

Appendix D

Public Engagement Survey



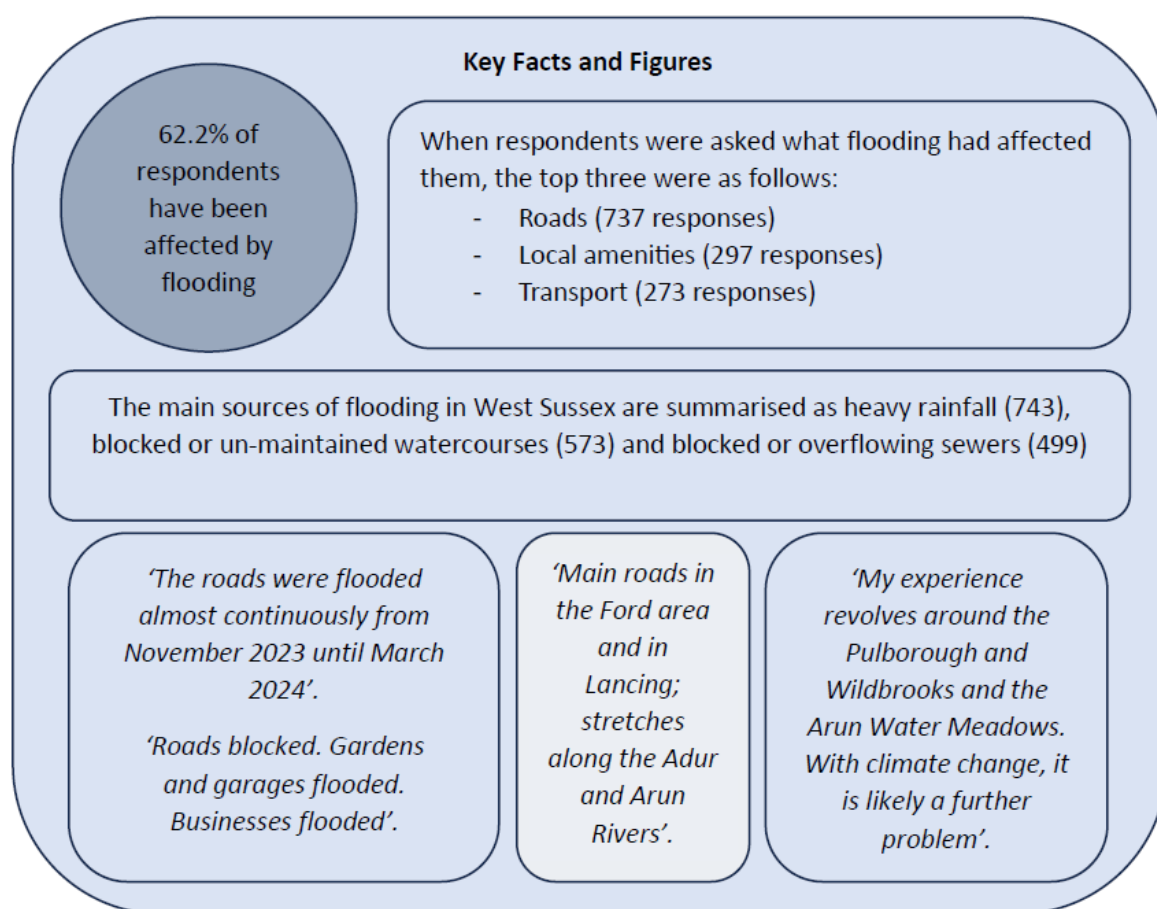
Stakeholder engagement

A key part in developing the Strategy was undertaking engagement with stakeholders and the local community to both capture local knowledge of flooding issues and understand the aspirations for flood risk management within the relevant organisations and stakeholders. The information from these sources helped to develop the objectives, measures and actions.

Online public survey

An online public engagement survey was hosted on WSCC's engagement platform, YourVoice West Sussex, between 31 July and 27 September 2024. The survey was promoted using social media posts on Facebook, X, LinkedIn, and a press release, where analytics showed it reached 5,400 people. The survey was circulated to parish councils who held meetings to discuss the survey and their opinions.

The aim of the public engagement survey was to understand the local community's priorities for local flood management and to gather any additional flood incident data. The survey received 1,258 completed responses. Some of the key outputs of the survey are summarised below. The full summary report is included in the following section.



The survey indicated that 8.9% of respondents did not feel like they were provided with sufficient information after a flood incident from the relevant authorities (i.e. WSCC, Thames Water, Southern

Water or Districts and Boroughs), with 18.5% stating they received basic information and 69% stating they received no information.

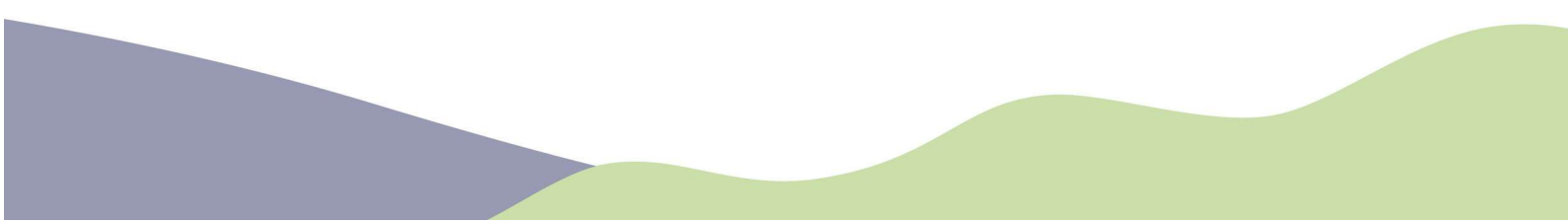
Stakeholder engagement workshop

WSCC hosted two stakeholder engagement workshops, one to develop new objectives and the other to develop measures and actions. This involved most RMAs and the majority of key stakeholder organisations.

High-level outputs from the online survey were presented at the stakeholder engagement workshops to help to understand the wider interests of the community and inform the development of the objectives and measures for the Strategy.

The objectives workshop was held in July 2024 and provided opportunity for the stakeholders to share views on priorities and challenges. Following this, objectives were drafted and sent to stakeholders for comment. From this, finalised objectives were drafted and presented to the Task and Finish Group (a steering group of elected members at WSCC), prior to the measures and actions workshop, in September 2024.

The measures and actions workshop enabled discussion with a clear outcome to shape the priorities for local flood risk management in West Sussex. The objectives and measures for the Strategy were finalised following the stakeholder engagement workshop and through an online engagement platform (Miro Board), for further opportunity to comment. It was ensured that input from all stakeholders was included, and results of the public engagement survey had also been considered.



West Sussex LFRMS survey

SURVEY RESPONSE REPORT

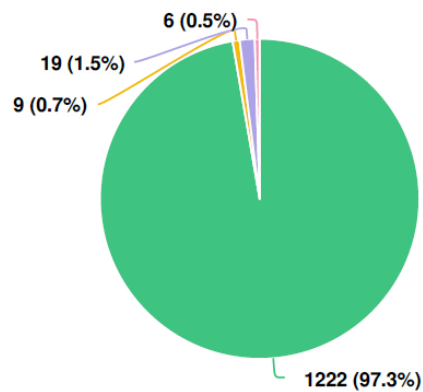
05 January 2021 - 18 November 2024

PROJECT NAME:

West Sussex Flood Risk Management Strategy (2024/25)

SURVEY QUESTIONS

Q1 Which, if any, of the following applies to you



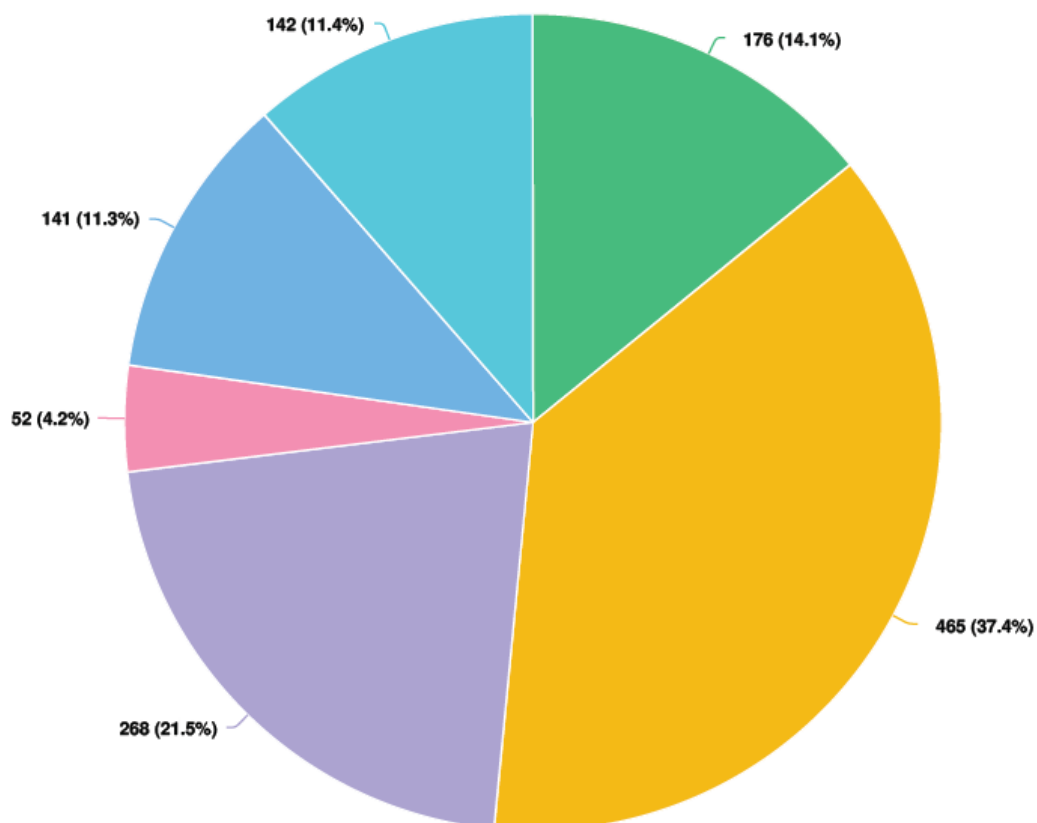
Question options

- ☒ I live in West Sussex
- ☐ I work in West Sussex but live elsewhere
- ☐ I visit West Sussex regularly for another reason
- ☐ Other (Please Specify)

Mandatory Question (1256 response(s))

