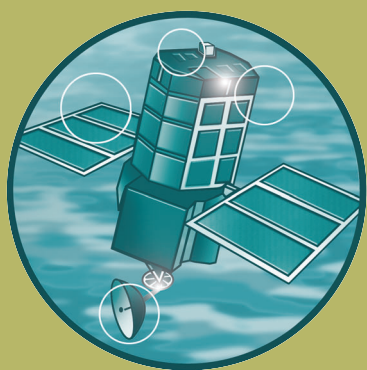


Joint Defra/EA Flood and Coastal Erosion Risk Management R&D Programme

Development of economic appraisal methods for flood management and coastal erosion protection

Objective 13: The damage reducing effects of flood warnings - Appendix: Questionnaire

R&D Project Record FD2014/PR3



Post Event Survey: Final Version (20/01/05)
Households flooded September 2000 onwards SECOND PHASE January 2005

Sample Point Number

Area code:

(11) (12)

Town/village identifier code

(13)

Name of town or village:

Gender

Male	1	
Female	2	(14)

WRITE IN & CODE EXACT AGE

Exact Age

(15) (16)

18-24	1	
25-34	2	
35-44	3	
45-54	4	
55-59	5	
60-64	6	
65-74	7	
75+	8	(17)

Working Status of Respondent:

Working - Full time (30+ hrs)	1	
- Part-time (9-29 hrs)	2	
Unemployed	3	
Not working - retired	4	
- looking after house/children	5	
- invalid/disabled	6	
Student	7	
Other	8	(18)

Occupation of Chief Income Earner

Position/rank/grade

Industry/type of company

Quals/degree/apprenticeship

Number of staff responsible for

REMEMBER TO PROBE FULLY AND CODE FROM ABOVE

Class

A	1	
B	2	
C1	3	
C2	4	
D	5	
E	6	(19)

Respondent is:

Chief Income Earner	1	
Not Chief Income Earner	2	(20)

Interviewer Declaration

I confirm that I have carried out this Interview face-to-face with the named person of the address attached and that I asked all the relevant questions fully and recorded the answers in conformance with the survey specification and within the MRS Code of Conduct and the Data Protection Act 1998.

Signature:

Interviewer Name (CAPS):

.....

Interviewer Number:

/

(21) (22) (23) (24) (25) (21-25)

Day of Interview 1 2 3 4 5 6 7
(Mon) (Thur) (Sun) (26)

Date of Interview: / /05 (27-30)

Length of Interview: (minutes) (31-32)

QA **Could you tell me what type of property this is? Is it a...** READ OUT. SINGLE CODE.

Detached house	1
Semi-detached house	2
Terraced house	3
Bungalow	4
Maisonette/split level flat with a basement or ground level floor	5
Ground floor/basement flat	6
Mobile home	7
Other (PLEASE WRITE IN & CODE '8')	8

(33)

QB **And could you tell me approximately when this property was built? Which decade?** READ OUT. SINGLE CODE.

Before 1919	1
1919-1944	2
1945-1959	3
During the 1960s	4
During the 1970s	5
During the 1980s	6
During the 1990s	7
Since 2000	8
Don't know	9

(34)

QC **Before the flooding did you or anyone in your household have any long-term illness, health problems or disability which limited your/their daily activities or the work you/they could do (including problems which are due to old age)?** SINGLE CODE ONLY

Yes	1	ASK QD
No	2	GO TO QF
Don't know	3	

(35)

IF 'YES' AT QC (CODE '1') ASK QD. OTHERS GO TO QF.

QD **And does this come into any of the following categories?** MULTICODE OK

Hearing difficulties	1
Visual difficulties	2
Physical difficulties	3
Learning difficulties	4
Other disabilities or difficulties	5

(36)

QE **Did the presence in the household of someone with a long term illness or disability affect your household's ability to take action to protect your property in the recent/most serious flood in any way?**

Yes a lot	1
Yes a little	2
No no effect	3

(37)

ASK ALL

QF **Is English your first language?**

Yes	1
No	2
Don't know	3

(38)

QG **At what age did you complete full-time education?** WRITE IN

Age
(39) (40)

QH SHOWCARD O **Can you please indicate which one of the following letters represents your gross household income (before tax) per week, month, or year?** SINGLE CODE ONLY

	Gross Income			
	per week	per month	per year	(41)
D	Under £100	Under £400	Under £5,000	1
K	£100-£199	£400-£799	£5,000-£9,999	2
S	£200-£399	£800-£1,599	£10,000-£19,999	3
P	£400-£599	£1,600-£2,399	£20,000-£29,999	4
M	£600-£799	£2,400-£3,199	£30,000-£41,549	5
B	£800-£999	£3,200-£3,999	£41,550-£51,999	6
U	£1,000 or more	£4,000 or more	£52,000 or more	7
	Refused			8

INTERVIEWER RECORD END TIME AFTER DEMOGRAPHICS
 Hours Mins

INTERVIEWER RECORD START TIME
 Hours Mins

INTRODUCTION/CONFIDENTIALITY

Good morning, afternoon, evening. My name is from MORI, the research organisation, and we are carrying out a survey for Middlesex University's Flood Hazard Research Centre. The interview will take about 35 minutes.

