

Record of engagement

Working together to adapt to a changing climate: flood and coast

FCERM Research & Development Programme Research Report

Date: January 2023

FRS17192/3

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Dr Robert Bradburne
Chief Scientist

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Introduction

About this report

This report documents the work carried out in 2 pilot locations to develop tools to engage local communities in conversations about climate change adaptation, as part of the research project 'Working together to adapt to a changing climate: flood and coast'. It details what Icarus, the research and engagement contractor, with the support of local stakeholder steering groups in the 2 pilot locations, did in each phase, including what went well and some top tips.

The report is aimed at engagement staff and others in risk management authorities and third sector organisations, who are working with communities and partners on flooding/coastal erosion and climate adaptation.

The purpose of this report is to:

- record what we did and how we did it
- provide examples and approaches to draw on when engaging on flood and coastal erosion risk management (FCERM) climate adaptation
- demonstrate how engagement planning could work in practice¹

Where the report has come from

This report is a final product of the action research project 'Working together to adapt to a changing climate: flood and coast'. The project was funded by the Flood and Coastal Erosion Risk Management Research and Development Programme (Environment Agency, Defra, Welsh Government and Natural Resources Wales) and implemented by the research and engagement company, Icarus.

The research is a response to concerns about the impacts of climate change and the likelihood of significantly higher levels of risk to communities due to increased flooding or coastal erosion. It aimed to explore how authorities can engage effectively with communities on these issues, particularly where options for addressing increased risk may be complex or contentious.

¹ Nothing in this report implies (a) any additional duty on the Environment Agency, Defra, Welsh Government or Natural Resources Wales to engage with or consult authorities, partnerships, or wider communities or (b) any requirement for, or undertaking by, the Environment Agency, Defra, Welsh Government or Natural Resources Wales to carry out engagement or consultation in accordance with the methods in this report.

The project is providing evidence for the implementation of the new Flood and Coastal Erosion Risk Management (FCERM) Strategy for England. Findings from the evidence review are featured in the strategy, along with a measure to share learning from the project. The research also addresses aspirations to make people and places central to decision-making and increasing local resilience to climate change.

The action research project included 3 phases:

1. a review of evidence on community engagement on climate adaptation (2018), to inform:
2. designing and implementing an innovative community engagement programme (2019 to 2021). Local communities and organisations were invited to apply to take part, and **2 pilot locations** were selected:
 - Caterham on the Hill and Old Coulsdon, Surrey and London Borough of Croydon - experiences surface water flooding
 - Hemsby, Norfolk – experiences coastal erosion and storm surges
3. bringing together, reflecting on and documenting learning and practice (2021 to 2022)

Co-design and collaboration were integral to the project. This included setting up steering groups in each pilot location made up of authorities and residents. The steering groups helped to develop and trial a local engagement programme. The project took an action research approach, documenting learning throughout and adapting the work programme accordingly. Two-way learning was also instigated through quarterly webinars with a group of almost 200 FCERM practitioners. A project board, including representatives from the Environment Agency, Natural Resources Wales and local authorities helped to steer the project throughout.

It is worth noting that different participants had different levels of involvement and influence throughout the project. Icarus led the project implementation and wrote these reports. The use of 'we' refers to the authors unless otherwise specified.

There are a number of products from the project that reflect on the research findings and learning and provide detailed information about the tools developed and tested. These are available on the [project webpage](#).

Report structure

This document sets out what we did in each location over 3 main engagement phases. The detailed timing varied between the 2 pilot locations, but the 3 phases were broadly:

- **Phase 1:** Initial design of the engagement process
- **Phase 2:** Implementation of engagement activities
- **Phase 3:** Learning and next steps

The report is structured according to these phases, which together made up the broad engagement plan in each location. Within each phase, there are separate sections for

each of the 2 pilot locations. Each phase includes sections on purpose, what we did, and top tips from the project team.

Section 1 details engagement activities for Caterham-on-the-Hill and Old Coulsdon, while section 2 reports on engagement activities in Hemsby.

Appendices 1 and 2 provide summary tables of engagement activities for each area.

1. Engagement activities - Caterham-on-the-Hill and Old Coulsdon

Caterham Hill and Old Coulsdon suffer surface water flooding. Most recently, in June 2016, 96 properties were flooded in a summer storm. Around 350 residential properties are at risk of flooding in the catchment and, due to the pressure for and the infill nature of development, the number of properties at risk will increase as surface water run-off increases. It is likely that the effects of climate change will increase both the frequency and severity of flooding over time.

The pilot was chosen as major capital interventions were unlikely to be technically or financially viable, with flood risk reduction more likely to be achieved through sustainable drainage systems (SuDS) retrofit and resilience measures. Caterham on the Hill Parish Council and Caterham Flood Action Group (FLAG) have been proactive and supportive of the work of Surrey County Council, Croydon Council, Tandridge District Council, the Environment Agency and Thames Water in exploring ways forward. Since 2016, local stakeholders have been meeting regularly as a multi-agency group to address flooding issues in the area. FLAG and the authorities have also worked together to carry out awareness campaigns and help with resilience work in the community.

