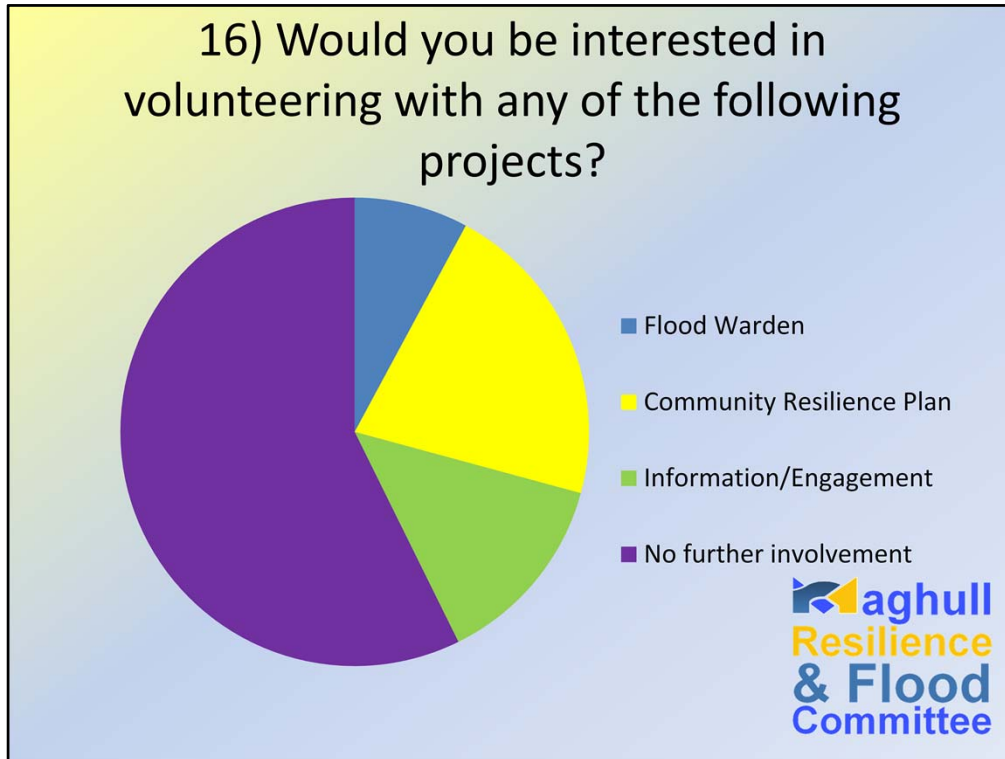
Skipped: 54

Most respondents were unsure as to whether they wanted to be involved with supporting flood risk in the community. This is a good result for the Maghull Resilience & Flood Committee as it suggests residents are likely to respond positively to the work of the committee and future projects.

Yes 20

No 25

Unsure 36



16) Would you be interested in volunteering with any of the following projects?

Answered: 78

Skipped: 57

The majority of respondents did not want any direct involvement with volunteering. However there was a strong interest in being a part of the Community Resilience Plan. This is a fantastic result for the Maghull Resilience & Flood Committee as there are residents in the community who are open to sharing best practice and create a working strategy for flooding in the town. Here is the breakdown of results:

Flood Warden 7

Community Resilience Plan 19

Information/Engagement 12

No further involvement 51

## Additional Comments



**“...I’m concerned about how new buildings will impact on what are now localised problems...”**

**“...residents have built over the ditch at the end of the garden, making it much worse...”**



**“...flash flooding caused by sewers not being able to cope with large volumes of water...”**



The final question we asked was for any additional comments. 31 participants included additional feedback and here are some of the most common concerns faced by residents. A full breakdown of all comments will be made available to the Maghull Resilience & Flood Committee to support your future endeavours in designing a Community Resilience Plan that reflects the needs of the community.