I would like to assure you that all the information we collect will be kept in the strictest confidence, and used for research purposes only. It will not be possible to identify any particular individual or address in the results.

Q1. Is this address a residential or business premises? SINGLE CODE ONLY

Residential	1	ASK Q2	
Business	2	THANK AND CLOSE	
Both	3	ASK Q2	(42)

ASK IF RESIDENTIAL AT Q1 (CODES 1 AND 3). OTHERS THANK AND CLOSE

Q2. Can I just check, has this property been flooded since September 2000? By 'flooding', I mean water overflowing from rivers or streams, or rainwater/melting snow running off gardens and pavements, and overflowing from drains (not burst pipes or leaking appliances inside the home). SINGLE CODE ONLY

Yes	1	ASK Q3	
No	2	THANK AND CLOSE	
Don't know	3	THANK AND CLOSE	(43)

ASK IF PROPERTY FLOODED SINCE SEPTEMBER 2000 (CODE 1). OTHERS THANK AND CLOSE

Q2.b And were you present at the time, or were you away overnight or living somewhere else at the time? SINGLE CODE ONLY

Yes, living here	1	ASK Q3	
Away overnight	2	THANK AND CLOSE	
Living somewhere else	3	THANK AND CLOSE	(44)

ASK IF WERE LIVING AT ADDRESS (CODE 1) AT Q2.b. OTHERS THANK AND CLOSE
I would like to ask you about the flooding that has occurred in recent years...

Q3. SHOWCARD A (R) Which, if any, of these parts of your residential property have been flooded since September 2000? Just read out the letter or letters. MULTICODE OK

A	Inside your home, under floor or in the basement or cellar of the property	1	
B	In the garage or outbuildings	2	ASK Q4
C	In the garden or driveway	3	
	None of these	4	SEE FILTER BELOW
	Don't know	5	(45)

IF QUOTA FOR PROPERTIES WHERE ONLY GARAGE OR OUTBUILDINGS (CODE '2' AT Q3) HAVE BEEN FLOODED HAS BEEN FILLED, THEN THANK AND CLOSE

IF ONLY GARDENS AND DRIVEWAY HAVE BEEN FLOODED (CODE '3' AT Q3), THEN THANK AND CLOSE

IF PROPERTY IS BOTH BUSINESS AND RESIDENTIAL (AT Q1, CODE 3) AND ONLY outhouses or GARAGE HAVE BEEN FLOODED, THEN THANK AND CLOSE

ALL OTHERS GO TO Q4

Q4. **How long have you lived at this address?** SINGLE CODE ONLY

Less than 1 year	(46) 1		
1 year or more (CODE '2' & WRITE IN NUMBER OF YEARS USING LEADING ZEROS)	2	<input type="checkbox"/>	<input type="checkbox"/>
		(47)	(48)
Don't know	3		

(46-48)

Q5. **Including yourself, how many people in your household are...?** WRITE IN NUMBER OF PEOPLE IN EACH APPLICABLE BOX. IF NONE, LEAVE BLANK.

Children under 5	<input type="checkbox"/>	(49)
Children 5-9	<input type="checkbox"/>	(50)
Young people 10-17	<input type="checkbox"/>	(51)
Adults aged 18-64	<input type="checkbox"/>	(52)
Adults aged 65-74	<input type="checkbox"/>	(53)
Adults aged 75 and over	<input type="checkbox"/>	(54)

Q6. **Before the recent flooding, were you aware that your address is in an area at risk from flooding?** SINGLE CODE ONLY

Yes	1	
No	2	
Don't know	3	(55)

Q7. **Since you have been living here, how many times altogether has this address been flooded...** READ OUT a-c. WRITE IN FOR EACH USING LEADING ZEROS. IF NEVER, LEAVE BLANK

			Don't know
a	...Inside, under floor or in the basement or cellar of the property?	<input type="checkbox"/>	<input type="checkbox"/>
		(56)	(57)
			1
		(58)	
b	...In the garage or outbuildings?	<input type="checkbox"/>	<input type="checkbox"/>
		(59)	(60)
			1
		(61)	
c	...In garden or driveway?	<input type="checkbox"/>	<input type="checkbox"/>
		(62)	(63)
			1
		(64)	

(56-64)

IF ANSWER AT Q7A OR Q7B IS TWO OR MORE, ASK Q8. OTHERS GO TO Q9.A

Q8. **How many times altogether since September 2000 has this address been flooded inside, under floor or in the basement or cellar, or in the garage or outbuildings?**
WRITE IN USING LEADING ZEROS. SINGLE CODE ONLY

Number of floods since September 2000		<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>		<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>		Don't know 1
		(65)		(66)		(67)

(65-67)

ASK ALL

Q9.a **Thinking about...** READ OUT AS APPROPRIATE

IF FLOODED ONCE SINCE SEPTEMBER 2000 ...**your recent flood...**

IF FLOODED MORE THAN ONCE SINCE SEPTEMBER 2000 ...**your most serious flood since September 2000...**

... **what was the approximate date of that flood event?** WRITE IN USING LEADING ZEROS

<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>	<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>	month	<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>	<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>	<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>	<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>	year
(68)	(69)		(70)	(71)	(72)	(73)	
Don't know			2				

(74)

Q9.b **Did the flooding start during the night or in the day time?** SINGLE CODE ONLY