The project aimed to build on this strong base of multi stakeholder collaboration in Caterham and Old Coulsdon to further explore ways in which communities can exchange views, build understanding and plan together to help reduce flood risk in the face of climate change predictions.

The project in Caterham and Old Coulsdon developed a simulation exercise designed to encourage thoughtful engagement with the challenges of surface water flooding. A simulation involves creating a scenario and facilitating a conversation with a small group of local stakeholders. The place and issues represented in the simulation are imaginary but are designed to exhibit many of the issues, options and decisions that both communities and authorities are addressing in Caterham. Each participant takes on a role that is different to what they do in real life. By participating in the simulation, the intention is to:

- help convey complex information about science, local issues and choices in an accessible form
- enhance literacy around these issues among a wide group of stakeholders
- encourage empathy by allowing people to consider a situation from someone else's perspective

- give participants an experience of and prepare them for difficult strategic decision-making on similar issues in complex multi stakeholder environments

The local steering group closely involved in this work included residents, FLAG, A Better Caterham (civic group), Tandridge District Council, Surrey County Council, Caterham on the Hill Parish Council, London Borough of Croydon, Thames Water and the Environment Agency. Steering group members were also invited to attend half-day national project board meetings, chaired by the Environment Agency, which took place every 6 months throughout the project.

Phase 1: Planning (May to August 2019)

The purpose of this phase was to:

- establish a multi-stakeholder project steering group
- ensure all main stakeholders understood the project rationale and aims and could commit to working collaboratively on the initiative
- identify the flood and climate adaptation issues the project needed to address
- share learning from the evidence review and draw on this to agree a focus to the work

What we did

Project board meeting: Local representatives attended a national project board meeting in April 2019 to present the main characteristics of Caterham and Old Coulsdon and the challenges the area faced in relation to floods and climate change.

Project partner workshop - The first step was to bring together representatives of project partners and other local organisations to further develop the purpose, activities and focus of the initiative. There was an invitation to participate in this meeting for interested authorities and community-based groups, invited through the existing contacts of FLAG and Surrey County Council. From this group a project steering group was nominated.

This was an important foundational workshop attended by 19 people representing all the project's core stakeholders, including local authorities (parish, district and county), elected members, the Flood Action Group, residents' association, water company and the Environment Agency.

By the end of the workshop, attendees had:

- agreed the scope and purpose of the project
- explored and set out the pilot area's flood risk issues, challenges and responses, drawing on local experience and evidence
- developed the main action research questions that the project needed to explore
- explored and identified evidence and research gaps

- set out the range of people, groups and organisations that the project needed to engage and why
- explored a range of potential project activities and immediate next steps that will contribute to the project's purpose
- agreed how all the people and organisations involved could work well together, including how the project would be managed, the different roles needed, and how best to communicate internally and externally

Project steering group – The wider group agreed to form a project steering group. This involved at least one representative from each of the groups and organisations involved in the project partner workshop. Terms of reference for the group was agreed, a document called 'How we'll work together'. As the project developed and more people were involved in the development and trialling of the simulation exercise, some new community stakeholders joined this group. We worked with the project steering group to better understand the learning from the evidence review, reflect on this and take forward a substantive idea that had potential to engage the local community and stakeholders in flood risk planning.

With the steering group we chose to explore and develop a facilitated simulation activity which was then piloted and refined (see 'Running a simulation: tools and techniques'). Initial pilots of the simulation used an adapted version of an existing flood risk simulation exercise and programme developed by the [New England Climate Adaptation Project](#) at the Massachusetts Institute of Technology (MIT). Drawing on the learning from this simulation we worked with the steering group to design our own version.

Pilot representation at programme level - From the beginning of the project representatives from the local pilots were invited to attend 6 monthly, half-day board meetings for the overall project. This helped learning to be fed through from local to national level and also for the local groups to know that they were contributing to a wider initiative with national impacts and benefits.

Top tips from the project team

- **Clarity from the start:** Make time at the start to ensure that the core stakeholder team discuss, are clear about and agree the fundamental project building blocks such as purpose and scope, main research questions, the evidence available and missing, the stakeholders to the initiative and how the group will work well together.
- **Good relationships:** Invest time and effort in building good relationships with the people and organisation who are working together. The project aspired to collaboration and co-creation. To achieve this an effective team is needed and needs to enjoy working together and have mutual respect and trust.
- **Establishing the steering group:** It was important to ensure that the steering group reflected a wide range of organisations and interests, felt involved and engaged in project development and was involved in the main decision points.

Phase 2: Implementation (August 2019 to April 2021)

The purpose of this phase was to:

- work up the simulation activity
- generate a number of good flood risk and climate adaptation planning discussions through facilitating a number of Caterham and Old Coulsdon focused simulation sessions with stakeholders from authorities and communities
- provide an opportunity to reflect on the experience of participating in the simulation and explore how this could inform and facilitate community-based planning for real on these issues

What we did

- **Simulation pilots** - The simulation activity was piloted 3 times (in person) at sessions in August, October and December 2019 (Figure 1.1). Each time we reviewed the running of the simulation exercise, drew out learning and made improvements to the process and materials.