Question type: Radio Button Question

Q2 Which, if any, of the following district do you live in? (Please tick one option only. If you do not know which District or Borough you live in, please look this up)



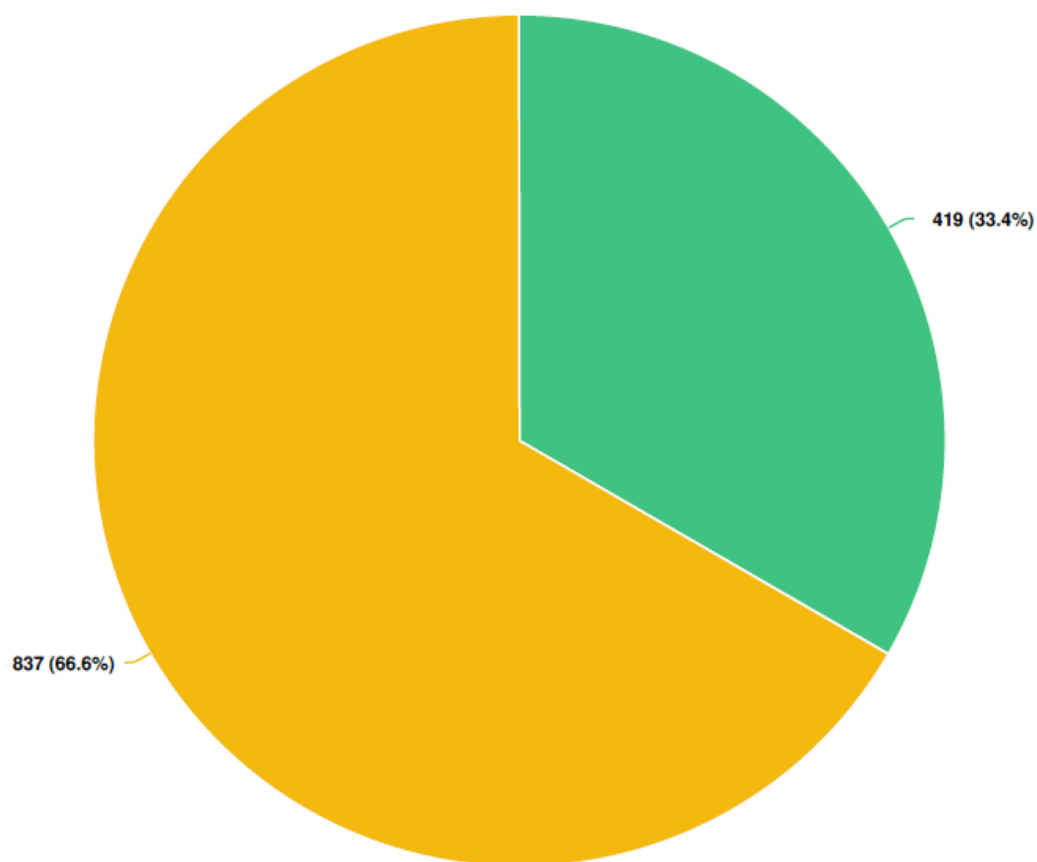
Question options

● Adur and Worthing
 ● Arun
 ● Chichester
 ● Crawley
 ● Horsham
 ● Mid Sussex

Optional question (1244 response(s), 12 skipped)

Question type: Radio Button Question

Q3 Are you part of any local community groups?

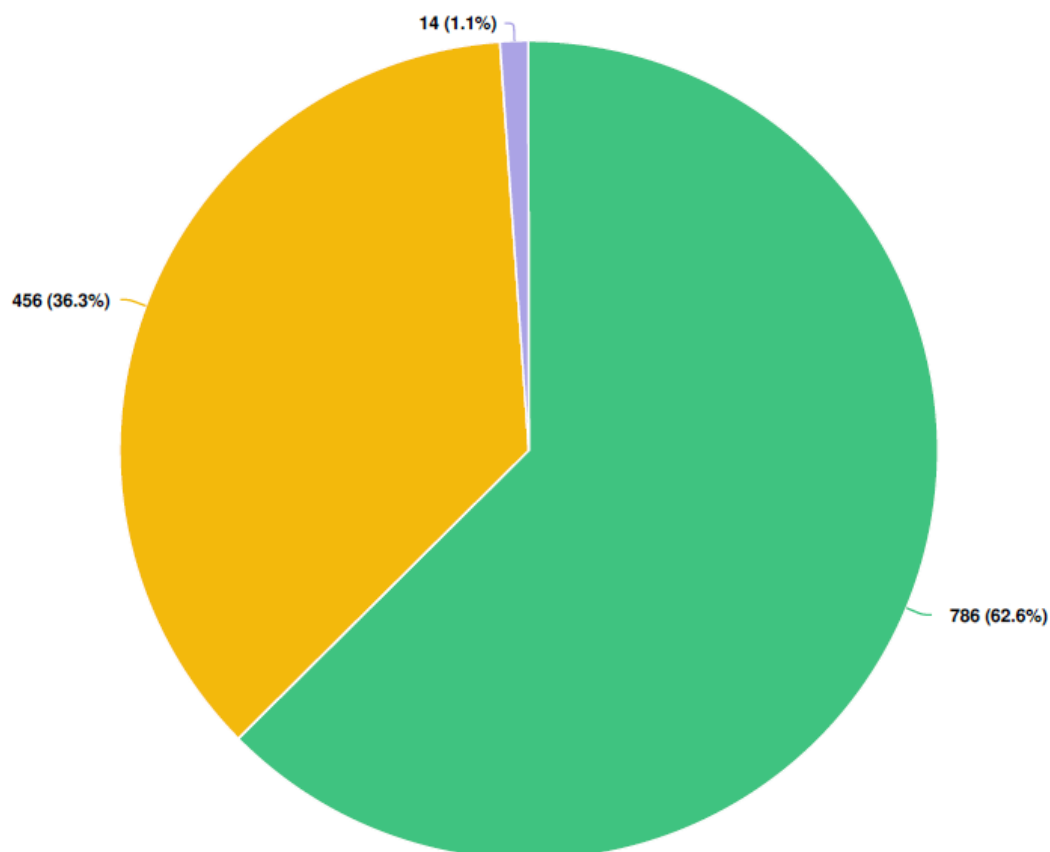


Question options

☒ Yes, I am ☐ No, I am not

Mandatory Question (1256 response(s))
Question type: Radio Button Question

Q4 Have you ever been affected by flooding in West Sussex?

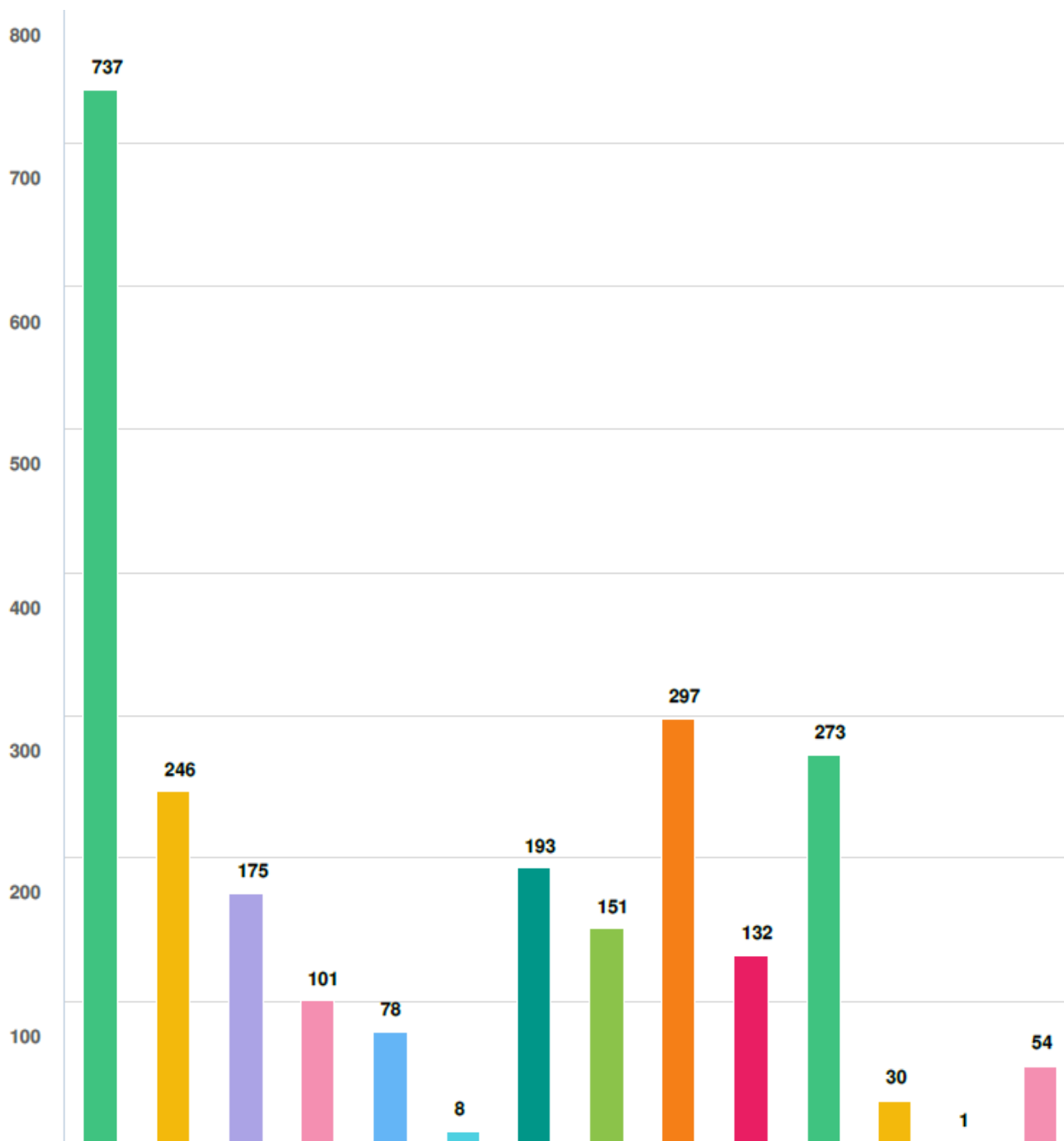


Question options

- Yes, I have previously been affected by flooding in West Sussex
- No, I have not previously been affected by flooding in West Sussex
- Can't recall

Mandatory Question (1256 response(s))
Question type: Radio Button Question

Q5 Thinking about the flood(s) you experienced in West Sussex, to your knowledge, what was impacted by flooding during these event(s)?