Day time		1
Night time		2
Don't know		3

(75)

Q10. SHOWCARD B (R) **Thinking now just about that flood, where did your property flood?**
MULTICODE OK

A	Above floor level of property	1	ASK Q11 AND Q12
B	Below floor level of property	2	
C	Basement or cellar	3	
D	Garage or outbuildings	4	
E	Garden	5	GO TO Q13
F	Drive	6	
	Don't know	7	

(76)

ASK IF FLOODING REACHED ABOVE FLOOR LEVEL (CODE '1' AT Q10). OTHERS GO TO Q13

Q11. **Approximately, how high above floor level did the water reach?** WRITE IN USING LEADING ZEROS

<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>	<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>	feet	<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>	<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>	inches
(77)	(78)		(79)	(80)	
Don't know			2		

(81)

Q12. **Approximately, how long did the floodwaters stay in your property?** WRITE IN USING LEADING ZEROS

<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>	<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>	<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>	<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>	<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>	<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>
(82)	(83)	(84)	days	(85)	(86)

Don't know	2	
------------	---	--

(87)

ASK ALL

Q13. **So, before or during that flooding, did your household receive any kind of warning, whether official or unofficial, that your property might flood?** SINGLE CODE ONLY

Yes – had warning <u>before</u> flood	1	ASK Q14A
Yes – had warning <u>during</u> flood	2	ASK Q14A
No – no warning	3	GO TO Q14B
Don't know	4	

(88)

ASK Q14A IF RECEIVED A WARNING EITHER BEFORE OR DURING FLOOD (CODES '1' OR '2' AT Q13). OTHERS GO TO Q14.B

Q14.a **How did you receive this warning?** MULTICODE OK. DO NOT PROMPT. PROBE FULLY USING **What else?**

	(89)
Recorded telephone message from the Environment Agency	1
Personal telephone call from the Environment Agency	2
You telephoned Floodline	3
From a neighbour / friend / relative	4
From a flood warden	5
From the police	6
From the fire brigade	7
From your local authority	8
From a radio announcement / broadcast	9
From a television announcement / broadcast	0
From a warning siren or loudspeaker	X
From BBC Ceefax	Y
	(90)
From ITV Teletext	1
Personal observation/saw water level rising	2
Warning via a fax from Environment Agency	3
Other (PLEASE WRITE IN & CODE '4')	4
Don't know	5

(89-90)

ALL THOSE WHO HAD WARNING NOW GO TO FILTER AT Q15

ASK Q14.B OF THOSE WHO HAD NO WARNING OR DID NOT KNOW (CODES '3' OR '4' AT Q13).
OTHERS GO TO FILTER AT Q15

Q14.b SHOWCARD C (R) **Can I just check, did you receive a warning in any of these ways?**
MULTICODE OK. DO NOT PROMPT

		(11)
A	Recorded telephone message from the Environment Agency	1
B	Personal telephone call from the Environment Agency	2
C	You telephoned Floodline	3
D	From a neighbour / friend / relative	4
E	From a flood warden	5
F	From the police	6
G	From the fire brigade	7
H	From your local authority	8
I	From a radio announcement / broadcast	9
J	From a television announcement / broadcast	0
K	From a warning siren or loudspeaker	X
L	From BBC Ceefax	Y
		(12)
M	From ITV Teletext	1
N	Personal observation/saw water level rising	2
O	Warning via a fax from Environment Agency	3
	Other (PLEASE WRITE IN & CODE '4')	4
	None of these	5
	Don't know	6

ASK Q15

GO TO Q26

(11-12)

ASK Q15-17 IF RECEIVED A WARNING FROM MORE THAN ONE SOURCE (MORE THAN ONE CODE AT Q14A OR Q14B).

IF RECEIVED A WARNING FROM ONLY ONE SOURCE, THEN GO TO Q18. OTHERS GO TO Q26.

Q15. **By which method did you receive the first flood warning?** SINGLE CODE ONLY. DO NOT PROMPT

	(13)
Recorded telephone message from the Environment Agency	1
Personal telephone call from the Environment Agency	2
You telephoned Floodline	3
From a neighbour / friend / relative	4
From a flood warden	5
From the police	6
From the fire brigade	7
From your local authority	8
From a radio announcement / broadcast	9
From a television announcement / broadcast	0
From a warning siren or loudspeaker	X
From BBC Ceefax	Y
	(14)
From ITV Teletext	1
Personal observation/saw water level rising	2
Warning via a fax from Environment Agency	3
Other (PLEASE WRITE IN & CODE '4')	4
Don't know	5

(13-14)

Q16. **By which method did you receive the second flood warning?** SINGLE CODE ONLY. DO NOT PROMPT

	(15)	
Recorded telephone message from the Environment Agency	1	
Personal telephone call from the Environment Agency	2	
You telephoned Floodline	3	
From a neighbour / friend / relative	4	
From a flood warden	5	
From the police	6	
From the fire brigade	7	
From your local authority	8	
From a radio announcement / broadcast	9	
From a television announcement / broadcast	0	
From a warning siren or loudspeaker	X	
From BBC Ceefax	Y	
	(16)	
From ITV Teletext	1	
Personal observation/saw water level rising	2	
Warning via a fax from Environment Agency	3	
Other (PLEASE WRITE IN & CODE '4')	4	
Don't know	5	(15-16)