Figure 1.1: Piloting the simulation with the Caterham and Old Coulsdon steering group

- **Working up the final version** - Having practised and refined the facilitation of the simulation exercise and understood the type, level and detail of the briefings and materials needed to promote good participation, we started to design a version that reflected the needs and challenges of flood risk management and climate adaptation in Caterham and Old Coulsdon.
- **A promotional animated film** - We commissioned and produced a promotional animated film to explain the project and encourage participation in the simulation exercise (Figure 1.2). The animation is designed so that it can also be used to

promote other community-based dialogue activities. This was completed in September 2020.



Figure 1.2: An image from the promotional animation

- **Stakeholder interviews** – We carried out one-to-one in-depth interviews in February and March 2020. We selected interviewees who had a role that we thought would be useful to represent in the final simulation. In this way, interviews with stakeholders such as local authority planners, water company employees, community activists and flood group members directly informed the creation of the characters and roles that participants would take on as part of the simulation.
- **A format change** - In March 2020, Covid-19 restrictions substantially affected the project, requiring a rethink of how the simulation exercise could work and be implemented. Our learning about facilitation approaches and materials from the pilot simulation sessions now needed to be translated into a version that could work online through a video conferencing platform.
- **Creating the online simulation** - Much of the remaining time available for product development in 2020 was spent writing and creating the online version of the simulation exercise. Steering group meetings in May and June 2020 helped review work in progress and we were able to present the final materials to the project steering group in December 2020. At this steering group meeting we approved the final version and were able to set dates for 2 pilot simulation exercises for early 2021.
- **Simulation pilots** - In January 2021, we facilitated 2 pilot online simulation sessions with participants from the Area Team of the Environment Agency and Surrey County Council’s flood risk management team. These 2 organisations were represented on the steering group and could offer a simulation ‘team’ at short notice. This was an essential stage before a wider roll out of the activity. These sessions demonstrated and gave us confidence that it was possible to facilitate the activity and conduct a debrief online. We provided an advance briefing pack for

participants, online resources to manage the group conversation, and designed structured reflection and feedback mechanisms.

- **Wider community-based simulations** - From February to April 2021, we organised and facilitated 3 online community-based sessions. These were recruited through steering group members contacts and networks. We worked with simulation 'teams' from Caterham Rotary Club, students at a local 6th form college (Figure 1.3) and members of Croydon Council's Flood Risk Management Team.

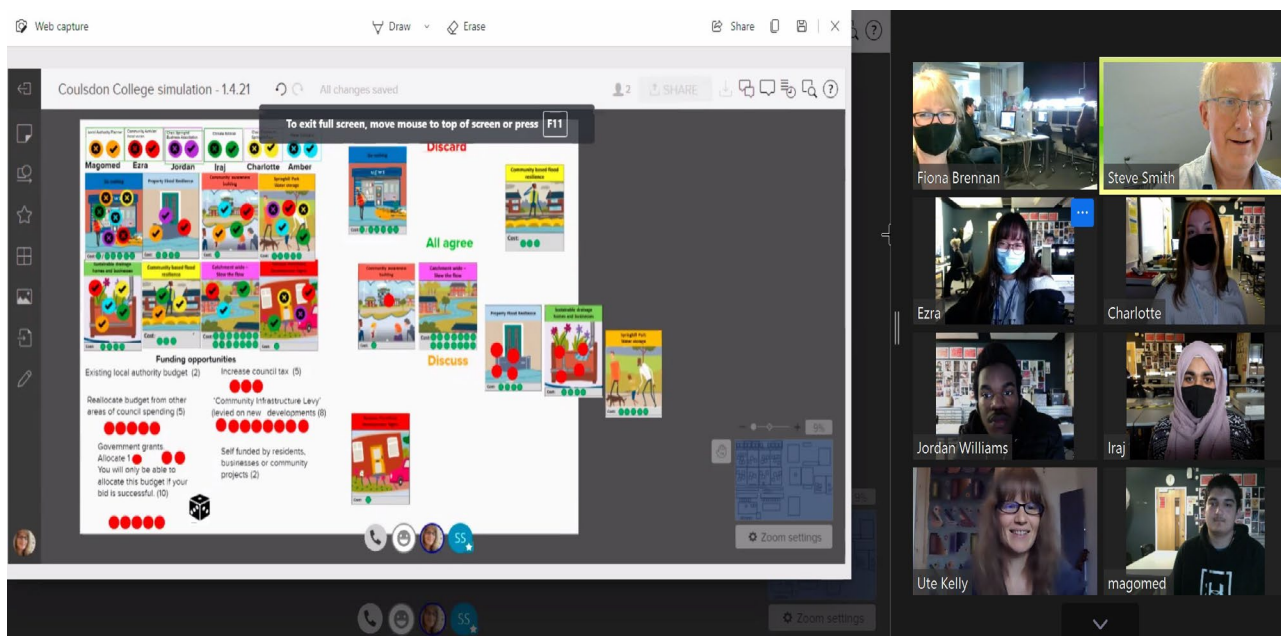


Figure 1.3: Facilitating an online simulation with students from Coulsdon College