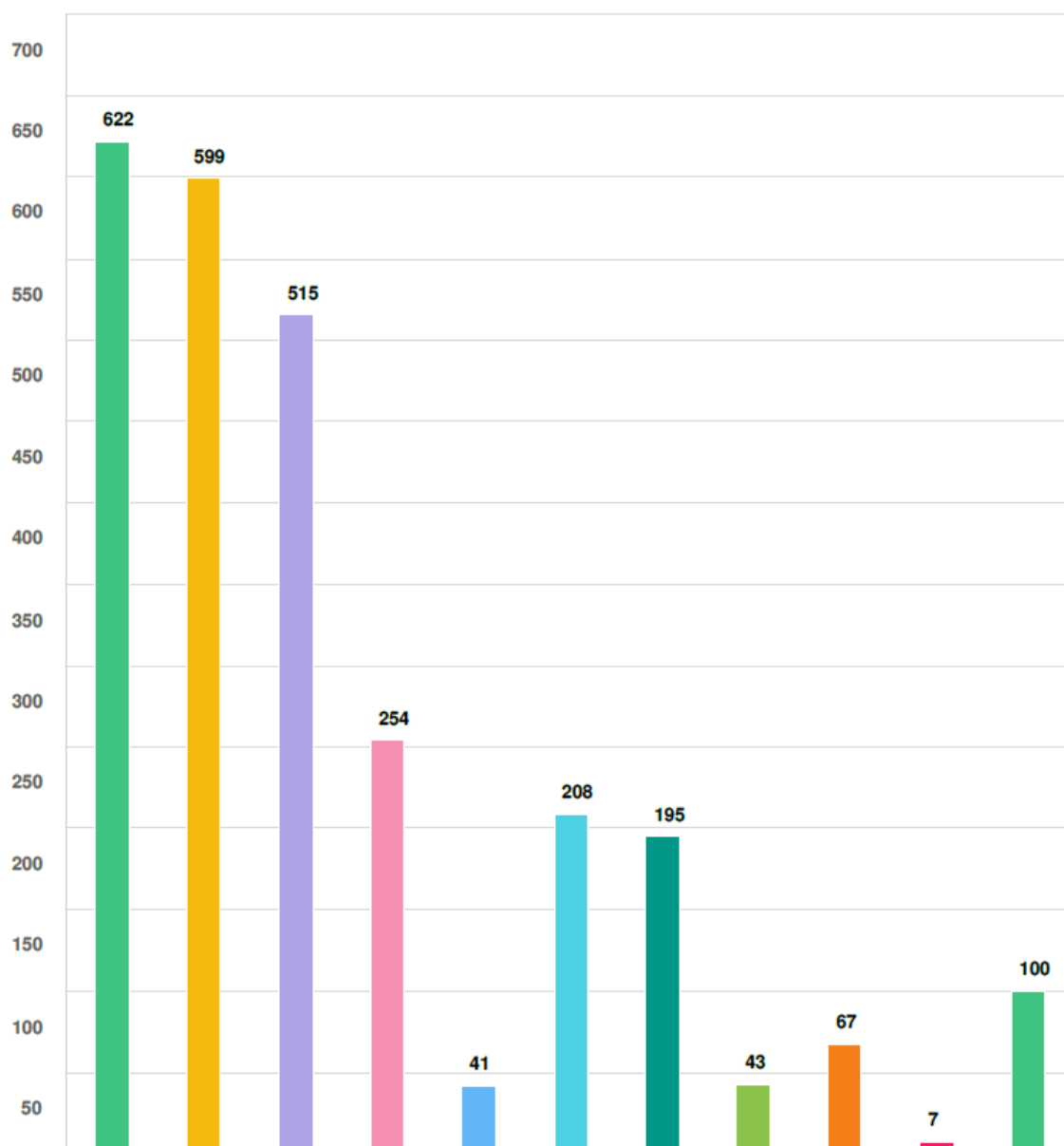


Question options

- Roads
 ● Your garden
 ● Your driveway
 ● Your outbuilding
 ● Your residential property (internal)
- Your residential business property (internal)
 ● Residential properties elsewhere
 ● Business properties elsewhere
- Local amenities
 ● Utilities
 ● Transport
 ● Harbours
 ● Don't know
 ● Other (please specify)

Mandatory Question (801 response(s))

Question type: Checkbox Question

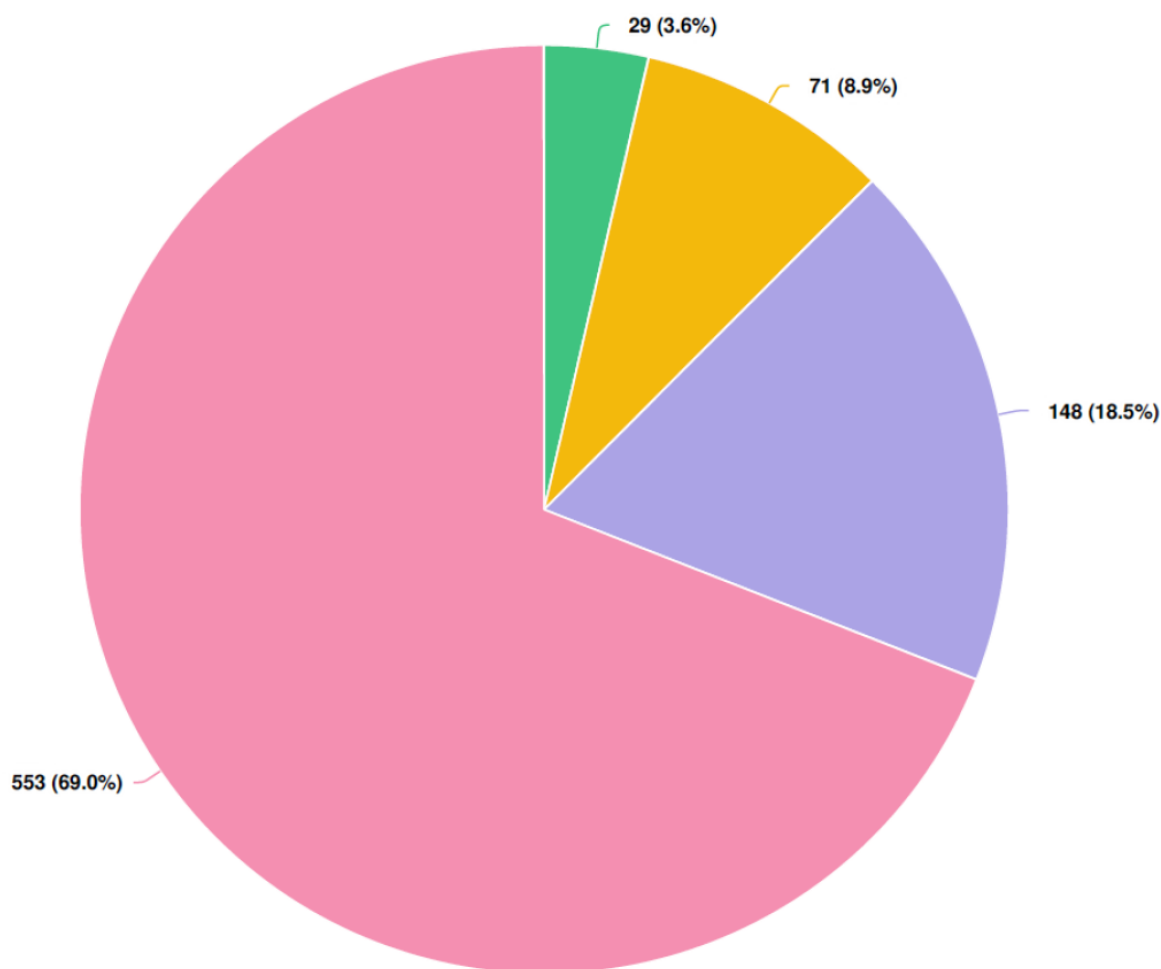
Q6 Which, if any, of the following do you believe was the cause of the flooding?

Question options

- Heavy Rainfall
 ● Blocked or overflowing road drains
 ● Blocked or unmaintained watercourses
 ● Overflowing river
- Burst pipe
 ● Blocked sewers
 ● Groundwater ingress
 ● Wave overtopping
 ● Coastal flooding
 ● Don't know
- Other (please specify)

Mandatory Question (801 response(s))

Question type: Checkbox Question

Q7 Thinking about the last flooding you experienced in West Sussex...were you provided with sufficient information after the flood event?