ASK Q17 IF RECEIVED MORE THAN TWO FLOOD WARNINGS. OTHERS GO TO FILTER AT Q18

Q17. **By which method did you receive the third flood warning?** SINGLE CODE ONLY. DO NOT PROMPT

	(17)	
Recorded telephone message from the Environment Agency	1	
Personal telephone call from the Environment Agency	2	
You telephoned Floodline	3	
From a neighbour / friend / relative	4	
From a flood warden	5	
From the police	6	
From the fire brigade	7	
From your local authority	8	
From a radio announcement / broadcast	9	
From a television announcement / broadcast	0	
From a warning siren or loudspeaker	X	
From BBC Ceefax	Y	
	(18)	
From ITV Teletext	1	
Personal observation/saw water level rising	2	
Other (PLEASE WRITE IN & CODE '3')	3	
Don't know	4	(17-18)

ASK Q18-Q25 OF ALL THOSE WHO RECEIVED A FLOOD WARNING (CODES '1' AND '2') AT Q13
 ALL THOSE WHO DID NOT RECEIVE A FLOOD WARNING, GO TO Q26

Q18. SHOWCARD D (R) **How informative was/were the warning(s) you received?** SINGLE CODE ONLY

Very informative	1	GO TO Q20	
Fairly informative	2		
Not very informative	3	ASK Q19	
Not at all informative	4		
Don't know	5	GO TO Q20	(19)

ASK Q19 IF THE WARNINGS WERE 'FAIRLY INFORMATIVE', 'NOT VERY INFORMATIVE', 'NOT AT ALL INFORMATIVE' (CODES 2-4 AT Q18). OTHERS GO TO Q20

Q19. **Why did you say the warning(s) was/were ...?** READ OUT ANSWER FROM Q18 PROBE FULLY AND WRITE IN. (20)

ANY ANSWER (WRITE IN AND CODE '1') 1

None/no answer X

Don't know Y (21-22)

ASK ALL THOSE WHO RECEIVED A FLOOD WARNING (CODES '1' AND '2') AT Q13
 OTHERS GO TO Q26

Q20. **From the warning(s) did you believe that the property was at risk from flooding?**

Yes	1	GO TO Q22	
No	2	ASK Q21	
Don't know	3		(23)

ASK Q21 OF ALL THOSE WHO DID NOT BELIEVE THEIR PROPERTY WAS AT RISK FROM FLOODING, OR DID NOT KNOW (CODES '2' OR '3' AT Q20). OTHERS GO TO FILTER AT Q22

Q21. **Why did you not believe your property was at risk?** PROBE FULLY AND WRITE IN. (24)

ANY ANSWER (WRITE IN AND CODE '1') 1

None/no answer X

Don't know Y (25-26)

ASK IF BELIEVED PROPERTY WAS AT RISK FROM FLOODING (CODE '1' AT Q20). OTHERS GO TO Q23.

Q22. **And from the warning(s) did you believe that the property was going to flood?** SINGLE CODE ONLY

Yes	1	GO TO Q24	
No	2	ASK Q23	
Don't know	3		(27)

ASK Q23 OF ALL THOSE WHO DID NOT BELIEVE THEIR PROPERTY WAS GOING TO FLOOD, OR DID NOT KNOW (CODING '2' OR '3' AT Q22). OTHERS GO TO Q24

Q23. **Why did you not believe your property would flood?** PROBE FULLY AND WRITE IN. (28)

ANY ANSWER (WRITE IN AND CODE '1') 1

None/no answer X

Don't know Y (29-30)

ASK ALL WHO RECEIVED A FLOOD WARNING (CODES '1' AND '2') AT Q13 OTHERS GO TO Q26

Q24. **How long before you flooded did you receive a first warning?** SINGLE CODE ONLY

Less than half an hour before	1
Half an hour, up to 1 hour before	2
1 hour, up to 2 hours before	3
2 hours, up to 3 hours before	4
3 hours, up to 4 hours before	5
4 hours, up to 5 hours before	6
5 hours, up to 6 hours before	7
6 hours, up to 7 hours before	8
7 hours, up to 8 hours before	9
8 hours or more	0
Received first warning after flood entered property	X
Don't know	Y

(31)

Q25. **Were all, some or none of your household at home when you received this first warning?** IF SINGLE PERSON HOUSEHOLD AND AT HOME CODE ALL HOUSEHOLD MEMBERS AT HOME

All household members at home	1
At least one household member at home	2
No one at home – all out at the time e.g. at work	3
Don't know	4

(32)

ASK ALL

Q26. **What were your priorities on first becoming aware of the possibility of flooding?** (33)
 PROBE FULLY USING **What else?** AND WRITE IN.
 ANY ANSWER (WRITE IN AND CODE '1) 1

None/no answer X (34-35)
 Don't know Y

Q27. **Did you and/or members of your household take any steps at all to protect your property after you became aware of the possibility of flooding (e.g. tried to stop the water getting in or moved things)?** SINGLE CODE ONLY

Yes	1	ASK Q28
No	2	GO TO Q29
Don't know	3	

(36)

ASK Q28 OF ALL THOSE WHO TOOK STEPS TO PROTECT PROPERTY (CODE '1' AT Q27). OTHERS GO TO Q29

Q28. **How many household members took action to protect your property?** WRITE IN USING LEADING ZEROS