Top tips from the project team

- **A supportive space to discuss difficult issues:** The simulations demonstrated that it is possible to have well-informed, good natured and effective conversations about difficult issues. Careful advance briefing and creating a supportive environment where people felt comfortable to express their views and positions helped make these discussions useful.
- **Plan in time for feedback:** The 30 minutes spent reviewing the simulation session at the end of the meeting was essential. It gave participants the opportunity to reflect on the experience, suggest improvements and how the learning could inform real life conversations about similar issues.
- **Wider community links.** Developing more extensive community links earlier in the project may have helped recruit more participants to participate in the simulation exercises.
- **Good design:** If the materials are well designed, clear and not too complex it is possible to engage a wide range of people in this exercise. People do not need a prior understanding of flood risk or climate change issues to effectively participate.

Phase 3: Learning and next steps (May to September 2021)

The purpose of this phase was to:

- review and learn from the project activities with steering group members
- involve stakeholders in hearing about and discussing the wider impacts of the overall project

What we did

- **Project review** - The project steering group reviewed the project as a whole in Caterham and Old Coulsdon (in May 2021). Participants were reminded of the main project stages and activities and invited to reflect on the initiative guided by prompt questions. Notes were circulated as a record of the feedback.
- **Wider programme and impact** - In September 2021, the Icarus team and the Environment Agency Project Manager made a presentation to the Caterham Flood Action Group's Multi Agency Meeting (FLAG MAM). This set out important learning from and an assessment of the impact of the project as a whole. The members of this group included most of the Caterham and Old Coulsdon steering group members as well as a number of wider stakeholders who have a role in flood risk management in the study area. It was also possible to discuss the likely next steps for the initiative and how the products and learning will support and inform ongoing and future work in relation to managing flood risk and climate adaptation.

Top tips from the project team

- **Importance of stakeholder reflection and feedback:** Convene an opportunity for the steering group to reflect on the process, provide feedback and contribute to the learning.
- **Disseminate learning from the whole project:** It's important that project stakeholders and those involved at a local level hear about the wider learning and impact of the whole project. It helps put into context the impact of the local work and the wider benefit.

2. Engagement activities - Hemsby

Hemsby is a coastal village on the Norfolk coast, just to the north of Great Yarmouth, which experiences coastal erosion. It has a population of 3,275 in an estimated 2,250 households (UK Census 2011).

Hemsby is fronted by vegetated, soft dunes, and some properties in Hemsby have historically been located on this area of dunes, known locally as the Marrams. In 2013, as a result of the East Coast tidal surge, 5 properties on the Marrams were affected by coastal erosion and subsequently demolished. The coast remained stable until 2018, when after a period of increased storminess and erosion, an additional 12 properties had to be demolished. It is anticipated that the effects of climate change will result in increasing sea levels and an increase in the frequency and severity of storm events, combining to further exacerbate rates of coastal erosion along this section of the Norfolk coastline.

The pilot was chosen as a major capital sea defence was unlikely to be viable in the longer term and Coastal Partnership East (CPE) was keen to explore more adaptive approaches with the local community. CPE is a partnership of 3 maritime local authorities – Great Yarmouth Borough Council, North Norfolk District Council, and East Suffolk Council. Each of these councils are coastal protection authorities under the Coast Protection Act 1949 and CPE works on behalf of Great Yarmouth Borough Council to support the community in Hemsby.

Discussions had started to take place about potential solutions, including the construction of a rock berm to provide an interim coastal protection measure and CPE established a local community liaison group for Hemsby and Winterton in 2018.

The local steering group set up to work on this project included:

- residents of Hemsby – people with an interest in coastal erosion and/or climate change
- Coastal Partnership East – a partnership bringing together the coastal management resources and expertise from Great Yarmouth Borough Council, North Norfolk District Council and East Suffolk Council and working in Hemsby on behalf of Great Yarmouth Borough Council
- Hemsby Parish Council
- Scratby Environment Group – residents of Scratby with experience of running a community survey on climate adaptation options
- Hemsby Neighbourhood Planning Steering group – local residents developing a Neighbourhood Plan for Hemsby which would include consideration of climate change adaptation
- the Environment Agency

Steering group members were also invited to attend half-day national project board meetings, chaired by the Environment Agency, which took place every 6 months throughout the project.

Phase 1: Initial design of the engagement process (April to November 2019)

The purpose of this phase was to:

- ensure all main stakeholders understood the project rationale and aims
- ensure all main stakeholders could commit to working collaboratively on the initiative
- identify the coastal erosion and climate adaptation issues the project needed to address
- share learning from the evidence review and draw on this to agree a focus to the work
- establish a multi stakeholder local steering group

