

Supporting Flood Risk Communities



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What is Recovery ?

- Recovery is the process of rebuilding, restoring and rehabilitating communities and individual's lives following emergencies.
- It is a process that embraces the intricacies of the relationships and processes that define all kinds of communities, communities of place and of communities of interest.

An effective Recovery Programme enables

Communities to: -

1. Cope with the impacts of the disaster
2. Recover from disaster and 'bounce back'
3. Adapt to cope better in the future

Planned Response / Recovery Structure:

- Drop-in Centres

Offering: -

Food & Drink, Listening Ear
Access to Practical Support

Claim Process, Furniture, NI property

- Telephone Helpline & Internet access
- Newsletter – Regular & Feedback
- Advice Information and Leaflets
- Themed Advice Days
- Resident & Displaced People Research -



Problems People Faced

- Often had multiple needs
- Usually had to liaise with different services who didn't talk to each other
- Had to do all of the chasing
- Usually ended up being passed from pillar to post

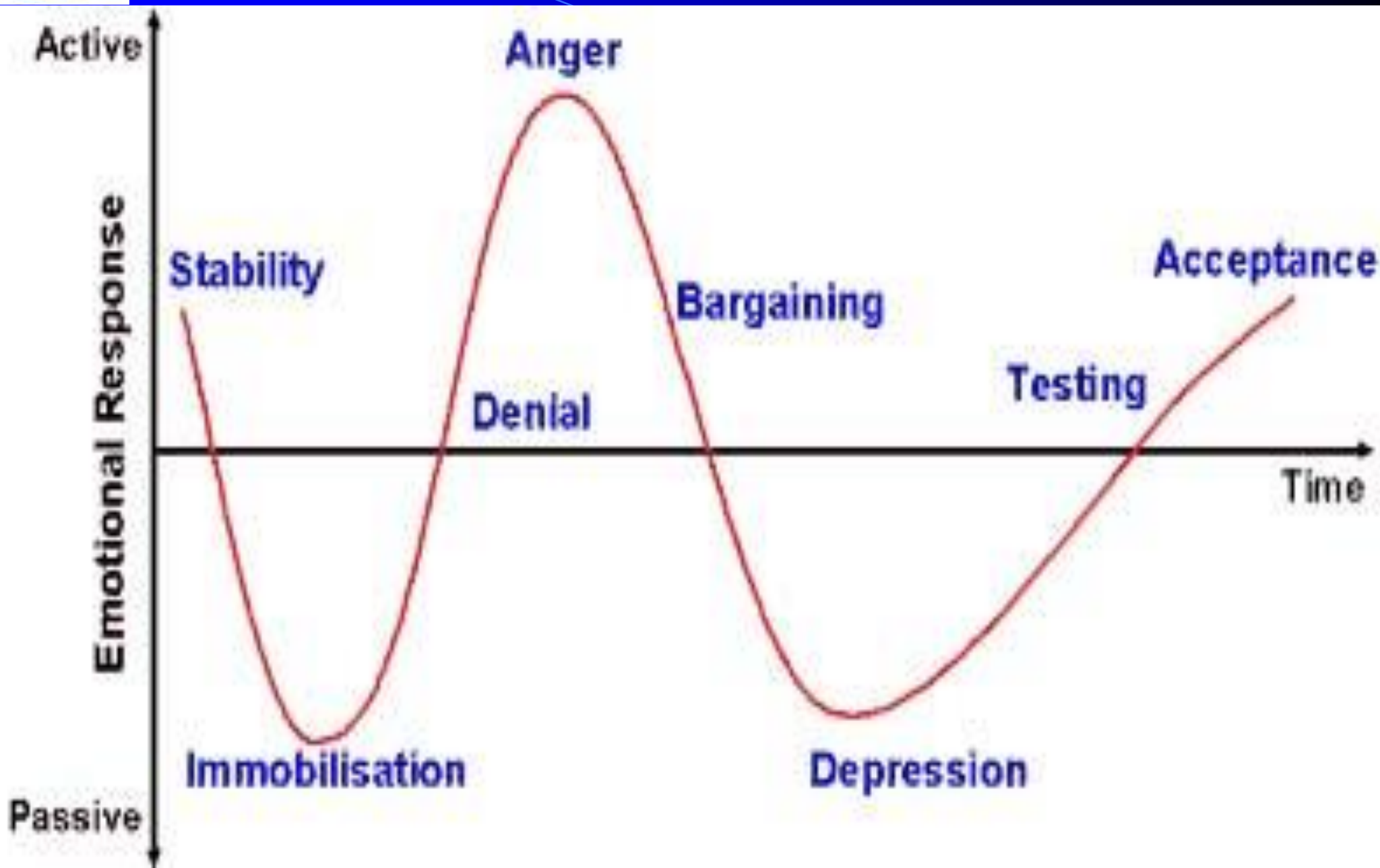
So how do we do it?

- Recovery requires the direct involvement of those who understand the complexity of working with people and communities, and their relationships with the services, systems and infrastructure that supports them.
- The environment in which recovery is set is dynamic and constantly evolving. Managers at all levels need to be flexible, adaptable and, where necessary, innovative, in their management approach.

Emotional Impact - Key Issues

- Lack of Information
- Poor working / home environment
- Lack of control over the situation
- Frequent distractions
- Failure to achieve Goals
- Conflict in the home / workplace
- Conflict with core values and beliefs
- Loneliness
- Financial worries

Grief / Loss Cycle



Trauma brings us to a
state of fear – the
object is to bring
people back to a
place of safety

Recovery Key Points

- Disasters are not just about responding to incidents – pre, during and post impact – is about *managing and supporting people*.
- The relationship between disaster planning and response and procedures and provision for *recovery* should be understood and addressed by anyone involved in providing humanitarian assistance.
- The more *information is available* about what to do in an emergency the more likely it is that people will feel empowered to act in an informed, responsive and responsible manner.

Findings & Recommendations



- Maintain an accurate database of all survivors – they need to know – We Care.
- Provide multi agency Advice Days to equip survivors with professional advice and support.
- Challenge of Networking with other organisations, people wanted to hold on to ‘their little bit’ – Need to define the nature of the problem –
- Multi Agency working is a high maintenance option.
- Meet with all stakeholders at least once a week.

Getting it right for the people who matter the most

- Clarify what is expected of you;
- Show support;
- Resolve problems with clients – follow up
- Answer questions
- Find underlying meanings in what others say.
- Don't make unrealistic promises – 'everything will be alright' – 'you'll be back soon'.

Challenges

- Need to determine what support is required to enable people to cope with, adapt to and recover from the situation they face.
- We must build our response on the community's own priorities, knowledge and resources.
- We must build community confidence, by establishing strong partnerships with all agencies.

Practical Issues

- Displaced families with children, pets
- Increased living costs e.g. Going out to “escape” or to eat
- Duration of stay, Delays, Drying Out
- The psychosocial impact on communities:
health, trauma, staying in limbo for over a year



The End

Thank you

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