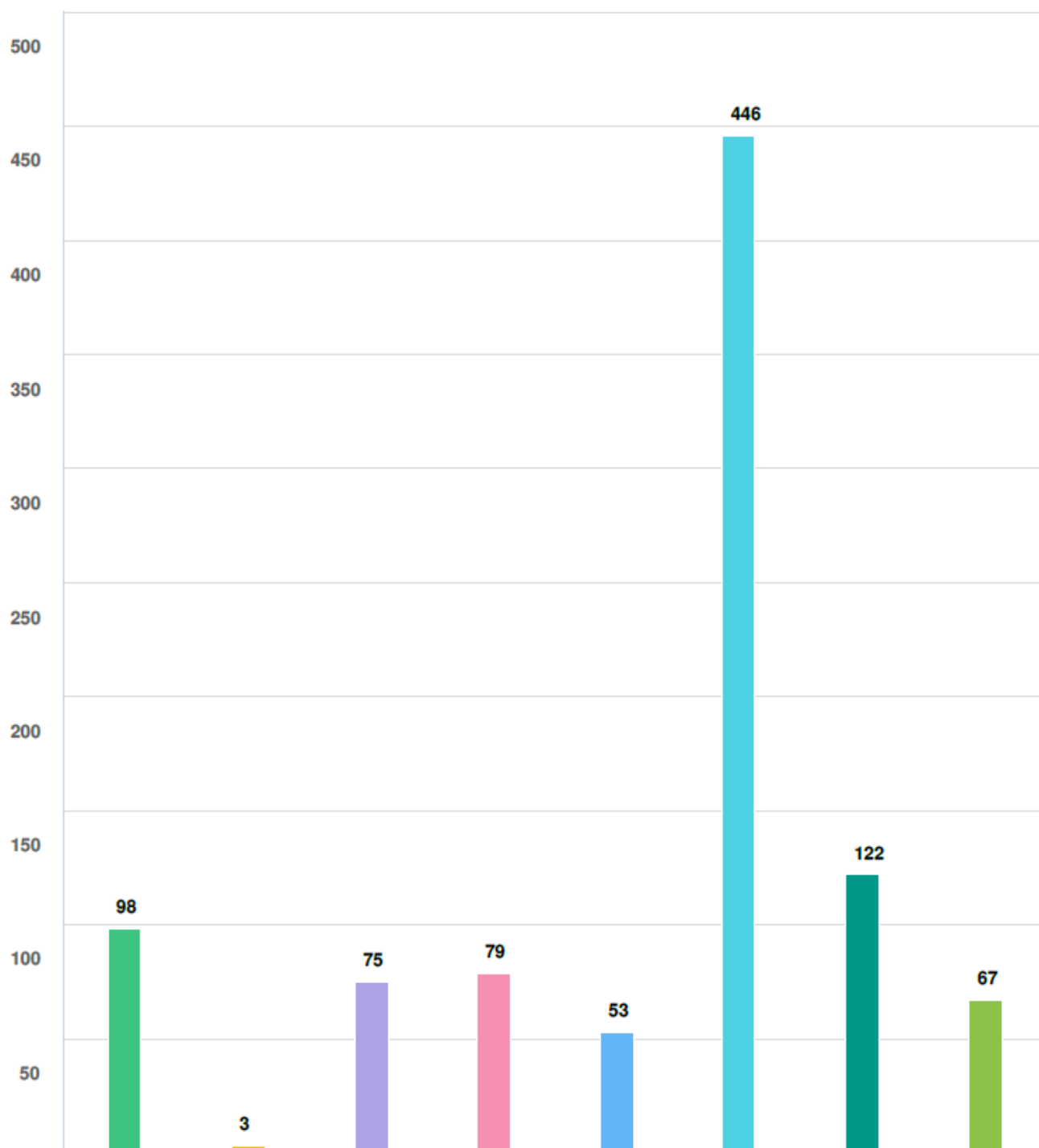


Question options

- Yes, sufficient information was provided.
- I received some information but would like more information
- I received some basic information
- No, I did not receive any information

Mandatory Question (801 response(s))
Question type: Radio Button Question

Q8 Which, if any, of the following provided information after the flood? (Please tick all that apply)



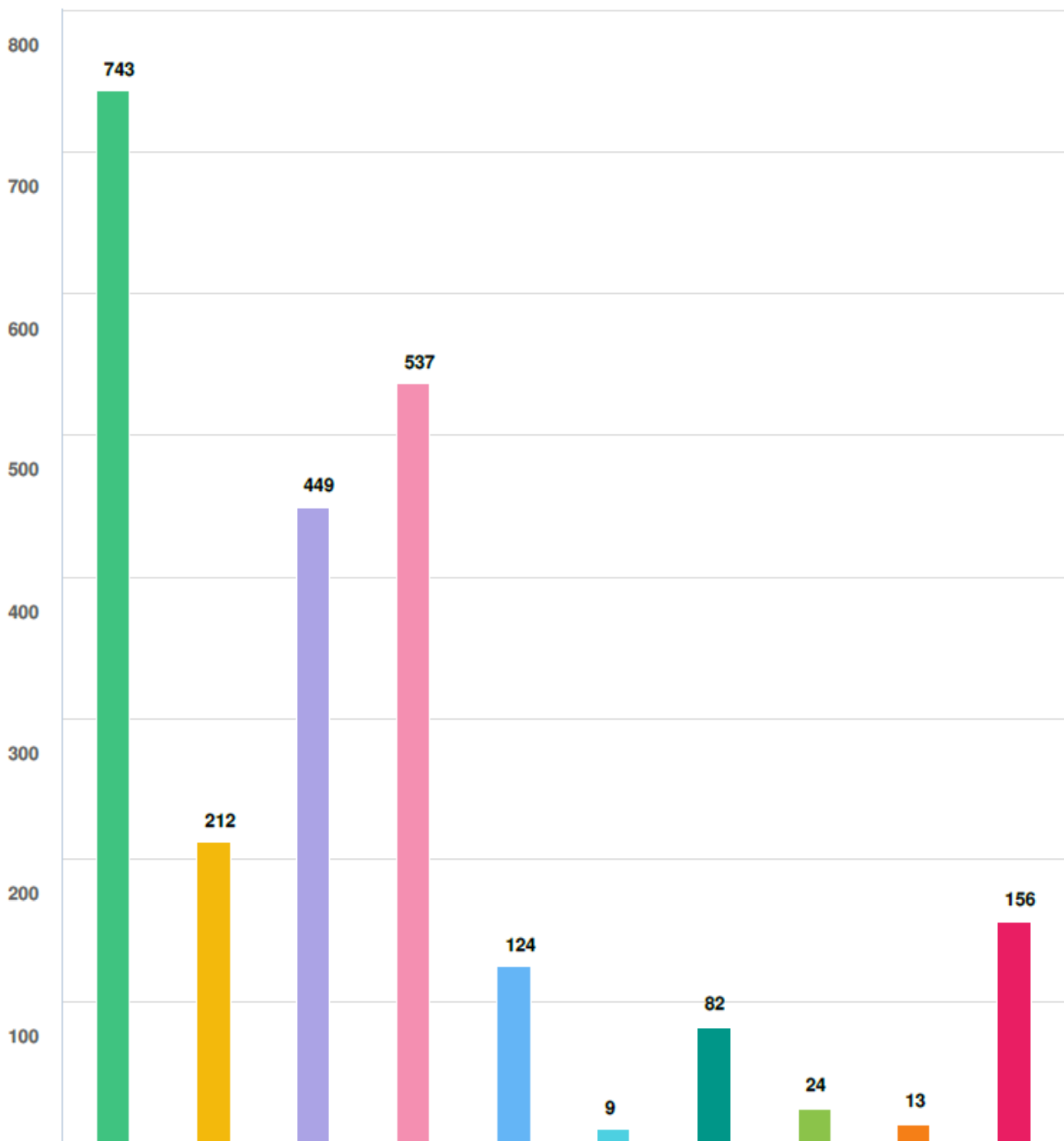
Question options

- West Sussex County Council ● Thames Water ● Southern Water ● Environment Agency
● Local Council (District or Borough) ● None provided ● Can't recall/Don't know ● Other (please specify)

Mandatory Question (800 response(s))

Question type: Checkbox Question

Q9 What do you believe are the main sources of flooding in your area? (Please tick up to two options)



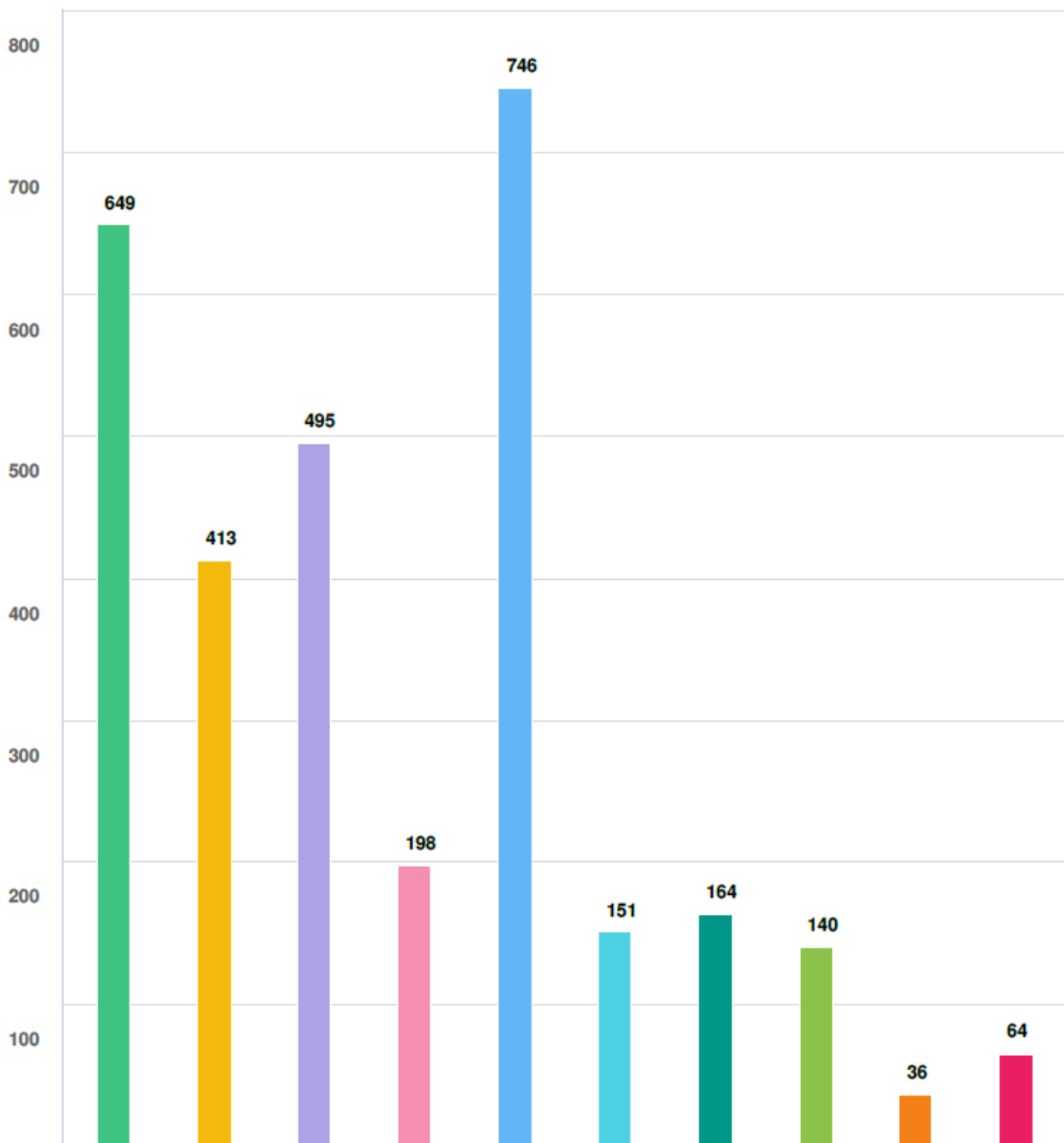
Question options

- Heavy rainfall
 ● Overflowing river
 ● Blocked or overflowing sewers
 ● Blocked or unmaintained watercourses
- Groundwater incursion
 ● Canals, lakes or other water features
 ● Flooding from the sea
 ● Wave overtopping
- Don't know
 ● Other (please specify)

Mandatory Question (1256 response(s))

Question type: Checkbox Question

Q10 In the future, which, if any, of the following ways would you prefer to find out about flooding and flood risk management? (Please tick all that apply)