What we did

- **Project board meeting** - Local representatives (Coastal Partnership East and councillors) attended a national project board meeting in April 2019 to present the main characteristics of Hemsby and the challenges the area faced in relation to coastal erosion and climate change.
- **Stakeholder meetings** – Icarus held individual meetings with stakeholders from local community groups to understand their concerns, interests and who else they thought should be involved in the project, in advance of designing and running initial, wider stakeholder workshops.
- **Two stakeholder workshops** - The workshops were held in Hemsby with stakeholders from authorities, community groups, residents and local businesses to explain and secure commitment to the project, present the findings of the evidence review and consider a suggested tool to develop/test in Hemsby. The first workshop included an activity designed to capture participants' existing knowledge about the issues, processes and challenges involved in managing or responding to flooding/coastal change in Hemsby, to identify gaps in their knowledge, and open up questions that they would like to answer. Workshop participants were initially identified via Coastal Partnership East and the initial stakeholder meetings, but additional stakeholders were identified as a result of stakeholder analysis activities carried out during the workshops. Participants were also invited to register their interest in becoming part of a local steering group to work together and design/test a new engagement tool in Hemsby.
- **Community liaison group meeting** - Icarus designed and ran a short participative session with local authority and community stakeholders at one of the regular local liaison meetings organised by CPE, to identify areas where shared understanding would be helpful to support future discussions on climate change adaptation.
- **Established a local steering group** - After the stakeholder workshops, Icarus had follow-up conversations with people who had expressed an interest in joining the steering group to recruit local residents, officers from local organisations, Hemsby

Parish Council and local community groups to join the steering group. The overall aim of the group was to co-create the tool(s) to be tested in Hemsby, and participants were selected to reflect a wide range of experience, knowledge and perspectives.

- **Meeting with Coastal Partnership East** - Explored suggestions for potential tool to develop and test in Hemsby. Agreed that it would be valuable to understand more about the readiness of all stakeholders, including staff from risk management authorities, local residents and businesses, to take part in conversations about climate change adaptation.

Top tips from the project team

- **Identifying stakeholders:** It can be really valuable to hold some interviews/meetings with individual stakeholders before establishing a local stakeholder group. This helps to build relationships and understanding about the local context. It also helps ensure the correct representation on your group, as the people you talk to may suggest additional stakeholders they think should be involved.
- **Understanding different perspectives:** Invite a wide range of different stakeholders to the initial planning meeting. This can help provide a clearer picture of the range of concerns and different perspectives on what the issues are that needed addressing.
- **Choosing a potential tool/approach:** Before deciding on a tool/approach to use, it's important to present a range of potential tools and allow time for the group to discuss them all first before making a decision on which one to use. This will avoid a situation where stakeholders who have been invited to co-create something consider that a decision had already been made without their involvement.
- **Consider using independent facilitators to run your initial workshops:** Using an independent facilitator for the planning workshops allowed staff from Coastal Partnership East and the Environment Agency to participate fully in discussions as partners around the table. This can help to make the work feel more collaborative and help to build trust/improve relationships between different stakeholders.
- **Time for co-design:** Recognise that co-design takes time and resources and ensure this is built into your project planning.
- **Engagement and communications planning:** Ensure that this type of approach is part of a comprehensive communications and engagement plan so that risks and mitigating actions can be identified and then reviewed throughout the project.

Phase 2: Implementation (December 2019 to June 2021)

The purpose of this phase was to:

- design and implement a readiness assessment tool to enable a better understanding of the readiness of the local community and organisations to take part in conversations about climate change adaptation
- report on the overall level of readiness of organisations and the local community
- develop a set of potential future scenarios and consider the implications for future engagement planning in Hemsby

What we did

- **Designed a community readiness assessment survey** - Over a series of face-to-face and online meetings with the steering group from December 2019 to June 2020, group members were involved in designing an online survey and planning for the promotion, distribution and collection of survey responses. Local input was invaluable in helping draft the wording and/or response options for some questions.
- **During this period**, the steering group also became aware of proposals to carry out a survey as part of a local Neighbourhood Planning project in Hemsby. This prompted a 'join up' with the Hemsby Neighbourhood Planning steering group and a decision to produce a joint survey. A representative of the Hemsby Neighbourhood Planning steering group also joined the steering group.
- **1:1 stakeholder meetings** - 1:1 interviews were held with stakeholders to inform assessment of readiness. Stakeholders included representatives of local community groups, Coastal Partnership East, landowners and business owners. Interviews were originally planned to take place face to face, but coincided with the first Covid-19 lockdown in March 2020 and were therefore rescheduled as telephone interviews. The interviews explored the different dimensions of readiness.
- **Community readiness assessment survey** - An online survey was launched in June 2020 and ran for 5 weeks. 206 qualifying responses were received. To help promote the survey, and to enable people to request a paper version of the survey, an A5 colour flyer was distributed to individual households (Figure 2.1). Members of the Hemsby Neighbourhood Planning steering group delivered and collected paper survey copies and helped distribute additional flyers to residents and local businesses. Paper survey copies were also made available in local shops for people to pick up. Full details of the community survey are provided in the related report: readiness assessment tools and techniques.

Your Your VILLAGE FUTURE

We want to hear your views...

We are doing a survey of local residents and businesses to help plan for the future in Hemsby. We want to know what you think about living or working in Hemsby; what issues are important to you; and what you know and think about how a potential increase in coastal erosion or flooding, as a result of climate change, might affect Hemsby. The survey takes about 15-20 minutes to complete, and your responses will help prepare the village for the 21st Century.