(37) (38)
 Don't know | 2 (39)

ASK ALL

Q29. **Did you receive any other help in protecting your property?** SINGLE CODE ONLY

Yes	1	ASK Q30
No	2	GO TO Q32
Don't know	3	

(40)

ASK Q30 OF ALL THOSE WHO RECEIVED OTHER HELP (CODE '1' AT Q29). OTHERS GO TO Q32

Q30. **From which sources did you receive help?** MULTICODE OK. DO NOT PROMPT

Family <u>outside</u> the household	1	
Neighbours/friends	2	
Employees/Work colleagues	3	
Emergency services: police, fire brigade, ambulance	4	
Flood wardens	5	
Local authority staff	6	
Other (PLEASE WRITE IN & CODE '7')	7	(41)

Q31. **What help did you receive? PROBE FULLY USING What else? AND WRITE IN.** (42)

ANY ANSWER (WRITE IN AND CODE '1) 1

None/no answer	X
Don't know	Y

(43-44)

ASK ALL

Q32. **How long did you have to take action to protect your property before the flood entered your property? SINGLE CODE ONLY**

Q33. **How long did you have to take action to protect your property after the flood had entered your property? SINGLE CODE ONLY**

	Q32 (45)	Q33 (46)
Less than half an hour	1	1
Half an hour, up to 1 hour	2	2
1 hour, up to 2 hours	3	3
2 hours, up to 3 hours	4	4
3 hours, up to 4 hours	5	5
4 hours, up to 6 hours	6	6
6 hours, up to 8 hours	7	7
8 hours or more	8	8
Don't know	9	9
Did not take action	0	0

(45-46)

ASK Q34.A OF ALL THOSE WHO RECEIVED A FLOOD WARNING (CODES '1' AND '2') AT Q13
OTHERS GO TO FILTER AT Q36

Q34.a **Did you feel that you had enough notice of the flooding to act effectively or do you feel you should have had more notice? SINGLE CODE ONLY**

Should have had more notice	1	ASK Q34B
Had enough notice	2	GO TO Q37
Don't know	3	

(47)

ASK Q34.B OF ALL THOSE WHO FELT THEY SHOULD HAVE HAD MORE NOTICE (CODE '1' AT Q34.A).
OTHERS GO TO Q37

Q34.b **Did you receive a warning that was too late? SINGLE CODE ONLY**

Yes	1	ASK Q35
No	2	GO TO Q37
Don't know	3	

(49)

ASK Q35 OF ALL THOSE WHO FELT THE WARNING WAS TOO LATE (CODE '1' AT Q34.B). OTHERS GO TO Q37

Q35. **And how long after your property was first flooded did you receive this warning?**

Up to half an hour after	1
Half an hour, up to 1 hour after	2
1 hour, up to 2 hours after	3
2 hours, up to 3 hours after	4
3 hours, up to 4 hours after	5
4 hours, up to 5 hours after	6
5 hours, up to 6 hours after	7
6 hours before or after	8
Did not receive a warning	9
Don't know	0

(50)

ASK Q36 OF ALL THOSE WHO DID NOT RECEIVE A FLOOD WARNING (CODES '3' AND '4') AT Q13. OTHERS GO TO Q37

Q36. **Do you feel that you should have been given a flood warning? SINGLE CODE ONLY**

Yes	1
No	2
Don't know	3

(48)

ASK ALL

Q37. SHOWCARD E (R) **Which, if any, of the following actions did you take to prepare for flooding and to protect your property? Just read out the letter or letters that apply. MULTICODE OK**

(51)

A	Telephoned Floodline for further information	1
B	Listened out for warnings	2
C	Listened to local radio station for further information	3
D	Tried to find out more from the Environment Agency	4
E	Tried to find out more from Local Authority	5
F	Tried to find out more from Emergency Services	6
G	Tried to find out more from family, friend or neighbour	7
H	Phoned other household members to warn them	8
I	Moved yourself and others in household to a safe place	9
J	Moved valuable / personal belongings upstairs or to a safe place	0
K	Moved cars to safety	X
L	Moved animals/ pets to a safe place	Y
		(52)
M	Put floodboards or floodgates in place	1
N	Blocked doorways / airbricks with sandbags	2
O	Switched off gas and/or electricity and be prepared for loss of power	3
P	Took supplies of warm clothes, food etc to a safe place	4
Q	Warned your neighbours	5
R	Checked gas and / or electricity before re-use	6
S	Boiled tap water until declared safe	7
None of the above		8

ASK Q38

GO TO Q40.A

(51-52)

ASK Q38 OF THOSE WHO TOOK ACTION TO PREPARE FOR FLOODING AT Q37 (CODES 1-Y AND 1-7 AT Q37). OTHERS GO TO Q40.A

Q38. SHOWCARD F (R) **Thinking about the actions you took to prepare for the flood, how effective do you think these actions were in reducing damage caused by flooding?**

Very effective	1
Fairly effective	2
Not very effective	3
Not at all effective	4
Don't know	3

(53)