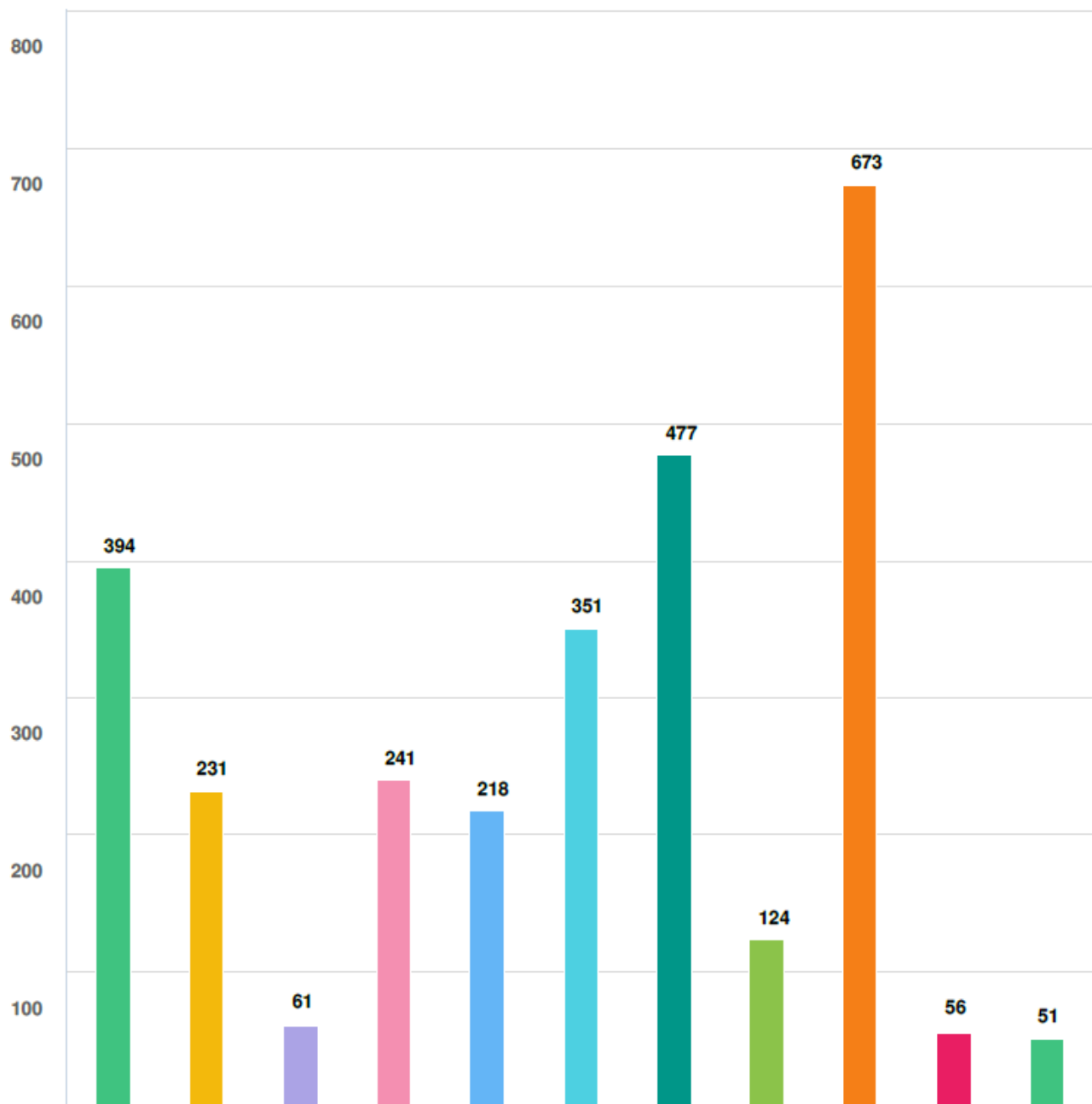
Question options

- West Sussex County Council Website
 ● Local newsletters
 ● Social media
 ● Local resident's meetings
 ● Email
- Letters
 ● Public Events
 ● Information from public spaces (i.e. Local Libraries)
 ● Don't know
- Other (please specify)

Optional question (1224 response(s), 32 skipped)

Question type: Checkbox Question

Q11 Which, if any, of the following topics would you like more information on? (Please tick up to three options)



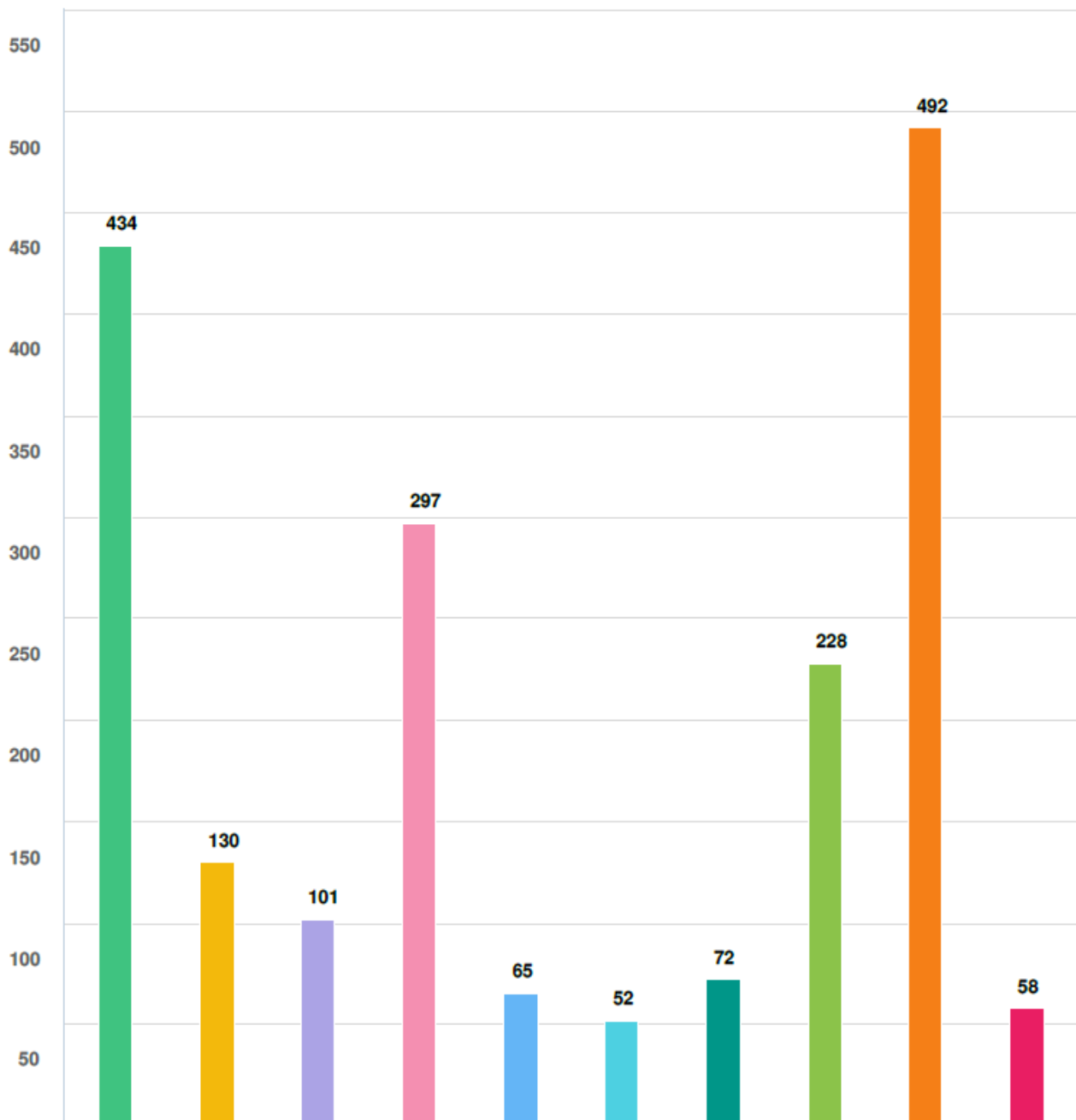
Question options

- Flood Risk to my property
 ● How to Improve the flood resilience of my property
 ● Securing suitable insurance
- How to prepare and respond to a flood
 ● What to do in an emergency
 ● Available flood warning services
- Who to contact after a flood (including who is responsible for dealing with different types of flooding)
- How to get involved in flood resilience or community initiatives
 ● Actions that WCC are taking to manage flood risk
- Don't know
 ● Other (please specify)

Mandatory Question (1256 response(s))

Question type: Checkbox Question

Q12 Which, if any, of the following do you currently do to prepare for flooding? (Please tick all that apply)