PHOTO CREDIT: Hemsby in Bloom

You can complete the survey in one of two ways:

- 1. YOU CAN COMPLETE THE SURVEY ONLINE** – it's easy to do, simply type <https://www.smartsurvey.co.uk/s/Hemsby/> into your browser to access the survey now.
- 2. OR, YOU CAN FILL IN A PAPER COPY** – call Karen Saunders on **0800 0448146** and she will arrange for a copy to be delivered to you.

Please help plan for the future of your village by completing the survey and encouraging your family, friends and neighbours to do so as well – we'd love to hear from anyone aged 13 or over.

As a little thank you for helping, you could win a **£50 One4all gift card**. These cards are ready to spend with 1000s of different shops. We have three gift cards to give away for fully completed surveys.



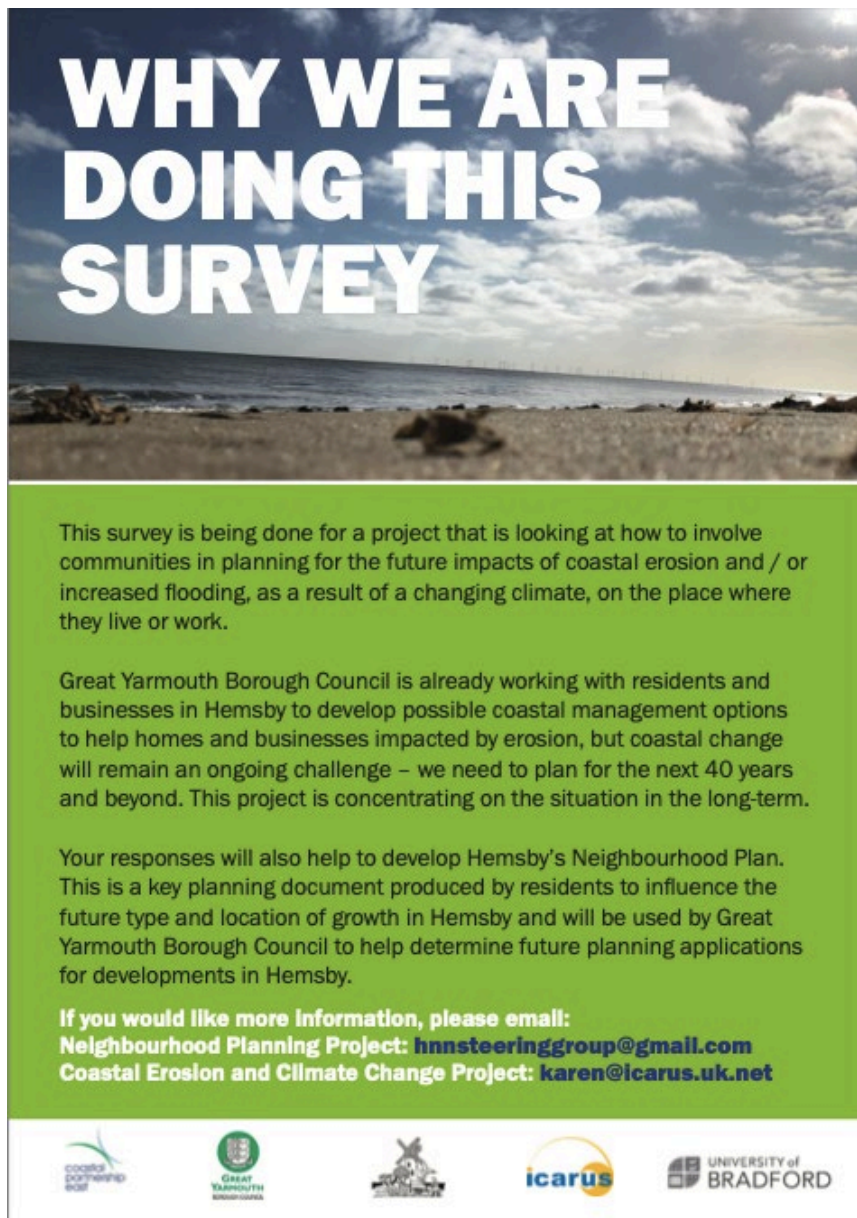


Figure 2.1: A5 flyer used to promote the community survey in Hemsby

- **Follow-up interviews with selected survey respondents** – As part of the community survey, respondents were asked if they would be willing to take part in a follow-up interview to discuss their responses in more detail. Fourteen people responded positively and of these, we arranged a one-hour telephone interview with 6 people. Respondents were selected based on different factors, aimed at obtaining views from a mix of genders, age groups and different responses to survey questions.
- **Assessed the overall readiness of stakeholders** - The results of the community survey, survey respondent interviews and original stakeholder interviews were analysed to produce an assessment of the overall readiness of stakeholders across the 6 different dimensions of readiness. The results were presented to the steering group for discussion and comment. The readiness assessment was also used to identify potential considerations, or engagement needs, that would need to be

factored into the design of future engagement work on climate adaptation in Hemsby.

