

Flood Bulletin

Culloden, Smithton & Balloch

10th October 2011

Information for residents and businesses from The Highland Council, the Scottish Flood Forum and SEPA

WELCOME to our first Flood Bulletin. This occasional bulletin is aimed at keeping you informed of developments and work in progress following the flooding in and around Inverness during July/August 2011. It is written jointly by The Highland Council's Flood Team and the Scottish Flood Forum with input from SEPA.

The past few weeks have seen a lot of hard work going on including the establishment of a dedicated flood drop-in centre especially for you. Our focus is to get you and your lives back to normal as quickly as possible. But above all to remind you that you are not alone, there are considerable resources behind this venture, and we are all dedicated to provide real help and support during this time. We may not have all the answers and solutions straight away, but we are committed to helping you.

THE SCOTTISH FLOOD FORUM (SFF) is a community based organisation that work in partnership with Local Authorities, SEPA and other relevant organisations. The SFF is an independent voice, funded by the Scottish Government to support and represent those affected by, or at risk of flooding.

The SFF establish Community Flood Groups and provide flood information, awareness, education and training (to all sectors) to reduce risk and assist in the recovery of flooding. They work in partnership with Local Authorities and the voluntary sector (including faith communities) to help Community Groups deal with flood issues.

FLOOD DROP IN CLINICS are being held by the Council in partnership with the SFF at the Smithton and Culloden Free Church Hall on a weekly basis to support the local community and to provide advice on flooding.

These clinics have generated a lot of interest to date and the next sessions will be on:

- **Thursday 13th Oct (3pm–7pm)**
- **Thursday 20th Oct (3pm–7pm)**
- **Wednesday 26th Oct (3pm–7pm)**
- **Wednesday 2nd Nov (3pm–7pm)**
- **Wednesday 9th Nov (3pm–7pm)**
- **Wednesday 16th Nov (3pm–7pm)**
- **Wednesday 23rd Nov (3pm–7pm)**
- **Wednesday 30th Nov (3pm–7pm)**
- **Wednesday 7th Dec (3pm–7pm)**
- **Wednesday 14th Dec (3pm–7pm)**

Dates thereafter are to be confirmed. No appointments are necessary during opening hours however if you are unable to attend at these times an evening appointment can be made by sending an email to, or telephoning the SFF. Contact details are provided at the end of this bulletin.

SUPPORT AND ADVICE are available at the drop-in centre and include:

- Help and advice regarding any aspect of your insurance claim, are you having problems with your loss adjuster, do you feel you are not getting repairs done properly? **We have the answers**

- Worried about protecting your home against future flooding? **Come and have a chat**
- Stressed out, worried about flooding again every time it rains? **We have information sheets and skills to help you cope with these feelings**
- Concerned about getting the right builder? **We can help**
- Just need to talk, over a cup of coffee? **We can do that too!**

To date the SFF have had 80 enquiries to the drop-in centre, 14 emails and 18 phone calls for support. The SFF have also undertaken more than 34 home visits. Most enquiries are regarding surface water flooding, insurance advice, and flood protection.

FLOOD PROTECTION PRODUCTS EXHIBITION - 28th OCTOBER 2011

Flood water can affect a property by a variety of mechanisms- many of which can be mitigated against by installing effective low cost flood protection products. Installing flood protection products won't eliminate/reduce the actual risk of flooding, but it can reduce the damage to your property. Insurers may also recognise that you've protected your property from flooding when it comes to determining your insurance premiums.

On Friday 28th October 2011 an exhibition on flood protection products which are commonly available will be held at the Culloden and Smithton Free Church Hall (from 9am to 7pm) by the SFF/Highland Council. A wide selection of property-specific flood protection products, including flood barriers, airbrick covers and temporary measures such as sandbags will be on display. We will aim to give advice as to the type of protection and suitability of products that will minimise the risk of flooding to your property. Anyone is welcome and no appointment is necessary! Please rest assured that any advice given would be independent and completely impartial.

We can also confirm that the Minister for Environment and Climate Change, Stewart Stevenson (MSP) will be attending the exhibition between 10am – 11am. Members

of the public are invited to meet him and explain their concerns during this period.

A free property flood survey by the SFF will be offered to all who attend the exhibition!

POST-FLOOD QUESTIONAIRES

At the public meeting in August, the Council invited the public to contact them with information on local flooding issues to help inform the Flood Study currently being undertaken by JBA Consulting on behalf of the Council. Since then the Council have received feedback from 55 residents via questionnaires, emails and letters on recent flood concerns. **Thank you to all of you who took the time to respond for the valuable feedback!**

THE HIGHLAND COUNCIL FLOOD TEAM

was established in March 2010 as a result of the additional duties placed upon the Council by the Flood Risk Management (Scotland) Act 2009 and is based in Dingwall.

The Flood Team maintain flood information, prepare flood plans, manage flood databases, control and develop flood protection schemes, monitor all necessary flood maintenance activities within the Council, and represent the Council at flood organisational meetings. The Flood Team also liaise closely with Council planners with regards to planning applications where flood risk and drainage are material considerations and contribute to the Council's Development Plan and Local Plan process.

Following the recent flooding in and around Inverness the Flood Team are in the process of visiting flood affected properties and gathering information on the specific causes of flooding at numerous locations throughout the Highland Council Region. The Flood Team is working with responsible landowners and stakeholders to deliver improvements which will help reduce future flood risk.

SEPA AND FLOOD WARNING

SEPA is Scotland's flood warning authority with responsibility for providing flood warning messages to the public and emergency responders when flooding is likely.

Smithton, Culloeden and Balloch residents can benefit from Flood Alert messages from SEPA's Floodline service. These messages are issued when flooding is expected within the 'Easter Ross and Great Glen' area prompting you to remain vigilant and be prepared. Flood Alerts are issued for geographically representative areas, usually matching Local Authority boundaries. They are based on data from the Met Office combined

with the hydrological expertise of SEPA's flood forecasting team. You can sign up to receive Flood Alert messages straight to your phone, **free of charge**, by visiting www.sepa.org.uk/floodingsignup or calling Floodline on 0845 988 1188.

NEXT ISSUE

In the next issue of our Bulletin we will, among other things give an update on the work undertaken by JBA Consulting to date, provide practical tips on how to deal with your Loss Adjuster and we will also share some of the other initiatives we're working on to reduce the risk of flooding in your area.

CONTACT DETAILS

The Scottish Flood Forum

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www.scottishfloodforum.org

The Highland Council Flood Team

☎ 01349 868800

✉ FRM@highland.gov.uk
www.highland.gov.uk/yourenvironment/flooding

Scottish Environment Protection Agency (SEPA)

☎ 0845 988 1188 (FloodLine)

www.sepa.org.uk