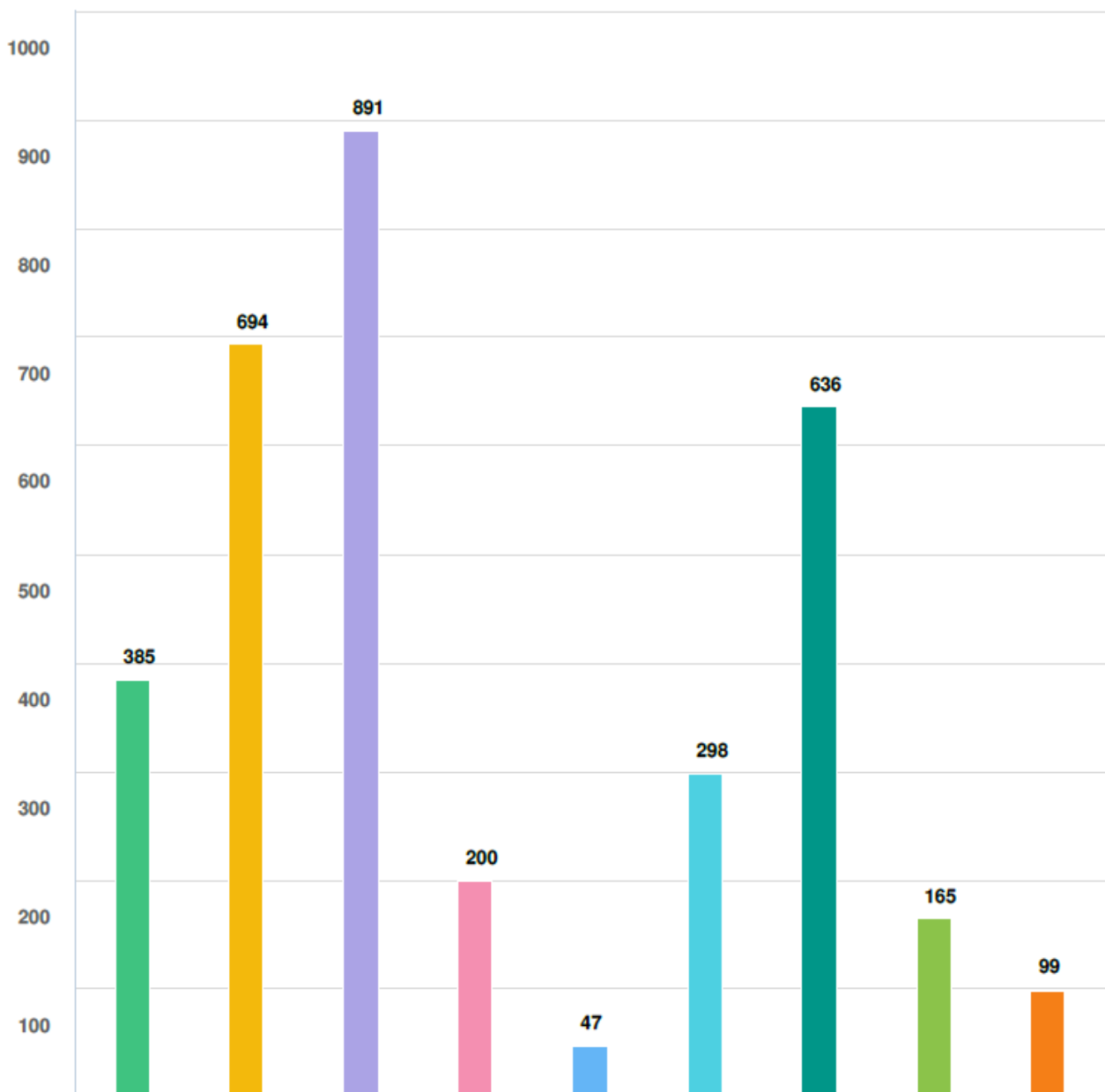
Question options

- Find out the flood risk to my property
 ● Prepare a flood emergency plan
- Install property level flood protection to a property
 ● Sign up to available flood warning systems
- Helping to prepare a community flood management plan
 ● Member of a local flood risk action group
- Volunteer during a flood event
 ● Have sufficient flood insurance
 ● None of the above
 ● Other (please specify)

Mandatory Question (1255 response(s))

Question type: Checkbox Question

Q13 When it comes to flood risk management, which, if any, of the following do you think West Sussex should prioritise? (Please tick up to three options)



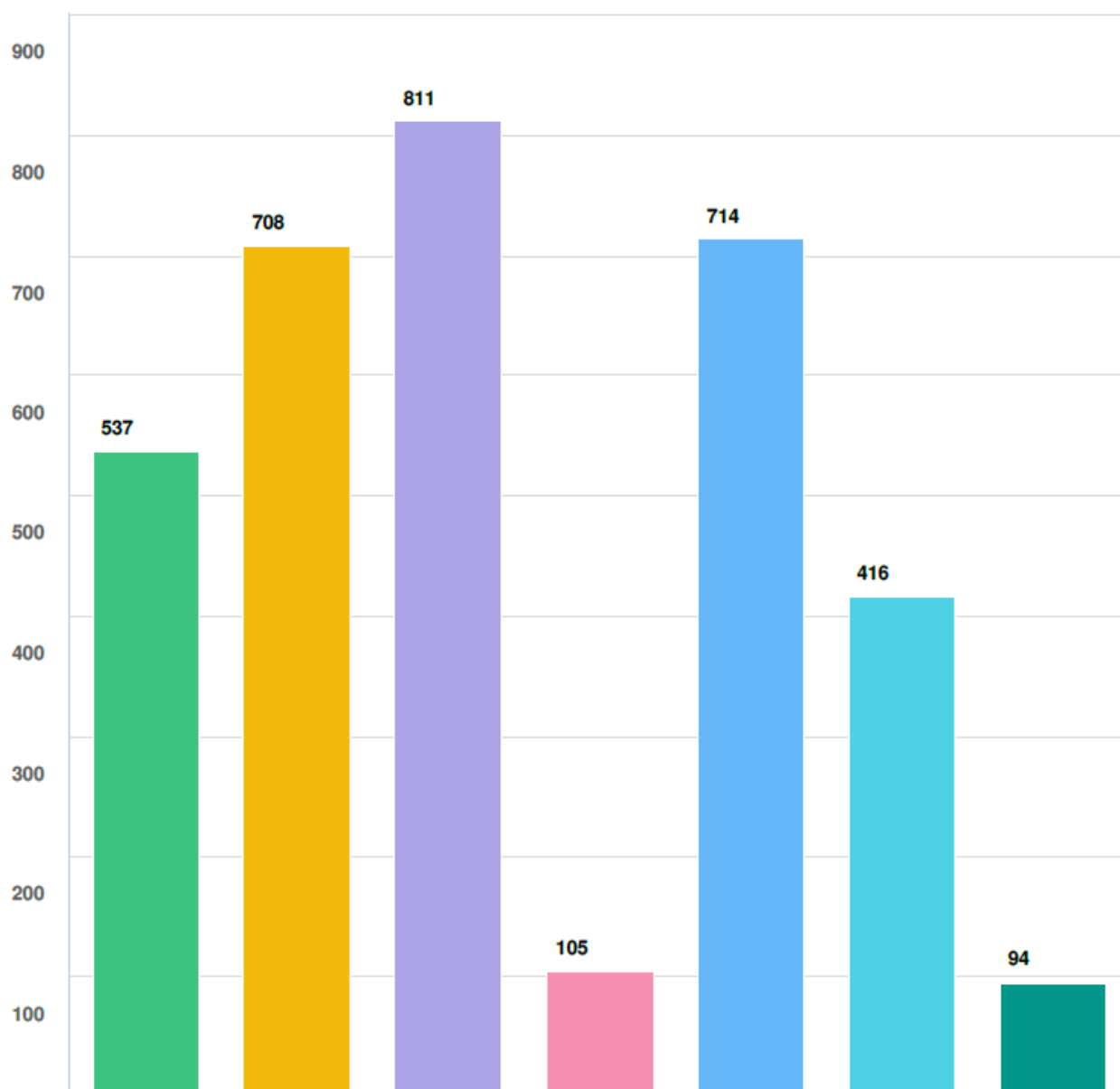
Question options

- Improving understanding of local flood risk
 ● Maintenance of existing flood management infrastructure
- Improvements to local flood management infrastructure
 ● Better support for community preparedness to local flooding
- Enabling collaboration for businesses, residents and other stakeholders
- Encouraging a sustainable approach to flood risk management that also contributes to social and environmental needs
- Greater requirements for flood risk assessments for new development
- Minimising the consequences of flooding for businesses and the local economy
 ● Other (please specify)

Mandatory Question (1255 response(s))

Question type: Checkbox Question

Q14 Thinking about flooding...which, if any, of the following are your preferred list of actions? (Please tick up to three options)



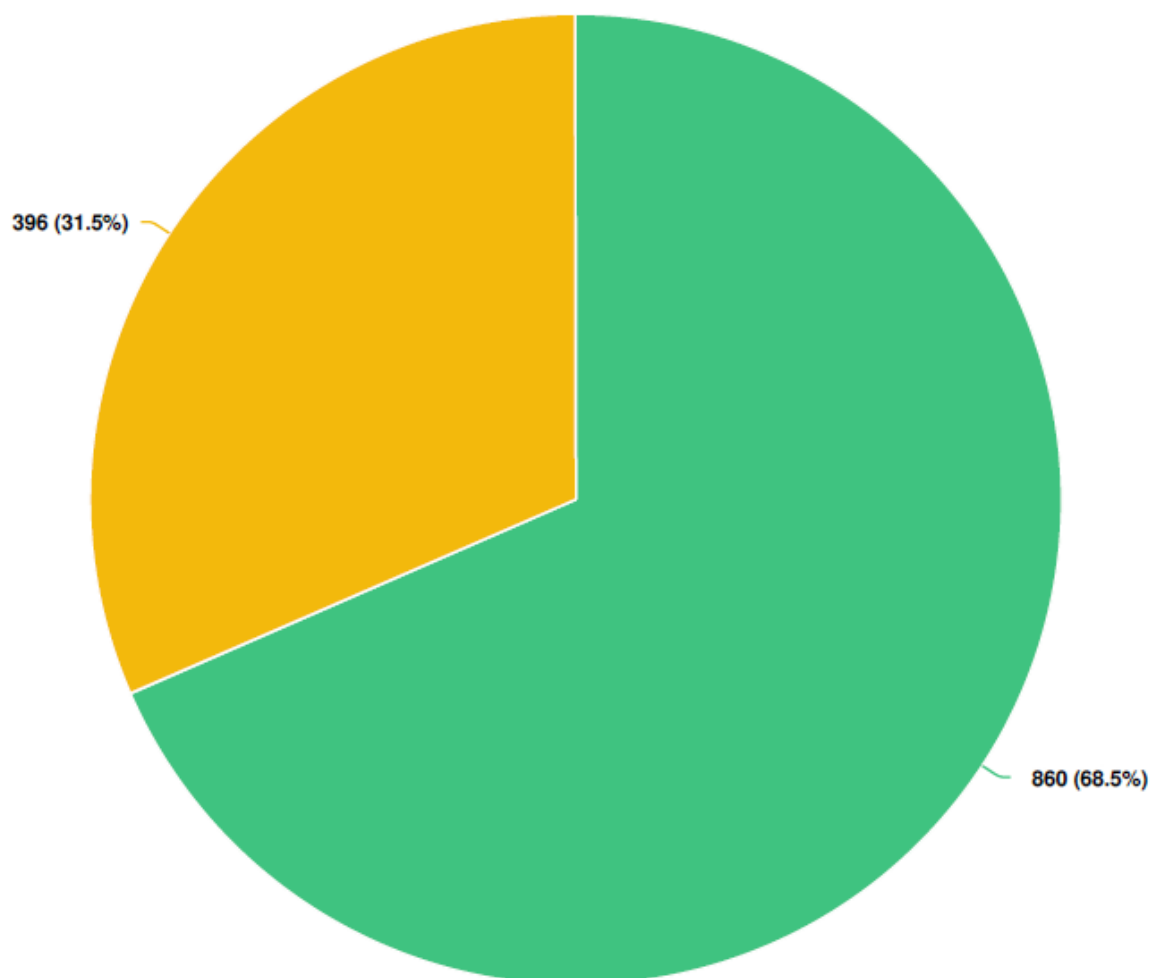
Question options

- Investigating which areas are likely to be at risk of flooding in the future ● Investigating existing flooding problems
- Maintenance and improvement of existing flood defences
- Empowering/supporting individuals to take action to prevent flooding to their property
- Encouraging new developments to incorporate measures to reduce local flood risk
- Encouraging flood risk management activities which contribute to wider benefits, such as improvements to biodiversity and nature, traffic calming, improvements in air quality and carbon reduction
- Other (please specify)

Mandatory Question (1256 response(s))

Question type: Checkbox Question

Q15 Would you be happy to be contacted by us in the future?