- **Designed and tested a scenarios development process** - Three online sessions were held with officers from CPE, local councillors and residents involved in the Hemsby steering group to develop potential future scenarios. During the first session, participants identified the potential factors that might have an impact on Hemsby in the longer term. Of the factors suggested, it was agreed that the rate/extent of climate change/coastal erosion and the speed of funding/construction of a rock berm were the most significant. These factors were used to develop a set of potential future scenarios in the second workshop. During the third session, some of the scenarios were considered in more detail to identify potential implications for future engagement planning in Hemsby. Further detail on the scenarios' development process can be found in the related report: using future scenarios to inform engagement planning.

Top tips from the project team

- **Make the most of local knowledge and expertise:** Value the knowledge and expertise of local stakeholders and use their input to improve the quality of your outputs/engagement approach.
- **Keep asking about other local initiatives that might be taking place at the same time as your engagement:** Circumstances change and although there may be nothing to be aware of when your project starts, there could be a new project/initiative a few months into the project, so it's important to keep checking. Other initiatives may influence the timing and/or scope of your planned activities.
- **Actively consider opportunities to join up with other initiatives:** Be open to 'joining up' with other relevant initiatives, particularly where the engagement approach proposed is the same, for example, a survey of local residents. Joining up can also help engage a wider range of people and/or attract more interest than would be the case for the project on its own.
- **Ensure everyone in your local group is involved in the development and agreement of how the group will work together:** When working with partners from different groups/organisations remember that policies on ways of working, communications may vary and it's important to find an approach that is acceptable to all. Terms of reference help provide clarity on the roles and responsibilities of group members.

Phase 3: Learning and next steps (July to September 2021)

The purpose of this phase was to:

- review and learn from the project activities with steering group members

- involve steering group members in hearing about and discussing the wider impacts of the overall project
- consider the potential next steps for future community engagement in relation to climate change adaptation, to be led by Coastal Partnership East

What we did

- **Meeting with Coastal Partnership East (CPE)** - Discussion to explore initial reflections on the scenario development process and potential next steps for using the scenario outputs to influence future engagement planning/activities in Hemsby.
- **Learning review meeting with Hemsby steering group** - This was the final meeting of the Hemsby steering group. The meeting included a reminder of the work the group had done over the past 18 months, a summary of the wider learning from the overall project and the wider impact of the tools developed in both pilots, along with sharing reflections from individual group members on their involvement in the project and learning.

Top tips from the project team

- **Importance of stakeholder reflection and feedback:** Make sure you build in time to get feedback from stakeholders on their involvement in the project and that they feel able to share both positive and negative aspects of their learning. Provide alternative mechanisms for individuals to provide feedback if they don't feel comfortable contributing their ideas in a group session.
- **Disseminate learning from the whole project:** It's important that project stakeholders and those involved at a local level hear about the wider learning and impact from the whole project. It helps put into context the impact of the local work and the wider benefit that their input has had.

Glossary

Adaptation to flooding and coastal change – Anticipating appropriate action to prevent or minimise the likelihood and consequences of flooding and coastal change, both now and in the future.

Authority – An organisation with official responsibility for a particular area of activity. This particularly includes government organisations.

Climate adaptation – Changing lifestyles, economy, infrastructure and local places to make us more resilient to the future consequences of climate change.

Community – Residents, businesses and groups living or based in a particular area.

Flood and coastal resilience – The capacity of people and places to plan for, better protect, respond to, and recover from flooding and coastal change.

Framing – A way of structuring or presenting a problem or an issue.

Partners – Individuals, groups and organisations that help to carry out a particular area of activity. This includes private and third sector organisations.

Practitioners – Individuals working within authorities.

Readiness – How prepared people, communities and organisations are, in this context, to engage in conversations about and planning for the long-term response to increasing flood and coastal erosion risks due to climate change.

Readiness assessment – A tool for measuring how prepared you/your organisation and local stakeholders are for engaging in conversations, planning and action for climate adaptation in particular areas.

Risk management authority (RMA) – Organisations that are responsible for managing the risk of flooding and coastal erosion. This includes public and private sector organisations.

Stakeholder – Any individual, group or organisation that believes they could be affected by, interested in or could affect or influence the project or issue.

Appendix 1: Summary of engagement activities in Caterham-on-the-Hill and Old Coulsdon

Phase 1: May 2019 to August 2019

- **January – March 2019: Project inception** – aims, rationale and selection of pilots
- **30 May 2019: Initial partners meeting in Caterham and Old Coulsdon**
A 'starting point' for the project in Caterham and Old Coulsdon. To build a collective understanding of and commitment to the project.
- **8 August 2019: 1st steering group meeting Caterham and Old Coulsdon**
Establishing the steering group, developing our broad programme of work and reviewing suggestions for first phase activities. Presenting findings of evidence review and finding out about local challenges and opportunities.
- **July – September 2019: Evidence review and drawing out learning for the simulation**