ASK ALL THOSE WHO TOOK ACTION AT Q37. OTHERS GO TO Q40.A

Q39. SHOWCARD G (R) **I am now going to read out some actions to prepare for flooding. Using the card, please tell me for each one whether the action was taken immediately when you knew there was a risk of flooding, a while later before the flooding, when flood water was seen in the property, after the flood, or not at all. Firstly... READ OUT A-S. ROTATE ORDER. TICK START**

		A Immediately I knew there was a risk of flood, before flooding	B A while later, before flooding	C When saw the flood waters in property	D After the flood	E Not taken at all		
<input type="checkbox"/>	a	...Telephoned Floodline for further information	1	2	3	4	5	(54)
	b	...Listened out for warnings	1	2	3	4	5	(55)
	c	...Listened to local radio station for further information	1	2	3	4	5	(56)
	d	...Tried to find out more from the Environment Agency	1	2	3	4	5	(57)
<input type="checkbox"/>	e	...Tried to find out more from Local Authority	1	2	3	4	5	(58)
	f	...Tried to find out more from Emergency Services	1	2	3	4	5	(59)
	g	...Tried to find out more from family, friend or neighbour	1	2	3	4	5	(60)
	h	...Phoned other household members to warn them	1	2	3	4	5	(61)
	i	...Moved yourself and others in household to a safe place	1	2	3	4	5	(62)
<input type="checkbox"/>	j	...Moved valuable / personal belongings upstairs or to a safe place	1	2	3	4	5	(63)
	k	...Moved cars to safety	1	2	3	4	5	(64)
	l	...Moved animals/ pets to a safe place	1	2	3	4	5	(65)
	m	...Put floodboards or floodgates in place	1	2	3	4	5	(66)
	n	...Blocked doorways / airbricks with sandbags	1	2	3	4	5	(67)
<input type="checkbox"/>	o	...Switched off gas and/or electricity and be prepared for loss of power	1	2	3	4	5	(68)
	p	...Took supplies of warm clothes, food etc to a safe place	1	2	3	4	5	(69)
	q	...Warned your neighbours	1	2	3	4	5	(70)
	r	...Checked gas and / or electricity before re-use	1	2	3	4	5	(71)
	s	...Boiled tap water until declared safe	1	2	3	4	5	(72)

ASK ALL

Q40.a SHOWCARD H (R) **Which, if any, of these rooms or parts of your property were flooded? Just read out the letter or letters that apply.** MULTICODE OK

Q40.b SHOWCARD H (R) AGAIN **Did you move or raise any items in any of these rooms or parts of your property and as a result save them from flood damage? Just read out the letter or letters that apply.** MULTICODE OK

Q40.c SHOWCARD H (R) AGAIN **Was anything in any of these rooms or parts of your property damaged by the flood? Just read out the letter or letters that apply.** MULTICODE OK

		Q40.a FLOOD (73)	Q40.b RAISED (74)	Q40.c DAMAGED (75)
A	Living/dining rooms/study/halls/ conservatory	1	1	1
B	Kitchen/utility	2	2	2
C	Bedroom	3	3	3
D	Bathroom/cloakroom	4	4	4
E	Garage/outbuildings/cellars	5	5	5
F	Any other parts of your property	6	6	6
	None of these	7	7	7
	Don't know	8	8	8

(73-75)

RESPONDENT CHECKLIST

CARD 3

10

Q41.a SHOWCARD I-L **Thinking about the READ OUT A-F ... Room/part of property which of the items on the list did you move or raise and as a result were saved from flood damage?** MULTICODE OK

Q41.b SHOWCARD I-L **AGAIN Thinking about the READ OUT A-F ... room which of the items were damaged by the flood?** MULTICODE OK

		Q41.a (11)	Q41.b (20)
A	...living/diningrooms/study /halls/conservatory		
	Sofas/armchairs	1	1
	Tables/desks/chairs	2	2
	Cupboards/units	3	3
	Television	4	4
	Video recorder	5	5
	DVD	6	6
	CD/cassette player	7	7
	Record player	8	8
	Radio	9	9
	Videos, CDs, DVDs, tapes, LPs, computer games	0	0
	Computer/laptop	X	X
	Printer/fax/scanner	Y	Y
		(12)	(21)
	Telephones	1	1
	Carpets/Rugs	2	2
	Curtains/blinds	3	3
	Cushions	4	4
	Heaters	5	5
	Lamps	6	6
	Personal papers or files	7	7
	Photos	8	8
	Books	9	9
Toys/games	0	0	
Plants and ornaments	X	X	
Other	Y	Y	
B	...kitchen/utility	(13)	(22)
	Gas or electric cooker	1	1
	Fridge/freezer	2	2
	Freezer	3	3
	Washing machine/washer-dryer	4	4
	Tumble dryer	5	5
	Dish washer	6	6
	Microwave	7	7
	Small electric appliances e.g. kettle, food mixer, iron	8	8
	Vacuum cleaner	9	9
	Ironing board	0	0
	Cooking utensils	X	X
	Cleaning utensils	Y	Y
		(14)	(23)
	Glassware	1	1
	China crockery/Dishes/Jars	2	2
	Cutlery	3	3
	Pots and pans	4	4
	Table and chairs	5	5
	Heaters	6	6
	Curtains/blinds	7	7
	Foodstuffs	8	8
	TV	9	9
Radio	0	0	
Other	X	X	