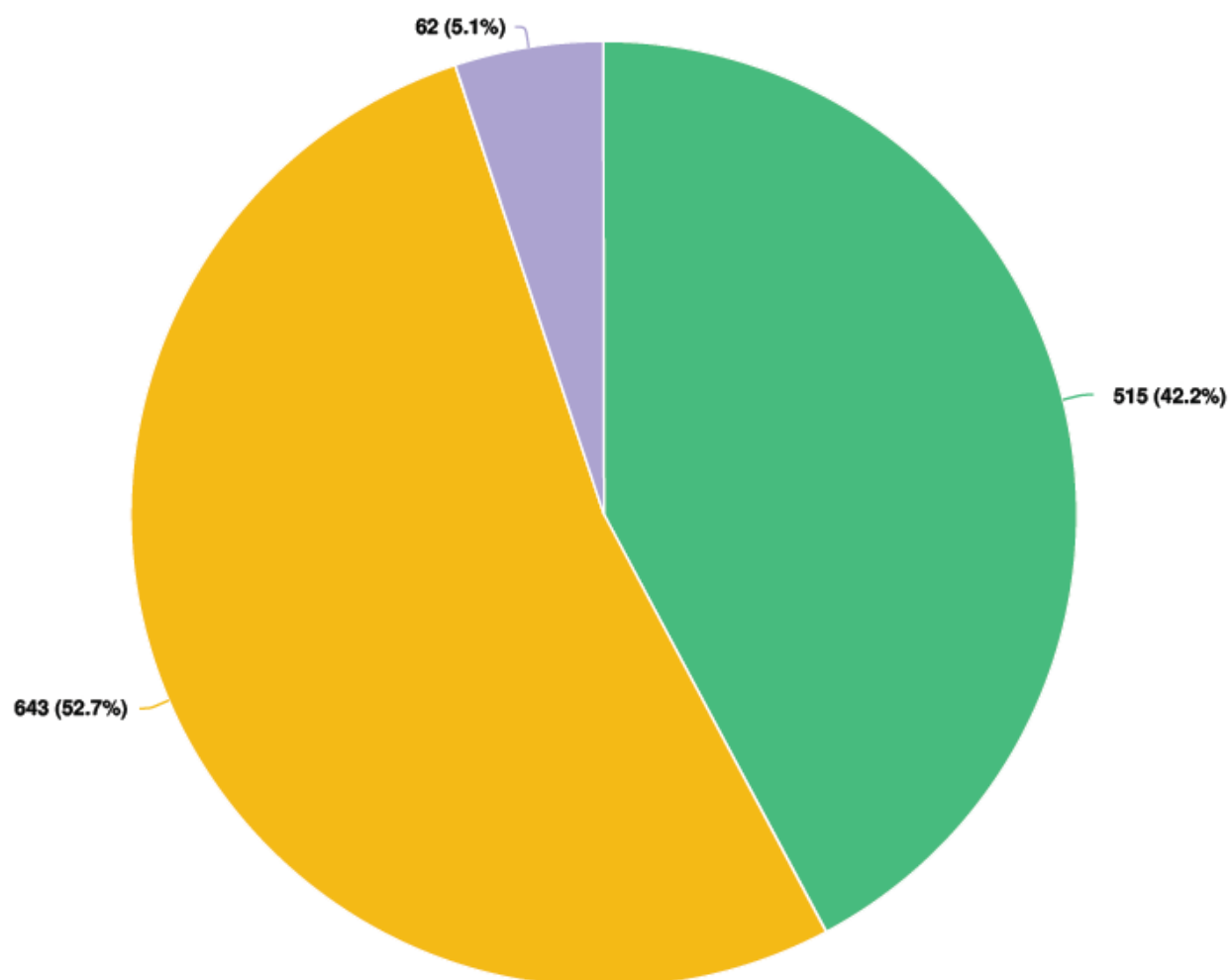


Question options

☒ Yes ☐ No

Mandatory Question (1256 response(s))
Question type: Radio Button Question

Q16 Are you...

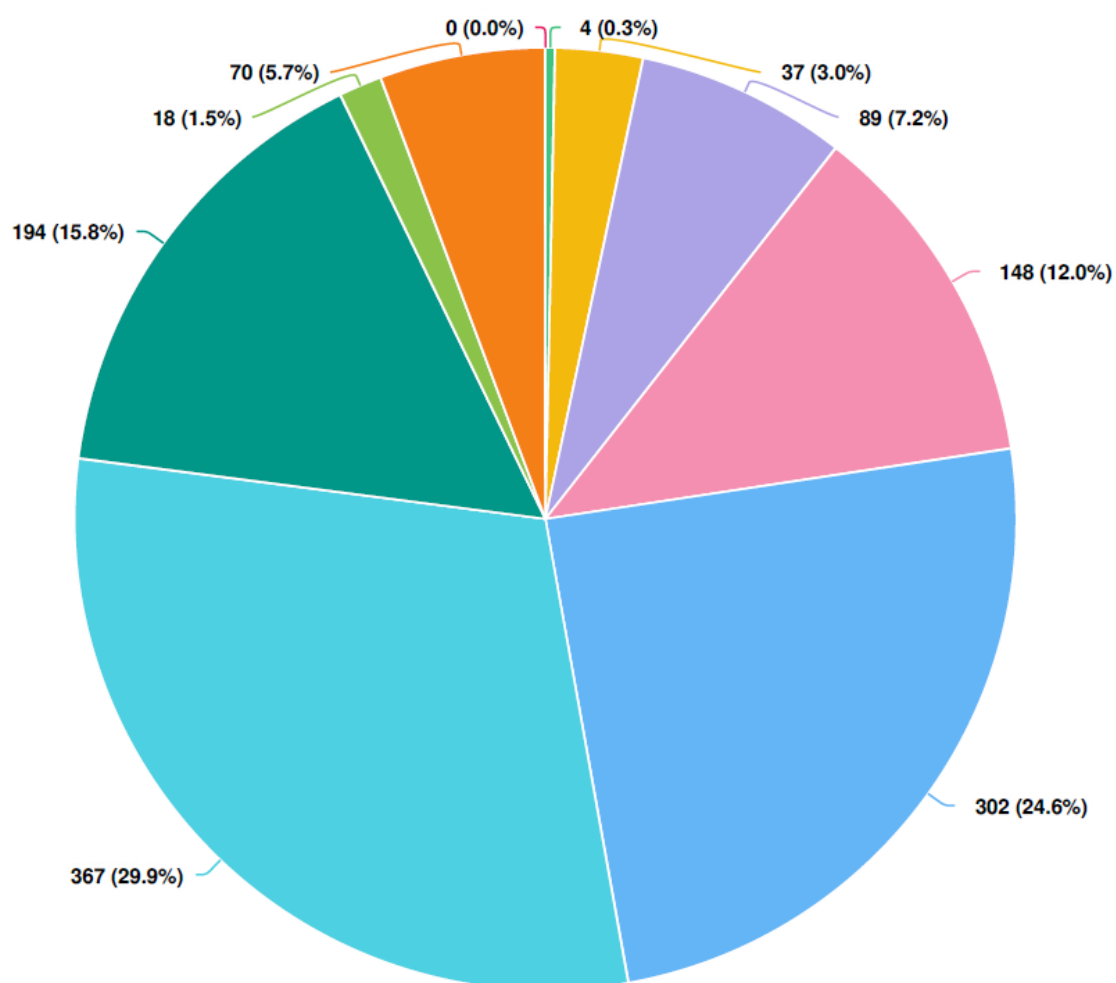


Question options

Male Female Prefer not to say

Optional question (1220 response(s), 36 skipped)
Question type: Radio Button Question

Q17 Which of the following age groups best describes you?