Phase 2: August 2019 to April 2021

- **August 2019: Pilot US version of simulation** – in Kirklees
- **16 Oct 2019: Pilot US version of simulation** with the steering group
- **December 2019: Pilot US version of the simulation** – with broader community and organisational stakeholders – Caterham
- **February 11 2020: Steering group meeting** – to support the design of Caterham and Old Coulsdon version of simulation
- **February 2020: Promotional animation** commissioned
- **February to March 2020: Stakeholder interviews** in Caterham and Old Coulsdon – to inform the design of simulation roles
- **5 May 2020: Steering group meeting** – update of Caterham and Old Coulsdon simulation design (online) and review of animation scripts
- **25 June 2020: Steering group meeting** – update of Caterham simulation design, consider implementation options
- **Sept 2020: Animation completed**
- **September to Dec 2020: Final versions of online simulation materials** developed
- **9 December 2020: Steering group meeting** – final simulation materials presented, agreement on community roll out. Plan 2 x pilots with Environment Agency and Surrey County Council teams
- **13 and 15 January 2021: Pilot online simulations** with Environment Agency and Surrey County Council teams
- **28 January 2021: Steering group meeting** – Planning community and organisation stakeholder' online simulation sessions. Promotion, contacting

possible groups, agree who does what. Longer term use of the simulation and next steps

- **February to April 2021: Facilitation of online simulations** with Caterham Rotary Club, Coulsdon Sixth Form College and Croydon Council

Phase 3: May 2021 to July 2021

26 May 2021: Steering group meeting – planning final learning process/events, future of steering group, final stage of project timetable

May to July 2021: Final products, dissemination and reporting

Appendix 2: Summary of engagement activities in Hemsby

Phase 1: April 2019 to November 2019

- **January to March 2019: Overall project inception** – aims, rationale and selection of pilots
- **April to June 2019:** Design and preparation for initial planning workshop for Hemsby
- **3 July 2019: Initial planning workshop**
A 'starting point' for the project to build a collective understanding of and commitment to the project and initial stakeholder identification and analysis
- **18 July 2019: Short participative session** carried out at Hemsby and Winterton community liaison group to identify topics/issues where shared understanding was needed among different stakeholders
- **17 September 2019: Second planning workshop**
Presented findings from the evidence review and themes from the first workshop. Discussion of local challenges and opportunities. Agreement to set up a local steering group to develop and carry out a programme of work
- **September to October 2019:** Invitations /recruitment of stakeholders to join the Hemsby steering group.
- **October to November 2019: Discussions with CPE** about scope of the collaborative learning project and links to ongoing/potential work in Hemsby (rock berm proposals and adaptive pathways approach). Decision taken to find out more about perspectives of the local community on climate change and coastal challenges.

Phase 2: December 2019 to June 2021

- **6 December 2019: First meeting of Hemsby steering group**
- **14 January 2020: Second meeting of Hemsby steering group**
Initial development of questions to include in online community survey to assess readiness. Discussion of planned approach to conducting the readiness assessment, including dimensions of readiness and potential methods for data collection (interviews, surveys)
- **February to April 2020: 1:1 Telephone interviews with stakeholders** to inform assessment of readiness. Continued work to develop the survey questionnaire, with input from the steering group on local issues
- **1 April: steering group meeting:** Discussion of initial feedback from first stakeholder interviews and consideration of the impact of Covid-19 on project activities

- **April 2020: Discussions with Hemsby neighbourhood planning steering group** to explore potential join up of survey work. Decision taken to work together on a community survey
- **May 2020:** Finalisation of materials for readiness assessment (survey and promotional flyer)
- **July to August 2020:** Readiness assessment residents and business - **survey period** (5 weeks). 206 qualifying responses received
- **August 2020: Follow up interviews** with selected respondents to the survey
Analysis of data and production of draft readiness assessment report
- **14 September 2020: Steering group meeting**
Presentation and discussion of initial findings from the readiness assessment (survey and interviews). Review of other ongoing/planned local engagement in Hemsby
- **8 December 2020: Steering group meeting**
Discussion of engagement needs arising from the readiness assessment survey and exploration of potential online tools that could be used to support wider community engagement on the project, if progressed while Covid-19 restrictions prevented face-to-face engagement activities
- **13 January 2021: Meeting with CPE** to explore potential for community engagement/potential conflicts with the ongoing liaison/discussions in relation to design proposals for a rock berm
- **3 February 2021: Meeting with CPE** to discuss potential activities to carry out in Hemsby within remaining time/budget
- **22 March 2021: Hemsby steering group meeting**
Discussion of proposed activities to carry out in Hemsby within remaining time/budget. Agreement of how to share survey results
- **8 June 2021: Scenarios development (workshop 1)**
Identifying main factors that may affect Hemsby in relation to the future impact of climate and/or coastal change
- **17 June 2021: Scenarios development (workshop 2)**
Discussion using main factors to develop potential future scenarios
- **22 June 2021: Scenarios development (workshop 3)**
Review of scenarios developed to identify potential implications for future engagement

Phase 3: June to July 2021

- **12 July 2021: Meeting with CPE** to review scenarios process - Initial reflections on the process and discussion of potential next steps
- **14 July: Final steering group meeting** – review of work done in Hemsby; wider impact of project tools and discussion to capture learning

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