C	...bedrooms		
	Double/King-size bed(s)	Y	Y
		(15)	(24)
	Single bed(s)	1	1
	Cot	2	2
	Bedding/pillows	3	3
	Other furniture	4	4
	Television	5	5
	Video recorder	6	6
	DVD	7	7
	CD/cassette player	8	8
	Record player	9	9
	Radio/radio alarm	0	0
	Videos, CDs, DVDs, tapes, LPs/computer games	X	X
	Computer/laptop	Y	Y
		(16)	(25)
	Heater(s)	1	1
	Hair dryer/other electrical goods	2	2
	Lamps	3	3
	Clothes	4	4
	Carpets/Rugs	5	5
	Curtains/blinds	6	6
	Toiletries/cosmetics	7	7
	Luggage	8	8
	Sports equipment	9	9
Toys	0	0	
Books	X	X	
Other	Y	Y	
D	...bathroom/cloakrooms	(17)	(26)
	Furniture	1	1
	Laundry basket	2	2
	Towels	3	3
	Electrical appliances e.g. shavers, toothbrushes	4	4
	Toiletries/cosmetics	5	5
	Carpets/flooring	6	6
	Curtains/blinds	7	7
	Heaters	8	8
	Medicines/First Aid items	9	9
	Other	0	0
E	...garage, outbuildings, cellar: external		
	DIY tools – motor	X	X
	DIY tools – non-motor	Y	Y
		(18)	(27)
	DIY goods e.g. paint	1	1
	Garden tools – motor	2	2
	Garden tools – non-motor	3	3
	Garden furniture	4	4
	Barbecue	5	5
	Lawn mower	6	6
	Sports equipment	7	7
	Bicycle	8	8
	Cleaning items	9	9
	Camping equipment	0	0
	Car(s), Van(s)	X	X
	Motorbike(s)	Y	Y
		(19)	(28)
	Other	1	1
	F	...anything else (PLEASE WRITE IN & CODE '2')	2

(11-28)

Q42. **Approximately what was the total value of the damage caused by the flood to your household contents including cars? Please exclude any damage to the house itself.** SINGLE CODE ONLY

Q43. **Approximately what was the total value of the contents including cars that you were able to save by moving them?** SINGLE CODE ONLY

	(29)	(30)
Nothing	1	1
Under £100	2	2
£100, less than £500	3	3
£500, less than £1,000	4	4
£1,000, less than £5,000	5	5
£5,000, less than £10,000	6	6
£10,000, less than £15,000	7	7
£15,000, less than £20,000	8	8
£20,000 or more	9	9

(29-30)

Q44. **What, if anything, would have enabled you to save more property?** MULTICODE OK. DO NOT PROMPT.

Longer warning time	1
More specific, more informative warning	2
More people to help move things	3
More space to move things to	4
More equipment to raise items	5
Being stronger/more physically able/fit	6
Other (PLEASE WRITE IN & CODE '7')	7
Nothing	8
Don't know	9

(31)

Q45. **At the time of the...** READ OUT AS APPROPRIATE

IF FLOODED ONCE SINCE SEPTEMBER 2000 ...**your recent flood...**

IF FLOODED MORE THAN ONCE SINCE SEPTEMBER 2000 ...**your most serious flood...**

...did you have insurance cover against the following for flooding? MULTI CODE

Building and structure	1
Contents – new for old	2
Contents – other	3
No - None	4

(32)

Q46. **Did you bear any financial costs as a direct result of the flooding that were not covered by insurance?** SINGLE CODE ONLY

Yes	1
No	2
Don't know	3

(33)

Q47. **AVM is the automated voice message service that warns you if a flood is likely to occur. Can I just check are you on AVM now, or not? SINGLE CODE ONLY**

Yes	1
No	2
Don't know	3

(34)

Q48. **Was your household on the AVM system at the time of the... READ OUT AS APPROPRIATE ...recent/most serious flood, or not? SINGLE CODE ONLY**

Yes	1	GO TO Q51
No	2	ASK Q49
Don't know	3	

(35)

ASK Q49 IF HOUSEHOLD WAS NOT ON THE AVM SYSTEM AT THE TIME (CODE '2' OR '3' AT Q48). OTHERS GO TO Q51.

Q49. **Have you received an offer to be put on the AVM?**

Yes	1	GO TO FILTER AT Q50
No	2	GO TO Q51
Don't know	3	

(36)

ASK Q50 OF ALL THOSE WHO HAVE RECEIVED AN OFFER TO BE PUT ON AVM (CODE 1 AT Q49) BUT ARE NOT ARE NOT CURRENTLY ON THE AVM (CODES '2' AND '3' AT Q47). OTHERS GO TO Q51.