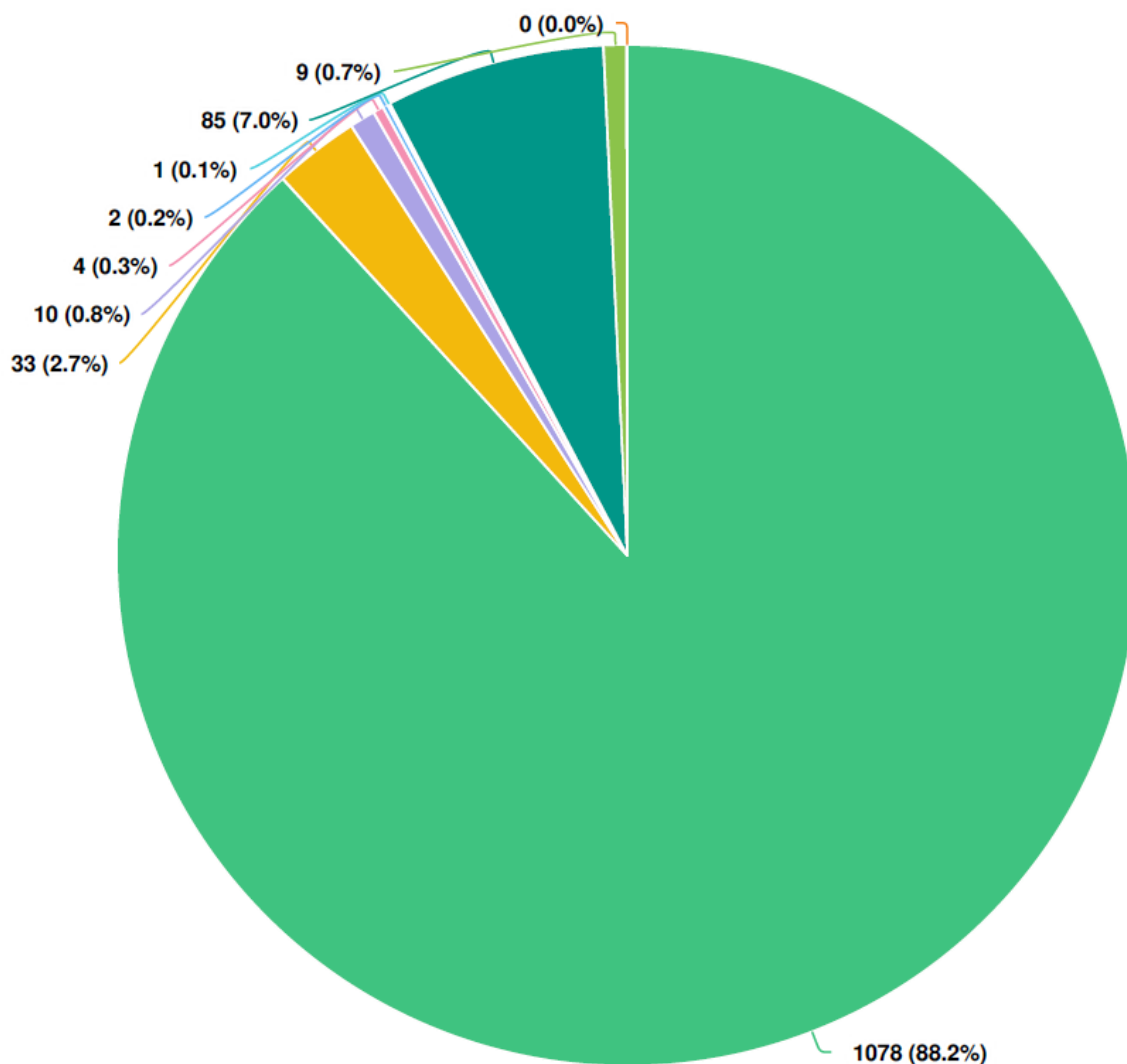


Question options

● 20-24
 ● 25-34
 ● 35-44
 ● 45-54
 ● 55-64
 ● 65-74
 ● 75-84
 ● 85+
 ● Prefer not to say

Optional question (1229 response(s), 27 skipped)
Question type: Radio Button Question

Q18 Which of the following best describes your ethnic group?

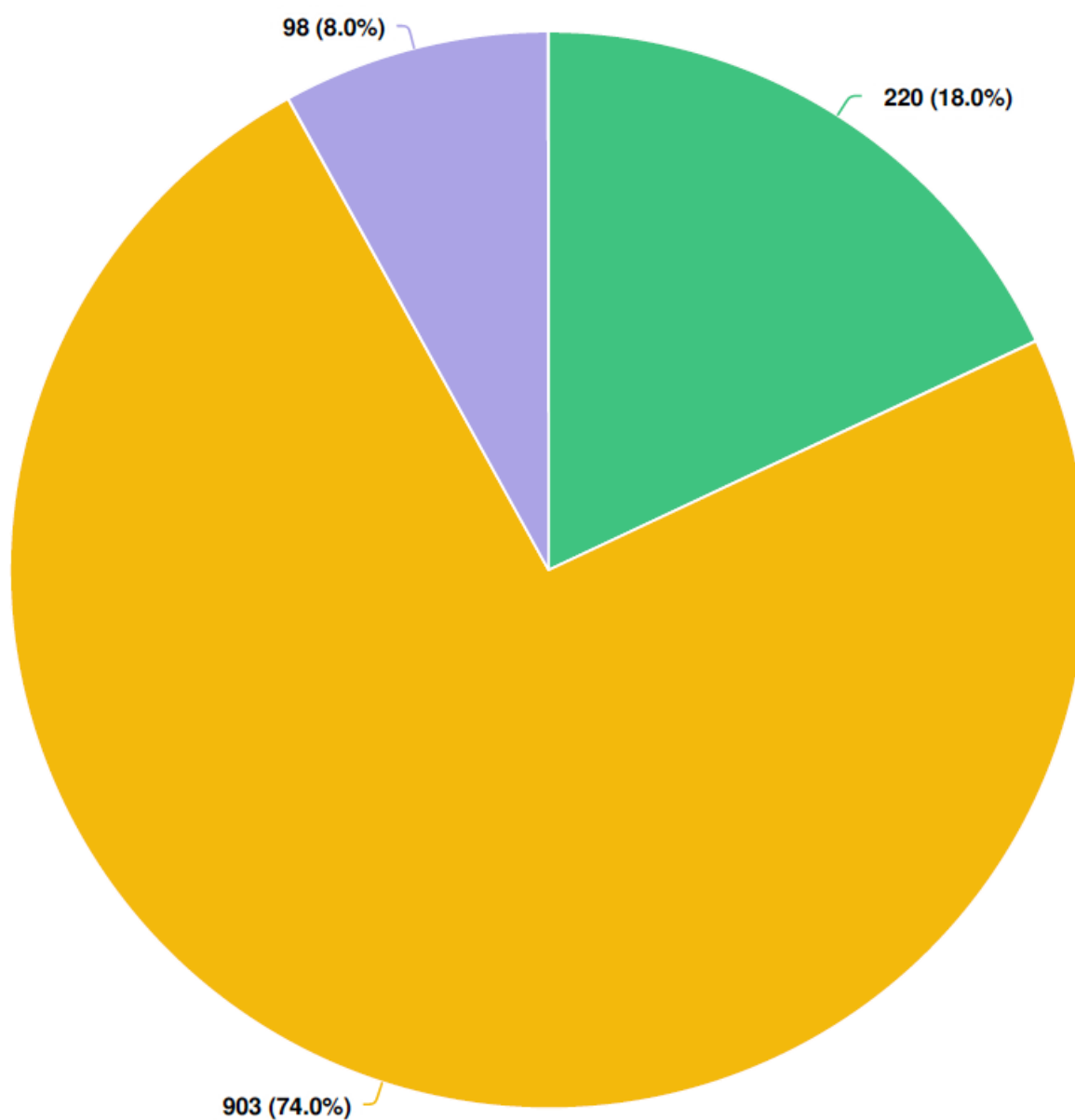


Question options

● White British
 ● White other
 ● Mixed
 ● Asian
 ● Chinese
 ● Gypsy/Irish Traveller
 ● Prefer not to say
 ● Other (please specify)
 ● Black

Optional question (1222 response(s), 34 skipped)
Question type: Radio Button Question

Q19 Do you consider yourself to have a disability or long-term illness?

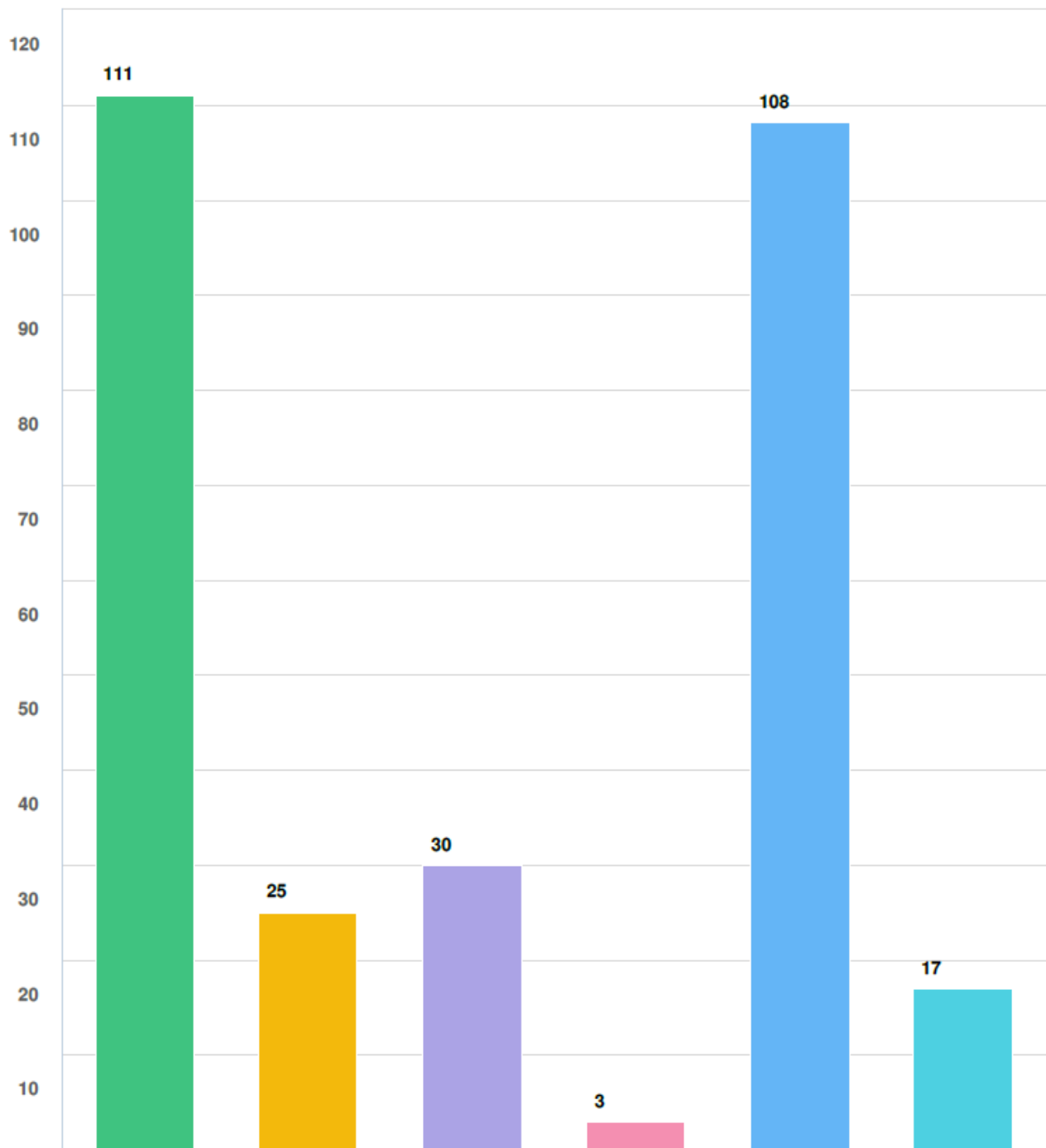


Question options

● Yes ● No ● Prefer not to say

*Optional question (1221 response(s), 35 skipped)
Question type: Radio Button Question*

Q20 If yes, please state what your disability is (Please select all that apply)



Question options

- Physical impairment
- Sensory impairment
- Mental health issue
- Learning disability
- Long-term illness
- Other

Optional question (220 response(s), 1036 skipped)

Question type: Checkbox Question