Q50. **SHOWCARD M (R) Why have you not taken up the offer to be put on the AVM? Just read out the letter or letters that apply. MULTICODE OK**

A	Think it is a waste of time	1
B	Think there is little risk	2
C	Don't trust the Agency to send message	3
D	Didn't want to receive lots of messages or false alarms'	4
E	No telephone	5
	Other (PLEASE WRITE IN & CODE '6')	6
	Don't know	7

(37)

ASK ALL

Q51. **Does your household own or rent this accommodation? SINGLE CODE ONLY**

Own/ with mortgage	1
Rent from council	2
Rent from housing association	3
Rent from private landlord	4
Accommodation tied to job	5
Don't know	6
Other (PLEASE WRITE IN & CODE '7')	7

(38)

Q52. **While living in your current home, have you done any of the following?** READ OUT a-g.
IF YES, ASK **Was this before or after the...** READ OUT AS APPROPRIATE

IF FLOODED ONCE SINCE SEPTEMBER 2000 ...**your recent flood?**

IF FLOODED MORE THAN ONCE SINCE SEPTEMBER 2000 ...**your most serious flood?**

SINGLE CODE FOR EACH

	No	Yes before	Yes after	
a	1	2	3	(39)
	...Obtained sand-bags and sand in case it floods in the future?			
b	1	2	3	(40)
	...Kept ditches and drains especially clean in readiness for flooding?			
c	1	2	3	(41)
	...Installed water pump(s)?			
d	1	2	3	(42)
	...Bought flood-gates			
e	1	2	3	(43)
	...Bought air-brick covers?			
f	1	2	3	(44)
	...Built new walls or drains to protect your home against flooding?			
g	1	2	3	(45)
	...Taken out insurance-cover against flooding?			

Q53. **Have you acted to reduce the damage that water would cause if it got into your home, for example by...** READ OUT a-j. IF YES, ASK **Was this was before or after the...** READ OUT AS APPROPRIATE ...**recent/most serious flood?** SINGLE CODE FOR EACH

	No	Yes before	Yes after	
a	1	2	3	(46)
	...Buying cheaper or more flood resistant ground floor furniture?			
b	1	2	3	(47)
	...Laying tiles on the floor or replacing fitted carpets with roll-up carpets or rugs?			
c	1	2	3	(48)
	...Replacing old kitchen units with more flood resistant ones?			
d	1	2	3	(49)
	...Permanently raising furniture, washing machines etc off the floor?			
e	1	2	3	(50)
	...Using water-resistant plaster on the walls?			
f	1	2	3	(51)
	...Making a written plan of what to do in case of a flood?			
g	1	2	3	(52)
	...Moving electricity sockets higher up the walls?			
h	1	2	3	(53)
	...Moving valuable items off the ground or upstairs?			
i	1	2	3	(54)
	...Moving sentimentally important items off the ground or upstairs?			
j	1	2	3	(55)
	...Something else to limit flood damage (PLEASE WRITE IN)			

Q54. SHOWCARD N (R) **How strongly do you agree or disagree with the following statements? READ OUT a-n. ROTATE ORDER. TICK START. SINGLE CODE FOR EACH**

		Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion	
		A	B	C	D	E		
<input type="checkbox"/>	a	1	2	3	4	5	6	(56)
	b	1	2	3	4	5	6	(57)
	c	1	2	3	4	5	6	(58)
<input type="checkbox"/>	d	1	2	3	4	5	6	(59)
	e	1	2	3	4	5	6	(60)
	f	1	2	3	4	5	6	(61)
<input type="checkbox"/>	g	1	2	3	4	5	6	(62)
	h	1	2	3	4	5	6	(63)
	i	1	2	3	4	5	6	(64)
	j	1	2	3	4	5	6	(65)
	k	1	2	3	4	5	6	(66)
	l	1	2	3	4	5	6	(67)

ASK M OF HOME-OWNERS ONLY (CODING '1' AT Q51)

<input type="checkbox"/>	M	1	2	3	4	5	6	(68)
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ASK N OF THOSE RENTING ONLY (CODING '2', '3' OR '4' AT Q51)

N	1	2	3	4	5	6	(69)
---	---	---	---	---	---	---	------

Q55. **Would you be willing to be contacted again by researchers about the flooding?**

Yes	1	PLEASE REMEMBER TO OBTAIN SIGNATURE ON BACK PAGE
No	2	(70)

GO TO DEMOGRAPHICS

THIS MUST BE THE LAST PAGE OF THE QUESTIONNAIRE AND MUST BE SINGLE SIDED

MORI/
1-5

Questionnaire No

Serial No
OUO (6-9)
CARD 4 10

Sample Point Number (Environment
Agency Area/Office code):

(11) (12) (13)

Interviewer Number:

/
(14) (15) (16) (17) (18)

(14-18)

Sample point name/name of location:

Name/Initial/Title: Mr/Mrs/Ms/Miss

Address:

Full Postcode

(19) (20) (21) (22) (23) (24) (25)

(19-25)

QTEL1 **Do you have a fixed line telephone at home which you use for incoming and outgoing voice calls?**

Yes	1	
WRITE IN Full tel. No		
No	2	
Refused	3	GO TO QTEL2
Ex-directory	4	

(26)

QTEL2 **ASK IF NO FIXED LINE/REFUSED/EX-DIRECTORY (CODES 2-4). OTHERS CLOSE**
Can I just check, do you have a mobile phone? IF YES ASK: Can I take the number please?

Yes	1
WRITE IN Full tel. No	
No	2
Refused	3

(27)

IT IS VERY IMPORTANT THAT YOU FILL IN THE SAMPLE POINT NUMBER, QUESTIONNAIRE NUMBER AND INTERVIEWER NUMBER ON BOTH THE FRONT AND BACK PAGE OF THE QUESTIONNAIRE.

SIGN

PRINT

DATE

PB 12146

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